

Program Area: Dental Clinical Services

Priority: Short Term Critical-Personal Based Services

<p>Activities/Services</p> <ol style="list-style-type: none"> 1. Provide Emergent and Urgent Dental Care – Short Term Critical 2. Provide Pharmacy Services associated with emergent/urgent dental care - Short Term Critical 	<p style="text-align: center;"><u>CHAIN OF COMMAND</u></p> <p>MultiCare Dental Administrator – Gayle Pizzuto Dental Operations Manager – Pam Olbrich Program Supervisor – Leann Dooley Health Operations Administrator – Nabil Zaghoul Health Operations Supervisor – Rita Corey Health Operations Supervisor – Barbara Broderick</p>
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<u>People</u>			<u>Process</u>		
Current Practice	Alternate Plan A	Alternate Plan B	Current Practice	Alternate Plan A	Alternate Plan B
<p>1. Dentist – 14.9 FTE and associated support staff Four Dental Clinic sites set up with dental operatories, dental x-ray, dental records, computers, phones, fax, dental supplies, water and electricity</p>	<p>Dentist – 8.0 FTE and associated support staff Reduce to minimum staffing at all dental sites</p>	<p>Dentist – 4.0 FTE and associated support staff Reduce to one open dental site</p>	<p>Dental client calls to MultiCare Administration/Dental Access Program or directly to clinic site for urgent care services</p>	<p>Same as Current</p>	<p>Calls go directly to open Multnomah County Dental clinic site or to MultiCare Dental Administration/Dental Access Program if available</p>
<p>2. See Pharmacy plan</p>	<p>See Pharmacy plan</p>	<p>See Pharmacy plan</p>	<p>Dentist writes prescription and client fills at their regular pharmacy</p>	<p>Same as Current</p>	<p>Same as Current</p>

BC Business Analysis Tool

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<u>Facilities</u>			<u>Technology/Equipment</u>		
Current Practice	Alternate Plan A	Alternate Plan B	Current Practice	Alternate Plan A	Alternate Plan B
<p>Four Dental Clinic sites set up with dental operatories, dental x-ray, dental records, computers, phones, fax, dental supplies, water and electricity</p> <p>MultiCare Dental Administration/Dental Access Program located on 9th Floor McCoy set up with phones, fax and computers</p>	<p>If all locations not available combine staff at clinics that are accessible and MultiCare Dental Administration/Dental Access Program</p>	<p>Have one Dental Clinic available for all services and MultiCare Dental Administration/Dental Access Program</p>	<p>Telephones, faxes, computers with EPIC access, dental equipment, water and electricity</p>	<p>Same as current; will continue to treat patients as long as have water and electricity available</p>	<p>Same as current; will continue to treat patients as long as have water and electricity available</p>

<u>Communication</u>		
Current Practice	Alternative Plan B	Alternate Plan A
<p>Internal – Activate Internal Phone Tree</p>	<p>Internal – Same as current</p>	<p>Same as Alternative B</p>

External – Change telephone messages with after-hours instructions	External - Telephone message changed to reflect Dental clinics available for services and what services are currently being provided.	
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STAFF ORIENTATION & TRAINING
PLAN

1) Date: _____ Reviewed and updated plan. _____
Manager's signature

2) Date: _____ Reviewed plan with staff. _____
Manager's signature

3) Date: _____ Reviewed plan with substitute staff. _____
Manager's signature

4) Date: _____ Reviewed plan with a relevant stakeholders (i.e. vendors, contractors, & community reps.).

Manager's signature