

**South Central Family Health Center  
Dental Department  
Monthly Board Report—January 2016**

**Human Resources:**

- **Front and Back office positions**
  - Mireya Diaz will be joining the dental department as a Dental Patient Service Representative in February 2016 at the Huntington Park Clinic.
  - The dental department continues to work with Human Resources to identify, interview, and hire additional front and back office staff to support the addition of the new full-time provider.

**Productivity:**

- **Total Encounters for Dental Department:**
  - December 2015: 616
  - Year to December 31st: 6680
  
- **Jefferson Wellness Center Encounters:**
  - December 2015: 222
  - **Average Patients per day: 12.7.**
    - Average patients was below goal of 13/provider.
    - Utilization was at 97% of goal.
  - Mid-month January productivity is below projected goal.
  
- **Huntington Park Center Encounters:**
  - December 2015: 394
  - **Average Patients per day: 11.6/provider.**
    - Utilization was at 99% of goal (adjusted for new provider productivity)
    - Current productivity goal is 13 patients/ day for provider one and 10 patients/day for provider two. Each month the goal will be raised.
  - Mid-month January productivity is at or above projected goal.
  
- **Unduplicated users**

(Calculated as unduplicated users of the department in the past 12 months)

  - December 2015: 1870 (HP: 949 JHS: 921)
  - November 2015: 1783 (HP: 939 JHS: 844)
  
- **Managed Care Rosters**
  - Overall the department had a small increase in managed care assignments.
    - Jefferson had a slight increase in Liberty Dental assignments.

David Kadar D.D.S.

- Jefferson and Huntington Park had a small decrease in Access Dental Assignments.
      - Huntington Park's roster continues to remain closed to new Access Dental assignments.
    - We continue to work towards a resolution to address the Huntington Park site's closed list.
  - **Productivity Goals:**
    - Huntington Park productivity was 99% of adjusted goal/89% of non-adjusted goal.
    - Jefferson Wellness was at 97% of goal.
    - Maintenance and Future growth of productivity by:
      - Lowering Broken Appointment Rate—(ongoing).
      - Increasing unduplicated users via increased in-reach/outreach—(ongoing).

#### Departmental Actions:

- **Saturday sessions at Huntington Park**
  - Saturday sessions (2<sup>nd</sup> and 4<sup>th</sup> Saturdays) have begun at the Huntington Park Clinic.
    - Initial results show strong demand for the Saturday sessions.
    - Consideration will be given to expand to additional Saturdays if demand remains strong for Saturday sessions.
- **Outreach/In-reach:**
  - **Internal Referrals**
    - In 2015, 6% of SCFHC's medical patients utilized dental services.
    - The goal for 2016 is to increase the utilization of dental services by SCFHC's medical patients. The Dental Director is working with Medical and Corporate Administration to identify opportunities to increase utilization.
  - **School Screenings/Fluoride Varnish Events**
    - SCFHC will conduct a screening at Miles Elementary School in Huntington Park on January 29th. This project will be supported by funding from the Delta Dental Grant. Currently 400 students are signed up for the event. A second day in February will be added to accommodate all of the students.
  - **Mexican American Opportunities Foundation (MAOF)/Head Start Program**
    - The two MOUs have been completed with MOAF.
    - MAOF will be referring their clients for dental screenings and treatment.
    - SCFHC will be providing educational classes and outreach at MOAF's facilities.

#### Future:

- **HRSA ES Approval**
  - The department continues to implement the expanded services at Huntington Park.
  - Saturday sessions for the 2<sup>nd</sup> and 4<sup>th</sup> Saturdays began in January.

- **South Central Clinic**
  - Plans are being developed for the layout of the new dental clinic located adjacent to the South Central Site. Initial plans should be completed by the end of January.
- **IT/NextGen EDR upgrade**
  - The upgrade of the Electronic Dental Record (EDR) software will assist in correcting communication concerns between the dental, medical, and billing software as well as improve charting for our patients.
  - IT has installed the program in a test environment. Testing will continue over the next two months followed by training of all staff.
  - Anticipated launch of the updated program will be March or April.

**Challenges:**

- **Human Resources—staffing shortage**
  - Multiple positions remain open in the dental department due to a staffing shortage.
  - This staffing shortage is showing an effect on maintaining projected productivity.
  - Identifying qualified candidates for assistant and front desk (Dental PSR) positions. Local community clinics are reporting a shortage of qualified candidates.
  - The search has been opened to DAs (unregistered dental assistants) who are currently in the process of obtaining their RDA license.
  - With the addition of the South Central site in the next year, there is concern if adequate staff will be available to support the expansion.
- **New Growth Phase for Huntington Park/Productivity**
  - Both sites are showing growth and more stable productivity as compared to last year.
  - Numbers for the second provider at HP are above standards for a new provider, but below the productivity goal of 13 patients per day. It will take approximately 6 months to build a patient panel for the 2<sup>nd</sup> provider to reach the full productivity goal.
- **Access Dental**
  - Huntington Park remains closed to new assignments/transfers.
  - Discussions are ongoing to find a resolution to the concerns about the Huntington Park Roster.
  - Jefferson remains open to new assignments and met 2<sup>nd</sup> quarter utilization requirements for the program.
- **Liberty Dental**
  - Liberty Dental will be transitioning to utilization requirements similar to Access Dental
  - Additional staff time will be required to increase outreach to Liberty's managed care list to ensure the utilization requirements are met.