



Rancho Los Amigos National Rehabilitation Center

DEPARTMENT OF DENTISTRY POLICY AND PROCEDURE

**SUBJECT: Plan for Provision of Care and
Performance Improvement**

Policy No.: 5.1
Supersedes:
Revision Date: 11/30/09
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PLAN FOR PROVISION OF CARE

1. Scope of Services

Types of Customers:

Customers of Dental Care: Inpatients and outpatients with physical, medical, and developmental disabilities of all ages.

Customers of Dental Training: general practice residents, dental specialty residents, dental students, dental hygiene students, community dentists, and medical and allied health personnel.

Age of Patients Treated:

All ages: infants, children, adolescents, adults, geriatric adults

Procedures Provided:

Examination and treatment of dental emergencies.

Dental care to free the patient of oral-facial pain and infection prior to surgery, and/or to support inpatient medical and rehabilitation treatment programs.

Comprehensive general and specialty dental care including prosthetics, endodontics, feeding obturators, maxillofacial prostheses, restorations, dental hygiene and prevention, periodontal surgery, and oral surgery.

Dental care in the operating room under general anesthesia or in the clinic under oral sedation/nitrous oxide.

Location and Hours of Operation:

HB - Room 146
Monday through Friday, 0800-1700

EFFECTIVE DATE: 08/2002

COUNTY OF LOS ANGELES • DEPARTMENT OF HEALTH SERVICES

APPROVED BY: Terrie DeBord, DDS

2. Goals of the Department

Goals:

To provide comprehensive dental care for physically, medically, and developmentally disabled inpatients and outpatients of all ages.

To provide training for general practice residents, dental specialty residents, dental students, dental hygiene students, community dentists, and medical and allied health personnel.

3. Standards of the Department

Standards:

Standards of practice are included in the Department of Dentistry Policy and Procedure Manuel. The standards of practice are consistent with all regulatory requirements, including those established by JCAHO, OSHA, and Title 22.

4. Staffing

Types of Practitioners:

Attending Staff General and Specialist Dentists-who are credentialed members of the medical staff.

General Practice and Specialty Dental Residents who are enrolled in an accredited residency at Rancho or an institution with which Rancho has a documented training agreement.

Dental and Dental Hygiene Students -who are enrolled at the University of Southern California or Cypress College respectively, with whom Rancho has a training agreement.

Determination of Staffing Levels:

Staffing levels are reviewed at least quarterly, and are determined based on analysis of performance improvement, patient satisfaction, and quality control data, as well as changes in the patient population served (diagnosis related changes and volume)

Staffing:

Chairman, Dental Director	- 1.0 FTE
Attending Staff Dentists	- 2.0 FTE
Dental Residents (Rancho)	- 6.0 FTE
Dental Residents (Other Facilities)	- 0.5 FTE

Dental and Hygiene Students	- 0.1 FTE
Dental Assistants	- 5.0 FTE
Clerical Support (Senior)	- 1.0 FTE
Clerical Support (Intermediate)	- 1.0 FTE
Student Worker	- 1.0 FTE

Staffing Variances:

Staffing variances may occur because of fluctuations in patient acuity or census, or because of staff turnover or vacancies. Staff working hours may be varied or extended and/or patients may be scheduled to staffing to assure that patient needs are met.

PLAN FOR PERFORMANCE IMPROVEMENT

1. Introduction

Rancho Los Amigos follows an interdisciplinary, medical center-wide approach to the Improvement of Performance and the Management of Opportunities to Improve. As such, every department is involved with the performance improvement focus areas identified for the medical center.

In addition, each department and program must maintain a level of focus on its internal performance improvement and total quality management/continuous quality improvement activities. Evolving over the past three years, this level of focus has centered on quality control issues related to licensure, legal aspects of delivering care, and competency as well as any issues that are discovered through the regular quality control activities necessary to keep patient care delivery operating smoothly, safely, efficiently, and legally.

Each department/service has a responsibility for evaluating issues and activities within its clinical and managerial boundaries. Each department continually reviews it's IOP plan and revises the plan in response to the identified needs of the department and the organization.

The department director/administrator/chairman is ultimately responsible for the quality of care provided by all members of his /her department. The department director/administrator/chairman is ultimately responsible for an effective Performance Improvement Plan and appropriate ongoing activities which monitor the quality of care and the process of health care delivery.

2. Scope of Care

The Department of Dentistry provides comprehensive dental care to infants, children, adolescents, adults and geriatric adults with physical, medical, and developmental disabilities who have limited to no access to dental care in the community or elsewhere in the County.

3. Areas of Focus

Volume Monitors: Patient Visits (Inpatient/Outpatient)

Ambulatory Surgery Cases
Oral Sedation/Nitrous Oxide Cases
Invasive Procedures
Broken Appointment Rate

Quality Monitors: Events
Patient Complaints
Admissions Post-Ambulatory Surgery
Surgery Cancellations
Surgery: C3-C6 Pathology / Complications / Deaths
Patient Satisfaction
Patient Education

4. Performance Improvement Activities

Dentistry Specific: Patient Understanding of Post-Op Instructions

Ambulatory Care-Wide: Patient Visit Re-Design
Improvement in Ambulatory Care Documentation
Improve Patient Identification

Facility-Wide: Medication Reconciliation
Pain Assessment/Addressing Pain
Hand-Hygiene