

**South Central Family Health Center  
Dental Department  
Monthly Board Report—October 2015**

**Human Resources:**

- **New Dental Providers**
  - Dr. Lisa Wu has joined the dental team as a full-time provider.
  - Dr. Michael Mamaliger has joined the dental team as a per-diem dentist for coverage of absences.
  - Additional per-diem candidates will be identified to prevent the cancellation of clinical sessions for upcoming provider absences.
- **Front and Back office positions**
  - 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:**
  - September 2015: 537
  - Year to September 30th: 4761
- **Jefferson Wellness Center Encounters:**
  - September 2015: 259
  - **Average Patients per day: 13.0.**
    - Average patients were at goal of 13.
    - Utilization for July was at 100% of goal.
  - Mid-month October productivity is above 100% of goal.
- **Huntington Park Center Encounters:**
  - September 2015: 278
  - **Average Patients per day: 13.2.**
    - Average patients were above goal of 13.
    - Utilization for July was at 102% of goal.
  - Mid-month October productivity is above 100% of goal.
- **Unduplicated users**  
(Calculated as unduplicated users of the department in the past 12 months)
  - September 2015: 1651 (HP: 865 JHS: 786)
  - August 2015: 1577 (HP: 828 JHS: 749)

- **Managed Care Rosters**
  - Overall the department saw a small decrease in managed care assignments.
    - Jefferson had a slight decrease in Liberty Dental assignments.
    - Both sites had a slight decrease in Access Dental Assignments.
      - Huntington Park's roster continues to remain closed to new Access Dental assignments.
    - A meeting was conducted on October 30<sup>th</sup> with senior management of Guardian/Premier Life to discuss utilization and to request that our Huntington Park site be open to new Access Dental assignments.
- **Productivity Goals:**
  - Huntington Park was above the initial productivity goal of 13 encounters/day—102% of goal.
  - Jefferson Wellness was at the initial productivity goal of 13 encounters/day—100% 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:**

- **Outreach/In-reach:**
  - **Delta Dental Community Foundation Grant**
    - The dental department received funding in late October for the \$10,000 grant for year 2015 to expand the department's school screenings and fluoride application events.
  - **Internal Referrals**
    - The CPSP department continues to directly schedule appointments for newly referred patients.
    - Marlene Alvarez from the referral department continues to assist the dental department in determining eligibility and direct scheduling of referred patients.
  - **Jefferson High School Dental Screening/Nava High School Screening**
    - Screenings for Jefferson and Nava High School students are scheduled for November 12<sup>th</sup> and 13<sup>th</sup>. Additional days will be added as needed.
    - SCFHC is working with the District Oral Health Nurses, the VP of Jefferson and Nava High Schools, staff from the LA Trust, and other volunteers/staff to conduct the event.
    - School staff will assist in screening follow-ups to ensure establishment of a dental home and will assist in screening students for insurance eligibility.
    - Discussions are ongoing on how to expand screening to feeder elementary schools.
  - **Mexican American Opportunities Foundation (MAOF)/Head Start Program—(ongoing)**
    - MAOF has presented two MOUs in late October that are being reviewed.
    - MAOF will be referring their clients for dental screenings and treatment.

## Future:

- **HRSA ES Approval**
  - The department is currently implementing the expanded services at Huntington Park
  - Dr. Wu began her clinical work on October 26<sup>th</sup>. We continue to identify and hire necessary support staff to support her position.
- **South Central Clinic**
  - Plans are being developed for the layout of the new dental clinic located adjacent to the South Central Site.

## Challenges:

- **Human Resources—DDS and RDA shortage**
  - Identifying qualified candidates for dentist and registered dental assistants for positions for per diem or part time 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.
- **New Growth Phase for Huntington Park/Productivity**
  - Both sites are showing growth and more stable productivity as compared to last year.
  - Will the addition of a new provider at Huntington Park the patient base will need to be grown through and increase in-reach and out-reach.
  - Productivity at Huntington Park will be below target for a period of time as the practice of the 2<sup>nd</sup> provider grows.
- **Access Dental**
  - Huntington Park remains closed to new assignments/transfers.
  - Access Dental now incorporates roster size as well as utilization in deciding on when to open/close rosters. This may lead regular opening/closing of the roster at both sites.
  - Jefferson remains open to new assignments.
  - A meeting was conducted on October 30<sup>th</sup> with senior management of Guardian/Premier Life to discuss utilization and to request that our Huntington Park site be open to new Access Dental assignments.
- **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.