

Center for Oral Surgery & Dental Implants 2016 Annual Report

There have been many changes in the dental and medical practice environment in the past several years. The team at the Center for Oral Surgery & Dental Implants (COSDI) has been busy adapting to the changing practice landscape with multiple projects while remaining true to our practice mission. This is a brief report of our progress and is presented for the benefit of our stakeholders, our patients, referring doctors, our staff, and the greater Grand Rapids area community.

At the beginning of the year we formalized our practice Mission and Value Statements:

“Our Mission is to provide professional and compassionate care that is safe, valued and accessible.”

Here are some of the highlights of our 2016 activities furthering our Mission and Values:

We value professionalism in our clinical and business practices. Our staff continued to expand their capabilities by attending continuing education programs and our staff members provided service to organized dentistry via volunteer activities at the local, state and national level.

We continuously strive to offer compassionate care, including to those that face barriers to access to care. Our practice attempts to serve special needs patients while accommodating serious emergency patients in our office as well as at Spectrum and Mercy Health Systems.

Our safety in managing Protected Health Information (PHI) is now enhanced via technology upgrades and the uniform adoption of encrypted email by our referring doctors. We are also in the process of upgrading our diagnostic capabilities with the addition of cone beam computerized tomographic imaging in early 2017. CBCT imaging will enhance patient safety and further our diagnostic and treatment planning capability for the patients we serve.

We want our patients to recognize the value of the services we offer. We are grateful whenever our doctors and staff are recognized for providing exemplary service by patients, hospital administrators, and our medical and dental colleagues. We believe that as a part of our mission and values we provide charitable care in the greater Grand Rapids/West Michigan area to the best of our ability. We recognize the need is overwhelming and taxes our staff and other practice resources.

We are committed to improving equity in patient access to care. The Center participates in Medicare, Healthy Michigan, Healthy Kids Dental, Veterans Affairs programs, and hospital Medicaid programs. The Center is also in full compliance with the Section 1557 requirements of the Affordable Care Act. We provide translation services as well as the publication of a multi-lingual nondiscrimination statement on our website and correspondence.

We have been pleased with our practice’s 2016 performance as we work to reach our goals. The practice’s vision of developing the Center for Oral Surgery & Dental Implants as an enterprise serving the greater Grand Rapids community and the integrated health care systems in our area will guide us during 2017. We look forward to continuing this journey with you. If you would like more information on our vision and mission and our practice goals please contact our Marketing Director, Megan Brazil at 616-361-7327.