

FY 2023 PERFORMANCE PLAN

Dental Clinic		Public Health/ CHSB	Dr. Paul Rapavi, x1250
Program Purpose	<ul style="list-style-type: none"> • Improve oral health for Dental Clinic clients 		
Program Information	<ul style="list-style-type: none"> • The Dental Clinic provides preventive and corrective care to low-income, uninsured Arlington residents who are either children up to age 19* or adults age 60 and above • Pre-pandemic, 64% of the clinic visit slots were reserved for children/students due to the lack of alternative resources for this population; 28% of the clinic visit slots were reserved for adults age 60 and above; 8% of clinic slots were open to either category • Preventive dental services include: examinations, cleanings, x-rays, sealants, and oral hygiene education • Corrective dental services include: fillings, denture adjustments and repairs, routine extractions and limited endodontic (root canal) and periodontic (gum disease) treatment • Program is 100% locally funded • Fee structure is based on Medicaid reimbursement rates. Patients pay fees on a sliding scale, based on VDH criteria. Adults in the lowest income category pay \$11 minimum per visit. Children in the lowest income category, or if they have free or reduced lunch status at school, receive services for free. • The Dental Clinic closed due to COVID on March 16, 2020. It did not reopen until June 21, 2021. During the initial months after reopening, there were some changes in services, including not having slots designated for children and adults. Fewer appointment slots were offered to allow time for screening, enhanced cleaning protocols, and ensuring that one client has time to leave before the next arrives. Currently, 40% of the appointments are reserved for children and the rest are open for either children or adults. • Dental clinic staff trained public health nurses to apply fluoride varnish for children in WIC. Fluoride varnish lowers in the incidence of cavities in children. Because WIC clients have not had in-person visits, the WIC fluoride varnish program has been temporarily halted. • Partners: Virginia Department of Health (VDH) *Students older than age 19 still enrolled in secondary school are eligible for services and are included in the totals for children/students 		
Service Delivery Model	<ul style="list-style-type: none"> • The dental clinic treats all clients as if they are infectious. Additional precautions are screening client for symptoms and COVID contacts the day before the appointment and on the day of the appointment. Also, the client appointments are spaced out so that the client leaves the dental area before the next client arrives. • The Dental Clinic will continue in-person delivery of services in FY 2024. The timing of client appointments may be adjusted as the pandemic progresses. 		
PM1: How much did we do?			
Staff	<p>Total 2 FTEs:</p> <ul style="list-style-type: none"> • 1 FTE Dentist • 1 FTE Dental Assistant 		

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Customers and Service Data		FY 2020	FY 2021	FY 2022	FY 2023
	Number of clients enrolled	561	34	441	515
	Children/students	287	14	210	295
	Age 60 and above	274	20	231	220
	Number of client visits	1,312	41	1,279	1,445
	Children/students	576	16	428	635
	Age 60 and above	736	25	851	810
	Number of services provided	6,014	261	6,627	7,002
	Preventive services	4,302	235	4,736	4,979
	Corrective services	1,712	26	1,891	2,023
	WIC Clients receiving fluoride varnish	98	0	0	0

PM2: How well did we do it?

2.1	Client satisfaction
2.2	Utilization rate for clinic appointment slots
2.3	Dental Clinic clients who were offered and received all appropriate preventive care

PM3: Is anyone better off?

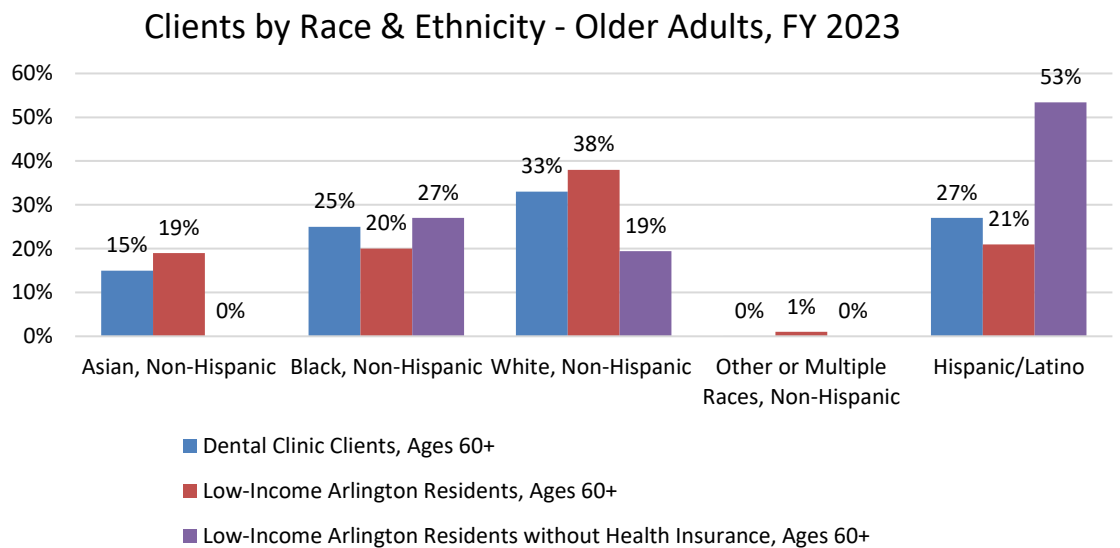
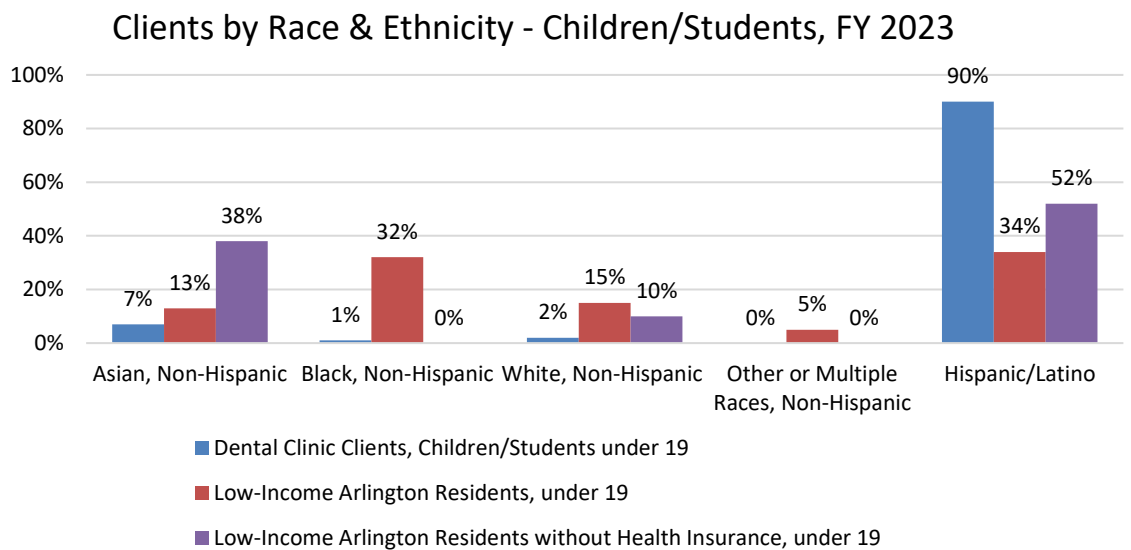
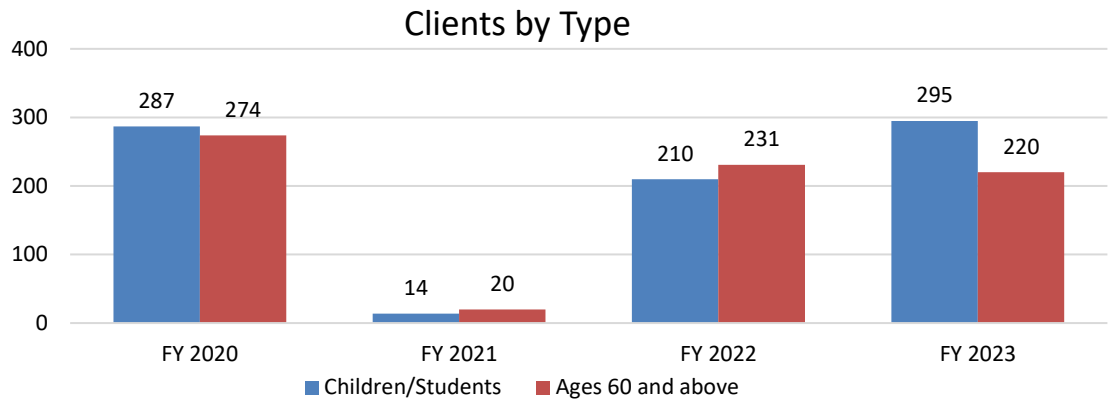
3.1	Clients complete corrective treatment plan within 6 months
3.2	Clients return for a new preventive treatment plan in 12 months

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Dental Clinic

Measure 1 Number of Visits

Data



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Data Summary	<ul style="list-style-type: none"> Clients were not seen during the pandemic until services resumed June 21, 2021. Information on clients and visits is tracked in WebVision. Compared with FY 2020, the total number of clients is slightly down in FY 2023. The number of children/students has increased slightly and the number of clients ages 60+ has decreased slightly. The data on clients by race and ethnicity is unduplicated for FY 2023. In previous years, Hispanic clients were duplicated. No clients in FY 2023 had unknown race and ethnicity.
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What is the story behind the data?

- The Dental Clinic was closed from March 2020 until the last week of June 2021.
- The number of clients and visits in FY 2023 has increased, but not to pre-pandemic levels. We are offering fewer appointment slots to allow time for screening, enhanced cleaning protocols, and ensuring that one client has time to leave before the next arrives.
- The proportion of children that are Hispanic is high is because they are new immigrants and are not eligible for dental insurance through Medicaid.

Recommendations	Target Dates
<ul style="list-style-type: none"> Continually reassess COVID protocols to allow as many clients as possible to be seen safely. Consider restarting the fluoride varnish program for WIC clients, as staffing allows. 	<ul style="list-style-type: none"> On-going FY 2024 Q3

Forecast

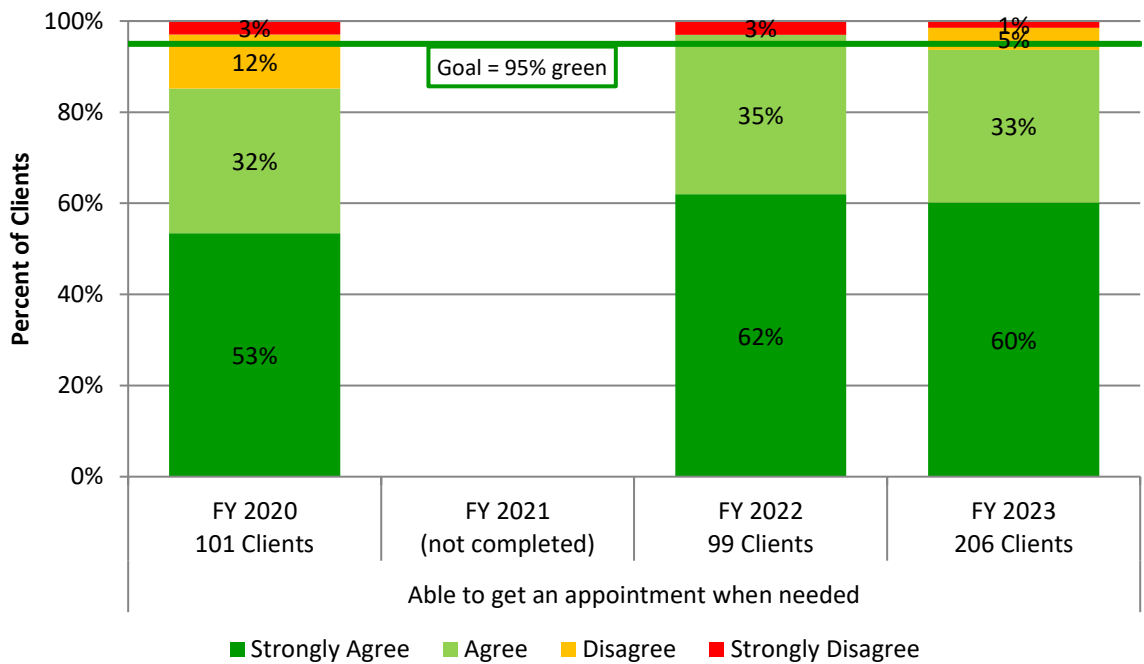
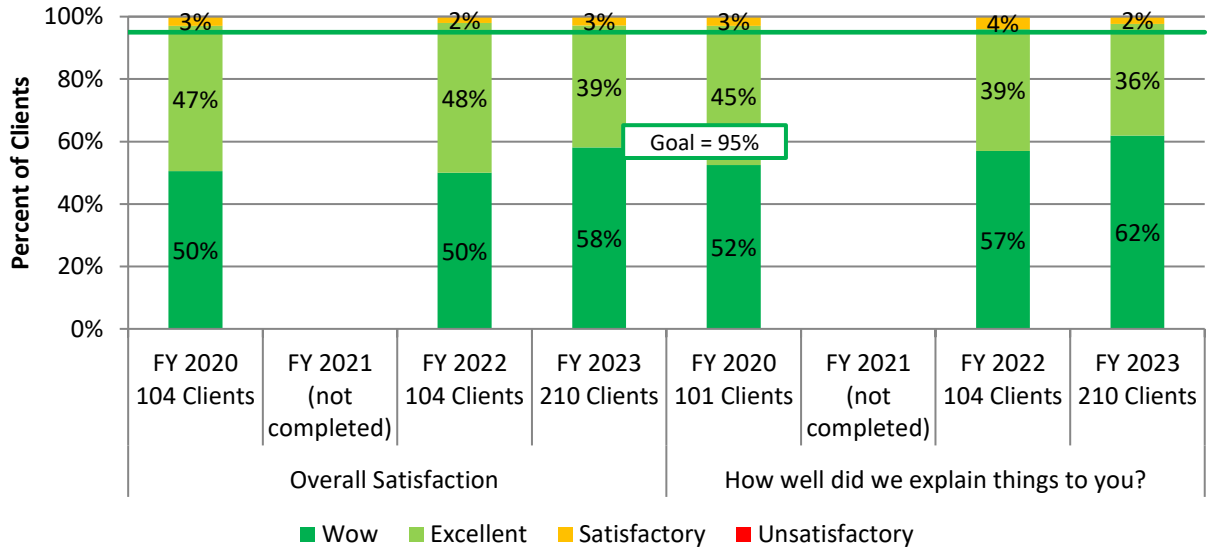
- For FY 2024, the total number of clients will remain around 515

Dental Clinic

Measure 2.1 Client satisfaction

Data

Dental Clinic Client Satisfaction Survey



Data Summary

- Components of customer experience are rated as "unsatisfactory," "satisfactory," "excellent," or "wow" to match division expectations of delivering an "excellent" or "wow" experience to all customers.
- In FY 2023, 97% of clients rated their overall customer experience with Dental Clinic services as "excellent" or "wow"; 98% rated how we explained things as

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- “excellent” or “wow”; and 94% of clients were able to get an appointment when needed.
- Survey was administered over two five-week periods. In FY 2019 the survey was administered twice. It was not administered in FY 2021
- Response rate in FY 2023 was 88%.

What is the story behind the data?

- Historically, clients have been satisfied with overall service at the Dental Clinic and that staff explained things clearly.
- In FY 2020, the survey was conducted before Dental Clinic services were suspended. The survey was not conducted in FY 2021, conducted once in FY 2022, and conducted twice in FY 2023. Comments were overwhelmingly positive. Themes in the comments continued to include the professionalism of the staff, gratitude for the services provided, and quality of service received.

Recommendations

- Continue to conduct client satisfaction survey.

Target Dates

- FY2024 Q2 and Q4

Forecast

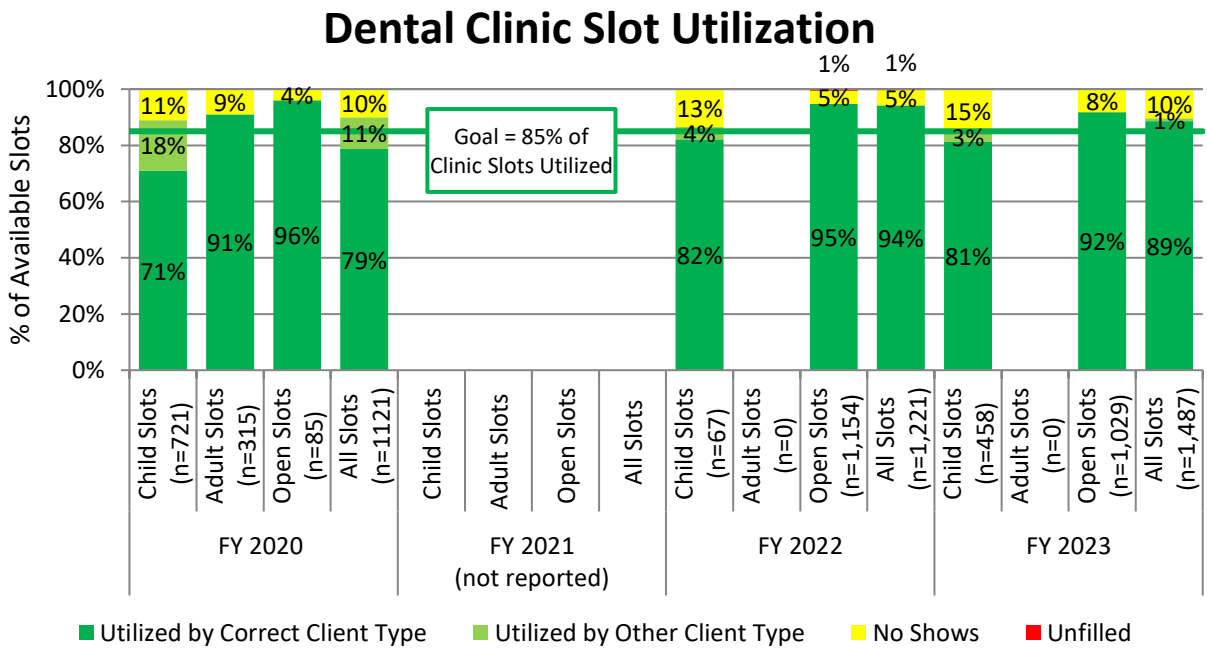
- In FY 2024, anticipate the percentage of clients who rated their overall customer experience as "excellent" or "wow" will remain at 97%, the percentage of clients who rated how we explained things as "excellent" or "wow" will remain at 98% and the percentage of clients that indicated that they were able to get an appointment when needed will remain at 93%.

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Dental Clinic

Measure 2.2 Utilization rate for clinic appointment slots

Data



Data Summary

- Pre-pandemic, Dental Clinic appointment slots were either reserved for children (64%), adults (28%), or are open to either client type (8%). After the Dental Clinic reopened, all slots were open to either client type, until May 2022 when 25% were reserved for children.
- 81% of Dental Clinic slots reserved for children were used by a child.
- There were no slots reserved for adults in FY 2023.
- 89% (1,317 of 1,487) of all slots were used by the correct client type; 1% (16 of 1,487) were used by the other client type; 10% (154 of 1,487) were no shows and 0% (0 of 1,487) were unfilled.
- Data on clinic slot utilization is captured on a tracking spreadsheet.
- Because of the small number of appointments in FY 2021, the data is not reported.

What is the story behind the data?

- Before the closure due to the pandemic, the Dental Clinic has a high appointment utilization rate, with 90% of available appointments utilized by clients, meeting the goal. The high utilization rate has continued in FY 2023.
- In FY 2022, all slots were designated as open slots to make it easier for clients with urgent needs to get appointments. Both children and adults are able to schedule appointments within a reasonable amount of time. Starting in May 2022, 25% of the slots were designated for children and the rest of the slots were kept open. Currently 40% of the slots are designated for children.
- The Dental Clinic reminds parents of clients to return for preventive visits in multiple ways. At each visit, parents are given a card with a reminder of when they should make the next

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appointment. Efforts to pilot innovative ways to encourage visits were halted during the pandemic because of the closure of the clinic.

- Clinic staff call all clients the day before their appointment to remind them, calling back until they talk to someone and only leaving a message if a live person can't be reached by the end of the day.

Recommendations

Target Dates

- Continue to monitor slot utilization by children and adults and adjust slot allocation as needed.

- On-going

Forecast

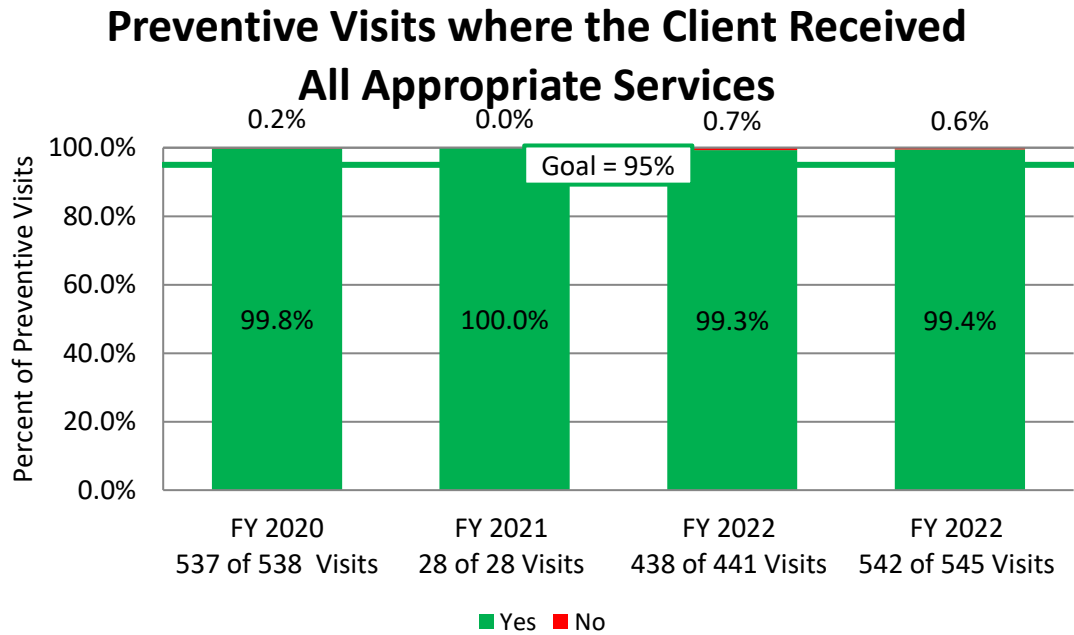
- In FY 2024, the percentage of children's appointments slots utilized by children will be 81%, the percentage of open appointment slots (both adult and children) utilized will be 92%, and the percentage of open appointment slots (both adult and children) utilized will be 90%.

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Dental Clinic

Measure	2.3	Dental Clinic clients who were offered and received all appropriate preventive care
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Data



Data Summary

- At 99% of all preventive visits, the client was offered and received all appropriate preventive services.
- All visits flagged as preventive visits in WebVision were checked to ensure the client received appropriate preventive care: an examination, cleaning, oral hygiene education, oral cancer screening, and, for clients ages 13 years and younger, fluoride varnish.

What is the story behind the data?

- The dentist provides preventive care as clinically appropriate.
- Reasons why clients at preventive visits may not receive all the recommended services include: dentist may determine the service is not clinically appropriate (for example because a child who receives fluoride varnish from their pediatrician); and some clients refuse or cannot tolerate a service (for example, seniors with dementia might agree initially to a procedure and then change their mind; young children may not be cooperative from the beginning).

Recommendations

- Stay the course.

Target Dates

- Ongoing

Forecast

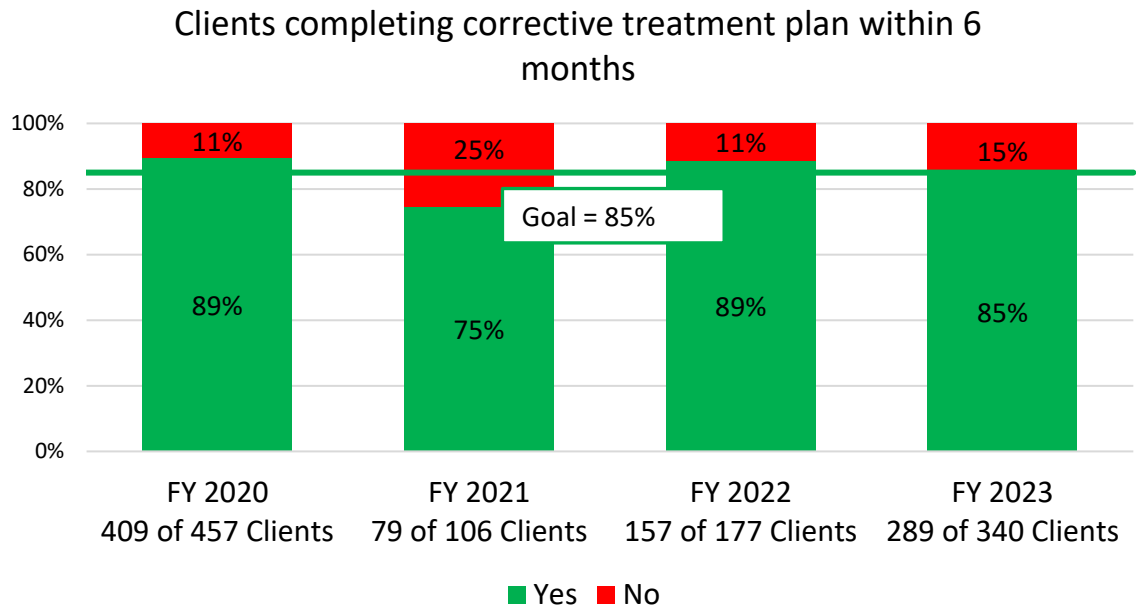
- In FY 2024, anticipate the clinic will continue to provide all appropriate preventive services for approximately 99% of visits.

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Dental Clinic

Measure 3.1 Clients complete corrective treatment plan within 6 months

Data



Data Summary

- 85% of treatment plans were completed within 6 months.
- Clients are reported by the end date of their 6 month corrective treatment period. Clients seen January through December 2022 are reported in FY 2023. FY 2021 and FY 2022 report fewer clients because the time periods reported in those fiscal years include the months the dental clinic was closed due to the pandemic.
- Data is collected through WebVision.

What is the story behind the data?

- Corrective services return patients to better oral health. Services include fillings, periodontal (gum) treatment, endodontic services (e.g., root canal), and extractions.
- The decrease in the measure in FY 2021 is due to the closure of the clinic.
- Clients typically fail to complete their corrective treatment in a timely manner for four reasons:
 - Clients may be unable to schedule a follow up appointment at the time of their visit as appointments can only be made one month in advance. If clients can only return every 2 months for visits, treatment may not be completed within 6 months.
 - Some clients only schedule an appointment when they perceive there is a pressing issue (e.g., cannot eat or teeth hurt).
 - Clients may not keep scheduled appointments for corrective services because of busy schedules.
 - Clients may not agree that the services are needed at the time of recommendation. Through collaboration with the client, an agreed upon treatment plan is established to ensure successful care is given. For example, the dentist may recommend excising retained root, but the client could choose not to include that service on their treatment plan because they have been living with the problem for years without harm.

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- Some clients complete treatment after the end of the 6 month period. We work with all clients until treatment is complete.

Recommendations

Target Dates

- Continue to collaborate with clients in developing recommended treatment plans.

- On-going

Forecast

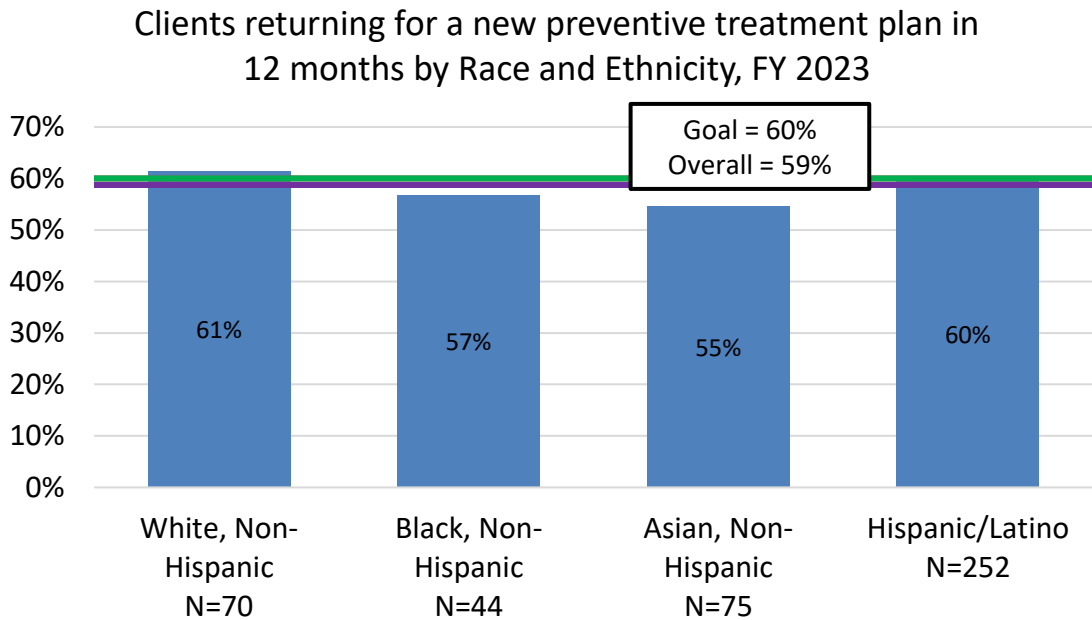
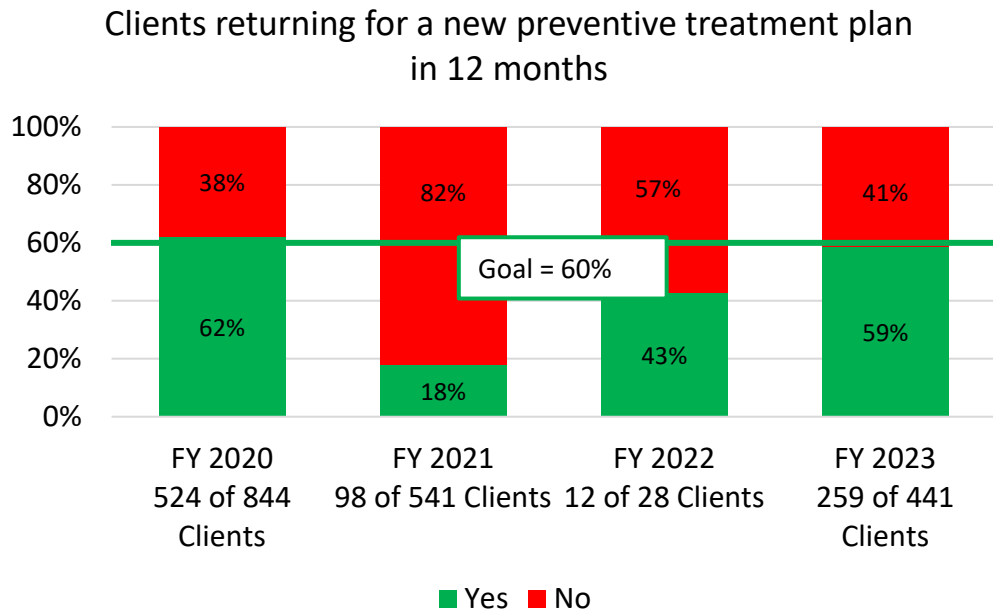
- In FY 2024, the percent of clients completing a corrective treatment plan within 6 months will be 85%.

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Dental Clinic

Measure 3.2 Clients return for a new preventive treatment plan in 12 months

Data



Data Summary

- 59% of clients who had a preventive visit returned within 12 months for a new preventive treatment plan.
- Clients are reported by the end date of their 12 month preventive treatment period. Clients seen in FY 2022 are reported in FY 2023.
- Data is being collected through WebVision.
- The data for each fiscal year includes all clients who had preventive visits the previous fiscal year.

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What is the story behind the data?

- The percent of clients returning for a preventive visit decreased drastically in FY 2021 due to the closure of the clinic. Because the clinic did not reopen until June 21, 2021, there were only a small number of clients reported in FY 2022. In FY 2023, we reported on a full year of data.
- 62% of clients ages 60 and above returned within 12 months; 56% of children returned within 12 months.
- School Health staff and staff in other CHSB clinics were instrumental in letting clients know that the clinic had reopened.
- For preventive visits, the clinic relies on clients to call for their next appointment. Appointments are presently scheduled one month forward. In prior experience, when clients were scheduled 6 months out, the no show rate was very high.
- Some clients, especially children, only schedule an appointment when they perceive there is a pressing issue (e.g. cannot eat or teeth hurt). They are not convinced of the value of preventive treatment. Another barrier to returning for a preventive visit is having to renew eligibility annually.

Recommendations

Target Dates

- Make a stronger effort to educate dental clients about the importance of preventive treatment.

- On-going

Forecast

- In FY 2024, the percent of clients returning for a new preventive treatment plan will be 59%.