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POLICY AND PROCEDURE

PATIENT TRACKING/CLINIC PRODUCTIVITY MEASURES

DEN 026

Bullhook Dental Clinic productivity and dental clinic staff productivity may be evaluated by any number of methods.

Patient encounters, which have historically been the basic productivity measure, will continue to be monitored. Provider encounter rates, while subject to valid criticism due to the great variety of procedures which an encounter may represent, will continue to be monitored due to the value inherent in any measure which has been recorded for a significant period of time. Indeed, the practice of calculating and distributing to dentists their average number of encounters/8 hr day is valuable for it allows dentists to compare their encounter productivity with that of their colleagues.

Other measures, including those which are associated with Relative Value Units, will also be utilized. These values will more closely evaluate the efficient use of a provider's time for they determine the number of ten minute measures of time a provider expends providing patient care for a specific procedure.

Another set of productivity measures which cannot be ignored are the financial activity reports. It is crucial that dental clinics generate adequate income to maintain their financial viability. Chief Dental Officers must recognize and accept the administrative responsibility of their programs.

The Bullhook Community Health Center will track provider productivity in a growing number of ways to assure that the amount of service is at a level to ensure adequate cash flow to meet daily operations, assure access to care, and maximize benefits for the patient population.

Date: _____
CHIEF EXECUTIVE DIRECTOR

Date: _____
CHIEF DENTAL OFFICER

Date: _____
CHAIR, BOARD OF DIRECTORS

Date: May 6, 2009
Approved – Policy/Compliance Committee

Date: May 20, 2009
Approved - Board of Directors