



TITLE: CHIEF DENTAL OFFICER

REPORTS TO: CHIEF EXECUTIVE OFFICER

SUPERVISES: DENTAL PRACTITIONERS

REVISION DATE: 01/24/2018

FLSA: EXEMPT

GENERAL DESCRIPTION:

Under general supervision of the Chief Executive Officer (CEO) and in collaboration with the Administrative team, the Chief Dental Officer (CDO) develops, implements, and evaluates the dental practice delivery model in accordance with the goals of MyCare Health Center (MyCare). The CDO shares in the administrative functions that directly impact dental services and collaborates with the management team in overall planning and budget activities. The CDO assures delivery of quality services to all patients; including, patient care, supervision of clinical staff, compliance with regulatory agencies/requirements, development and implementation of policies and procedures governing all aspects of clinical operations, infection control, quality assurance, equipment maintenance, and incident reporting. This position will provide dental care for 80% of the time, and administrative responsibilities 20% of the time.

SPECIFIC DUTIES AND JOB FUNCTIONS:

Clinical Functions:

1. Provides hands-on dental care in a variety of settings while achieving the highest levels of appropriateness, quality, efficiency, accessibility and responsiveness.
2. Maintains full appointment schedule for office practice and other settings
3. Meets patient needs as they arise
4. Utilizes state-of-the-art diagnostic and treatment techniques and delegates and refers care as appropriate.
5. Maintains necessary credentialing, licensure and continuing education requirements
6. Provides a full range of general dental services within the dentist's defined scope of training.

Management Functions:

1. Provides clinical leadership of the dental program.
2. Directly supervises dentists and hygienists employed at the Health Center.
3. Participate in dental staff recruitment, development and training.
4. Performs clinical supervision of dental staff, including regular performance appraisals and feedback to staff.
5. Provides supervision of clinical scheduling, "on-call" and leave for dental staff.
6. Provides supervision of continuing professional education, in-service training and orientation of new dental staff.
7. Develop a service delivery model, including managing utilization expectations.
8. Develop, implement and maintain clinical protocols for the delivery of patient care services
9. Establish scheduling and patient flow guidelines.
10. Approves student affiliation agreements and student rotations; responsible for overall performance of

- clinical dental students in the health center.
11. Ensures integration of dental services, into MyCare's Medical and Behavioral Health services.
 12. Advises on purchase of dental equipment.
 13. Oversee protocols for the maintenance of all clinical equipment.
 14. Determine the dental products to be used in the clinic.
 15. Leads planning for the development of new clinical programs.
 16. Facilitates dental staff/provider meetings.
 17. Performs or delegates responsibility for monthly dental record reviews (Peer Review) for all dental staff focusing on quality of care and appropriate coding.
 18. Assists staff with treatment modalities pertinent to patient populations.
 19. Reviews input from dental staff on their ideas and concerns with the CEO.

Administrative Functions:

1. Development of standards and qualifications for dental personnel.
2. Develop, implement and maintain dental policies and procedures related to clinical operations.
3. Responsible for the credentialing and privileging of the dental staff.
4. Keeps abreast of FTCA regulations and advises management team on necessary changes.
5. Provides clinical guidance and regularly reports on Quality and Compliance at the Board of Director's meetings.
6. Reviews clinical and patient care contracts related to oral health services provided to or by the Health Center.
7. Performs periodic review of practice management functions.
8. Together with the COO, serves as a liaison between dental staff and administration.
9. Represents MyCare at local dental societies, hospitals, professional organizations, groups and agencies.
10. Advises on the selection, set-up and use of the electronic dental record.
11. Advises on schedules of fees (and related discounts for services to patients, as appropriate) to be charged for professional services rendered by MyCare dental providers.
12. Participates, in conjunction with the CEO, CFO and COO in the overall budget planning and monitoring process; reviews the formulation and evaluation of project goals and budgets.
13. Attends designated MyCare meetings.
14. Reviews and is familiar with grant programs funding regulations and UDS reports.

Performance Improvement Functions:

1. Oversee and maintain Performance Improvement Processes (PIP) for MyCare Health Center as established by the health center, The Joint Commission, the federal government, and any other regulatory entities.
2. Oversee the clinic's quality assurance program related to dental services.
3. Oversee the clinic's infection control program.
4. Ensure completion of customer service and patient satisfaction surveys.
5. Reviews results of patient satisfaction surveys.
6. Oversee the reporting and resolving of incidents within the dental program.
7. Develop protocols for the management and resolution of patient complaints.
8. Actively participates and supports improvement of quality measures throughout the health center.

General:

1. Demonstrates an understanding of MyCare's mission in performing all aspects of the position.
2. Demonstrates a caring and helpful attitude when interacting with patients, vendors and fellow employees. Strives to build cooperative partnerships with internal and external customers.
3. Assists in promoting a dental staff environment in which the dental providers retain independent judgment and responsibility in the practice of dentistry, subject to peer review by, and recommendations from management. Provides an environment in which the dental providers

follow and abide by the ethics of the medical profession, all applicable federal, state and local laws and ordinances, and any and all other policies adopted by MyCare.

4. Handles confidential information as defined in MyCare's policies.
5. Participates in other program activities as appropriate.
6. Responsible for personal compliance with all applicable federal, state, local and center rules, regulations, protocols and procedures governing the practice of dental hygiene and the clinical provision of dental hygiene services as well as those relating to, but not limited to, personnel issues, work place safety, public health and confidentiality.
7. Responsible for compliance with all MyCare policies and procedures.
8. Promote efficient, organized and pleasant office operations in the health center and in the community, consistent with the mission of MyCare to offer care in an atmosphere of dignity and respect.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Ability to maintain confidentiality in all matters.
2. Meets all attendance and punctuality requirements to ensure proper coverage and quality service.
3. Professional and appropriate dress as required by the position.
4. Demonstrates an ability to resolve interpersonal and professional conflicts appropriately.
5. Able to work effectively at all levels in a collaborative team environment.
6. Able to offer guidance and supervision in a constructive and appropriate manner.
7. Able to effectively lead staff meetings to review team progress in meeting financial and productivity goals for the dental program.
8. Ability to formulate decisions and make judgments that are demanding and interpretative.
9. Ability to develop and maintain cooperative and effective working relationships with the CEO, other members of the Management Team, Board, business associates and community groups.
10. Effectively and efficiently complete all paperwork requirements for billing and dental records compliance.
11. Strong oral and written communication and presentation skills.
12. Excellent interpersonal and customer service skills, to effectively and tactfully deal with a diverse group of patients, staff, customers, and community groups.
13. Ability to communicate effectively with diverse populations.
14. General computer proficiency.

PERSONAL ATTRIBUTES:

1. Must be honest and trustworthy, respectful of others;
2. Must be flexible and possess cultural awareness and sensitivity;
3. Must possess excellent written and oral skills.
4. Must demonstrate a commitment to the mission of MyCare Health Center.

QUALIFICATIONS:

1. Doctor of Dental Medicine or Dental Surgery from an accredited institution.
2. License to practice dentistry in the State of Michigan.
3. Valid DEA license to prescribe narcotics.
4. Current CPR/AED certification.
5. Dental family practice or community health center experience.
6. At least two years of experience working of progressively responsible management experience in dental care related organization, three to five years preferred.
7. Experience working with indigent populations and community based programs, preferred.