

Northwest Tribal Dental Support Center



Jeff Hagen, DDS, MPA Clinical Consultant

Jeff is a graduate of the University of Minnesota School of Dentistry and has a Master of Public Administration degree from the University of South Dakota. After completing a dental internship at the U. S. Public Health Service Hospital in Galveston, Texas, he served on active duty for 23 years in the Indian Health Service (IHS) dental program, including 13 years as a clinical dentist in the Albuquerque and Portland Areas and 10 years in the Aberdeen and California Area Offices. He also performed national duties as Chairman, IHS Dental Services Delivery Committee and Chairman, Quality Assurance Subcommittee. For the last 11 years Jeff has worked as a dental consultant on several projects with IHS Headquarters and in the Aberdeen, Billings, California, Navajo, and Portland Areas.

Description of Clinical Services:

- Performs periodic dental program reviews upon request for programs served by the Northwest Tribal Dental Support Center (NTDSC)
- Evaluates scheduling and patient flow practices and makes recommendations for improving patient flow and access to dental care
- Evaluates adequacy of facilities and staffing patterns and makes recommendations to assist programs in dealing with these issues
- Evaluates infection control practices and makes recommendations for improving these practices
- Evaluates local dental program data to determine program efficiency and effectiveness and offers guidance to program staff in the use of local data to manage their programs
- Provides dental staff with information on how to gain access to RPMS Dental Data System reports
- Evaluates documentation in the dental charts and makes recommendations for improving documentation
- Assists programs in updating or developing written dental policies and procedures
- Addresses accreditation issues as they relate to dental clinics
- Assists programs with their quality improvement activities
- Provides orientation in public health dentistry for dental program managers who are new to IHS and tribal dental programs
- Provides training on dental program management, clinical efficiency and effectiveness, infection control, and/or other issues at area-wide or national IHS dental meetings, as requested by Portland Area Office or IHS Headquarters