Teledentistry Manager

TITLE: Teledentistry Manager

REPORTS TO: Director, Quality Management

POSITION SUMMARY:
Orange County has been awarded funding for a Local Dental Pilot Program as part of the Department of Health Care Services' Dental Transformation Initiative (DTI) - Domain 4. The purpose of the 3.5-year pilot is to expand preventive pediatric dental care for the 0-20 year old population. The Coalition is a sub-grantee of the program led by the Children and Families Commission of Orange County.

Under the direction of the Director of Quality Management, the Teledentistry Manager functions as a clinical leader for the 6 participating community health centers in Orange County’s pilot that will implement a new teledentistry program. The Teledentistry Manager oversees the teledentistry program implementation in order to successfully integrate oral health services into educational, social, and general health environments. Provides direct supervision of Data Analyst who works with clinics to assist with meaningful use of the Electronic Dental Record (EDR) system. Ensures that each clinic's EDR captures patient demographics, services provided, treatment planning, progress notes, caries risk assessment, care coordination, and outreach data. Assists clinics with extracting and compiling data from the EDR to produce meaningful reports, including quality measure reports. Provides on-site training, helping clinics build their capacity to regularly produce business and outcome reports. Works closely with the Data Analyst and Director of Quality Management to ensure data is extracted and interpreted properly.

RESPONSIBILITIES:
1. Lead and direct the development, implementation, and monitoring of the dental care initiative objectives.
2. Work closely with Dr. Glassman from the University of the Pacific to coordinate teledentistry training and technical assistance in Orange County.
3. Work closely with each health center’s teledentistry care coordinator to develop site protocols and schedule sites for virtual dental home (VDH) services.
4. Align people and projects to achieve initiatives.
5. Work with dental centers to establish performance standards for work assignments, monitors work status and progress including goals and objectives.
6. Ensure that the delivery of teledentistry care meets or exceeds:
   a. The needs and satisfaction of all patients served
   b. All organizational and professional standards
   c. All clinical outcomes and related expectations
   d. All productivity standards, goals and expectations
   e. All financial metrics associated with the efficient, cost effective delivery of dental care services.
7. Ensure metrics for the teledentistry’s clinical outcomes are consistently reviewed, and that the organization is provided clear guidance and direction affecting ongoing improvements in the quality of care.
8. Collaborate with all clinic operations functions related to teledentistry to ensure ongoing improvements in clinic productivity, patient satisfaction, and financial outcomes.
9. Assists in the development of and implementation of teledentistry policies, protocols, and procedures, and the associated staff training to enable staff to provide accurate, appropriate, and consistent service and information to patients.
10. Oversee and maintain competency levels of teledentistry clinical staff in accordance with standards for clinical practice and/or job descriptions.

QUALIFICATIONS/SKILLS:
- At least 5 years of working experience in the area of dental operations, financial management; budgets, P&L’s; performance measurement, regulations, and dental plans/billing.
- Good people skills, strong communication skills, teamwork and collaboration, adaptability, problem solving and critical observation required.
- Ability to establish and maintain working relationships with a diverse group of staff, public and professionals.
- Ability to manage time and prioritize tasks.
- Ability to proofread and edit for accuracy, punctuation, grammar, spelling, and clarity. Demonstrated knowledge and competence in the use of software applications: word processing, spreadsheet, presentation, email applications (Microsoft Office preferred).
- Ability to travel to community clinic sites and other community based organizations, as required.

CLASSIFICATION:
Salaried, Exempt.

SALARY RANGE:
$70,000-80,000

BENEFITS:
- Medical, dental, vision, and life insurance.
- 401K Retirement Plan.
- Vacation and sick leave.

Please send your resume and cover letter to Ivonne Magallanes, Director of Quality Management at imagallanes@coalitionoc.org and write “Teledentistry Manager Application” as the subject.