

CONTINUING EDUCATION WEBINAR SERIES

BEYOND THE BASICS: STRATEGIES TO ENHANCE DENTAL PROGRAM SUCCESS

A joint presentation
by D4 Practice
Solutions and the
National Network
for Oral Health
Access

I. Staffing for Success

Of course, every dental program needs dentists, hygienists and assistants to provide care, but there is so much more to think about. What is the right number for each position? Are expanded function assistants and hygienists a fit? What are the highest and best functions for dental auxiliaries and mid-level providers? Attend this session to learn how to staff your dental program for maximum success.

1 CDE
February 4, 2020 12pm ET

II. Harnessing the Power of the Dental Schedule

The dental schedule is the most important tool to ensure dental program success; however, it is often overlooked and underused. Strategic scheduling enables practices to meet the critical goal of maximizing access, outcomes and program revenue. Conversely, haphazard scheduling undermines predictability and control and results in missed goals, frustrated staff and poor customer experience. Attend this session to learn how to make your dental schedule work for you and your practice!

1 CDE
February 25, 2020 12pm ET

III. Work Hard, Get Paid - Overcoming the Barriers to Revenue Success

Your dental staff is working harder than ever, and yet the program is losing money or- at best- is not achieving its profitability goals. Attend this session to learn how to take control of the many factors that impact dental program revenue success.

1 CDE
March 17, 2020 12pm ET



DR. MARK J. DOHERTY DMD, MPH, CCHP

Oral health leader with a track record of improving access to care and creating value for patients, dental programs and health centers. A dynamic presenter, expert consultant, author and mentor. Recipient of multiple national and regional awards and active member of numerous dental boards and associations.

Founder and leader of community dental practices, multiple alternative delivery models, including several portable dentistry programs, and a leading, national safety net technical assistance consulting group.



DORI BINGHAM

Dori Bingham is Program Manager and Senior Analyst at D4 Practice Solutions. From 2006 to 2019, Dori served as manager of technical assistance for DentaQuest's Safety Net Solutions program and is recognized nationally for her knowledge and understanding of safety net dental practice management.

Dori is a member of the National Network for Oral Health Access and a frequent presenter at regional and national conferences, trainings and webinars.

This continuing education activity is jointly provided by the National Network for Oral Health Access.
ADA CERP Continuing Dental Education credits will be available to participants.



The National Network for Oral Health Access (NNOHA) is an ADA CERP Recognized Provider.
ADA CERP is a service of the American Dental Association to assist dental professionals in identifying quality providers of continuing dental education. ADA CERP does not approve or endorse individual courses or instructors, nor does it imply acceptance of credit hours by boards of dentistry.

Concerns or complaints about a CE provider may be directed to the provider or to the Commission for Continuing Education Provider Recognition at ADA.org/CERP.

Please contact D4 Practice Solutions with any questions:

Dori Bingham, Program Manager/Senior Analyst

508-776-1826, doribingham@d4dimension.com

www.d4practicesolutions.com

Beyond the Basics: Strategies to Enhance Dental Program Success

In our first webinar series, Fundamentals of Dental Program Success (available on our website at www.D4practicesolutions.com), we provided the fundamental information every safety net dental program needs to achieve success. In this new series, we will delve deeper into three areas that often pose problems for both new and established dental programs: staffing, scheduling and billing/collections. Each webinar will be 60 minutes in length, including time at the end for questions and discussion.

Webinar One

Staffing for Success

1 CDE

February 4, 2020 12pm ET

[click here to register](#)

Of course, every dental program needs dentists, hygienists and assistants to provide care, but there is so much more to think about. What is the right number for each position? Are expanded function assistants and hygienists a fit? What are the highest and best functions for dental auxiliaries and mid-level providers? How do call centers and centralized receptionists work? What type of staff and how many support team members are needed to bill and collect effectively? How do value-based care models and value-based care reimbursement models impact staffing? What staff are needed to support the integration of oral health into overall health within a broader health center and in community-based settings? Attend this session to learn how to staff your dental program for maximum success.

Learning Objectives

- Understand the common staffing benchmarks for health center dental programs
- Learn how to make the best use of dental auxiliaries
- Understand how to make centralized services work for dental
- Understand how non-traditional staff positions can contribute to program success

Webinar Two

Harnessing the Power of the Dental Schedule

1 CDE

February 25, 2020 12pm ET

[click here to register](#)

The dental schedule is the most important tool to ensure dental program success; however, it is often overlooked and underused. Strategic scheduling enables practices to meet the critical goal of maximizing access, outcomes and program revenue. Conversely, haphazard scheduling undermines predictability and control and results in missed goals, frustrated staff and poor customer experience. Do you manage the number of new patients your dental program admits? How do

you determine the appropriate duration of the various dental appointment types? Is provider time used appropriately and how are anticipated and unanticipated schedule gaps managed? Is it ever okay to double-book appointments? Does your practice use templates that are a win for patients, dental staff and the practice? Attend this session to learn how to make your dental schedule work for you and your practice!

Learning Objectives

- Understand the crucial role scheduling plays in dental program success
- Understand the common pitfalls that undermine scheduling success
- Learn strategies to maximize the usefulness of the dental schedule
- Understand how to develop schedule templates that are a win for patients, providers and the practice

Webinar Three

Work Hard, Get Paid - Overcoming the Barriers to Revenue Success

1 CDE

March 17, 2020 12pm ET

[click here to register](#)

Your dental staff is working harder than ever, and yet the program is losing money or- at best- is not achieving its profitability goals. How can that be? A number of forces may be working against you, including an unfavorable payer mix, unfavorable reimbursement rates, fees that are too low, ineffective workflow processes and lack of accountability. It's okay to get paid for the work you do to improve the oral health of your patients! Attend this session to learn how to take control of the many factors that impact dental program revenue success.

Learning Objectives

- Understand the factors that impact dental program revenue
- Learn strategies for maximizing program revenue
- Learn how to set appropriate fees and discounts
- Learn how to trouble-shoot billing and collections

About D4 Practice Solutions

D4 Practice Solutions provides individualized practice management consulting to federally qualified health centers, FQHC look-alikes and other safety net dental programs. Our services include in-depth assessments of existing dental programs, as well as expert guidance to clients considering or launching new dental programs. Our national reputation for excellence in practice management was built over the last 14 years on the basis of a highly personalized approach and real-world improvement strategies.