

OREGON BOARD OF DENTISTRY

2013 - 2015 BUDGET PRESENTATION

**Joint Ways and Means Subcommittee on Education
February 11, 2013**

**Presented by:
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AGENCY OVERVIEW

The Board of Dentistry was established in 1887 to regulate the practice of Dentistry. In 1946, Dental Hygiene was established as a licensed profession in Oregon and added to the purview of the Board.

There are ten members appointed to this policymaking Board and seven permanent full-time staff. (See Organization Charts pages 52 & 53 of the budget notebook). The ten Board members include six dentists, one of whom must be a specialist, two dental hygienists and two public members. Members of the Board are appointed by the Governor and confirmed by the Senate.

The Board's highest priorities are the enforcement, monitoring, licensing and examination of Dentists and Dental Hygienists in Oregon.

The Board's identified goal is to protect the public from unsafe, incompetent or fraudulent practitioners; encourage licensees to practice safely and competently in the best interests of their patients; and educate the public on acceptable and appropriate dental practices.

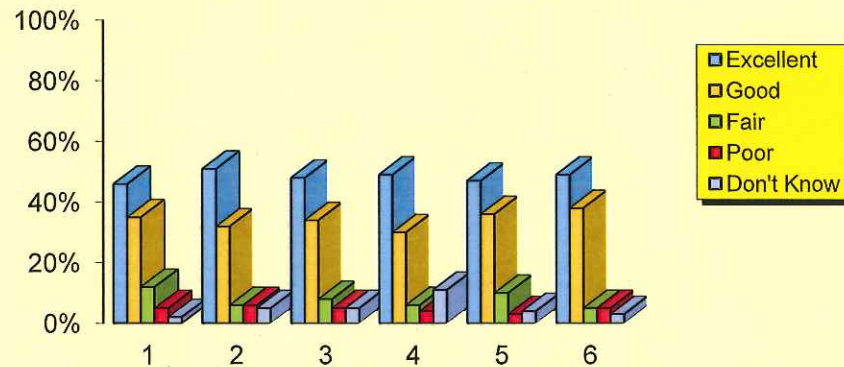
The Board is supported solely from application and license renewal fees, permit fees, miscellaneous receipts, penalty fees for late renewals and civil penalties. 95% of this revenue is from licensee and permit fees. The Board last raised fees in 1999. A detail of the Board's revenue starts on page 58 of the budget notebook.

AGENCY PERFORMANCE OVERVIEW

**OREGON BOARD OF DENTISTRY
ANNUAL PERFORMANCE PROGRESS REPORT 2012**

Performance Measure Definition	2012 Goal	2012 Performance
#1 Percent of licensees in compliance with continuing education requirements.	100%	100%
#2 Average time from receipt of a new complaint to completed investigation (ready to be submitted to the Board).	3.5 months	Cases opened and investigations completed during the period 7/1/2011 through 6/30/2012. 7.0 months
#3 Average number of working days from the receipt of completed paperwork to issuance of license (new or renewal).	7 Days	7 Days
#4 Agency Overall Satisfaction- Percent of customers rating their overall satisfaction with the agency above average or excellent.	83% Positive Response	85% Positive Response
#5 Board Best Practices – Percent of total of best practices met by Board.	100%	100%

Oregon Board of Dentistry Customer Service Survey July 1, 2011 - June 30, 2012



- 1 How do you rate the timeliness of the services provided by the OBD?
E= 46% G= 35% F= 12% P= 5% DK= 2%
- 2 How do you rate the ability of the OBD to provide services correctly the first time?
E= 51% G= 32% F= 6% P= 6% DK= 5%
- 3 How do you rate the helpfulness of the OBD?
E= 48% G= 34% F= 8% P= 5% DK= 5%
- 4 How do you rate the knowledge and expertise of the OBD?
E= 49% G= 30% F= 6% P= 4% DK= 11%
- 5 How do you rate the availability of information at the OBD?
E= 47% G= 36% F= 10% P= 3% DK= 4%
- 6 How do you rate the overall quality of services provided by the OBD?
E= 49% G= 38% F= 5% P= 5% DK= 3%

PROGRAM PRIORITIES

The Board's three major areas of service are:

- **Licensing and Examination**

The Board licenses dentists and dental hygienists, conducts examination for eight different specialties, establishes standards for the use of anesthesia in dental offices, issues four levels of anesthesia permits, and certifies dental assistants. Background checks are conducted on all new applicants. As described previously, applicants must pass a written national examination; a clinical examination conducted by a dental testing agency recognized by the Board, and passes the Board's Jurisprudence examination. 15% of all licensees renewing their licenses each year are audited for compliance with the Board's Continuing Education requirements.

There are currently approximately 3792 licensed dentists and 4000 licensed dental hygienists. We anticipate issuing about 800 new licenses this biennium almost equally divided between dentists and dental hygienists. However, this increase does not translate into a lot more practitioners available to serve the public because of retirements, licenses that are allowed to lapse for any number of reasons and practitioners moving out of state. The Board offers licensure through examination; by credential; and for dental specialists, the ability to be examined by the Board in the particular specialty and then the license is limited to that special area of expertise; i.e., Oral and Maxillofacial Surgery, or Pediatric Dentistry. Applicants for a general dental license or a dental hygiene license must pass a written examination, called the "National Boards," which is conducted by the American Dental Association, Commission on Dental Education. Applicants must also pass a clinical examination conducted by any state or regional testing agency.

The table below shows the historical and projected workload for the agency in this activity.

Licensing and Examination Workload	2001-03 Actual	2003-05 Actual	2005-07 Actual	2007-09 Actual	2009-11 Actual	2011-13 Est
Licenses Issued:						
Dental	357	322	350	355	305	340
Dental Hygiene	322	294	335	375	434	450
Total New Licenses Issued:	679	616	685	731	739	790
Licenses Renewed:						
Dental	3121	3254	3300	3325	3389	3400
Dental Hygiene	2911	3180	3265	3386	3613	3700
Total Licenses Renewed:	6032	6434	6595	6712	7002	7100
Specialty Examinations Conducted	10	9	5	3	3	3
Candidates Examined	11	7	5	3	5	3
Anesthesia Permits Issued/Renewed	4012	3795	3969	3750	4359	4400
Dental Assistants Certified	1751	2095	2260	2449	2638	2650
Dental Assisting Instructor Permits Issued/Renewed	86	102	124	106	110	125
Limited Access Dental Hygiene Permits Issued/Renewed	30	59	67	84	171	300

- Enforcement and Monitoring

The Board conducts investigations of complaints filed with the Board alleging unacceptable patient care or other issues ranging from unprofessional conduct, improper prescribing practices, substance abuse, unauthorized use of auxiliaries, advertising or disciplinary action in another state. The majority of cases involve allegations of unacceptable patient care. Investigations are also conducted based on reports of malpractice claims that are submitted by insurance companies. Disciplinary actions are reported to the National Practitioners Data Bank and to the Healthcare Integrity and Protection Data Bank. Licensees under disciplinary sanction are actively monitored to assure their compliance with the terms of their Order including licensees with substance abuse issues who have long-term treatment and recovery needs.

There are usually 40 licensees being monitored on a regular basis. During calendar year 2011 the Board received 229 complaints closed 210 case investigations. Disposition of those cases are shown in the table below:

Dismissed	124	59%
Letter of Concern	54	26%
Disciplinary Actions	32	15%

Disciplinary actions in 2011 included:

- Revocation – 0
- Voluntary resignation – 1
- Suspension – 2
- Restrictions on practice – 1
- Reprimand – 17
- Civil Penalty/Restitution – 9
- Education/Training – 5
- Evaluation/Treatment Monitoring – 0

(There is typically more than one type of discipline incorporated in a disciplinary action; i.e. reprimand, civil penalty and community service is the standard discipline for working without a current license or allowing a person to perform duties for which they do not hold the appropriate license or permit.)

- Administration

Administrative activities include implementation of Board policy, communication and collaboration with the professional associations, the School of Dentistry and other educational programs, related licensing agencies such as the Board of Pharmacy, the Board of Medical Examiners and the Board of Denture Technology in addition to State Boards of Dentistry in other states. Administration also includes legislative activities, budget development and monitoring, and staffing. A major component of Administration is carrying out the Board's primary goal of communicating with licensees and the public. This includes maintenance of a web site, production of two newsletters per year, and scheduling and presenting information to students, licensees and the public about the Board and its activities.

Agency plans for accomplishment of its goals for 2013-2015 include:

- Continue to promote and encourage participation in the Statewide HPSP diversion program for licensees with substance abuse addictions.
- Continue to promote and encourage participation in the volunteer Dentist/Dental Hygienist program to increase access to quality dental care.
- Continue to use OBD/OAGD Mentoring Program as one avenue to resolve disciplinary cases.
- Review Specialty Examination process to assure exams are valid and reliable.
- Utilize the website, newsletter and personal presentations to communicate Board policies and expectations.
- Refine On-line renewal process.
- Fully implement use of electronic forms of Payments.
- Continue to collect data on the ethnic and racial makeup of licensees and work with policy makers, educators, and students to encourage a representative diversity in the dental workforce.
- Refine participation in the Health Care Workforce Initiative project to address the issues of health care workforce shortages and access to care.
- Continue the implementation of more electronic media for communication and Board functions.

ESSENTIAL PACKAGES

Essential Packages make budget adjustments.

Package 010: Non-PICS Personal Services

Package 010 calculates limitation needs for salary and per diem and pension bond related expenses that are not calculated by PICS (inflation factor on temporary appointments, mass transit tax and social security and new payments toward pension bonds). The total amount of this package is \$6,135.00.

Package 020: One-time and Phased in Costs

None

Package 022: Phase-out Program & One-time costs

None

Package 031: Standard Inflation and Price Line Adjustments

Services and Supplies line items are projected at the standard inflation rate of 2.4% with some exceptions. Facilities Rental and Taxes increase has been calculated at the 4.3% allowed based on the current rental lease. Attorney General expenses have been increased by 11%. All exceptions have been reviewed and approved by the Department of Administrative Services prior to inclusion in the Board's Current Service Level Budget. These exceptions are discussed below. Total amount of this package is \$57,461.00.

- **State-Government Service Charges**

This item is increased by \$73,274 primarily due the changes in the Department of Administrative Services. The table below shows the Board's expenses for the items included in this category.

State Gov. Svc. Charges	2009-2011	2011-2013	2013 - 2015
Central Government	5,004	5,522	\$6,271
DAS – Chief Operating Office			\$1,849
DAS – Chief Financial Office			\$5,000
DAS -Chief Human Resources Office			\$1,765
DAS - Chief Information Office			\$1,430
DAS – E-Government			\$142
DAS - Procurement			\$924
DAS – Shared Service			\$50,574
Risk Mgmt/Property/Liability/Workers Comp	3,687	3,625	\$3,686
DAS Service Charges	35,780	19,344	-0-
DAS User Fees (est.)	4,219	2,323	-0-
DAS State Data Center Charges		22,560	\$740
DAS – Telecom Network			\$12,662
DAS – Telecom Voice			\$12,629
DAS –EHRS - PPDB			\$11,172
DAS – EHRS - ILearn			\$3,345
DAS – EGS Service Charges			\$3,166
Secretary of State Administrative Rules	2,823	3,289	\$1,960
Secretary of State Audits			\$2,229
Secretary of State/Archives	1,501	1,806	\$2,091
State Library/Law	496	533	\$442
State Library	961	1,030	\$630
Minorities, Women & ESB	250	232	\$383
OAH Administrative Hearing Charges		9,418	19,700
	54,836	69,791	\$143,065

Package 032: Above Standard Inflation
None

Package 060: Technical Adjustments:

An adjustment of \$3,924.00 was made regarding the HPSP Program.

Package 086 Eliminate Inflation:

None

Package 087 Personal Service Adjustments:

None

Package 091 Statewide Administrative Savings:

The Governor's budget requires increased efficiency in the operation of state government, calls for additional savings in administrative expenditures, and allows for the reinvestment of some of the savings realized through efficiencies into agency programs or to other initiatives that will further improve the administrative operations of state government an decrease adjustment of \$4,316.00 was made.

Package 092 PERS Taxation Policy:

A decrease adjustment of \$3,303.00 was made.

Package 0937 Other PERS Adjustments:

A decrease adjustment of \$26,426.00 was made.

POLICY OPTION PACKAGES:

None

AGENCY CHALLENGES For 2013 – 2015 and Beyond:

- Resolution of increasing number of more complex complaints.
 - Resulting from Economic Downturn
 - Senior Enforcement Staff with substantial leave time/Furloughs
- Potential Office Relocation in 2015 or 2017.
- Potential Retirement of Senior Enforcement Staff.
- Hiring of additional Dental Consultants to handle increasing complex case load.
- Operating Agency without inflation increases but service costs continue to rise.
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 - State Government Service Charges
 - Attorney General Costs
 - Rent
 - Postage
 - Supplies