Tales From the State Dental Boards

Lessons for Health Center Dental Programs

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Objectives

• Explain different pathways that result in Health Center dentists serving on state dental boards
• Understand why it is important to have the Health Center perspective on a state dental board
• Describe common types of cases that come before state dental boards
• Apply lessons learned to lower risk and avoid negative interactions with your state dental board
- **Trish Roels, D.D.S.**
  - Chief Oral Health Officer, Cherry Street Health Services, Grand Rapids, MI

- **George Johnston, D.D.S.**
  - Dental Director, Butte Community Health Center, Butte, MT

- **Gregory Waite, D.D.S.**
  - Dental Director, Sun Life Family Health Center, Maricopa, AZ
How and why did you get selected to serve on your state dental board? Was it “political”?

Does your state have provisions on the composition of the state dental board?
How did you feel about serving on the board when you were first asked? Was there any ambivalence?
Do you feel that your perspective as a Health Center dentist has been valuable to your state dental board?

Please give an example where your unique knowledge as a Health Center dentist benefited the board and the people of the state.
Has serving on the state dental board helped your Health Center in any way?
What have been 2-3 of the most surprising things you have learned by serving on your state dental board?
What are 1-2 of the most memorable cases that have come up before the state dental board during your term?
TRISH ROELS, DDS
CHIEF ORAL HEALTH OFFICER

CHERRY STREET HEALTH SERVICES
GRAND RAPIDS, MI

MICHIGAN BOARD OF DENTISTRY
The Board of Dentistry is responsible for protecting the public health in the practice of Dentistry by regulating & enforcing the standards of dental practice in Michigan.

- Licensing
- Regulatory Role - Disciplinary
Sideline Role

- Health Policy and Legislation – no direct involvement
The Most Common Types of Cases

- Poor / No Documentation
- Non-compliance with Continuing Education Requirements
- Substance Abuse
- Fraud
Risk Management Tips

SERIOUSLY

DON’T LIE, STEAL OR CHEAT
Most Important TIP

- DOCUMENTATION
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- DOCUMENTATION
Documentation

- Note FACTS
- Document x-rays taken and diagnosis
- READ ENTIRE X-RAY
- Address medical history
- Document phone calls
If it’s not written... it
DIDN’T happen
Remember the patient health record is a legal document

Document for others to be informed and for you to be protected
Investigation

- Be honest
- Be open minded
- Be proactive in solving the problem
George Johnston DDS

Dental Director
Butte Community Health Center, Butte, MT

Satellite office in Dillon, MT
2 days/week

Montana Board of Dentistry
Functions of the Montana State Dental Board

Board’s duties by statute:

• Regulates the profession of dentistry and dental hygiene in Montana by reviewing applications, conducting examinations and monitoring the practice of licensees.

• The board also regulates and licenses the profession of dentury.
Legislative Involvement

• The Montana Board of Dentistry does vote on upcoming Montana legislation that may affect the practices of dentistry, hygiene and denturity.

• May be asked to present the results before legislative committees that are addressing the bills.
Common Types of Cases

- Substance Abuse
- Over/Under-treatment
- Sexual Misconduct
- Sanitary Conditions
Substance Abuse

• Pain Meds
• Sedation
• Trafficking
Over/Under-treatment

• Crowns before addressing caries
• Follow-ups/communication
Sexual Misconduct

• Inappropriate touching
Sanitary Conditions

- Dirty offices
- Hygiene
- Sterilization methods (i.e. toaster oven)
Risk Management

- Documentation
- PAP
- Patient Communication
Documentation

• Complete and accurate documentation
  ➢ Treatment Plans
  ➢ What procedures were actually performed
  ➢ Charting
• Get help if you even consider that it is in the “realm of possibility” you may be having a substance abuse problem.

• **PAP=** Physician Assistance Program

• Confidentiality
Patient Communication

• Keep good communication with patients
  ➢ Listen to their complaints in your office
  ➢ Follow-up calls after extractions (both simple & complex)
Investigation

• Be open
• Avoid having a defensive attitude
Screening & Adjudication Panels
Dr. Gregory A. Waite
Dental Director
Arizona State Board of Dental Examiners

❖ President
January 2010-December 2013

❖ Member
January 2006- December 2013
Functions of Arizona State Dental Board

Board Mission:

To provide professional, courteous service and information to the dental profession and the general public through the examination, licensure and complaint adjudication and enforcement processes; to protect the oral health, safety and welfare of Arizona citizens through a fair and impartial system.
 Functions of Arizona State Dental Board

What We Do:

• Examines and licenses individuals who provide dental services
• Accepts complaints against licensed and unlicensed individuals
• Investigates allegations, and takes disciplinary actions for violations of law.
• Oversees approximately 8,400 licensees practicing in the state
• Serves all Arizona citizens who receive dental services
Most common types of cases that come before the Board

- Implant Failure
- Crown and Bridge Failure
- Failure to release records
- Over treatment
Risk Management Tips Based on Observations as a Dental Board Member

1. Legible and detailed treatment notes
Risk Management Tips Based on Observations as a Dental Board Member

2. Good Communication with Patients
3. Do not allow auxiliary staff to do things outside of their scope of practice
Risk Management Tips Based on Observations as a Dental Board Member

4. Have good policy and procedures in place
Questions?