

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

**Human Resources:**

- **Front and Back office positions**
  - The dental department continues to work with Human Resources to identify, interview and hire additional front office staff to support the addition of the new full-time provider and to perform outreach to increase patient utilization.
  - The dental department continues to work with Human Resources to identify, interview and hire additional per-diem dentists for coverage of absences.

**Productivity:**

- **Total Encounters for Dental Department:**
  - March 2016: 789 (March 2015: 537) (February 2016: 785)
  - Utilization was at 104% of goal.
  - Year to date encounters as of March 31, 2016: 2264
- **Jefferson Wellness Center Encounters:**
  - March 2016: 297
  - **Average Patients per day: 13.5.**
    - Average patients was above goal of 13/provider.
    - Utilization was at 104% of goal.
  - Mid-month April productivity is above projected goal.
- **Huntington Park Center Encounters:**
  - March 2016: 492
  - **Average Patients per day: 12.6/provider.**
    - Utilization was at 104% of goal (adjusted for new provider productivity)
    - Current productivity goal is 13 patients/ day for provider one and 11 patients/day for provider two. Each month the goal will be raised.
  - Mid-month March productivity is below projected goal.
- **Unduplicated users**

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

  - March 2016: 2056 (HP: 1064 JHS: 992)
  - February 2016: 1994 (HP: 1028 JHS: 966)
- **Managed Care Rosters**
  - Overall the department had an increase in managed care assignments.
  - Jefferson had an increase in Access Dental assignments.

- Huntington Park had a small decrease in Access Dental and an increase in Liberty Dental Assignments.
  - Huntington Park's roster continues to remain closed to new Access Dental assignments.
- Two meetings were held with Access Dental's representative to discuss potential actions to work towards reopening of Huntington Park's roster.
- **Productivity Goals:**
  - Huntington Park productivity was 104% of adjusted goal/97% of non-adjusted goal. Jefferson Wellness was at 104% of goal.
  - The departments overall productivity was at 104% of goal.
  - Maintenance and Future growth of productivity by:
    - Lowering Broken Appointment Rate—(ongoing).
    - Increasing unduplicated users via increased in-reach/outreach—(ongoing).
    - Increased focus on customer service to maintain patients and increase referrals from existing patients.

#### Departmental Actions:

- **Saturday sessions at Huntington Park**
  - Saturday sessions (2<sup>nd</sup> and 4<sup>th</sup> Saturdays) continue at the Huntington Park Clinic.
    - Starting in May, the Huntington Park site will be open all Saturdays.
- **HRSA ES Approval**
  - The department continues to implement the expanded services at Huntington Park.
- **HRSA HIIP**
  - The design and layout for the 4415 S. Central Dental Clinic has been completed and the specification drawings are currently being developed.
- **Outreach/In-reach:**
  - **Mexican American Opportunities Foundation**
    - HPFHC participated in MAOF's University day on 3/18/16
    - The director conducted an educational session for parents discussing the importance of children's oral health.
    - The outreach team provided information and answered questions about our services to the attendees.

#### Challenges:

- **Human Resources—staffing shortage/dentist shortage**
  - The department continues its search for additional per-diem dentists to cover upcoming provider time off requests.
  - This staffing shortage is showing an effect on maintaining projected productivity and fulfilling outreach needs.
  - Local community clinics are reporting a shortage of qualified candidates.

- **Huntington Park Productivity during growth phase**
  - Numbers for the second provider at HP are above standards for a new provider, but below the productivity goal of 13 patients per day. To meet the initial projections of 13 patients a day by July 2016 for the 2<sup>nd</sup> provider an increase in outreach/outreach staffing will be needed to increase the numbers of unduplicated patient at the Huntington Park site.
  - The Managed Care, Outreach, and Dental departments have met on several occasions to discuss and implement strategies to increase the unduplicated population.
- **Access Dental**
  - Huntington Park remains closed to new assignments/transfers.
  - Discussions are ongoing about temporarily reducing the roster size by transferring out patients that cannot be reached or live too far away. This will reduce the number of qualifiers needed to meet utilization, increasing our utilization percentage. In the future this will lead to reopening of the lists and new patients being assigned to our clinic.
  - Jefferson remains open to new assignments.
- **Liberty Dental**
  - Liberty Dental has established 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.