ANDREA DEMPS, RDH, MBA

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Regulatory Compliance and Risk Management leader with 22+ years of dental industry experience supporting clinical, compliance, quality assurance, patient safety, and operational risk programs. Proven success interpreting and implementing federal, state, and local regulatory requirements, conducting audits and investigations, developing policies and controls, assessing compliance risk, and advising senior leadership. Experienced partnering across Operations, Clinical Affairs, Compliance, and Legal functions to strengthen governance, mitigate risk, and promote a culture of compliance across multi-state dental practices.

AREAS OF EXPERTISE

Regulatory Compliance | Risk Management | Dental Compliance | Medicaid Compliance | Compliance Monitoring | Compliance Auditing | Regulatory Risk Assessment | Quality Assurance | Policy Development | Patient Safety | Regulatory Change Management | Root Cause Analysis | Corrective Action Plans | Risk Mitigation | Analytical Skills | Research Skills | Cost Reduction | Clinical Operations | Team Development & Leadership | Communication | KPIs | Vendor Management | Cross-Functional Leadership | Microsoft Office Suite

PROFESSIONAL EXPERIENCE

DentaQuest, Nashville, TN
Associate Director, Risk & Safety *2023–Present*

- Manage and direct all Risk Management activities to ensure Advantage Dental+ creates and maintains a safe workplace across all 75+ dental practices.
- Oversee Advantage Dental+ regulatory compliance with CDC guidelines, Board of Dentistry, OSHA, and other applicable federal, state, and local governing body requirements across 75+ dental practices in six states.
- Developed and maintained Advantage Dental+ risk and safety policies, SOPs, and implementation of resources supporting regulatory compliance across 75+ dental practices in six states.
- Monitor, interpret, and communicate evolving federal, state, and local dental regulatory requirements, translating compliance obligations into policies, procedures, and operational controls across six states.
- Directed risk, safety, and compliance audits across 75+ practices, identifying operational and regulatory risks and implementing corrective actions to strengthen compliance controls and reduce organization risk exposure.
- Direct investigation and conduct root cause analysis of incidents and injuries at Advantage Dental+ practices.
- Serve as the Risk Management subject matter expert, developing and presenting compliance and operational risk reports to senior leadership that highlight emerging trends, regulatory risks, audit findings, and mitigation strategies.
- Provide oversight and guidance of processes to ensure they are executed in accordance with regulatory standards.
- Responsible for onboarding and training of Risk Management programs and processes for new hires.
- Develop risk and safety related resources and checklists to ensure practice startups and acquisitions are fully compliant prior to opening for patient care.
- Supervise and guide the Risk Consultant team with the development and implementation of strategic and tactical solutions to protect patients and staff, as well as minimizing operational risk.
- Work closely with Operations, Clinical Affairs, Compliance, and Legal leadership teams to ensure the practices are compliant with all applicable federal, state, and local regulations.
- Vendor management to improve user experience, efficiency, and reduce costs.
- Maintain a collaborative work culture within a cross-functional team.

DentaQuest, Nashville, TN
Sr. Manager, Risk Management *2022–2023*

- Conducted onsite audits of Advantage Dental+ practices to ensure employee, patient, and environmental safety standards are being followed.
- Investigated all incidents and injuries to determine root causes.
- Responsible for the implementation of risk mitigation strategies.
- Collaborated and fostered excellent working relationships with internal and external stakeholders to cultivate a culture of compliance, problem solving, and create a safe workplace.
- Maintained the risk and safety policies and standard operating procedures for Advantage Dental+.

DentaQuest, Nashville, TN
Clinical Quality Assurance Review Coordinator *2020–2022*

- Completed clinical quality assurance review audits and report findings of all dental hygienists and dentists within Advantage Dental+ practices.
- Worked collaboratively with the practice managers, providers, and Operations leadership to address any follow-up questions pertaining to the audit findings.
- Followed Advantage Dental+ policies and procedures to conduct thorough clinical audits.
- Assessed patient chart notes and radiographs to ensure proper documentation and quality of care.
- Identified and implemented process improvements as needed.

Vanderbilt University Medical Center, Nashville, TN
Registered Dental Hygienist *2013–2020*

- Assessed, diagnosed, planned, implemented, evaluated, and documented treatment for prevention, intervention, and control of oral diseases.
- Prepared narratives and documentation required for outstanding insurance claims.
- Maintained compliance with company policies, standard operating procedures, and goals.
- Intradepartmental committee member tasked with assessing safety and regulatory compliance expectations for VUMC Environment of Care surveys and The Joint Commission standards.

EDUCATION

Union University, Jackson, TN

Master of Business Administration

University of Tennessee Health Science Center, Memphis, TN

Bachelor of Science – Dental Hygiene