

Tour of HealthPark

Thank you for your interest in HealthPark. As you tour, you'll see a number of unusual rooms and layouts. Ten years ago, Dr. Smith saw a revolution coming in health care. The science and technology to control decay and gum disease were in place; however, dentists were so comfortable with the 100 year old "fee for service" compensation system that they wouldn't adjust. As a result, he designed, built, and staffed HP to be a model for the future of dentistry. This future is based on compensating dentists to improve their patients' dental health while reducing the cost to the patient. At HealthPark, we have prepared for this future by increasing the roles (and number) of staff which saves the dentists' time and reduces our patients costs. Please enjoy your look at the future.

1. **Lobby** – spacious area where we can support continuing education (docs, staff), focus groups, community meetings, etc.
 - a. **Greeter's station** – staffed by a beginning secretary there to welcome our patients
 1. This is where a new hire learns to become a secretary, before she is expected to use these skills
 2. Even though she is new, she can fill in if an experienced secretary calls in sick at the last minute.
 3. She must finish level 1 in 90 days. This is an easy goal for a good secretary.
 4. When she passes and there are no openings, she splits time between the greeter station and secretary area to continue learning until we need to replace/add a secretary.
 - b. **Biography rack** – this is where patients can learn about our staff and dentists
 - c. **Staff Honor Roll** – staff appreciation and recognition of continuous improvement. HealthPark promotes career development. Our vision "Helping People Help Themselves" applies to staff and dentists as much as clients. Stars on their name tags allow clients to identify skill level of each staff member, similar to the military, to institute pride in accomplishment, as well as immediate recognition among staff of the skill level each staff member is competent to perform.
 - d. **Brochure station** – we have HP designed brochures which are given to clients based on what treatment has been suggested. Commercial handouts by their very nature are generic. HP brochures are focused on exactly how we provide and support all major services. They are updated as needed.
 - e. **Awards wall** (pictures with government officials, proclamations, awards by community, etc.) – Dave and Dr. Smith are active in state government to influence the future of dentistry in Ohio. Dr. Smith is promoting a Medicaid pilot program (a preventive approach to incentivize dentists to reduce the number of fixes in the Medicaid population). He has also organized HealthPark to qualify as the national dental home model to match the medical model which focuses on improving the patient's health at reduced cost.
 - f. **Awards case**—local, state, and national awards recognition
 1. Baldrige awards—local/state awards over last 15 years for organizational quality in dentistry
 2. American Association of Ambulatory Health Care—3 years accreditation for quality of dental care (only 15 offices have achieved this nationally)
 - g. **Ohio magazine article** recognizing Tipp City as 1 of the 5 best small towns in Ohio
 - h. **No Decay Club** – starting at age 1 most children up to the age of 12 see our children's dentist. In July of this year, over 90% of our children were decay free at their check-ups. The national average is 52%
 - i. **Client recognition list** – 760 clients have come to HealthPark for 20+ years and 7100 clients seen have been seen in the last 24 months
 - j. **Consult Room** – private area where doctors can quietly listen to a client's treatment concerns.
 - k. **3 Xbox360** stations for children (and adults!)
2. **Secretary's Front Desk area**
 - a. Communication center of HealthPark
 - b. Usually staffed by 2 or 3 secretaries (a level 2-3 and a level 4+)

- c. Often 1-2 high school/college students – work part time to see if healthcare is their career choice. They are encouraged to learn dental secretary skills with pay raises as their skills improve to get “real world” experience in health care.
 - d. Staffed from 7:00 am until 7:10 pm (Friday until 5:10 pm) for our patients’ convenience
 - e. We are in the process of going paperless.
- 3. Team Lead Secretary’s office**
- a. Team Lead secretary is very advanced in our training system.
 - b. Also a private area away from front desk for financial arrangements and treatment discussions
 - c. Also available for team development, community outreach, and administrative functions.
- 4. Secretary project office** – across from Team Leader’s office.
- a. Projects are assigned to secretaries at their morning 15 minute dentist huddle, reviewing each dentist’s and hygienists yesterday’s successes and today’s challenges for a smooth day.
 - b. Can be used by typist and HP secretaries to type Dr. Smith’s updates. He has written over 4000 pages of staff training manuals, patient brochures, articles, blogs, and even a federal proposal to create a new approach to improve dental Medicaid.
 - c. Serves as office for an upper level secretary not serving as team leader
- 5. Finance/inventory office**
- a. Secretary assigned to help our clients with their insurance needs and ensure insurance company payments are received in a timely manner
 - b. Dental assistant assigned to run inventory system
- 6. Client Hallway** – narrower than I would now design, but wide enough for wheelchairs. This is the client hallway, staff use internal passages to avoid hallway congestion
- 7. Banks of 4 Operatories** – all banks’ equipment is standardized
- a. #1 operatory is primarily for the hygienist, while #2 is available in case a hygienist needs more time with a patient. The next patient will be seated in chair #2 on time.
 - b. Operatories #3 and #4 are for a general dentist to work with an EFDA – a highly trained chairside assistant that places fillings, which saves the dentist treatment time and this reduces dentists’ (and patients’) fees.
 - c. Tub/tray area with minimum operatory clutter
 - d. All operatories are plumbed for nitrous oxide to allow our patients to relax
 - e. All x-rays are computerized to reduce radiation and improve quality
 - f. Limited walls in operatories allow easy access by dentist/staff to move from room to room, while maintaining patient confidentiality
 - g. Computers in all operatories for instant communication
- 8. Thirteen operatories** equipped for general dentistry and 5 operatories in the East Wing for specialists that are shared as needed
- 9. Support area behind operatories**
- a. Contains supplies and instrument storage to support adjacent operatories
 - b. Cleaning/sterilization/storage for instruments
 - c. Primary work area for the cleaning/sterilization person (level 1 chairside) that supports all GP’s, hygienists. This person is our “chairside assistant in training” who will fill in when regular chairside is sick, etc.
- 10. Lounge**
- a. Our staff is encouraged to bring their lunch and eat here together
 - b. Team leader meetings with Dave and doctors here
 - c. Secretary team meets here from 12-1pm Tuesday for their team meetings (other teams meet at other locations)
 - d. This room also has a computer with Dentrix for discussions
 - e. Has individual has storage for staff personal effects
 - f. Serves as meeting area for vendor continuing education for various groupings of staff

11. **Outside patio** with picnic tables for staff on nice days
12. **Nitrous room** (provides relaxation during patient treatment)
 - a. Central system – plumbed into every operatory
 - b. Encouraged for all anxious clients (no fee)
 - c. Locked nightly
13. **Scary room** – utilities –easy access to outside
 - a. Every mechanical system (vacuum, compressor, etc.); has duplicate system so we can't be shut down because of a systems malfunction
14. **Lab**
 - a. This was originally space for an in house lab man (10-12 years). When lab work became more technologically complex, our lab man moved to his own lab where he could service more dentists. We still use his service for prosthetics and same day procedures. He is 15 minutes from HP.
 - b. Microscope allows us to trim die margins, evaluate models, etc.
 - c. Vending machine helps us improve staff nutrition
 - d. Desk for Team Lead Chairside (EFDA). HP has a Team leader for chairside, secretary, and Hygienist. This is the staff member in each career path who has progressed the farthest in our level system. They meet with our administrator and at least one general dentist from 11:00-12:00 every Tuesday weekly to coordinate their team's functions with those of the other teams.
15. **Preventive care area/hygiene operatory/desk storage area**
 - a. Sinks are for clients use (brush before cleaning). Also used for "brush up" skill review for 12-17 year olds, or adults going through soft tissue management
 - b. Used by Team Lead Hygienist for storage of her team material
 - c. Small desk for preventive care appointment for adult STM's and other client discussions where relationship building can occur to facilitate a client to make lifestyle changes necessary to control gum disease and decay
 - d. Storage for papers needed to support hygienist Team Leader functions
16. **Administrator's office and doctor's office**
 - a. Another conference room as needed
 - b. Bookshelves for storage of a hard copy of entire set of training manuals (3 shelves). These 35 manuals represent a comprehensive (4500 pages) set of instructions for every dental procedure plus a 2nd set of manuals to develop people skills organized into 9 levels (each with a pay increase). Compared to other office's their best staff would have dental skills equivalent to our level 3. Changes occurring now in insurance and government create incentives for staff to take on more client treatment responsibilities (EFDA, Certified Dental Assistant X-ray, teeth cleaning, and American Dental Association's new hygiene communicator). These levels are constantly kept current by staff and Dr. Smith following new course information, journal ideas, and daily insights at HealthPark.
17. **Staff Bathroom**
18. **Primary storage closet for GP side, easily accessible by staff**
19. **Dr. Smith, Dr. Holland, and Dr. Hamal's office**
 - a. Dentist's space to plan treatment, general office issues
 - b. Staff team meetings
 - c. Storage for dentist personal items
 - d. Multiple computer servers in closet
 - e. Meeting area for chairside team meetings every Tuesday 12:00 – 1:00
20. **Ops 1-4 Two more banks of 4 operatories**
 - a. All 3 banks of 4 operatories are equipped the same
 - b. Easy access between rooms for shared support staff
21. **Pan-Ceph x-ray room** for wrap around full x-ray of jaws for surgery (wisdom teeth) and orthodontics
 - a. 360 Plan Mecca Digital Pano/Ceph
 - b. Access from reception room for specialists and internally for GP's

22. **X-ray room** – to organize digital x-rays/storage

Dental Specialists area (East Wing)

23. 5 Operatories

- a. Shared on different days by orthodontist (1 day), children's dentist (1-2 days), oral surgery dentist (1-2 days per month on Saturdays for convenience of surgery patients)
- b. Gum specialist sees her patients on West Wing 1 day per week
- c. TVs are in every room – we have 3 movie channels (men, women, children)

24. 4 specialists

- a. HP provides space, equipment, general supplies, and secretarial support. Specialists provide personal staff, specialized equipment/supplies, and lab expenses.

25. Preventive Care room

- a. All children start their appointment reviewing their home care skills
- b. In June our children were 85% decay free at check-ups, and adults were 84%

26. Doc's office - Specialist

- a. Shared by 3 specialists and doubles as conference room

27. Secretary business office

- a. Provides all functions of West Wing
- b. Linked to main business office phone system so they can help each other on phones or sharing secretaries

28. Lab and utility room

- a. Completely self-contained (vacuum , compressor) from rest of building.
- b. Separate compressor/suction. If 1 wing goes down, that wing's patients clients can still be treated on the other wing

29. **Cleaning and sterilization area** – centrally located, well equipped

30. Empty physician area

- a. Until 2016, physician supplied by Kettering Health Network satellite system saw patients here
- b. 1,000 square feet – in time, this ½ of the wheel core shared with our specialists can be renovated into 5-6 more operatories. Our pediatric dentist is gaining about 700 children annually, and I project him to have a full time practice by 2019. When this happens, we will remodel this space into 5 more operatories for the use of our orthodontist who by then will be at 1½ days per week (currently 1 day/week). Then these 2 specialists will have 10 operatories to share as needed.

31. Specialist reception room –

- a. Notice dentists and staff brochures for cross promotion
- b. Outside access creates atmosphere of “separateness” from GP side to promote referrals of other general dentists

32. Suite C

- a. Currently occupied by Dayton Radiology 1 day/week and Earzlink (1 room) 1 day/week.
- b. Available for future growth of HealthPark Dentistry

33. Video room for client testimonials, training films, website video blogs

34. Exterior of building

- a. Modern, well kept
- b. Offset on the 2 acres from the corner – would allow 15,000 square feet more to be built on corner for GP physicians and medical specialists.
- c. Located 600 yards from the Interstate Exit
- d. Ideally located between Vandalia (South), Troy (North), West Milton (West), and New Carlisle (East) where most practices are single dentist and would make good satellite locations with HealthPark's specialists as the core.