

# Top Clinical Recommendations

Bruce R. Johnson, DDS  
Clinical Consultant  
Northwest Tribal Dental Support Center

# Indian Health Service Department of Health and Human Services

1975 - Indian Self Determination Act  
PL 93-638

1992 - Tribal Self Governance Demo Project

2000 - Tribal Self Governance Amendments  
PL 106-260 Title V

# Direct Programs – IHS Administered

# Tribal Programs - Tribally Administered

# Retained Area Shares

# Taken Area Shares

# The Northwest Portland Area Indian Health Board



Advisory organization  
serving 43 Tribes in  
WA, OR, and ID.

Each has a delegate.

Meets Quarterly.

# Northwest Tribal Dental Support Center

- ❖ Offers consultant and support services to all Portland Area Dental Programs
- ❖ Available by email, phone, and visits to the dental programs
- ❖ Coordinates with Area Dental Consultant

# Dental Program Review Outline

- General Appearance
- Scheduling  
Routine, Emergencies, Recalls, Periodontal therapy
- Facility / Staffing
- Safety
- Dental Records
- Productivity
- Policies and Procedures
- Quality Improvement

## General appearance

### Top 2 recommendations

1. Remove unnecessary items from 12:00 column shelf.
2. Locate sharps and biohazard containers safely and conveniently.

## Scheduling

Know your Broken Appointment rate!

Broken Appointment Rate and Ratio for New Patients

Month	Rate	Ratio	Ratio	Ratio
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## Recommendations

### Routine

- Initial cleaning and exam at same appointment.
- Subsequent appointments to complete routine care at 3-4 weeks intervals (max).
- Ensure dental disease is under control before advanced care is begun.

### Emergencies

- Ask emergency patients to call back for appointments.

### Recalls

- Give reminder cards and/or contact to schedule recall appointments rather than schedule months in advance.
- Recall based on need. Does not have to be 6 months. Most can be 1 year.
- Consider determining recall date after completion of treatment plan.

## Dealing with Broken Appointments

- Book no more than 3 - 4 weeks ahead.
- Avoid scheduling multiple appointments.
- Double book patients with history of BA's. (Exams)
- Short call list.
- Reminder calls. Consider email, texts, cell phones.
- Broken Appointment policy??
- Accept a rate and book accordingly.

### Try things. But...

- Use PDSA method
- Involve several key players

## Facility / Staffing

**2 : 1**

2 Operatories per dentist  
2 Assistants per dentist

+

Receptionist  
Hygienist

## Safety

Infection Prevention – CDC Guidelines  
 OSHA's Bloodborne Pathogen Standards  
 Hazard Communication  
 Radiation and N2O Safety  
 Facility compliance issues

Download from: [www.cdc.gov/oralhealth](http://www.cdc.gov/oralhealth)



Download at:  
[www.osha.gov/Publications/osh3186.pdf](http://www.osha.gov/Publications/osh3186.pdf)

## Common Recommendations

- Use external and internal sterilization indicators
- Sterilizer and spore test records kept
- Attention to dental laboratory
- Waterline Testing
- Assign someone as the Infection Prevention Coordinator and document training.

## Dental Records

### Common Recommendations

- Method to obtain consent for general care – preferably after treatment plan.
- Separate informed consent: surgery, endodontics, N2O/sedation, orthodontics.
- Periodontal status at dental exam (CPI, PSR plus written diagnosis using ADA case type.)
- Document assessment of soft tissue, TMJ, orthodontic status, and review of radiographs and health history.

## Dental Data

Depends of focus of review. CEO's often want to know how you compare to other programs.

### Recommendation:

Learn to run productivity reports, or have reports generated regularly.

(IHS reference values are available)


## Policies and Procedures Manual

- Know what is in it, review annually.
- Update it.

## Quality Improvement and peer review

- Involve staff and improve something.
- Use PDSA (Plan, Do, Study, Act)

Method for patients to provide feedback.



## Who can help

Area Dental Officer	Tribal Support Center
<ul style="list-style-type: none"><li>• Peer reviews</li><li>• Score card</li><li>• C &amp; P</li><li>• AAAHC prep</li></ul>	<ul style="list-style-type: none"><li>• Program Reviews</li><li>• New employee orientation</li><li>• Prevention assistance</li><li>• AAAHC prep</li><li>• CDE</li></ul>
<ul style="list-style-type: none"><li>• Site visit or email</li></ul>	<ul style="list-style-type: none"><li>• Site visit or email</li></ul>