

Dental Director Report to the Board of Directors

First Quarter 2026

March 23, 2026

ECO Center Opening and Early Feedback: The ECO Center is operational and actively seeing patients. This expansion represents a major step forward in increasing access to dental services within our region. I will be collecting feedback from both patients and staff regarding their initial experiences at the new site to present in person.

New Dentist Integration and Mentorship Completion: Our recently hired dentists have successfully completed the mentorship program. Patient feedback continues to reflect strong satisfaction with the care provided by Dr. Mangla and Dr. Xin, particularly noting their professionalism, communication, and clinical expertise. Both providers have integrated seamlessly into the Ohio Hills dental team and are already contributing meaningfully to our service capacity and patient experience.

Provider Expansion at Bellair: We anticipate that Dr. Bauer will see patients at the Bellaire location later this month. This addition will support our ongoing efforts to balance clinical resources across the service area.

Staff Reassignments to Support New Office Sites: With the opening of new dental office locations, staff have been strategically reassigned to ensure appropriate support for providers at each site. Several team members have taken on new responsibilities beyond their previous roles. Their willingness to adapt and their mission-focused approach have been instrumental in maintaining continuity of care and operational stability during this period of growth.

Department Outlook and Staffing Needs: The Dental Department remains optimistic about the opportunities ahead as we continue expanding services and facilities. Our most significant ongoing challenge is recruiting qualified dental staff. Additional staffing is essential to reduce the workload on current team members, enhance provider efficiency, and fully utilize our expanded facilities. Addressing this need will be critical to maximizing access to care for the communities we serve.