Fundamentals of Leading a Health Center Oral Health Program

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History

NNOHA was founded in 1991 by a group of Dental Directors from Federally Qualified Community Health Centers who identified a need for peer-to-peer networking, collaboration, research and support in running effective oral health program.

From those humble beginnings, NNOHA’s membership has grown to represent the full diversity of safety-net oral health providers and has become a leader in strengthening and supporting the oral health safety-net.
NNOHA’s Mission:

To improve the oral health of underserved populations and contribute to overall health through leadership, advocacy, and support to oral health providers in safety-net systems.
Our New Website

The dental professionals of NNOHA are committed to improving the oral health of the country’s underserved.

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November 10-13, 2013

Register Now »
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National Oral Health Learning Institute

• Year-long leadership training for Dental Directors/Dental Program Managers in their position for ≤5 years
• Online and in-person trainings
• Based on NNOHA’s Operations Manual and Patient Centered Health Home Action Guide
• NNOHA will accept applications in the summer of 2014 for the 2014-2015 class
  – http://www.nnoha.org/programs-initatives/ohli/
When leaders are at their personal best there are five core practices common to all:

1. Model the Way
2. Inspire a Shared Vision
3. Challenge the Process
4. Enable Others to Act
5. Encourage the Heart
Model the Way

- Leaders establish principles concerning the way people should be treated and the way goals should be pursued.
- They create standards of excellence and then set an example for others to follow.
Inspire a Shared Vision

• Leaders passionately believe that they can make a difference.
• They envision the future, creating an ideal and unique image of what the organization can become.
• Through their magnetism and quiet persuasion, leaders enlist others in their dreams.
• They breathe life into their visions and get people to see exciting possibilities for the future.
Challenge the Process

• Leaders search for opportunities to change the status quo.
• They look for innovative ways to improve the organization. In doing so, they experiment and take risks.
• And because leaders know that risk taking involves mistakes and failures, they accept the inevitable disappointments as learning opportunities.
Enable Others to Act

• Leaders foster collaboration and build spirited teams.
• They actively involve others.
• Leaders understand that mutual respect is what sustains extraordinary efforts; they strive to create an atmosphere of trust and human dignity.
• They strengthen others, making each person feel capable and powerful.
Encourage the Heart

• Accomplishing extraordinary things in organizations is hard work.
• To keep hope and determination alive, leaders recognize contributions that individuals make. In every winning team, the members need to share in the rewards of their efforts.
• Leaders celebrate accomplishments.
• They make people feel like heroes.
Breakout Sessions

• Scheduling
• No-Show Management
• Health Information Technology
• Workforce
• Quality
• Fees and encounters
• Medical-dental integration
• Payer mix
• Affordable Care Act
• Using Data
AND NOW... ON WITH THE SHOW!

The Management