

# 2013 Nationwide Community Health Center Dental Provider and Executive Director Survey

Kenneth Anthony Bolin, DDS, MPH



# Origins of Study

- NNOHA obtained funds for survey from HRSA collaborative grant
- NNOHA wanted to do an update of previous survey done in 2009
- Prior instrument needed additional questions regarding demographics, and comparisons to prior surveys were of interest

# Response

- 650 Dentists/Dental Hygienists
- 246 Executive Directors
  - 246/1120 (22%)
- Response rate for providers unknown due to unknown denominator
- Response slightly lower than paper survey of 2009, but denominator much higher
  -

# Demographics

- Year of graduation
  - Range 1955-2013 Mean = 17.2 years
- All 10 HRSA Regions represented
- Mean years since graduation from school
  - DDS= 15.8 RDH= 14.2
- Median years since graduation
  - DDS= 13.0 RDH= 10.0

# Demographics

- Dental Director                      224/650                      34.5%
- Staff Dentist                              233/650                      35.8%
- Dental Hygienist                      144/650                      22.2%
- Unclassified/missing              49/650                      7.6%
- Gender
  - DDS                      55.2% Female
  - RDH                      95.8% Female

# Activity Prior to Health Center Employment

| <b><u>Dentist</u></b>  | <b>Frequency</b> | <b>Percent</b> |
|--|------------------|----------------|
| Private practice owner/partner/associate                         | 124              | 28.5           |
| Private practice employed dentist                                | 81               | 18.7           |
| Dental student   | 108              | 24.8           |
| Local, state, public health agency/other community dental center | 54               | 12.4           |
| Grad dental program/specialty program                            | 44               | 10.1           |
| Commissioned Officer PHS/Military                                | 21               | 4.8            |
| Retired  | 3                | 0.7            |
| <b>Total</b>   | <b>435</b>       | <b>100</b>     |
| <b><u>Dental Hygienist</u></b>                                   |                  |                |
| Private practice associate or employee                           | 84               | 62.8           |
| Dental Hygiene student   | 32               | 23.8           |
| Local, state, public health agency/other community dental center | 16               | 11.9           |
| Graduate program   | 2                | 1.5            |
| <b>Total</b>   | <b>134</b>       | <b>100</b>     |

# Scholarships and Loans

- Received NHSC Scholarship
  - DDS 8.5%      RDH 2.2%
- NHSC Loan Repayment
  - DDS 37.0%      RDH 15.9%
- State Loan Repayment
  - DDS 11.8%      RDH 9.4%
- Loan repayment completed 2009-2013
  - DDS 31.8%      RDH 72.3%

# Perception of Autonomy

| <u>Dentist</u>          | Number | Percent |
|-------------------------|--------|---------|
| Full Autonomy           | 225    | 50.2    |
| Limited Autonomy        | 223    | 49.8    |
| <u>Dental Hygienist</u> |        |         |
| Full Autonomy           | 88     | 62.4    |
| Limited Autonomy        | 53     | 36.8    |



# Perception of Limited Autonomy

- Top three reasons reported for dentists
  - Level of patient compliance with treatment
  - Limitations on types of services due to \$\$
  - Scope of treatment offered at HC practice
- Top three reasons for RDH
  - Level of patient compliance with treatment
  - State's Medicaid policies/requirements
  - Amount of access to specialists

# Availability of Specialists

| Type of Specialist         | N   | %    |
|----------------------------|-----|------|
| Oral Surgeon               | 93  | 14.3 |
| Pediatric Dentist          | 117 | 18.0 |
| Periodontist               | 29  | 4.5  |
| Prosthodontist             | 23  | 3.5  |
| Orthodontist               | 4   | 0.6  |
| Other (incl. Endodontists) | 18  | 2.8  |
| No Specialists Available   | 389 | 59.8 |

# Perception of Admin Time

- Mean time reported 9.7 hrs
- Enough time allowed 40.0%
- Some but not enough time 47.1%
- No time allowed 12.9%

# Are Benefits Adequate?

| <u>% Answering Yes</u> | <u>DDS</u> | <u>RDH</u> |
|------------------------|------------|------------|
| ➤ Leave Time (PTO)     | 74.8%      | 66.7%      |
| ➤ Medical Insurance    | 71.8%      | 72.6%      |
| ➤ Retirement Plan      | 91.3%      | 94.2%      |
| ➤ Employer match       | 66.7%      | 78.8%      |
| ➤ Production Incentive | 34.2%      | 19.1%      |

# Vacation/PTO

## ➤ Dental Director

- Median # days = 27

## ➤ Staff Dentist

- Median # days = 23.5

## ➤ Dental Hygienist

- Median # days = 20

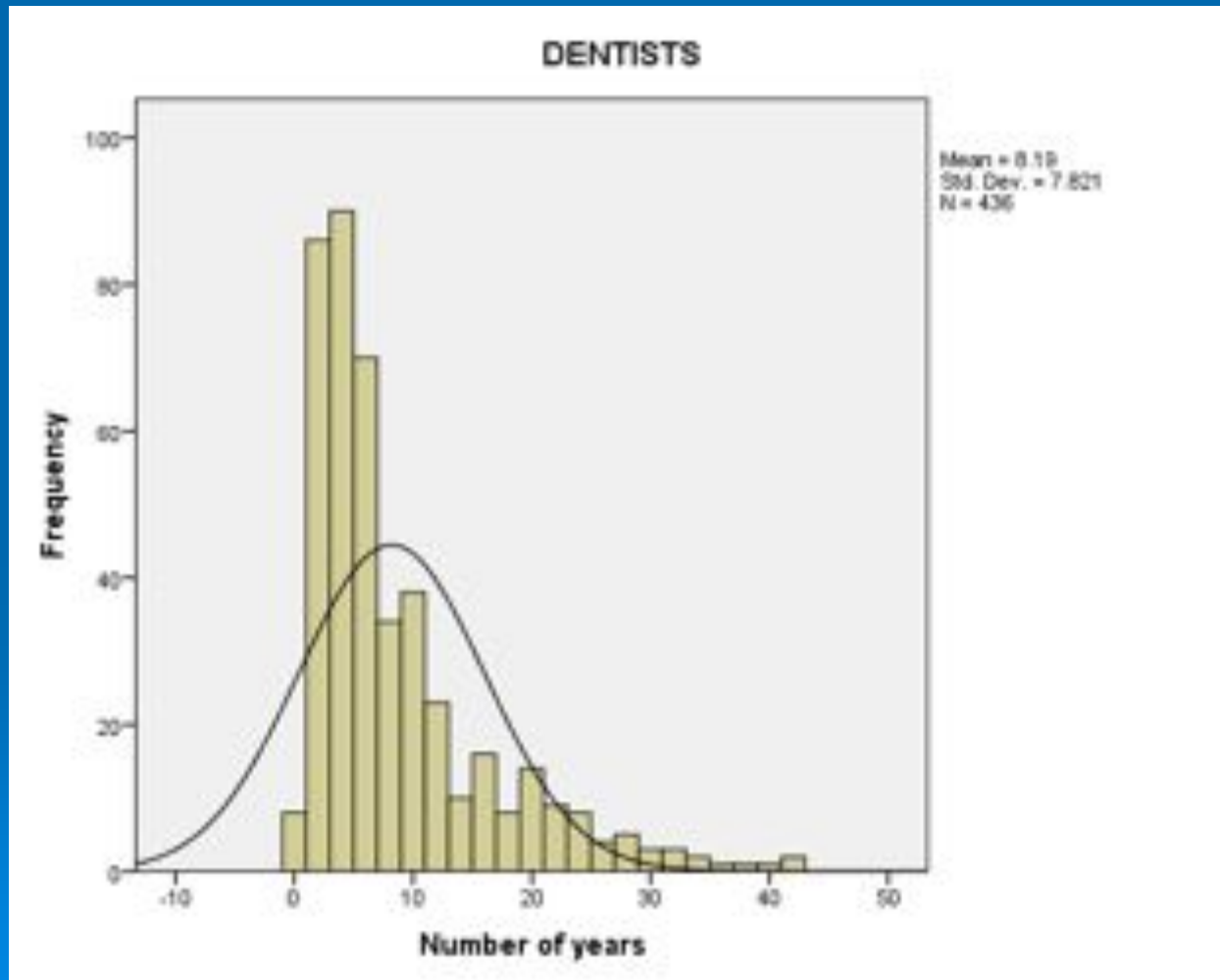
# CE Allowance

- **DDS** **5.0 Days (Median)**
- **RDH** **4.0 Days (Median)**
  
- **Dental Director** **\$1849 (Mean)**
- **Staff Dentists** **\$1789 (Mean)**
- **Dental Hygienist** **\$1048 (Mean)**

# Length of Time in HC Dentistry

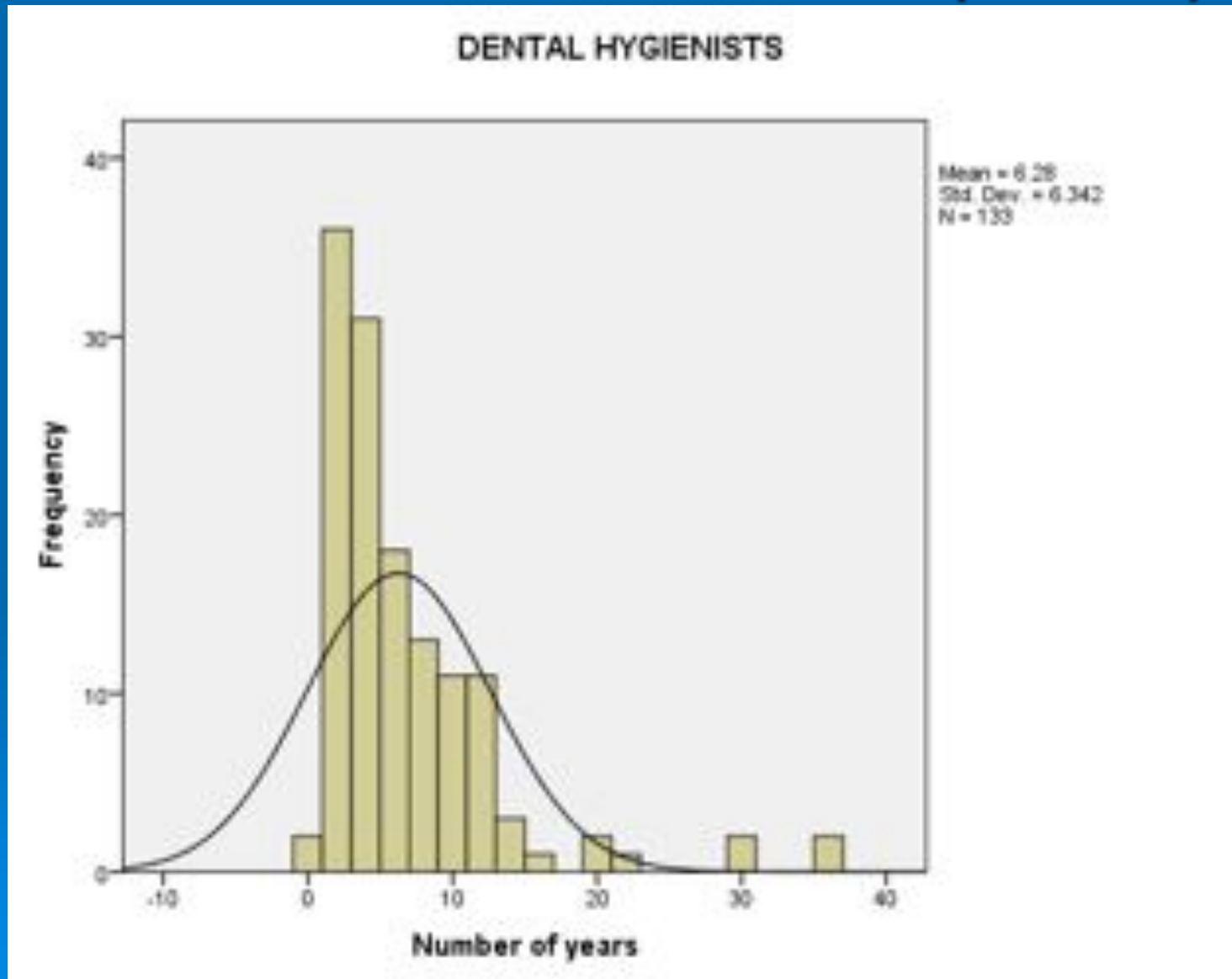
|                  |                    |                |              |
|------------------|--------------------|----------------|--------------|
| <b>Dentist</b>   | <b>Number of</b>   | <b>Valid</b>   | <b>436</b>   |
|                  | <b>Number of</b>   | <b>Missing</b> | <b>21</b>    |
|                  | <b>Mean</b>        |                | <b>8.19</b>  |
|                  | <b>Median</b>      |                | <b>5.00</b>  |
|                  | <b>Mode</b>        |                | <b>3</b>     |
|                  | <b>Percentiles</b> | <b>25</b>      | <b>3.00</b>  |
|                  |                    | <b>50</b>      | <b>5.00</b>  |
|                  |                    | <b>75</b>      | <b>11.00</b> |
| <b>Hygienist</b> | <b>Number of</b>   | <b>Valid</b>   | <b>133</b>   |
|                  | <b>umber of</b>    | <b>Missing</b> | <b>11</b>    |
|                  | <b>Mean</b>        |                | <b>6.28</b>  |
|                  | <b>Median</b>      |                | <b>4.00</b>  |
|                  | <b>Mode</b>        |                | <b>1</b>     |
|                  | <b>Percentiles</b> | <b>25</b>      | <b>2.00</b>  |
|                  |                    | <b>50</b>      | <b>4.00</b>  |
|                  |                    | <b>75</b>      | <b>8.50</b>  |

# Years in Health Center (DDS)





# Years in Health Center (RDH)



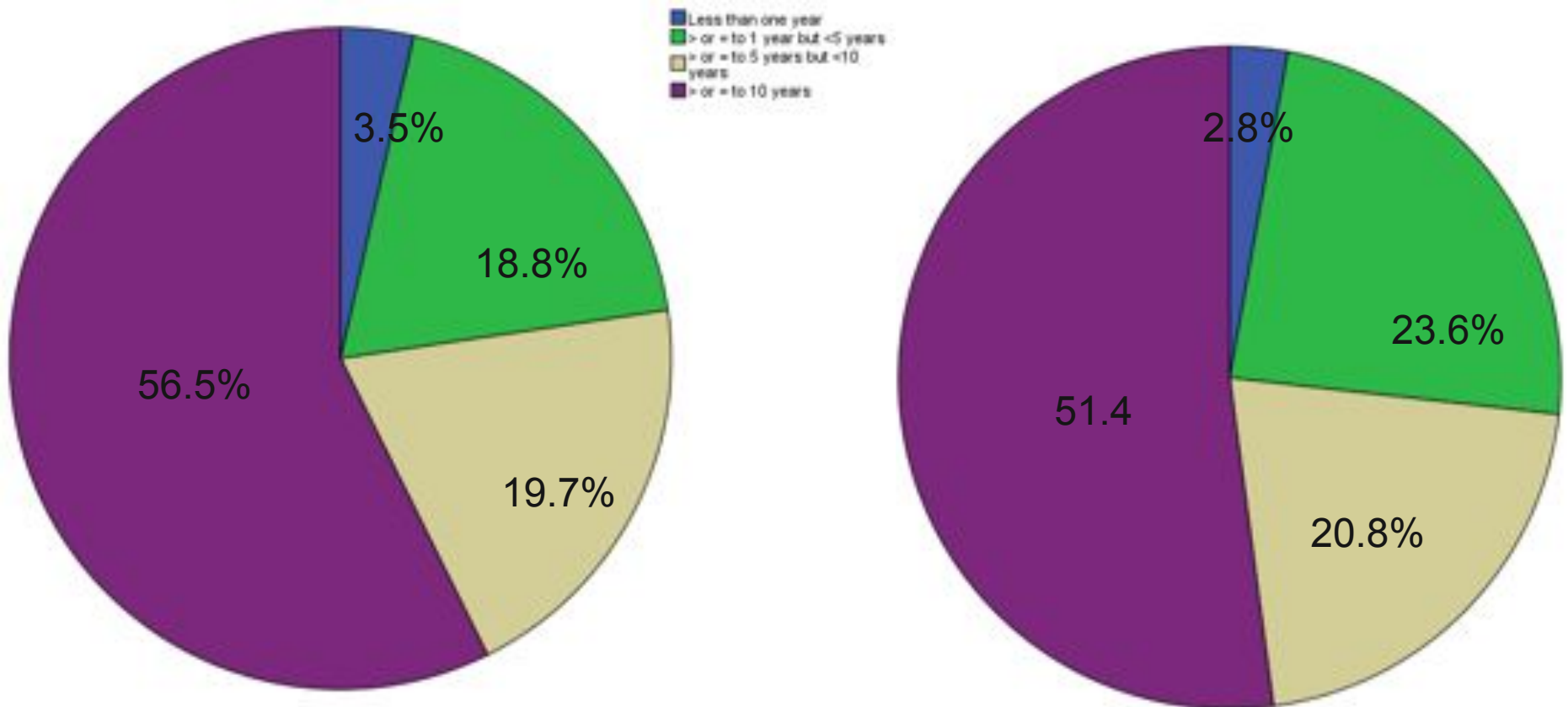
# Total Years of Practice

| <b>Provider</b>  | <b>Length of time</b>     | <b>Frequency</b>  | <b>Percent</b>      |
|------------------|---------------------------|-------------------|---------------------|
| <b>Dentist</b>   | <b>Less than one year</b> | <b>16</b>         | <b>3.5</b>          |
|                  | <b>1 to &lt;5 years</b>   | <b>86</b>         | <b>18.8</b>         |
|                  | <b>5 to &lt;10 years</b>  | <b>90</b>         | <b>19.7</b>         |
|                  | <b>≥ 10 years</b>         | <b>258</b>        | <b>56.5</b>         |
|                  | <b>Missing</b>            | <b>7</b>          | <b>1.5</b>          |
|                  | <b>Total</b>              | <b><u>450</u></b> | <b><u>100.0</u></b> |
| <b>Hygienist</b> | <b>Less than one year</b> | <b>4</b>          | <b>2.8</b>          |
|                  | <b>1 to &lt;5 years</b>   | <b>34</b>         | <b>23.6</b>         |
|                  | <b>5 to &lt;10 years</b>  | <b>30</b>         | <b>20.8</b>         |
|                  | <b>≥ 10 years</b>         | <b>74</b>         | <b>51.4</b>         |
|                  | <b>Missing</b>            | <b>2</b>          | <b>1.4</b>          |
|                  | <b>Total</b>              | <b><u>142</u></b> | <b><u>100.0</u></b> |

# Years of Total Experience

**DDS**

**RDH**



# Perception of Facility

| Provider  |                   | Frequency | Percent |
|-----------|-------------------|-----------|---------|
| Dentist   | Very good         | 183       | 40.0    |
|           | Good              | 134       | 29.3    |
|           | Adequate          | 68        | 14.9    |
|           | Needs improvement | 40        | 8.8     |
|           | Poor              | 7         | 1.5     |
|           | Missing           | 25        | 5.5     |
|           | Total             | 457       | 100.0   |
| Hygienist | Very good         | 61        | 42.4    |
|           | Good              | 41        | 28.5    |
|           | Adequate          | 18        | 12.5    |
|           | Needs improvement | 10        | 6.9     |
|           | Poor              | 2         | 1.4     |
|           | Missing           | 12        | 8.3     |
|           | Total             | 144       | 100.0   |

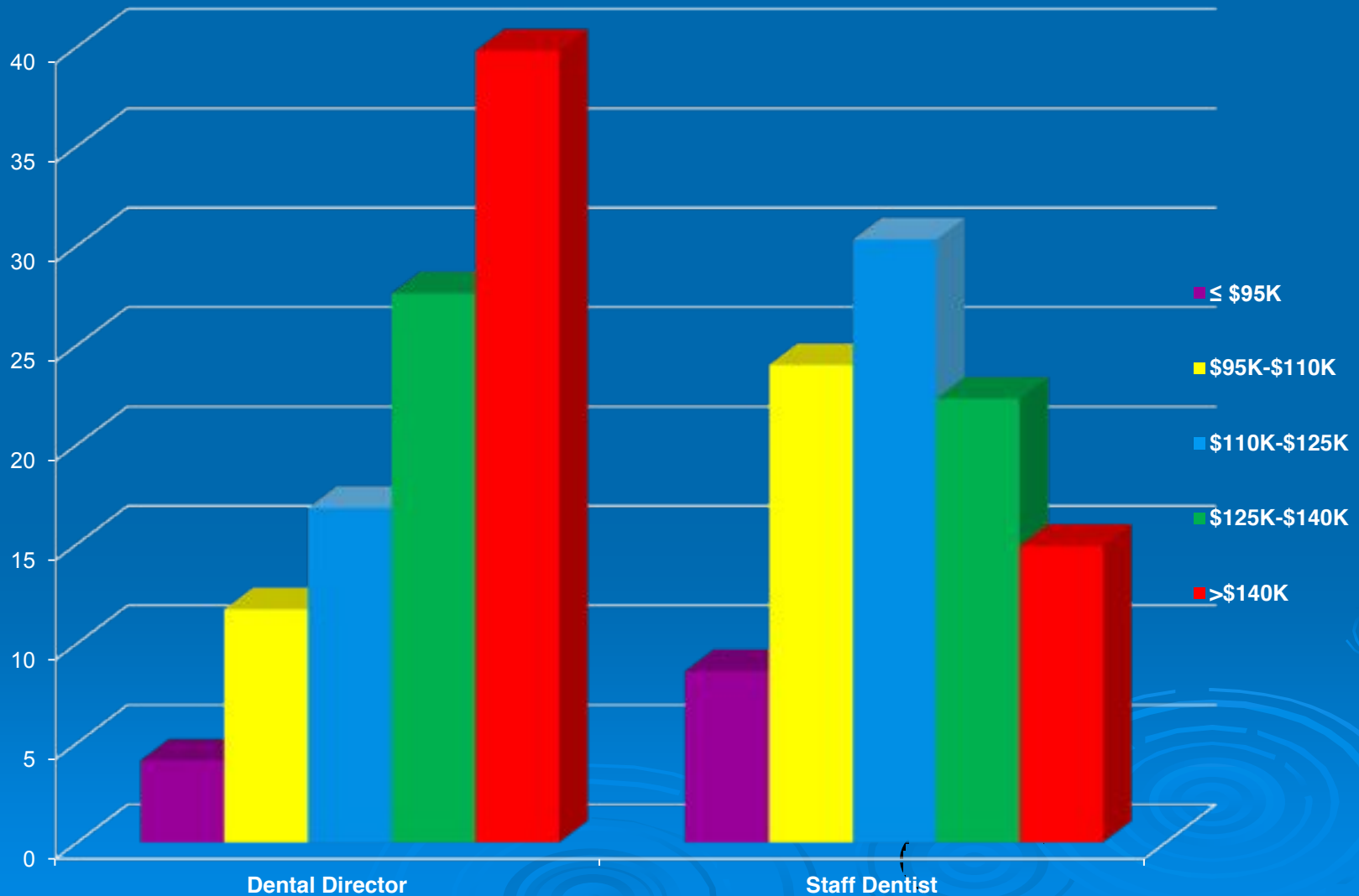
# Perception of Equipment & Supplies

| Provider  |                   | Frequency | Percent |
|-----------|-------------------|-----------|---------|
| Dentist   | Very good         | 148       | 32.4    |
|           | Good              | 153       | 33.5    |
|           | Adequate          | 89        | 19.5    |
|           | Needs improvement | 44        | 9.6     |
|           | Poor              | 1         | 0.2     |
|           | Missing           | 22        | 4.8     |
|           | Total             | 457       | 100.0   |
| Hygienist | Very good         | 44        | 30.6    |
|           | Good              | 39        | 27.1    |
|           | Adequate          | 28        | 19.4    |
|           | Needs improvement | 22        | 15.3    |
|           | Missing           | 11        | 7.6     |
|           | Total             | 144       | 100.0   |

# Perceptions of Support

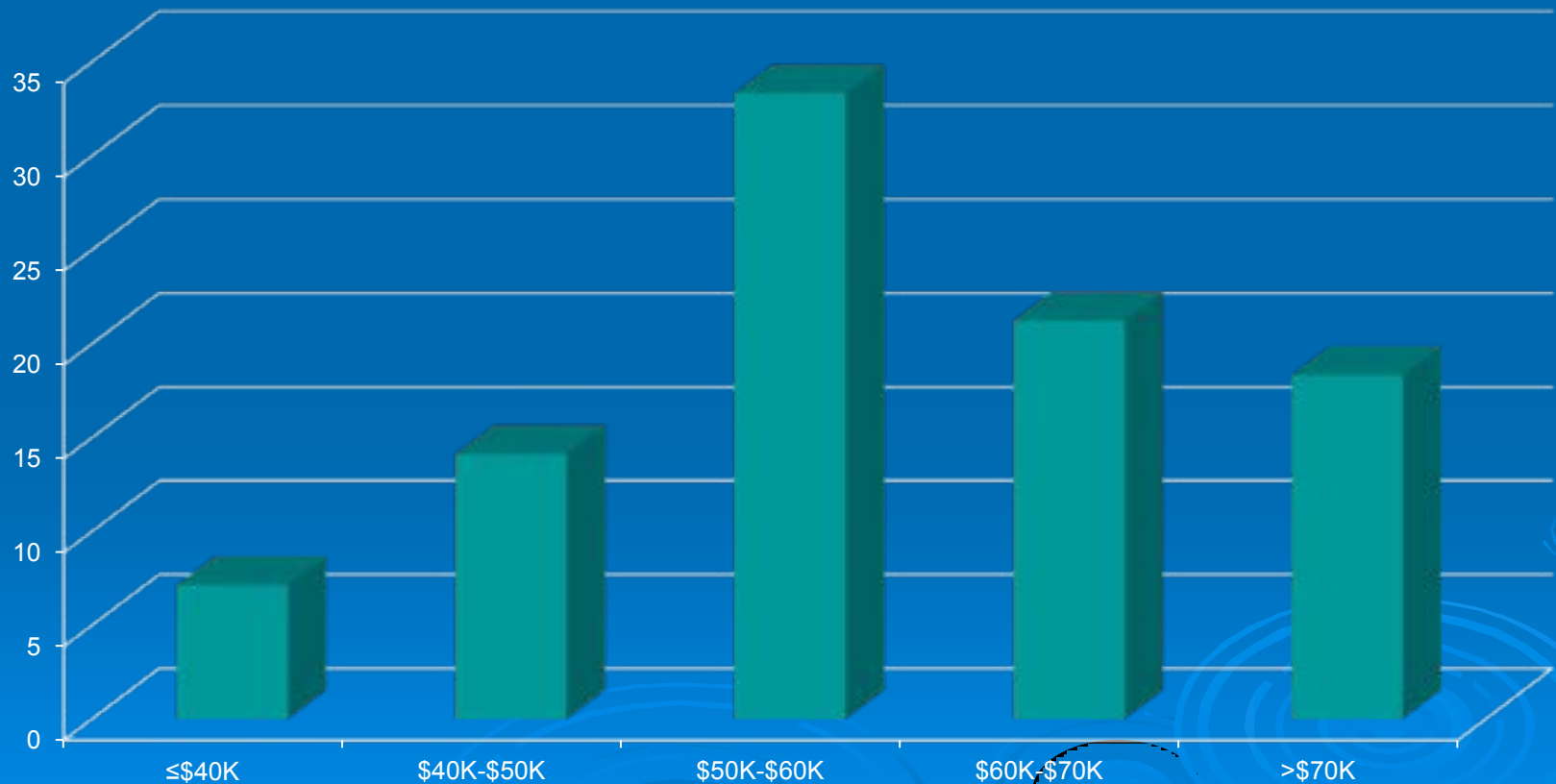
| Answering “Adequate”       | %DDS | %RDH |
|----------------------------|------|------|
| ➤ Number of DAs            | 65.9 | 68.8 |
| ➤ Quality of DAs           | 72.6 | 70.8 |
| ➤ Clerical support         | 58.4 | 52.8 |
| ➤ Admin support            | 65.6 | 68.1 |
| ➤ Number of DDSs           | 69.8 | 61.1 |
| ➤ Number of RDHs           | 63.5 | 72.2 |
| ➤ Number of EFDAs          | 29.8 | 40.3 |
| ➤ Assistant to DDS ratio   | 63.7 | 74.3 |
| ➤ Interaction with Medical | 60.8 | 61.1 |

# DDS Salaries Reported



# RDH Salaries Reported

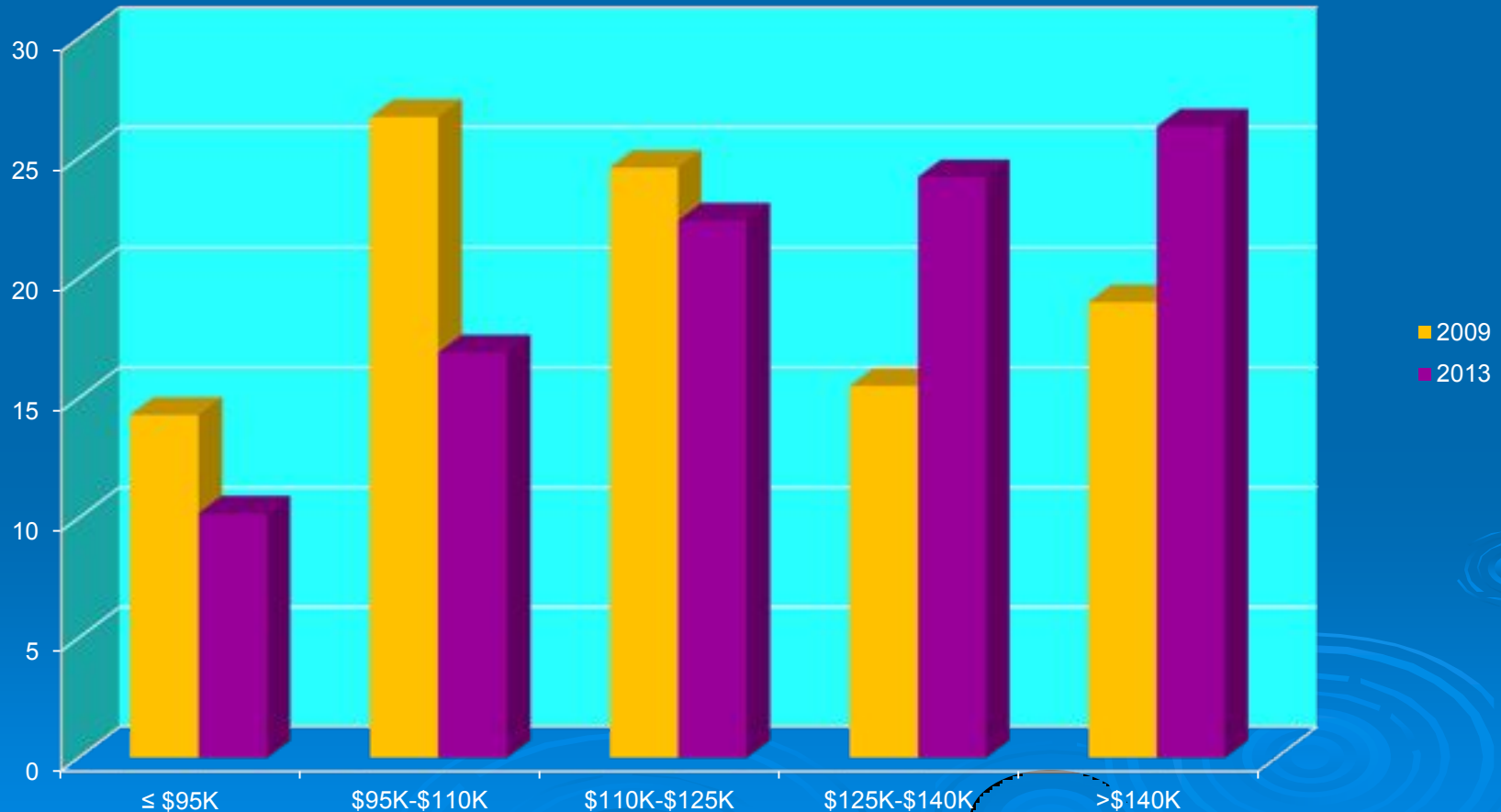
**Dental Hygienist Salary Distribution**





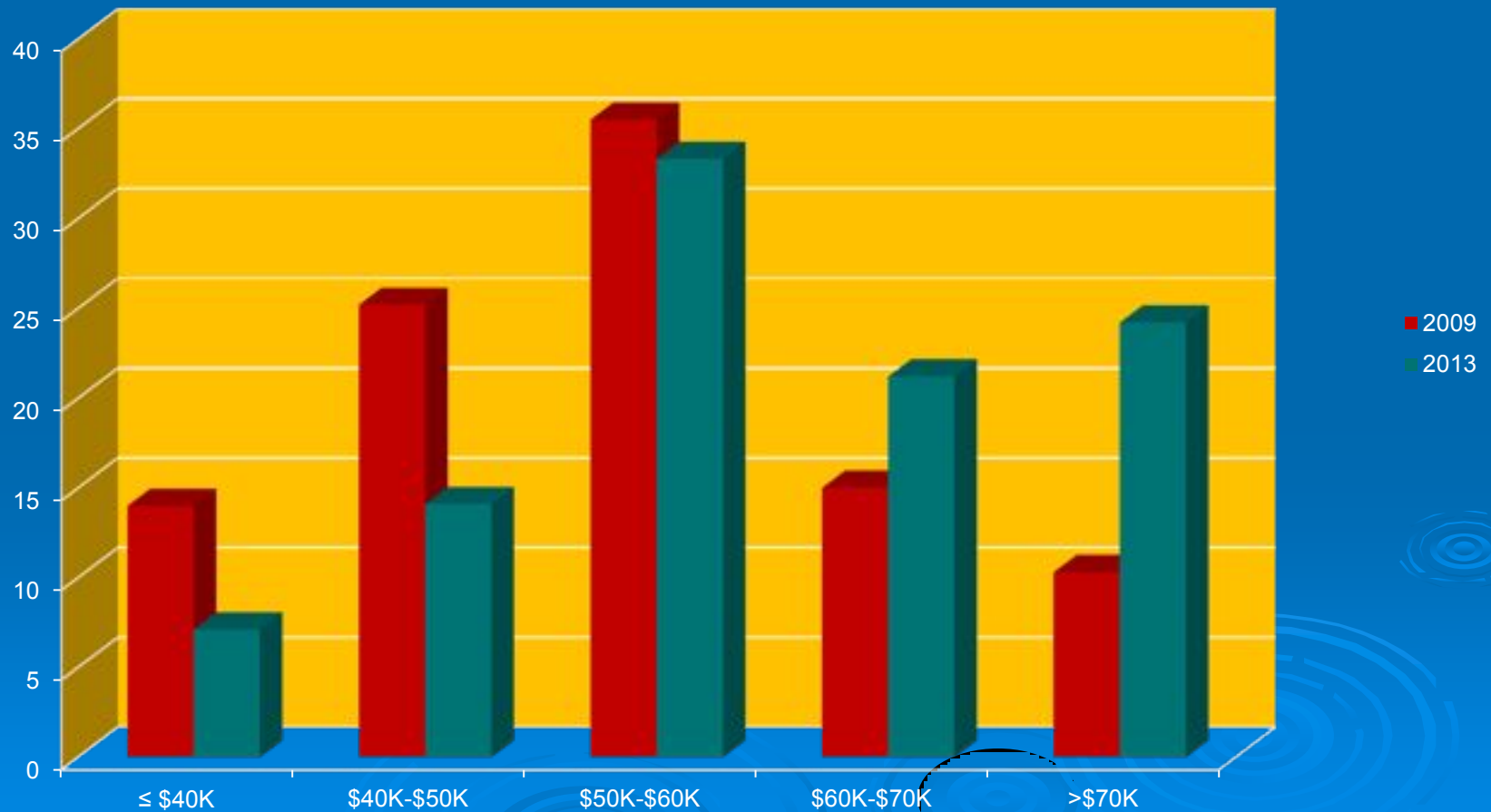
# DDS 2009 vs 2013

## Distribution of DDS Salary by Survey Year



# RDH 2009 vs 2013

**Distribution of Dental Hygiene Salary by Survey Year**



# Memberships

## ➤ Dentists

- #1      ADA      61.3%
- #2      NNOHA      40.0%
- #3      AGD      19.5%
- #4      None      14.2%
- Employer reimbursement      YES=60.5%

# Encounters Required?

- All providers were asked if encounter quotas were mentioned by administration of Health Center:
- Yes= 64.5%
- Average # reported
  - Mean # 2667
  - Median # 2600
  - Mode # 2500


# Intend to Remain in CHC

|                               |       |         |
|-------------------------------|-------|---------|
| ➤ Dentists                    | 83.6% | 362/433 |
| ➤ Dental Hygienists           | 93.9% | 123/131 |
| ➤ Of those intending to leave | DDS   | RDH     |
| ➤ Leaving in 2-5 yrs          | 37.5% | 33.3%   |
| ➤ Within one year             | 29.2% | 22.2%   |
| ➤ ASAP                        | 33.3% | 44.4%   |

# Salaries: Dentists and Dental Hygienists by Level of Experience

|                       | Entry to $\leq 1$ yr | >1 yr-5 yr       | >5 yr-10 yr      | >10 yr           | Fringe %    |
|-----------------------|----------------------|------------------|------------------|------------------|-------------|
| <b>DDS<br/>Mean</b>   | <b>\$108,927</b>     | <b>\$111,514</b> | <b>\$122,304</b> | <b>\$125,518</b> | <b>23.6</b> |
| <b>DDS<br/>Median</b> | <b>\$110,000</b>     | <b>\$112,500</b> | <b>\$131,000</b> | <b>\$135,000</b> | <b>25.0</b> |
| <b>RDH<br/>Mean</b>   | <b>\$52,093</b>      | <b>\$48,287</b>  | <b>\$55,870</b>  | <b>\$60,953</b>  | <b>20.2</b> |
| <b>RDH<br/>Median</b> | <b>\$48,200</b>      | <b>\$49,000</b>  | <b>\$54,000</b>  | <b>\$62,500</b>  | <b>23.0</b> |

# Summary and Discussion

- Trends appear to be similar in 2013 with a few important changes
  - Wages and benefits are improving
  - Workforce in HC seems more stable
  - Non-response bias
  - Unknown numbers of providers in HC dental components
- 
- A decorative graphic consisting of several concentric circles, resembling ripples in water, is located in the bottom right corner of the slide. The circles are light blue and have a subtle gradient, giving them a three-dimensional appearance.