Safety Net Solutions

Safety Net Solutions (SNS) is the nation’s leading practice management consulting resource, uniquely focused on providing technical expertise and assistance to safety net dental programs. Using the Model for Improvement, Safety Net Solutions focuses on five key areas of practice:

- **Dental Practice Financial Stability**
- **Maximum Patient Access**
- **Quality of Care**
- **Integration of Oral Health and Primary Care**
- **Meaningful Patient Outcomes**

Safety Net Solutions technical assistance guides dental programs to find the right balance between meeting “mission and margin,” touching on all five areas. After a year, programs have the knowledge and confidence to implement new ways to balance access and capacity as they ensure quality care delivery and achieve financial viability with improved health outcomes.

The Process

**The Launch Call**
The initial call focuses on establishing collaborative relationships among multiple departments at the Health Center. Setting realistic expectations for the stakeholders and SNS is critical to ensuring a successful partnership. This is an opportunity for staff from multiple departments within the health center to establish clarity, and agree to a process, roles and responsibilities.

**Baseline Data Analysis**
The SNS team uses multiple analytic tools and site surveys to capture quantitative data and key operational elements to create a clearer picture of the clinical and financial challenges of the practice. This information is necessary to build an improvement plan and monitor progress against the baseline.

**Site Visit**
Safety Net Solutions Expert Advisors who are practicing dentists with experience and knowledge of safety net dental practices spend time on-site interacting with staff and observing operations and systems to capture qualitative information such as the culture of the practice, along with structure and processes. The motto of the SNS Expert Advisors is “Observe carefully and listen intently.”

The Safety Net Solutions team partners with administrators and clinical staff to identify the challenges and opportunities of the dental program. An in-depth assessment of finances, operations and clinical quality enables the SNS experts to develop an improvement plan that identifies opportunities. The plan aims to ensure the financial viability, operational efficiency and ability to expand access within the catchment area. SNS continues to provide technical assistance as the safety net practice implements the improvement plan to ensure success.
The Process CONTINUED

Shared Insights
The Safety Net Solutions team presents objective findings and recommendations to the health center executives and dental staff. Often this is the first opportunity that executives and staff have had to sit at the same table and look jointly at an objective analysis of the practice. This often leads to “light bulb” moments that help to align all stakeholders.

Results
Clients are looking for improvement in four essential areas: access, affordability, patient outcomes and financial sustainability. Recent data shows that within a year of receiving technical assistance from Safety Net Solutions, dental programs are more in control of patient mix and finances. Practices on average saw:

- Overall improvements in tracking treatment completion
- Net revenue increased by 62%
- Bottom line improved by 56%
- No show rates improved by 29%
- Unduplicated new patients served grew by 47%
- More children receive visits and preventive services; more treatment plans are completed.

Expert Advisors
Led by the Expert Advisor, a practicing dentist with the experience and knowledge of safety net dental, and supported by practice management consultants and data analysts, the team provides leadership, sophisticated data analytics expertise and proven action plans for enhancing program finances and sustainability.

Safety Net Solutions Team
Dr. Rob Compton
Executive Director,
DentaQuest Institute
Dr. Mark Doherty
Executive Director,
Safety Net Solutions
Arthur Evans
Manager,
Data Reporting & Analysis
Dori Bingham
Program Manager
Caroline Darcy
Project Manager
Danielle Goldsmith
Project Manager
Kelli Ohrenberger
Project Manager
Laura Skaret, RDH
Project Manager
Katie Vautrain
Executive Assistant
Jenn Redding
Assistant

DentaQuest Institute
2400 Computer Drive
Westborough, MA 01581
DentaQuestInstitute.org
info@dentaquestinstitute.org
tel (508) 329-2280