

MISSISSIPPI STATE BOARD OF DENTAL EXAMINERS FIVE-YEAR STRATEGIC PLAN FOR FISCAL YEARS 2021-2025

1. MISSION STATEMENT

The Mississippi State Board of Dental Examiners (hereinafter "MSBDE" or "the Board") is a 100% special fund, fully lump-sum appropriated agency charged with the responsibilities of examining, licensing, registering, and regulating the practices of dentistry and dental hygiene to ensure competency and ethics among all dental professionals in the State of Mississippi, for the ultimate goal of enhancing the health and welfare of the citizens of this State. The MSBDE consists of one program, Licensure, and it conducts annual clinical examinations and registrations/license renewals of dentists, dental hygienists, and dental assistants who perform radiology procedures; investigates and, when appropriate, prosecutes violators of the *Mississippi Dental Practice Act* (*Miss. Code Ann. §§ 73-9-1 through 73-9-117*); maintains records on dentists, dental hygienists, and radiology permit holders; disseminates information as requested; promulgates policies, procedures, and regulations to effectuate its legislatively and federally-mandated responsibilities; etc.

2. PHILOSOPHY

The Mississippi State Board of Dental Examiners' philosophy is to safeguard and enhance the health and welfare of the citizens of this State by fulfilling its responsibilities of examining, licensing, registering, and regulating the practices of dentistry and dental hygiene to ensure competency and ethics among all dental professionals in the State.

3. RELEVANT TO STATEWIDE GOALS AND BENCHMARKS

- Statewide Goal No. 1 – To protect Mississippians from risks to public health and provide them with the health-related information and access to the quality healthcare necessary to increase the length and quality of their lives.
 - Relevant Benchmarks for Goal No. 1
 - Access to Care – Percentage of population lacking access to dental care.
- Statewide Goal No. 2 – To create an efficient government and an informed and engaged citizenry that helps address social problems through the payment of taxes, the election of capable leaders at all levels of government, and participation in charitable organizations through contributions and volunteerism.
 - Relevant Benchmarks for Goal No. 2
 - Cost of Government - Number of government employees per 10,000 population.

- Government Efficiency – Administrative efficiency: Expenditures on State government administration activities as a percentage of total operational expenditures.
- Government Efficiency – Average wait time for State government services.
- Government Efficiency – Regulatory efficiency: average length of time to resolution of documented complaints to professional licensing agencies.
- Government Efficiency – Number and average cost of regulatory actions taken by regulatory body and type of action.
- Government Efficiency – State dollars saved by providing government services on-line (e.g., document retrieval, issuance of new permits, and license renewal).

4. OVERVIEW OF THE AGENCY FIVE-YEAR STRATEGIC PLAN

The MSBDE plans to continually evaluate its full-time, permanent positions to ensure job classifications accurately reflect the duties performed by the individuals in these positions and to request reclassification and realignment of such positions as is deemed necessary by the MSBDE. These reclassifications and realignments are necessary to ensure the MSBDE's salaries are consistent with those paid by other State agencies, both in-state and out-of-state, and the private sector for the same or similar functions. The MSBDE strongly feels its salaries requests and staffing needs most certainly are not out of line with those of other regulatory boards of similar size and scope in this State and other states.

As a component in analyzing the compensation of its staff, the MSBDE has reviewed its total staffing needs. It was determined that there is a continuing need to realign the salary for its Executive Director to be more equitable and consistent with salaries paid to other Mississippi regulatory agency directors, out-of-state dental board directors, and the companies in the private sector of similar size and scope. For the MSBDE to retain a highly qualified, motivated, and committed Executive Director, not to mention equitably compete for a replacement when its current Executive Director retires, the existing salary range MUST be realigned. Additionally, the MSBDE has determined a critical need to augment the current staff with one (1) additional investigative position to work alongside and in conjunction with the Senior Investigator. This is based on the complexity of the cases now being handled, the workload of the current staff, and the need for timely completion and expeditious handling of the Board's day-to-day operations, complaints, disciplinary actions, and site visits. As part of its vision to retain long-term, quality, and trained investigative personnel to more effectively handle complaints and disciplinary actions, the MSBDE plans to request reclassification of one investigative position to Licensing Investigator Supervisor (Senior Investigator). This not only helps serve the citizens of Mississippi but also provides in-house upward mobility for those investigators who have evinced dedication, diligence, and a desire to continue their careers with the MSBDE.

Through a newly contracted SAAS system produced by In-Lumon, the MSBDE plans to continue to enhance, automate and upgrade its MS-SQL database of dentists, dental hygienists, and radiology permittees in that the amount and makeup of information will be enhanced and better organized to allow for more timely retrieval and dissemination of that information, as well as to provide an interface with information provided as a result of on-line license/permit renewal and applications processed through the State's E-Commerce portal. to manage this process. Further, this new system will allow MSBDE to enhance its blast e-mail feature utilized for licensee electronic communications and renewal, on-line applications and forms, electronic transmissions of annual ballots, and continuing education compliance audits, etc.

Also, the MSBDE's in-house accounting system, apart from the MSBDE's on-line MAGIC capabilities, has been transferred to Cornerstone Consulting, a third-party vendor experienced with multi-agency accounting, which has enabled the MSBDE to more efficiently process payables, receivables, payroll, and all State-mandated accounting paperwork. The MSBDE plans to further upgrade its network, computer system, and software, as necessary, to ensure continued capabilities to meet the increased demands of information processing, retrieval, and distribution, as well as participation in the SPAHRS, MAGIC, etc., projects undertaken by MMRS.

Furthermore, the MSBDE will upgrade its web site through the In-Lumon contract (<http://www.dentalboard.ms.gov>). The MSBDE plans to enhance its statistical page to provide information as to charitable, prison, and FQHC work, as well as providers of Medicaid, MississippiCAN, CHIP, etc. Additionally, the MSBDE will continue implementing its optical imaging system for its licensure, disciplinary, accounting, and miscellaneous correspondence files to effect a more secure and reliable system of information maintenance and retrieval and also to ensure the ongoing warehousing of critically important and historical files in the event of a catastrophe which would have the potential of completely destroying the MSBDE's files beyond the ability for the MSBDE to retrieve these vital documents.

The MSBDE's newsletter will be discontinued with the execution of the new SAAS system and webpage. The new webpage will have the capabilities to quickly and efficiently make the public aware of issues and causes of concern that could affect the dental patients of Mississippi. It is envisioned that as a result of investigations and public awareness of the MSBDE's activities and the role it performs in protecting the interests of the citizens of the State, the MSBDE will see an increase in its electronic communications.

The MSBDE will continue all efforts toward protecting the public by further adopting/amending regulations such as its forthcoming Regulation 29, Administration of Anesthesia. Additionally, it was determined by the new administrator that Regulations 7, 35, 41, and 49 were not properly filed in accordance with procedure of the Secretary of State. This has been corrected

and filed accordingly for proper codification. On 4/5/2019, the board amended Regulation 61 to better define the requirements of Mobile Dentistry and its facilities. On 6/14/2019, Regulation 62 was created to further define the division of Regulation 61 in that of Portable Dentistry and said facilities. Also, on 6/14/2019, Regulation 13 was amended to clarify Delegation of Duties of Dental Auxiliaries. Final adoption is pending as of this report. Finally, the MSBDE plans to continue to ensure implementation of the Professionals Health Network (PHN) assessments and the timely transfer of these funds to the PHN so that Mississippi licensed dentists and dental hygienists may avail themselves of a sound recovery program which will facilitate their return to the ethical and productive practice of dentistry.

5. EXTERNAL/INTERNAL ASSESSMENT

- Denial of the MSBDE's proposed position reclassifications/realignments and requested positions.
- Denial of funding necessary to enhance the computerization and other office procedural changes noted.
- Changes in Drug Enforcement Agency (DEA) policies and procedures.
- Changes resulting from health care reform legislation.
- Changes in Occupational Safety and Health Administration (OSHA) policies and procedures.
- Changes in the Clinical Laboratory Improvements Act (CLIA).
- Increase/decrease in number of licensed dentists, dental hygienists, and radiology permittees in the State of Mississippi.
- Increase/decrease in the number of dentists and dental hygienists requesting licensure through credentialing in the State of Mississippi.
- Increase/decrease in the number of applicants administered dental and dental hygiene examinations.
- Increase/decrease in the number of license/permit registrations/renewals.
- Allowing licensed Mississippi dental hygienists to administer local anesthesia under the direct supervision of licensed Mississippi dentists, which will increase the numbers of permits issued and renewed by the MSBDE.
- Increase/decrease in the number of radiology permit requests and permits issued.
- Increase/decrease in the number of complaints received, investigations initiated, and disciplinary actions issued by the MSBDE.
- Increase/decrease in the number of inquiries for clarification and/or verification and the number of requests for information.
- Increase in the program size and dental graduates for Mississippi's accredited dental school, the University of Mississippi Medical Center School of Dentistry.
- Increase in the program size and dental hygiene graduates for all Mississippi accredited dental hygiene programs (e.g., University of Mississippi School of Health-Related Professions, Department of Dental Hygiene; Northeast Mississippi Community College; Pearl River Community College; Meridian Community College; and Mississippi Delta Community College).

- Increase in the program size and dental assisting graduates for all Mississippi accredited dental assisting programs (e.g., Hinds Community College, Meridian Community College; and Pearl River Community College).
- Increase in the program size for any one of the current sixteen (16) approved radiology seminar providers/locations, which are: Accelerated Dental Assisting Academy at its Biloxi, MS, Gulfport, MS, and Madison, MS locations, Antonelli College at both its Hattiesburg, MS and Jackson, MS locations, Concorde Career College in Southaven, MS, Delta Technical College at both its Horn Lake, MS and Ridgeland, MS locations, Hinds Community College, Louisiana State University, Meridian Community College, Mississippi Gulf Coast Community College, Northeast Mississippi Community College, Pearl River Community College, R & B Dental Assisting School, and Taylor Dental Assisting School.
- Establishment of new dental or dental hygiene programs in Mississippi which are accredited by the American Dental Association.
- Establishment of new dental assisting programs in Mississippi which are accredited by the American Dental Association.
- Approval by the Board of new radiology seminar providers and locations for those applicants needing to obtain radiology permits.
- Legislation affecting the Mississippi State Board of Dental Examiners (e.g., changes to the *Mississippi Dental Practice Act* and any denturism, tooth whitening, or alleged access to care initiatives, etc.).
- Legislation concerning mid-level providers or expanded function dental hygienists and dental assistants.
- Legislation affecting the University of Mississippi School of Dentistry, other dental hygiene and dental assisting teaching institutions throughout the State, and other state regulatory and licensing agencies/boards.
- Legislation affecting the National Practitioner Data Bank (NPDB) which may necessitate additional reporting responsibilities by the MSBDE and other Mississippi regulatory agencies, as well as national counterparts.
- Legislation affecting the Healthcare Integrity and Protection Data Bank (HIPDB) which may necessitate additional reporting responsibilities by the MSBDE and other Mississippi regulatory agencies, as well as national counterparts.
- Any future efforts to require additional compliance by the MSBDE with radiation and safety laws passed by the Mississippi Legislature.
- Technological advancements in computer hardware, software, information retrieval and management, etc.
- Increase in required State and federal government paperwork and reporting requirements, thus impacting materially on internal administrative procedures, effectiveness, and performance.

6. AGENCY'S GOALS, OBJECTIVES, STRATEGIES AND MEASURES BY PROGRAM FOR FY 2021-2025:

GOAL A: Enhance access to dental health care for more Mississippians.

OBJECTIVE A. 1. License a greater number of dentists and dental hygienists in

Mississippi, and maintain renewals for currently licensed dentists and dental hygienists.

Outcome: More professionals to serve communities.

A.1.1. STRATEGY: Make licensing/registration/renewal process easier and timelier for professionals, and more cost-effective for agency, with enhanced on-line access.

Output: Number of annual registrations/renewals.

Efficiency: Average cost per registration/renewal/license.

Efficiency: Time spent registering/renewal by dental professionals.

A.1.2. STRATEGY: Provide information to practicing dental professionals to enhance their knowledge of their professional requirements.

Output: Number of complaints.

Output: Number of disciplinary actions.

Efficiency: Reduced number of professionals removed from practicing.

GOAL B: Operate this legislatively-mandated agency in an efficient manner to serve the citizenry of the state of Mississippi.

OBJECTIVE B: Continue implementation of operational and technical improvements to more efficiently conduct the mandated activities of the agency.

Outcome: Change in resolution time of documented complaints to the agency.

Outcome: Change in number and average cost of regulatory/disciplinary actions.

Outcome: Change in services provided on-line to properly utilize self-funded monies to serve the public and dental professional community.

B.1.1. STRATEGY: Receive complaints and perform investigations of regulated dental professionals in order to protect the public.

Output: Number of investigations.

Efficiency: Average time for investigation.

B.1.2. STRATEGY: Enhance on-line licensing system including registration, and other statutory and regulatory requirements.

Output: Number of dentists and dental hygienists utilizing on-line system.

Efficiency: Average cost for licensing.