

Safety Net Solutions

Safety Net Solutions (SNS) is the nation's leading practice management consulting resource, uniquely focused on providing technical expertise and assistance to safety net dental programs. Using the Model for Improvement, Safety Net Solutions focuses on five key areas of practice:



**DENTAL PRACTICE
FINANCIAL STABILITY**

Safety Net Solutions technical assistance guides dental programs to find the right balance between meeting "mission and margin," touching on all five areas. After a year, programs



**MAXIMUM PATIENT
ACCESS**



**QUALITY
OF CARE**



**INTEGRATION OF ORAL
HEALTH AND PRIMARY CARE**

have the knowledge and confidence to implement new ways to balance access and capacity as they ensure quality care delivery and achieve financial viability with improved health outcomes.



**MEANINGFUL
PATIENT OUTCOMES**

The Process



The Launch Call

The initial call focuses on establishing collaborative relationships among multiple departments at the Health Center. Setting realistic expectations for the stakeholders and SNS is critical to ensuring a successful partnership. This is an opportunity for staff from multiple departments within the health center to establish clarity, and agree to a process, roles and responsibilities.



Baseline Data Analysis

The SNS team uses multiple analytic tools and site surveys to capture quantitative data and key operational elements to create a clearer picture of the clinical and financial challenges of the practice. This information is necessary to build an improvement plan and monitor progress against the baseline.



Site Visit

Safety Net Solutions Expert Advisors who are practicing dentists with experience and knowledge of safety net dental practices spend time on-site interacting with staff and observing operations and systems to capture qualitative information such as the culture of the practice, along with structure and processes. The motto of the SNS Expert Advisors is "Observe carefully and listen intently."

The Safety Net Solutions team partners with administrators and clinical staff to identify the challenges and opportunities of the dental program. An in-depth assessment of finances, operations and clinical quality enables the SNS experts to develop an improvement plan that identifies opportunities. The plan aims to ensure the financial viability, operational efficiency and ability to expand access within the catchment area. SNS continues to provide technical assistance as the safety net practice implements the improvement plan to ensure success.



The Process CONTINUED



Shared Insights

The Safety Net Solutions team presents objective findings and recommendations to the health center executives and dental staff. Often this is the first opportunity that executives and staff have had to sit at the same table and look jointly at an objective analysis of the practice. This often leads to “light bulb” moments that help to align all stakeholders.



Improvement Plan

Safety Net Solutions presents a written improvement plan with recommendations, action steps, roles and responsibilities. Experience has shown that the majority of practices implement 85% or more of the recommendations presented in the SNS Improvement Plan.



Supported Implementation

Over the next 12 months, the Safety Net Solutions team works closely with the practice staff and administrators to execute the plan. Clients learn to identify opportunities to improve and develop skills to achieve improvement. The safety net practice submits monthly progress reports on key measures using the Safety Net Solutions dashboard in the DentaQuest Institute Online Learning Center. The reports enable the client practice team and SNS to identify areas where additional technical assistance would be beneficial. Then every six months for the next two years, SNS and the practice team engage in a formal review of practice data to monitor progress and track financial and clinical improvement.

RESULTS

Clients are looking for improvement in four essential areas: access, affordability, patient outcomes and financial sustainability. Recent data shows that within a year of receiving technical assistance from Safety Net Solutions, dental programs are more in control of patient mix and finances. Practices on average saw:

- Overall improvements in tracking treatment completion
- Net revenue increased by 62%
- Bottom line improved by 56%
- No show rates improved by 29%
- Unduplicated new patients served grew by 47%
- More children receive visits and preventive services; more treatment plans are completed.

Expert Advisors

Led by the Expert Advisor, a practicing dentist with the experience and knowledge of safety net dental, and supported by practice management consultants and data analysts, the team provides leadership, sophisticated data analytics expertise and proven action plans for enhancing program finances and sustainability.

Jay Anderson, DMD, MHSA
Portland, OR

Sean Boynes, DMD
Hartsville, SC

Dr. Carolyn Brown
San Francisco, CA

Mark Doherty, DMD, MPH
Westborough, MA

William Donigan, DDS
Gastonia, NC

Jane Gillette, DDS
Bozeman, MT

Sharon Harrell, DDS, MPH
Southern Pines, NC

Larry Hill, DDS, MPH
Cincinnati, OH

AJ Homicz, DMD
Portsmouth, NH

Martin Lieberman, DDS
Seattle, WA

Timothy Martinez, DMD
Pomona, CA

Mark Koday, DDS
Yakima, WA

David Rosenstein, DMD, MPH
Portland, OR

Bob Russell, DDS, MPH
Des Moines, IA

Stephen Shea, DDS
Westborough, MA

James Sutherland, DDS
Silverthorne, CO

Dan Watt, DDS, FAGD
Nampa, ID

Brigitte Wesley, DDS
Durham, NC

Bruce Wilcox, DMD
Wenatchee, WA

Safety Net Solutions Team

Dr. Rob Compton
Executive Director,
DentaQuest Institute

Dr. Mark Doherty
Executive Director,
Safety Net Solutions

Arthur Evans
Manager,
Data Reporting & Analysis

Dori Bingham
Program Manager

Caroline Darcy
Project Manager

Danielle Goldsmith
Project Manager

Kelli Ohrenberger
Project Manager

Laura Skaret, RDH
Project Manager

Katie Vautrain
Executive Assistant

Jenn Redding
Assistant

DentaQuest Institute

2400 Computer Drive
Westborough, MA 01581

DentaQuestInstitute.org
info@dentaquestinstitute.org
tel (508) 329-2280