

County Health Department Dental Program Sustainability Report

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State Executive Dental Director



Sustainability History

- Quality Improvement
- Quality Assurance
- 2006 – 1694 Questions



Team Formation

- Karen Johnson – Holmes / Washington CHDs
- Edward F. Zapert – PHDP / Leon CHD



Members

- Susan McPhail-Taylor (Polk)
- Dr. James Meis (Wakulla)
- Dr. Eugenia Ngo-Seidel (Nassau)
- Dr. John Otteson (Walton)
- Kim Poon (Pasco)
- Phil Street (HQ)
- Christina Vongsyprasom (Pinellas)
- Jo Ann Weatherwax (Volusia)
- Dr. Mary Weaver (PHDP)



Simple Economics

- Revenue
- Expenses
- Red or Black



Time

- Management
- “The Universal Constant”



Key Issues

- Resources Available
- Staffing Patterns
- Scheduling
- Type of Records
- Patient Pool
- Contracts



Program Funding Changes

- Limited GR
- Medicaid Reform
 - CBR to Encounter Rate to FFS
- Dental Coverage Contractors
 - State vs. Local Contracts
 - (+ 12 % - 35%)



Type of Program

- Fixed
- Mobile
- School-Based or School-linked



Patient Scheduling

- Dental Staff or Centralized
- EOHR
- HMS
- Paper



Scheduling Practices

- Percentage of Chair Time Used
- Percentage of Chair Time Available



Staffing Patterns

- DMD and RDH
- DMD and DA
- DMD only
- Other



EOHR

- Clinic Usage of EOHR
 - Clinic Time Management
 - Patient Scheduling
 - Dental Health Records
 - Clinic Productivity
 - Other Uses



Productivity

Schedule for July, 2015 (View - Master) (Custom Hours for 9/14/2011)

File Edit View Activities Tools Help

DAAG WAAG MAAG

Account Walkout Claims Lab Tracking Prescriptions Tx Plan SmartDoc Reports Edit Patient Memo Medical History Patient History Patient Registration Chart Clinical Exam Perio PSR View Images Note History eRef Wiz Task Manager Messenger

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
0 Appts Sched: \$0.00 Goal: \$0.00 %Goal: 0.00 % Prod: \$0.00 %Prod: 0.00 %	28 64 Appts Sched: \$0.00 Goal: \$0.00 %Goal: 0.00 % Prod: \$6,233.22 %Prod: 0.00 %	29 60 Appts Sched: \$0.00 Goal: \$0.00 %Goal: 0.00 % Prod: \$6,433.92 %Prod: 0.00 %	30 53 Appts Sched: \$0.00 Goal: \$0.00 %Goal: 0.00 % Prod: \$5,969.00 %Prod: 0.00 %	1 39 Appts Sched: \$0.00 Goal: \$0.00 %Goal: 0.00 % Prod: \$4,210.12 %Prod: 0.00 %	2 0 Appts Sched: \$0.00 Goal: \$0.00 %Goal: 0.00 % Prod: \$0.00 %Prod: 0.00 %	3 Closed Fourth Of July
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<p>Monthly Totals - July 2015</p> <p>Scheduled Amount: \$108.20 Month Goal: \$0.00 % of Goal: 0.00 %</p> <p>New Patients: 401 Appointments: 1551 *Production: \$138,139.66</p> <p>Scheduled Amounts: \$0.00 Selected Goal: \$0.00 % of Goal: 0.00 %</p> <p>Selected Range Totals</p> <p>New Patients: 21 Appointments: 53 *Production: \$5,969.00</p>						

3:47 PM 8/14/2015



School Based Programs

- State Promotion
- National Attention
- MMA Endorsement



Hygienist Model

- DMD Level of Supervision
 - Direct or Indirect
- Most Cost-Effective
- Most Sustainable
- Best Usage of Resources



Financial Status

- Budget
 - Is the program meeting its revenue goals?
 - Is the program seeking other sources of revenue?
- Revenue
 - Has the program negotiated a contract with their local MMAs?



Financial Status

- FIRS reports



Billing Issues

- Productivity
- Collections
- Rejections
- What's going on?
- Outsourcing



Steps to Ensure Sustainability

- Implement School-based Programs
 - Adopt the hygiene model
 - Include Early Head Start and Head Start students.
- Partner with WIC, Healthy Start, and other programs to identify patients.
- RN – Fluoride Varnish Programs ???



Analysis

- Program Status
- Percentage of Budget
- Red or Black



Breakdown

- CHD / Location
- Size – Medicaid Population
- EOHR
- Staffing / RDH
- School Based
- Children / Adults
- Region



Wildcards

- FQHC Status
- Lip Funding
- Competition



Packets

- CHD FIRS Reports
- Cost Per Reports
- MMA Assignments
- Survey Reports



Roundtable Discussions

- By Medicaid Population Size
- Best Practices
- What Works?
- What Doesn't?
- Networking
- Hard Data To Make Changes



Contact Information

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