



Nicole R. Galloway, CPA
Missouri State Auditor

CITIZENS SUMMARY

Findings in the audit of the Missouri Dental Board

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| Corrective Action | The Missouri Dental Board receives complaints from the public, which are reviewed and investigated so the board can determine how they can best be addressed. The board needs to improve procedures to ensure corrective action is taken when deficiencies in licensing and permit requirements are identified during the complaint investigation process. In one example, the board sent a letter to a dental office expressing concern over failure to maintain proper certifications, although corrective action was not requested and other permit issues identified were not addressed. Without ensuring corrective action is taken, the board cannot ensure it has met its responsibility to protect the public. |
| User Account Management | The Missouri Dental Board has not established adequate procedures to ensure access rights to the internal licensing system are appropriate. The licensing system is a division-wide system used by the various professional boards, which maintains confidential information on licensees, such as social security numbers and licensee complaints. Board personnel do not periodically review system access rights to ensure only proper personnel have access, which creates an increased risk that unauthorized changes could go undetected, and confidential data could be accessible to inappropriate users. |

In the areas audited, the overall performance of this entity was **Good**.*

*The rating(s) cover only audited areas and do not reflect an opinion on the overall operation of the entity. Within that context, the rating scale indicates the following:

- Excellent:** The audit results indicate this entity is very well managed. The report contains no findings. In addition, if applicable, prior recommendations have been implemented.
- Good:** The audit results indicate this entity is well managed. The report contains few findings, and the entity has indicated most or all recommendations have already been, or will be, implemented. In addition, if applicable, many of the prior recommendations have been implemented.
- Fair:** The audit results indicate this entity needs to improve operations in several areas. The report contains several findings, or one or more findings that require management's immediate attention, and/or the entity has indicated several recommendations will not be implemented. In addition, if applicable, several prior recommendations have not been implemented.
- Poor:** The audit results indicate this entity needs to significantly improve operations. The report contains numerous findings that require management's immediate attention, and/or the entity has indicated most recommendations will not be implemented. In addition, if applicable, most prior recommendations have not been implemented.

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