Different Roles Common Goals: The Leadership Team

LEE FRANCIS, MD, MPH
ERIE FAMILY HEALTH CENTER
CHICAGO, IL
Our Locations: Chicago, Illinois
Dental Director Expectations

- Monthly 1:1 meeting with CEO
- Attend all executive team weekly meetings
- Participate actively in monthly board of director meetings
- Provide the oral health leadership of the organization
Dental Director Deliverables

- Design Facilities
- Design budgets
- Recruit Best Staff

- Deliver Proven Quality
- Integrate Oral Health and Medical Homes
Promote integration of the oral health home with the medical home

- Pediatrics
- Pregnant Women
- Adults with Diabetes and Chronic Illness

Deliver Anticipatory Guidance in the Medical Setting
Assist with fundraising
Practice and Quality Outcomes

QUALITY “PROVE IT.”
Practice Outcomes Reporting

Erie Family Health Center
Key Metrics - People Served

Unduplicated Medical Patients
Payor Mix of Unduplicated Medical Patients
New Medical Patients
Payor Mix of New Medical Patients

Unduplicated Oral Health Patients
Payor Mix of Unduplicated Oral Health Patients
New Oral Health Patients
Payor Mix of New Oral Health Patients

Oral Health Productivity
Hygienist Productivity
Productivity Reporting

Erie Family Health Center
Ankita Desai - Oral Health

Visit Volume

Monthly Productivity

Visits Per Hour

FY11 YTD Stoplight Summary

<table>
<thead>
<tr>
<th>Measure</th>
<th>Actual</th>
<th>Benchmark</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Productivity</td>
<td>3.882</td>
<td>2.672</td>
<td>44.5%</td>
</tr>
<tr>
<td>Visits/hr</td>
<td>2.18</td>
<td>1.47</td>
<td>48.6%</td>
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<tr>
<td>Month Clinical FTE</td>
<td>1.00</td>
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</table>
Quality Reporting

Pediatric oral health patients enrolled in program for at least one year experience no new cavities

- FY07 Q4: 60%
- FY08 Q2: 52%
- FY08 Q3: 58%
- FY09 Q1: 71%
- FY09 Q3: 60%

No New Cavities - Albany Park

Oral Health Goal
Quality Reporting

FY08 Health Outcomes: Oral Health

<table>
<thead>
<tr>
<th>Health Outcomes</th>
<th>Full Description</th>
<th>Graph Title</th>
<th>Measure</th>
<th>Pop/Sample</th>
<th>Source</th>
<th>Numerator</th>
<th>Denominator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reduce Disparities in Oral Health Services</td>
<td></td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>Access</td>
<td>FY08 Goal: 80% of patients enrolled will complete an oral health treatment plan within one year of first visit. Strategic Goal: 85% of patients enrolled will complete an oral health treatment plan within one year of first visit.</td>
<td>Patients enrolled will complete an oral health treatment plan within one year of first visit.</td>
<td>% without new tooth decay</td>
<td>Sample</td>
<td>Chart Audit</td>
<td>Children ages 2-18 y o enrolled in the oral health program for one year and have not experienced new tooth decay.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>FY08 Goal: 60% of pediatric patients will receive preventive services. Strategic Goal: 70% of patients enrolled will receive preventive services.</td>
<td>Pediatric patients will receive preventive services.</td>
<td>% receiving preventive services</td>
<td>Sample</td>
<td>Chart Audit</td>
<td>Children ages 2-18 y o enrolled in the oral health program for one year receiving preventive services.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>FY08 Goal: 60% of pregnant women will receive scaling and prophylaxis exam. Strategic Goal: 80% of pregnant women will receive scaling and prophylaxis exam.</td>
<td>Pregnant women will receive scaling and prophylaxis exam</td>
<td>% receiving scaling and prophylaxis exam</td>
<td>Sample</td>
<td>Chart Audit</td>
<td>Pregnant patients receiving scaling and prophylaxis exam.</td>
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</table>

Good
Oral health patients complete treatment plan within one year

<table>
<thead>
<tr>
<th>FY07 Q4</th>
<th>FY08 Q2</th>
<th>FY08 Q3</th>
<th>FY09 Q1</th>
<th>FY09 Q3</th>
</tr>
</thead>
<tbody>
<tr>
<td>66%</td>
<td>92%</td>
<td>70%</td>
<td>94%</td>
<td>97%</td>
</tr>
</tbody>
</table>

Treatment Plan Complete - Albany Park
Treatment Plan Complete - Humboldt Park
Oral Health Goal
Summary

Reports to the CEO/Executive Director
Essential member of the executive team
Has a presence with the Board
Expert on practice design and management
Promotes quality and can prove it