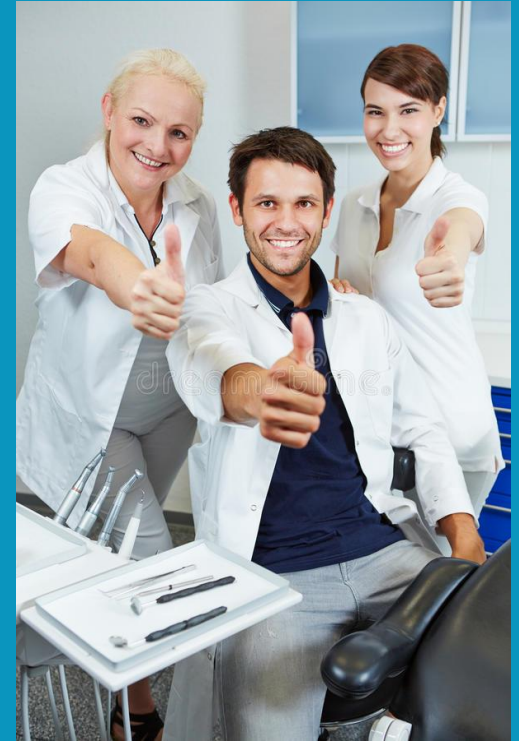


Understanding and Managing Capacity



Dori Bingham, Director

Dr. Mark Doherty, Executive Director

Andrea Dickhaut, RDH, BSDH, MHA, Program
Manager/Senior Consultant

D4 Practice Solutions



Access = Capacity

- Finite
- Resource-based
- Differs from medical
- Step 1: Determine potential capacity
- Step 2: Manage to that capacity



Structure = Capacity

- Operatories
- Hours
- Staff
- Benchmarks



Benchmark Guide

Provider Type	Number of Operatories	Number of Dental Assistants	Visits/Clinical Hour
General Dentist, 1 Op	1	1-2	1
General Dentist, 2 Ops	2	1	1
★ General Dentist, 2+ Ops	2+	1.5-2	1.7
General Dentist w/ EFDA	3+	3	2.5-3
Unassisted Hygienist	1	0	1-1.2
Assisted Hygienist	2	1	1.5
4th Year Dental Student	1	0-1	0.5
GPR Resident, Q1	1	1	1
GPR Resident, Q2	2	1.5-2	1.2
GPR Resident, Q3	2	1.5-2	1.5
GPR Resident, Q4	2	1.5-2	1.7



Determine Potential Daily Visit Capacity, Example for Dentists

	# of Dentists	x Benchmark	x # of Chairside Hours	Potential Visit Capacity
Mon.	1	1.7	8	14
Tues.	2	1.7	15	26
Wed.	4	1*	30	30
Thurs.	4	1.7	30	51
Fri.	2	1*	15	15
Total			98	136

*Only one assistant per dentist

Weekly potential capacity = 136 (162 with more assistants)

Annual potential capacity = 136 x 46 = 6,256 visits (7,452)



Dentist Benchmark

- Could range from 1 visit per hour to 2 or more
- Dentist variables (experience, specialty)
- Support variables (number and type of DAs per dentist)
- Number of operatories
- General dentist with two operatories and two conventional assistants = 1.7 visits/hour



Benchmark Guide

Provider Type	Number of Operatories	Number of Dental Assistants	Visits/Clinical Hour
General Dentist, 1 Op	1	1-2	1
General Dentist, 2 Ops	2	1	1
General Dentist, 2+ Ops	2+	1.5-2	1.7
General Dentist w/ EFDA	3+	3	2.5-3
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GPR Resident, Q3	2	1.5-2	1.5
GPR Resident, Q4	2	1.5-2	1.7



Determine Potential Daily Visit Capacity, Example for Hygienists

	# of Providers	x Benchmark	x # of Chairside Hours	Potential Visit Capacity
Mon.	2	1.2	15	18
Tues.	2	1.2	15	18
Wed.	2	1.2	15	18
Thurs.	2	1.2	15	18
Fri.	1	1.2	7.5	9
Total			67.5	81

Weekly potential capacity = 81

Annual potential capacity = 81 x 46 = 3,726



Hygienist Benchmark

- Could range from 1 visit per hour to 2 or more
- Hygienist variables (experience, assisted vs. non-assisted, dentist to hygienist ratio, age of patients)



Capacity Determines Visit Goals

- Weekly = 136 dentist + 81 hygienist = 217 visits
- 217 visits/week x 46 weeks = 9,982 annual visits

THIS is what we shoot for, not more and not less



Number of Unduplicated Patients

- Our STRUCTURE gives us 9,982 annual visits
- $9,982 \text{ annual visits} \div 2.6 \text{ visits/patient (2019 UDS)} = 3,839 \text{ unduplicated patients}$

THIS is what we shoot for, not more and not less



Number of New Patients

- Depends on new vs. established practice
- Balance of new vs. existing patients is critical

Tracking completed treatments tells us how many new patients we can bring in

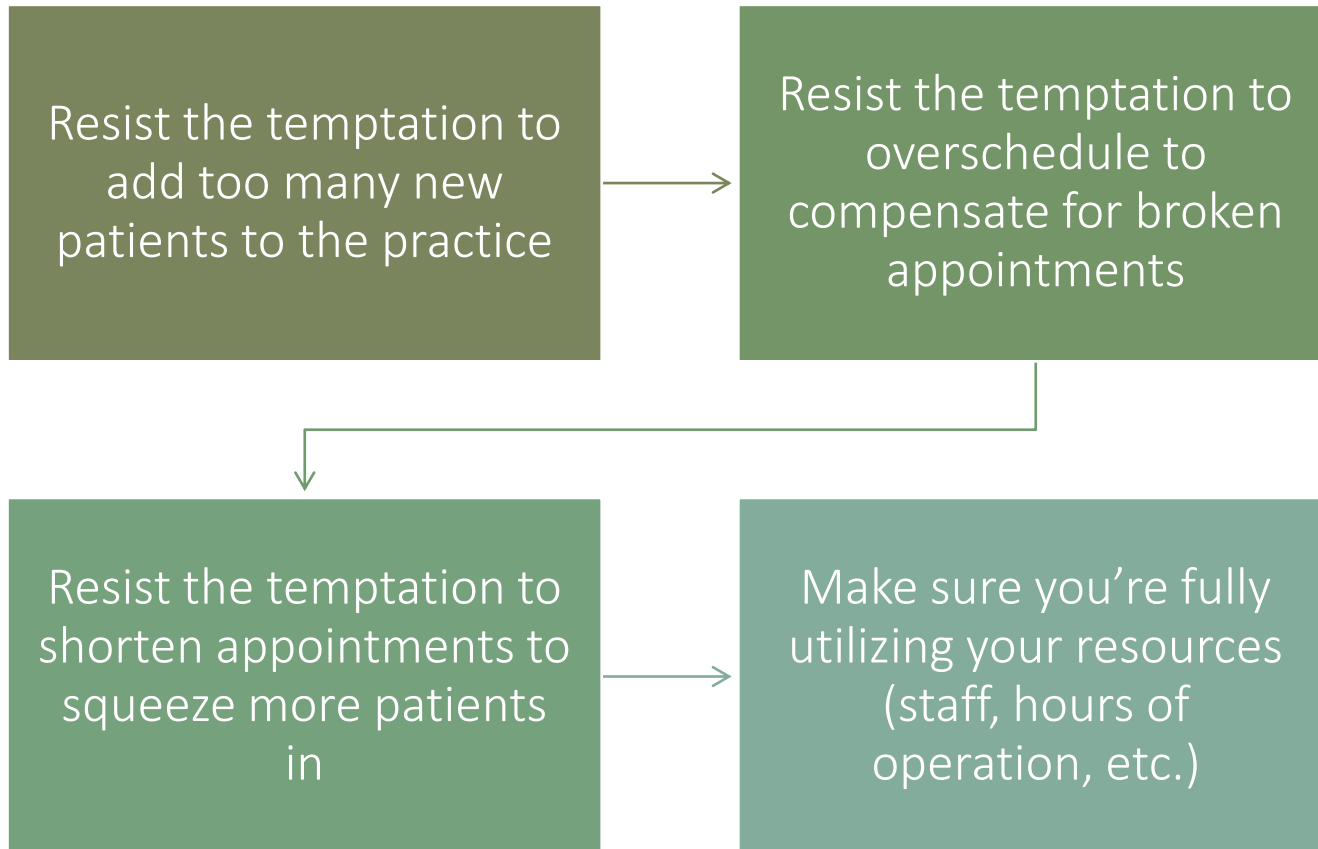


Completed Treatments

- Phase I
- Designate code (e.g., TxCOMP)
- Utilize consistently
- Track
- Every TxCOMP = new patient
- Goal is <12 months from exam to Phase I completion
- Nice quality outcome measure!

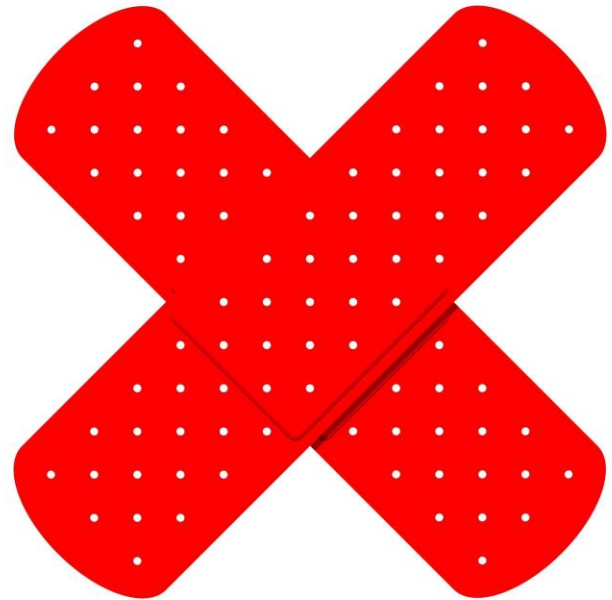


Managing to Capacity



What Happens if We Don't Manage Capacity?

- Schedule becomes clogged
- Long waits for appointments
- Diagnosing but not treating
- Unhappy patients
- Unhappy staff



Common Factors Impacting Access and Capacity

- Broken Appointments
- Scheduling
- DAs
- Goals/Accountability
- Personal Stuff
- Instruments, supplies
- Equipment issues
- EDR issues



Best Practices for Improving Productivity and Access

Decrease	Broken Appointments
Improve	Scheduling
Hire	More Dental Assistants (if necessary to meet benchmark)
Share	Goals and Provide Feedback
Consider	An Incentive Program
Resolve	Instruments, Supplies, Equipment Barriers
Train	Staff on EDR



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Dr. Mark J. Doherty
Dori Bingham
Andrea Dickhaut, RDH, BSDH,
MHA
D4 Practice Solutions
c. (508) 776-1826 (Dori)
c. (508) 958-0959 (Mark)
c. (978) 870-9024 (Andrea)
doribingham@d4dimension.com
markjdoherty@d4dimension.com
andreadickhaut@d4dimension.com

