



Program #40017 - Dental Services 4/21/2021

Department: Health Department **Program Contact:** Azma Ahmed
Program Offer Type: Existing Operating Program **Program Offer Stage:** As Proposed

Related Programs:

Program Characteristics:

Executive Summary

Integrated Clinical Services (ICS) is the largest Federally Qualified Health Center (FQHC) in Oregon, providing high-quality, patient-centered health care and related services to communities across Multnomah County. The Dental Services program provides nearly 27,000 people with essential, urgent, routine, and preventive services in clinic settings and school-based programs. The Dental Program 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 of Community and Oral Health); focuses on access for clients with chronic diseases, children and pregnant women; and evidence based practice guidelines.

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. Sixty percent 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 20% of our patients have no insurance, 95% of our clients live below 200% of the Federal Poverty Guideline and nearly 2,000 of our patients report experiencing houselessness. All programs within ICS are committed to improving health outcomes, reducing health disparities and ensuring affordable, quality access to healthcare.

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- Clinical dental services: 7 dental clinics provide comprehensive and urgent dental treatment for Medicaid and self-pay patients.
- Services for children and people who are pregnant: The clinical program also focuses on services for people who are pregnant 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. 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 months in our clinic setting, known as our Baby Day program.
- Another component of the program consists of mentoring and training 3rd and 4th year OHSU Dental students who provide services to our clients in the clinics, under the preceptorship of our providers, which helps cultivate a workforce interested in providing public health today and into the future.

Performance Measures

Measure Type	Primary Measure	FY20 Actual	FY21 Budgeted	FY21 Estimate	FY22 Offer
Output	Billable patient visits	56,496	91,892	77,175	94,738
Outcome	No show rate	19%	16%	18%	17%

Performance Measures Descriptions

Output: Billable Patients Visits. This measure describes 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.

Outcome: Percentage of appointments for which patients did not show per Fiscal year.

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 guidelines.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2021	2021	2022	2022
Personnel	\$11,408,895	\$8,438,768	\$11,189,416	\$8,897,893
Contractual Services	\$8,000	\$449,901	\$68,016	\$180,419
Materials & Supplies	\$160,641	\$1,188,148	\$243,299	\$753,366
Internal Services	\$1,580,192	\$3,526,134	\$1,637,359	\$3,798,884
Total GF/non-GF	\$13,157,728	\$13,602,951	\$13,138,090	\$13,630,562
Program Total:	\$26,760,679		\$26,768,652	
Program FTE	70.93	71.76	68.92	76.15

Program Revenues				
Intergovernmental	\$0	\$312,000	\$0	\$312,308
Other / Miscellaneous	\$500,000	\$0	\$419,000	\$98,450
Beginning Working Capital	\$500,000	\$0	\$491,694	\$0
Service Charges	\$12,157,728	\$13,290,951	\$12,227,396	\$13,219,804
Total Revenue	\$13,157,728	\$13,602,951	\$13,138,090	\$13,630,562

Explanation of Revenues

This program generates \$2,675,590 in indirect revenues.
The primary source of revenue is Medicaid payments and patient fees.

\$ 25,545,650 - Dental Patient Fees
\$ 312,308 - Federal Primary Care (330) Grant
\$ 277,305 - CareOregon Dental Incentives
\$ 633,389 - Medicaid Dental support

Significant Program Changes

Last Year this program was: FY 2021: 40017A Dental Services

FY 21 and 22 has been challenging in terms of encounters due to the impact of COVID-19 on our community.
FTE change: 3 positions added for clerical support.