

Program #40017 - FQHC-Dental Services

Program Contact: Azma Ahmed

Health Department Department:

Program Offer Type: Existing Operating Program Program Offer Stage: As Proposed

Related Programs:

Program Characteristics:

Executive Summary

ICS is the largest FQHC in Oregon, providing high-quality, patient-centered health care and related services to communities across Multnomah County. ICS-Dental provides County residents with essential, urgent, routine, and preventive services in clinic settings and school-based programs. ICS-Dental works with community partners, targeting under-served populations, providing service to nearly 27,000 people in Multnomah County. ICS-Dental is the largest Safety Net provider for vital dental care in the County and provides additional child-based services to uninsured and underinsured clients (School and Community Oral Health, and provides access for clients with chronic diseases, and children and pregnant women. The ICS dental program strives to provide the highest level of care and evidence-based practice.

Program Summary

The Health Center welcomes all county persons, regardless of insurance status, ability to pay, or documentation status. Our health center prioritizes culturally and linguistically appropriate care, supporting patients in a way that works for them. Over 60% of our patients identify as people of color, and more than 40% are best served in a language other than English, including more than 100 different languages. Nearly 15% of our patients have no insurance, and 95% of our clients live below 200% of the Federal Poverty Guideline. All programs within ICS are committed to improving health outcomes, reducing health disparities, and ensuring affordable, quality access to healthcare. The Dental program has three distinct svcs components: 1. 7 dental clinics provide comprehensive and urgent dental treatment for Medicaid (Oregon Health Plan) and self-pay patients. The clinics perform outreach to clients who have not had a visit in the past 12-24 months. The clinical program also focuses on services for pregnant women in order to reduce the risk of premature birth and to foster a good oral health learning collaboration between the dental program, and expectant mothers. 2. The School and Community Oral Health Program provides dental education, and dental sealant services to children in Multnomah County schools, and provides outreach, education, and dental treatment specifically to children 0-36 mths in our clinic setting, known as our Baby Day program. The 3rd component of the program consists of mentoring and training dental hygiene and students training to be dentists. These students provide svcs to our clients, under the preceptorship of our providers, which helps cultivate a workforce interested in providing public health today and into the future. 3. Dental svcs are an essential program that provides education, prevention, and dental treatment to the poorest and most vulnerable in Multnomah County. Svcs include dental sealants (protective coatings placed on children's molar teeth), which have been a mainstay at our School and Community Oral Health Program for many years, preventive measures, and improving access for clients who have recently gained insurance through our outreach efforts. The focus on metrics benefits the community, quality of care, and our financial picture. The Dental program continues to search for ways to deliver the best evidence-based oral healthcare svcs, to most people, in a reasonable, and cost-effective manner. In the past 18 mths, COVID19 has significantly impacted access to dental care svcs, because of the risk inherent with dental procedures and treatments. While we anticipate ongoing recovery from the COVID19, dental svcs will remain a part of the comp. community health center model of care.

Performance Measures									
Measure Type	Primary Measure	FY21 Actual	FY22 Budgeted	FY22 Estimate	FY23 Offer				
Output	Billable patient visits	56,496	94,738	61,961	80,496				
Outcome	No show rate	19%	17%	18%	15%				

Performance Measures Descriptions

Output: The number of patient visits who receive clinical care within the fiscal year. The number of encounters will be critical in light of COVID-19 pandemic coupled with race, equity and fiscal viability. The projected number of encounters were adjusted to align with anticipated COVID-19 recovery, patient demand for services, predicted staffing, and historical noshow rates. Based on this, we project that the dental program can deliver 80,496 visits in FY 23, a number that will provide ample access and program fiscal viability. Outcome: % of appointments for which patients did not show per fiscal year.

5/2/202

Legal / Contractual Obligation

Dental services are a requirement of the Bureau of Primary Health Care 330 Grant. Dental services in the scope of the Primary Care 330 Grant must follow the HRSA Community Health Center Program operational and fiscal compliance requirements. The Dental Program is also accredited under The Joint Commission and follows TJC accreditation standards, which include infection control, patient safety, patient rights, and many more.

All costs and revenues generated by this program must also comply with the HRSA FQHC requirements.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2022	2022	2023	2023
Personnel	\$11,189,416	\$8,897,893	\$0	\$19,075,421
Contractual Services	\$68,016	\$180,419	\$0	\$226,574
Materials & Supplies	\$243,299	\$753,366	\$0	\$1,172,506
Internal Services	\$1,637,359	\$3,798,884	\$0	\$5,658,683
Total GF/non-GF	\$13,138,090	\$13,630,562	\$0	\$26,133,184
Program Total:	\$26,768,652		\$26,133,184	
Program FTE	68.92	76.15	0.00	130.36

Program Revenues								
Intergovernmental	\$0	\$312,308	\$0	\$312,000				
Other / Miscellaneous	\$419,000	\$98,450	\$0	\$819,088				
Beginning Working Capital	\$491,694	\$0	\$0	\$0				
Service Charges	\$12,227,396	\$13,219,804	\$0	\$25,002,096				
Total Revenue	\$13,138,090	\$13,630,562	\$0	\$26,133,184				

Explanation of Revenues

This program generates \$2,563,738 in indirect revenues.

The primary source of revenue is Medicaid payments and patient fees.

- \$ 25,100,434 Dental Patient Fees
- \$ 312,000 Federal Primary Care (330) Grant
- \$ 720,750 Care Oregon Dental Incentives

Significant Program Changes

Last Year this program was: FY 2022: 40017 Dental Services

The dental program will improve efficiency by changing the way it utilizes dental chairs and EFDA staffing to allow for increased access to patient care. This scheduling change will impact 50% of the dentist workforce. Vacant provider positions were eliminated to align with current ability to recruit/retain EFDAs. These provider FTE reductions also address the need to align providers with EFDA to maximize utilization of dental chairs. School based hygienists increased from 0.65 to 1.00 FTE to allow more access in schools and any necessary backfilling when schools are not in session. The School & Community Oral Health program can deliver more visits by taking advantage of dental space during spring breaks. This change will align the program with other comparable school oral health programs in the metro area. The program will also leverage partnership with community colleges & dental hygiene schools to increase the workforce pipeline.