

UTAH STATE DEVELOPMENTAL CENTER OUTPATIENT DENTAL CLINIC

MRAU has been one of the driving forces behind the establishment of the USDC Outpatient Dental Clinic at the Utah State Developmental Center. The project has been approved by and is supported by the Superintendent at USDC, DSPD State Board, DSPD Executive Director and the Director, Assistant Director and the Dental Program Director of the Department of Health, Division of Health Care Financing. The objective of the Outpatient Clinic is to provide comprehensive dental services to individuals with mental retardation and developmental disabilities who live in the community and who cannot access the care they need. However, we do encourage you to use the local dentists in every community who are willing and have the expertise to serve this population.

The Outpatient Clinic is in the very beginning stages of development. Therefore, the number of individuals who will be accepted into the program, in the beginning, will be limited. In order to increase the number of patients who can be seen at the clinic, it will necessitate increased funding resources, another full time dentist or the use of volunteer dentists who have the training and expertise to work with the MR/DD population and the dental team support staff. We have made great progress over the last few months but it will take time to reach our ultimate goal and objective which is to make sure every individual will eventually have access to proper dental care. We ask everyone to be patient and do all they can to help us be successful.

If we had adequate funding sources, we could move ahead much faster than we are. We are presently working with Medicaid and the legislature to try and get the dental funding restored for individuals over 21 that was taken away last year. So I would enlist your help in working with members of the legislature, foundations, and other organizations who would like to give their support for the growth and development of this clinic.

The following pages contain the information booklet that has been presented to Governor Olene Walker and her staff, several legislators, the DSPD Board and the DSPD Executive Director. The booklet explains the following:

- Mission Statement
- Summary of Dental Services to be Provided by the Clinic
- Organizational Structure & Funding Sources
- Physical Plant and Lease Agreement
- Staffing and Related Funding
- Tracking Care, Productivity and Cost
- Service Capacity
- Quality Assurance
- Cost of Operation
- USDC Outpatient Clinic as a Community Partner in Professional Education and Training.
- Utilizing the USDC Clinic as an Operational Prototype

The USDC Outpatient Dental Clinic

A Utah Center of Excellence for People with Mental Retardation and
Developmental disability

Outpatient Prospectus - 2003 /2004

MISSION

The mission of the USDC Outpatient Dental Clinic is to provide patient-centered, comprehensive outpatient dental services to persons with mental retardation and developmental disability in an efficient, well-staffed and professionally operated clinic environment;

To serve as the definitive training site for community-based private practitioners, dental hygiene students, dental assistants and office staff who are interested in learning about providing care to this segment of the population;

To address the lack of clinical data regarding Oral Health Disorders encountered in individuals with mental retardation by performing, and publishing the results of, clinically relevant research;

To serve as an operational prototype for similar centers of excellence throughout the state;

To continue to be a regional and national force for an improved standard of care for persons with mental retardation and developmental disability.

SUMMARY OF SERVICES

Dental Services will include:

Oral Examination, Oral Diagnosis and Treatment Planning
Digital Intra-Oral and Extra-Oral Radiography (low dose x-rays)
Preventive / Non-Surgical Periodontal Care (professional cleanings) Restorative Dentistry (alloy and resin fillings)
Limited Fixed Prosthodontics (crown and bridge)
Limited Endodontic Services (premolar and anterior root canal treatment)
Limited Periodontal Surgical Services (gingivoplasty)
Oral Surgery (extractions, soft tissue surgeries, biopsies)
Off-Site Biopsy Service (oral pathology laboratory diagnostic services)
General Anesthesia and IV Sedation
Professional consultation with family members regarding patient care
Referral to Community-Based Dental Specialists as needed

ORGANIZATIONAL STRUCTURE / FUNDING SOURCES

The USDC Outpatient Dental Clinic will exist as a discreet operational and budgetary entity. It will be funded as a separate entity from USDC.

Training will be performed in conjunction with USDC Dental Clinic staff.

The clinic will operate under appropriate licensure and will be operated in a manner consistent with appropriate regulatory guidelines.

The clinic will apply for Medicaid provider status and will bill as per the guidelines of the Medicaid system. The clinic will pursue alternate-funding sources, as well.

PHYSICAL PLANT / LEASE ARRANGEMENT

The USDC Outpatient Clinic will lease necessary floor space in USDC Medical wing.

In addition to the physical space, USDC may provide the following services:

- Utilities
- Phone Service
- Ancillary Dental Staff
- Maintenance Services
- Housekeeping Services
- Laundry Services
- Security Services
- Computer System
- Computer Technical Support

USDC Center may contribute dental equipment and instruments currently in use in the Dental Clinic, and the USDC Outpatient Clinic will procure the required additional durable equipment. Miscellaneous supply costs will be tracked and each facility will bear its prorated share of those costs.

STAFFING AND RELATED FUNDING

The Prospectus Budget allows \$439,700 for the first-year operational expenses. These expenses include a Clinic Receptionist, one Dentist and two Dental Assistants. The USDC Dentist will serve as Clinic Director for both Clinics.

USDC Center will continue to provide and fund one Dentist and two Dental Assistants. This team will continue provide dental care for all of USDC's inpatients.

TRACKING CARE, PRODUCTIVITY AND COST

The quantity and nature of dental services provided, as well as the productivity and operational costs, associated with the operation of the Outpatient Clinic, will be tracked in detail and will be included in a monthly report which will be submitted to appropriate interested parties. All accounts will be audited annually.

Separate budgets will be maintained for the USDC Outpatient Clinic and the USDC Clinic. The USDC Center will continue funding its' team as in the past.

The USDC Outpatient Clinic team will be under the oversight of the USDC Clinic Manager and will be funded via an account managed by USDC's Financial/Support Services manager. All activity, related to this account, will be documented in detail, included in the aforementioned monthly report and submitted to appropriate interested parties.

SERVICE CAPACITY

During the first year it is estimated that the Clinic will be able to serve 450 disabled individuals. This equals 1800 total visits with an average of four visits per individual.

QUALITY ASSURANCE

Building on the accomplishments of the USDC Clinic in areas of quality care, the USDC Outpatient Clinic will be a regional and national force for an improved standard of dental care for persons with mental retardation developmental/disabilities.

The USDC Outpatient Clinic will maintain the following quality assurance systems:

- Documentation of Professional Credentialing for Professional Staff
- Documentation of Continuing Education for Professional Staff
- Documentation of Peer Review by an Independent Dental Professional
- Documentation of Independent Institutional Review of All Research Efforts

- Documentation of Inservice Training for Ancillary Staff
- Documentation of Competency Assessment Testing of Ancillary Staff
- Documentation of Basic Life Support Training for Ancillary Staff

- Documentation of OSHA Compliance
- Documentation of Biomedical Equipment Maintenance

- Documentation of Patient / Patient-Family Satisfaction Surveys
- Documentation of HIPPA Compliance

The USDC Outpatient Clinic will operate within the parameters of accepted professional and community standards and will be in compliance with all appropriate licensing, regulatory and accreditation requirements.

COST OF OPERATION

The proposed budget includes the following projected costs:

Personal Services	\$168,500
Dental/ Office Supplies	30,000
Pre-assessment of individuals/service needs	36,000
Anesthesia Services	120,000
Recovery Room Services	72,000
Space Rental from USDC	<u>20,000</u>
Total	\$439,700

THE USDC OUTPATIENT CLINIC AS A COMMUNITY PARTNER IN PROFESSIONAL EDUCATION AND TRAINING

In his February 2002 Report of the Surgeon General on Health Disparities and Mental Retardation, Dr. David Satcher observed, "The challenges and rewards of treating individuals with MR are rarely addressed in the training of physicians and other health care professionals. However, anecdotal evidence and limited data indicate that opportunities for clinical experiences with these patients, early in medical and other health professions training, increase the capacity of providers to value and accept these patients into their practices.

In the spirit of Dr. Satcher's report and in response to the great and unmet health care needs of this patient population, the USDC OUTPATIENT Clinic will work in the spirit of cooperation with all other service providers in the State of Utah including the Primary Children's Hospital Dental Clinic and the University of Utah Dental clinic to help meet these unmet health care issues. .

The USDC Outpatient Clinic will affiliate with the USDC Clinic to provide training programs for Dentists, Dental Assistants and Dental Hygiene Students.

The USDC Outpatient Clinic will also affiliate with the USDC Clinic and other interested individuals or organizations in Dental and Medical research.

UTILIZING THE USDC OUTPATIENT DENTAL CLINIC MODEL AS AN OPERATIONAL PROTOTYPE FOR ESTABLISHING STATE- WIDE SERVICES FOR PERSONS WITH MENTAL RETARDATION

A statewide system of quality care for persons with mental retardation will not be achieved by training clinicians at one site and then deploying them military style, to a remote theater of operation.

Rather, doctors in a given geographic area must be recruited, from that area, adequately trained, afforded the technical support necessary to receive that training and then allowed to naturally develop their own referral networks and systems of advocacy.

This approach will create a stable and long-lasting relationship between the clinician and the community that he or she serves.

Creating the conditions for effectively accomplishing these goals can be achieved by implementing the USDC Outpatient Clinic model which, in an organizational sense, begins with the patient and works outward from that point. The model utilizes the following ten steps:

- Specifically define a standard of care.
- Develop outcome-oriented patient-care protocols around that standard of care.
- Identify the geographic area of need
- Assess the capacity, in that general geographic area, for delivering the standard of care.
- Identify area clinicians and institutions as Target Facilitators.
- Establish a dialogue with the Target Facilitator.

- Identify existing infrastructure for utilization as a center of excellence.
- Develop an individual physical and operational plan for that infrastructure.
- Develop a timetable for renovation of the physical plant and staff recruitment.
- Secure funding and implement the plan.

Questions regarding the information contained in this prospectus may be directed to:

Martin MacNeill, MD, Medical Director

Phone: (801) 763-4201

Fax: (801) 763-4042

E-mail: mjm@utah.gov

or

Bob Hunt M.B.A., Assistant Superintendent

Phone: (801) 763-4096

Fax: (801) 763-4042

E-mail: bobhunt@utah.gov

USDC Outpatient Dental Clinic

895 North 900 East

American Fork, Utah 84003