



## **VI. Standing Business**

### **▪ Ryan White Program Update**

*Carla Valle-Schwenk*

Carla Valle-Schwenk reviewed the Ryan White Part A expenditures (copy on file). All final invoices are due by March 30. Client level reports will be due from providers by the end of April since HRSA has moved up deadlines. The County received a partial FY 17 award notice which totaled \$11 million dollars (70 % of formula award and 40% MAI). Final award figures won't be known until May/June. Award letters will be sent out. Service delivery guideline changes from 2016 will carry forward into 2017. The flat fee reimbursement for oral health will remain.

### **▪ Partnership Report**

*Marlen Meizoso*

Marlen Meizoso read the Partnership report (copy on file).

## **VII. New Business**

### **▪ Ryan White Program 2016 Client Satisfaction: Oral Health Care**

*Petra Brock-Getz*

Petra Brock-Getz reviewed the 2016 client satisfaction scores for Oral Health Care (copy on file). The results have been submitted to agency heads. The largest complaint among clients related to long lag time to appointments. Of the agencies reviewed, Agency 6 has lower client satisfaction averages than the other agencies. Overall, clients appear to be satisfied with oral health care services but improvements could be made. The workgroup engaged in follow-up discussion of the issues that may underlie lower patient satisfaction. Ms. Valle-Schwenk interjected that there may be a few gaps in training of front office staff. The county has received complaints from clients about this issue. In some cases, it may be a need for additional diversity/cultural competency training. At some centers, a multiple step process must be undertaken by staff before a client is discharged from the clinic, including review by an Ethics Office and review by the Chief Dental Officer. Some clients may have mental health or drug abuse issues which make interactions challenging: note that clients must indicate on the health questionnaires if they have a history of mental illness and/or drug use.

It was recommended that the dental providers forward the following to Staff:

- Protocols on how OHC provider staff persons are trained and how awkward situations are defused, e.g. client bill of rights, sensitivity training, procedures for dismissing difficult clients
- Medical history questionnaires completed by clients in the dental office
- Items the dentists would find helpful to have listed on referrals
- Training topics oral health providers would find useful

### **▪ Analysis of 2013 OHC Clients**

*Petra Brock-Getz*

Petra Brock-Getz reviewed the analysis of 2013 oral health care clients (copy on file). Over the last two years there has been a 40%+ loss of oral health care clients. Base on other sources of income the figures do not appear to have grown. The two Medicaid managed care plans offer dental services which may overlap or supplant Ryan White services. Staff will inquire with the plans to see what is covered.

For the next meeting, it was suggested to add to the agenda a review of limits on the oral health care formulary.

### **VIII. Announcements**

Mrs. Meizoso reviewed the February and March calendars, the new to care report for November, and a flyer for the HOPWA RFP (copies on file).

### **IX. Next Meeting**

The workgroup decided to move the meeting time to ensure greater participation for those attending the meeting. The meeting is scheduled for Friday, May 5<sup>th</sup>, 2017 from 11:00 a.m. to 1:00 p.m.

### **X. Adjournment**

Dr. Casas adjourned the meeting at 3:56 p.m.

**Motion to adjourn the meeting.**

**Moved: Frederick Downs, Jr.**

**Second: Dr. Ginette Cerrud**

**Motion: Passed**