

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

Human Resources:

- **Friday Dentist/Per Diem Dentists for Coverage**
 - The Dental Department continues to work with Human Resources to hire a dentist that is available for all Fridays and to hire additional per diem dentist to cover as needed (for vacations, sick days, open sessions, and other time off).
- **Registered Dental Assistant**
 - Human Resources has posted and is in the process of scheduling interviews to fill an upcoming opening for an RDA position.

Productivity:

- **Total Encounters for Dental Department:**
 - May 2015: 490
 - From April to May there was a decrease in total visits for the department.
 - This was due to less available clinical sessions in May (38 sessions in May vs. 42.5 sessions in April) and a decrease in average patients per day.
- **Jefferson Wellness Center Encounters:**
 - May 2015: 211
 - **Average Patients per day** was 12.4.
 - Average patients was below goal of 13.
 - Utilization for May was at 95% of goal.
 - Mid-month June Productivity is trending higher than May.
- **Huntington Park Center Encounters:**
 - May 2015: 279
 - **Average Patients per day** was 13.3
 - Average patients was above goal of 13
 - Utilization for May was at 102% of goal
 - Mid-month June Productivity is trending higher than May.
- **Unduplicated users**
(calculated as unduplicated users of the department in the past 12 months)
 - May 2015: 1315 (HP: 727 JHS: 588)
 - April 2015: 1241 (HP: 688 JHS: 553)
- **Managed Care Rosters**
 - Overall the department saw a small increase in managed care assignments.
 - Both sites had an increase in managed care assignments.

- Huntington Park's roster continues to remain closed to new Access Dental assignments, but saw an increase in Liberty Dental assignments.
- **Productivity Goals:**
 - Huntington Park remained above the initial productivity goal of 13 encounters/day—102% of goal.
 - Jefferson Wellness was below the initial productivity goal of 13 encounters/day—95% 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:**
 - **Jefferson High School Dental Screening**
 - A meeting was conducted in early June to discuss expansion of the screening program and to address previous identified challenges.
 - Screenings for Jefferson High School students are planned to begin in September and continue monthly until all grades are screened.
 - School staff will assist in screening follow-ups to ensure establishment of a dental home and will assist in screening students for insurance eligibility.
 - Possible expansion of screening to feeder elementary schools.
 - **CHAMP Program with USC—(ongoing)**
 - Continued screenings by CHAMP at the South Central Main Site.
 - The Director continues to work with CHAMP to increase the number of successful referrals and to address previously identified challenges.
 - **Mexican American Opportunities Foundation (MAOF)/Head Start Program—(ongoing)**
 - We are continuing the process of securing initial MOU with the organization.
 - **Other in-reach/outreach:**
 - Continued telephone outreach to managed care patients and internally referred patients.

Future:

- **Addition of second dentist at Huntington Park**
 - Unduplicated patient numbers at Huntington Park at current growth will approach levels near year's end that will support the addition of a second dentist. The department has begun the planning process to add a second dental provider with an approximate start date of January 1st.
 - Additional support staff (2 assistants, one front office) will be needed.
- **Saturday Sessions**
 - Requests for Saturday sessions by clients continue to grow.

- The department is evaluating the possibility of expansion of sessions to Saturdays in the 2016 calendar year.
- Additional support staff (2 assistants, one front office) will be needed.

Challenges:

- **Lack of stability in productivity numbers for Jefferson and Huntington Park**
 - Both sites are showing growth as compared to last year.
 - Varying numbers month to month are not unusual during a growth phase.
 - We are projecting an increase in June encounters.
 - Encounters should stabilize as the year progresses.
- **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.
- **Human Resources**
 - Identifying qualified candidates for dentist positions for per diem or part time positions
 - Local community clinics are reporting a shortage of qualified dentist candidates.
- **Other**
 - Possible, but unlikely competition of 4 chair dental office space on first floor of Huntington Park.
 - Office remains open for lease.
 - Since potential office will not be an FQHC, the clients will likely have different insurance and not be in direct competition.
 - Possible competition from future AltaMed Medical and Dental site that is being developed in Huntington Park.