















## 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















## 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







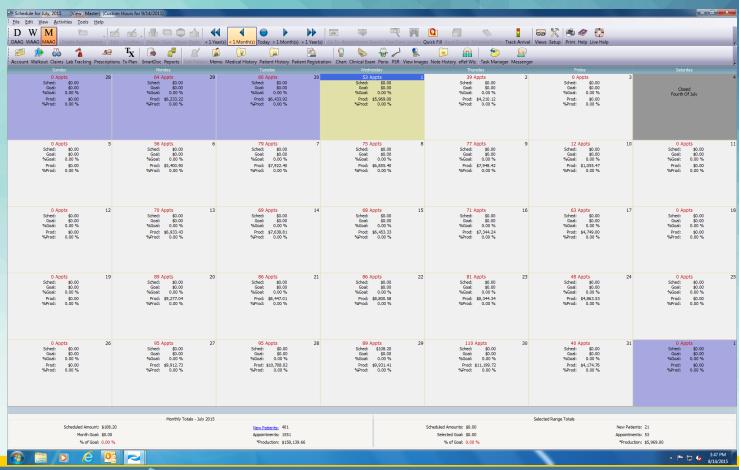








## Productivity

















## **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















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