

A Multi-Step Plan for Dental Care in New Jersey

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Strategic Planning

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- *Help clarify and resolve the most important issues*
- *Build on strengths and take advantage of major opportunities*
- *Overcome or minimize weakness and serious challenges*

"Sometimes we get so overwhelmed by the problems of today that we forget the promise of tomorrow."

Hubert H. Humphrey (1968)

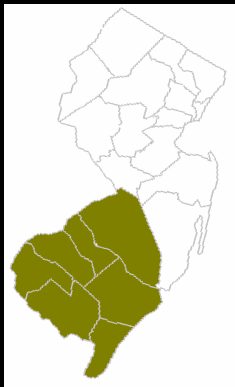
**UMDNJ and Access One, Inc.
Goals**

- *To increase access to oral health care for clients with HIV in areas that remain underserved*

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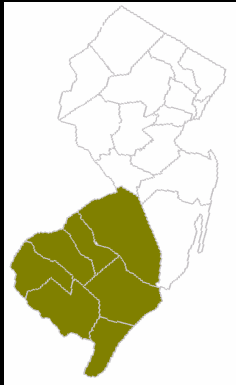
- *To increase access to oral health care for clients with HIV in areas that remain underserved*
- *To increase the number of dental providers capable of managing the oral health needs of clients with HIV, through community based service-learning experiences*

Target Region



- *4,765 people living with HIV*

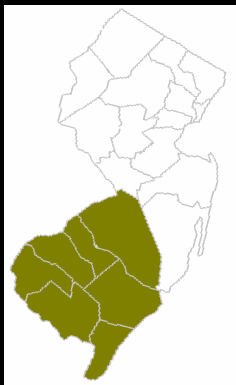
New Jersey Department of Health and Senior Services NJDHSS HIV/AIDS Report as of December 31, 2007



Target Region

- 4,765 people living with HIV
- 47% African American

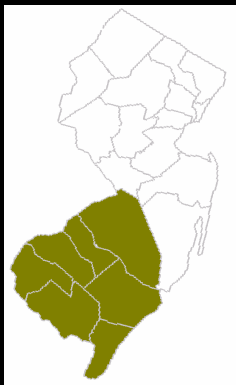
New Jersey Department of Health and Senior Services (NJDHSS) HIV/AIDS Report as of December 31, 2007



Target Region

- 4,765 people living with HIV
- 47% African American
- 21% Hispanic

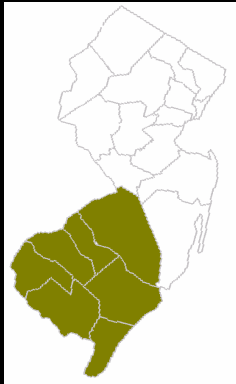
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Target Region

- 4,765 people living with HIV
- 47% African American
- 21% Hispanic
- 32% Female

New Jersey Department of Health and Senior Services (NJDHSS) HIV/AIDS Report as of December 31, 2007



Target Region

- 4,765 People living with HIV
- 47% African American
- 21% Hispanic
- 32% Female
- 71% Thirty-five to fifty-four years old

New Jersey Department of Health and Senior Services, HIV/AIDS Report as of December 31, 2007

Vision

We envision a future where unserved rural and urban HIV-positive individuals will have uncomplicated access to oral health care.

We will strive to meet and exceed expectations by engaging people and communities in developing innovative solutions to challenges.

We will be a diverse learning organization.

We will partner with others to enhance the quality of life for people with HIV in New Jersey.

Customer Strategies

- *Ensure fair access to services*



Customer Strategies

- *Ensure fair access to services*
- *Improve the quality and value of service*



Customer Strategies

- *Ensure fair access to services*
- *Improve the quality and value of service*
- *Inform and engage residents*



Financial Strategies

- *Control costs and manage revenues*

Financial Strategies

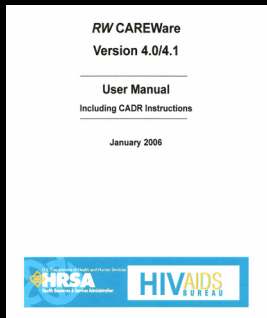
- *Control costs and manage revenues*
- *Make key financial decisions*

Financial Strategies

- *Control costs and manage revenues*
- *Make key financial decisions*
- *Ensure fiduciary accountability*

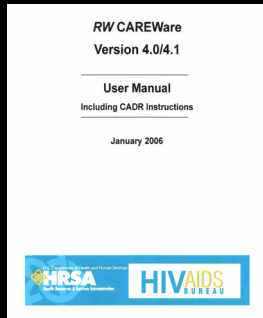
Internal Processes Strategies

- *Redesign systems and improve systems coordination*



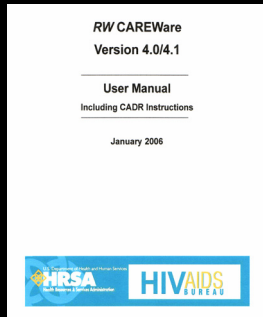
Internal Processes Strategies

- Redesign systems and improve systems coordination
- Improve data-driven decision making



Internal Processes Strategies

- Redesign systems and improve systems coordination
- Improve data-driven decision making
- Optimize the use of technology



Internal Processes Strategies

- Build effective external cooperation

UNIVERSITY DENTAL CENTER
RYAN WHITE OUTREACH REFERRAL LOG

Date: _____ Outreach Coordinator: _____

| CLIENT'S NAME | CLIENT'S COMMENTS | ASSESSMENT OF CLIENT'S NEEDS | APPOINTMENT | CASE RECORDS |
|--|-------------------|------------------------------|--|---|
| Name: _____ Address: _____ Phone #: _____ Date of Birth: _____ Insurance: _____ County: _____ | | | <input type="checkbox"/> Schedule Date: _____ <input type="checkbox"/> No <input type="checkbox"/> Yes | <input type="checkbox"/> No <input type="checkbox"/> Yes |
| Name: _____ Address: _____ Phone #: _____ Date of Birth: _____ Insurance: _____ County: _____ | | | <input type="checkbox"/> Schedule Date: _____ <input type="checkbox"/> No <input type="checkbox"/> Yes | <input type="checkbox"/> No <input type="checkbox"/> Yes |
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Learning and Growth Strategies

- *Develop customer-focused culture*

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- *Develop customer-focused culture*
- *Enhance employee commitment and engagement*
- *Conduct organizational workforce planning*
- *Hire and retain diverse competent employees*

Learning and Growth Strategies

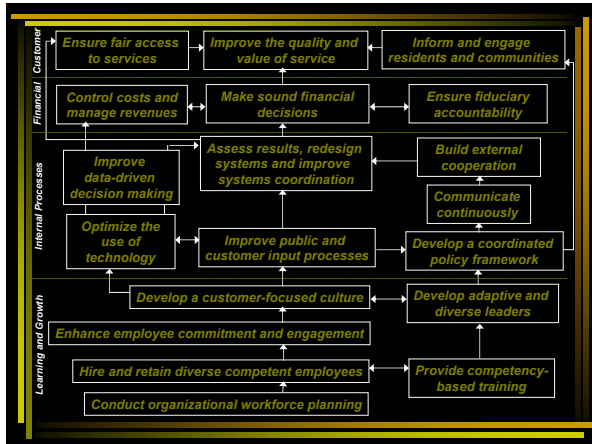
- *Develop adaptive and diverse leaders*



Learning and Growth Strategies

- *Develop adaptive and diverse leaders*
- *Provide competency-based training*





Increase Access to Oral Health Care

- *Coordination of Referrals, Appointments and Transportation: Partner, Access One, Inc.*
- *Outreach: Weekly scheduled outreach by dental assistants*
- *Referral Partners: Fourteen agencies that deliver primary medical care*
- *A 179 percent increase in referrals with a nearly 70 percent kept appointment rate*
- *A 12 percent increase in unduplicated clients with 7 percent more unit of services rendered*

Increase Access to Oral Health Care

- *Dental Record Review (2008) 98.1% of the items in the audit were correct*
- *Greater than 95% of the responses to the items in the Patient Satisfaction Survey (2007) were satisfactory*
- *Ryan White CARE Act Advisory Council meets quarterly to exchange information, support professional development, improve communications and build partnerships and trust.*

***Increase the Number of
Dental Providers***

- *Nine month educational experience for 11 NJDS students*
- *Two week educational experience for 62 NJDS students*
- *Recruitment and Retention Program*
 - *1 student Class of 2002 (specialty faculty)*
 - *1 student Class of 2004 (faculty)*
 - *2 students Class of 2007 (faculty/provider)*
 - *2 students Class of 2007 (provider)*
 - *1 student Class 2008 (provider)*

Working together through the power of partnerships, the University of Medicine and Dentistry of New Jersey – New Jersey Dental School and the people of the world can and will achieve much more in the fight against HIV/AIDS.
