

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION
CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES
Health Care Department Operations Manual

3.3.4.1 Dental Clinic Operations Reporting

(a) Policy

All California Department of Corrections and Rehabilitation (CDCR) dental departments shall maintain statistical data on dental clinic operations. This data shall be tabulated every month and submitted to the Division of Health Care Services (DHCS), Adult Correctional Dental Care (ACDC) headquarters staff.

(b) Purpose

To establish and maintain a standardized system for collecting, recording and reporting statistical data on dental clinic operations. The data shall be utilized to evaluate direct dental services rendered to patients in the CDCR.

(c) Procedure

- (1) Each institution dental department shall utilize only ACDC approved data collection and tracking methods.
- (2) Each institution dental department shall monitor the following data on dental clinic operations via the Quality Management Dashboard. Data shall be made available upon request to the appropriate Regional Dental Director (RDD) and to DHCS, ACDC headquarters staff. Institution dental staff shall also verify the validity of the dashboard measures and report discrepancies to the appropriate RDD and to DHCS, ACDC headquarters staff.
 - (A) Access to care.
 - (B) Dental care provided.
 - (C) Dental clinician time management.
 - (D) Refusal reconciliation trends.
- (3) The Health Program Manager (HPM) III and the Supervising Dentist (SD) are responsible for:
 - (A) Ensuring electronic health records are maintained accurately.
 - (B) Reviewing/monitoring electronic data on a regular basis.
- (4) Submission of Dental Clinic Operations Data Reports
 - (A) The Health Program Specialist (HPS) I or designated dental staff shall prepare monthly reports in a timely manner of the data listed in Section (c)(2), as needed for Facility Dental Program Subcommittee meetings and/or as requested.
 - (B) On a weekly basis, the HPS I or designated dental staff shall compile a workload report for the entire institution.
 - (C) Each HPM III shall:
 1. Perform regular analyses of data trends and patterns; develop corrective action plans to address problematic areas; prepare and submit associated reports.
 2. Review the workload report with the SD for scheduling of providers as well as timeframe compliance for treatment provided to the patients.
 3. Maintain copies of the above mentioned reports on file for a period of three years.

Revision History

Effective: 04/2006

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