

**Kansas Mission of Mercy—Pittsburg:
Patient Characteristics, Needs
and Satisfaction**

June 2004

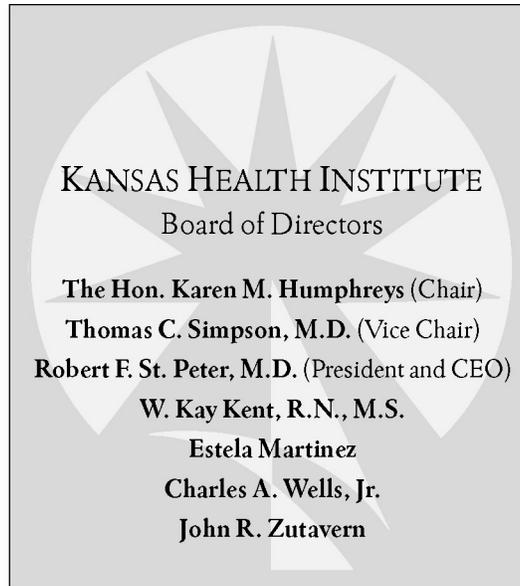
Final Report to the United Methodist Health Ministry Fund
KHI/R 04-3

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The Kansas Health Institute is an independent, nonprofit health policy and research organization based in Topeka, Kansas. Established in 1995 with a multi-year grant from the Kansas Health Foundation, the Kansas Health Institute conducts research and policy analysis on issues that affect the health of Kansans.

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TABLE OF CONTENTS

List of Tables and Figures	iv
Executive Summary	v
Key Findings	v
Introduction	1
Methods	1
Results	2
Patient Demographics	2
Dental Insurance Status.....	4
Access and Needs	5
<i>Time Since Last Dental Visit</i>	5
<i>Required Further Care</i>	7
<i>Pain and Duration</i>	7
Outreach	8
<i>How Patients Heard About Clinic</i>	8
<i>Education at Clinic</i>	9
<i>Satisfaction with the Clinic</i>	9
<i>Travel Time/Distance</i>	10
Summary and Conclusion	11
Appendix I Kansas Mission of Mercy Patient Survey	13
Appendix II Comments from Patient Survey.....	15

LIST OF TABLES AND FIGURES

Figure 1. Clinic Patients’ Age Distribution.....	3
Figure 2. Patients’ Race and Ethnicity Distribution	3
Figure 3. Reported Type of Dental Insurance	4
Figure 4. Type of Dental Insurance for Hispanic Children, compared to Non-Hispanic Children.....	5
Figure 5. Time Since Last Dental Visit	6
Table 1. Reasons Why Respondents Have Not Received Dental Care in More Than Six Months	7
Figure 6. Reported Duration of Pain Prior to Clinic Visit Among Patients Who Report Pain...	8
Figure 7. How Patients Heard About Clinic	9
Figure 8. Level of Satisfaction with the Clinic	10
Table 2. Geographic Area Selected as Closest to Patient’s Home.....	10
Figure 9. Travel Time Required to Attend Clinic	11

EXECUTIVE SUMMARY

The Kansas Mission of Mercy (KMOM), a project of the Kansas Dental Charitable Foundation, held a free dental clinic at the campus of Pittsburg State University in Pittsburg, Kansas, from April 30 to May 2, 2004. Staff collected 1,632 questionnaires representing 2,048 patients (patients who traveled together completed one survey together). The United Methodist Health Ministry Fund contracted with the Kansas Health Institute (KHI) to summarize and analyze the survey data from clinic patients in order to document the clinic and continue to elevate oral health as a matter of interest in Kansas.

KEY FINDINGS

- The majority of patients were non-Hispanic White (79.9%) and over 18 years old (81.2%). Race and ethnicity distributions mirrored those of Crawford County, the county in which the clinic was held, but were far less diverse than observed in previous KMOM clinics.
- Seventy-three percent of clinic patients had not visited a dentist in over a year, and 56 percent in over two years. An additional seven percent reported never having visited a dentist prior to the KMOM clinic.
- More than 50 percent of patients reported having pain prior to the clinic and many of these had experienced pain for more than 30 days in duration.
- Two-thirds of patients traveled less than an hour to attend the clinic, but one in ten patients traveled more than two hours.
- Financial concerns appear to pose the largest barriers to clinic patients in their ability to access needed dental care.

INTRODUCTION

An undeniably strong and multi-faceted link exists between oral health and overall health and well-being. Poor dental health can negatively affect numerous health attributes, such as nutrition, self-esteem and speech. Despite its importance, access to dental care remains an out-of-reach luxury for many. To help mediate the lack of dental care access in Kansas, the Kansas Mission of Mercy (KMOM) has organized and operated three free dental clinics across Kansas.

The third and most recent free dental clinic occurred April 30 through May 2 on the campus of Pittsburg State University in Pittsburg, Kansas. There, more than 900 dentists, dental assistants, dental hygienists and volunteers provided free care to 2,158 patients. The purpose of this report is to summarize the experiences and characteristics of the clinic patients, to document the event and to elevate interest in oral health in Kansas.

METHODS

KHI staff made only minor edits to the questionnaire developed for the previous KMOM dental clinic in Wyandotte County. Volunteers asked all clinic patients to complete the survey instrument for themselves and for the other clinic patients with whom they traveled. Clinic staff remained available to answer questions or to help complete questionnaires, when necessary. The questionnaire was available in both Spanish and English. (Note: Patients most likely could not accurately report the number and type of dental services they received. Therefore, the questionnaire did not ask for this information. However, clinical records documented by clinic staff could provide such information for future analysis.)

Clinic staff collected 1,632 questionnaires representing 2,048 patients. Clinic records showed that 2,158 patients received care, and some patients attended the clinic multiple days. Although these patients were discouraged from completing more than one questionnaire, all repeat visitors may not have been identified in order to maintain the promised confidentiality of the survey. There is no way to identify repeat visitors on the questionnaires. As a result, the findings may be skewed. It may be that those who returned/attended more than one day are more likely to have reported on their first survey that they would require further care. Based on this possibility, we analyzed the subset of the sample reporting a need for further care to see if and how it differed

from the rest of the sample. The analyses demonstrated that any skewed results would relate primarily to variables that examined pain: whether it was experienced prior to the clinic and the reported duration. Those who needed further care did not differ from those who did not on any other variables related to need or access (e.g. insurance status, time since last visit, time required for travel).

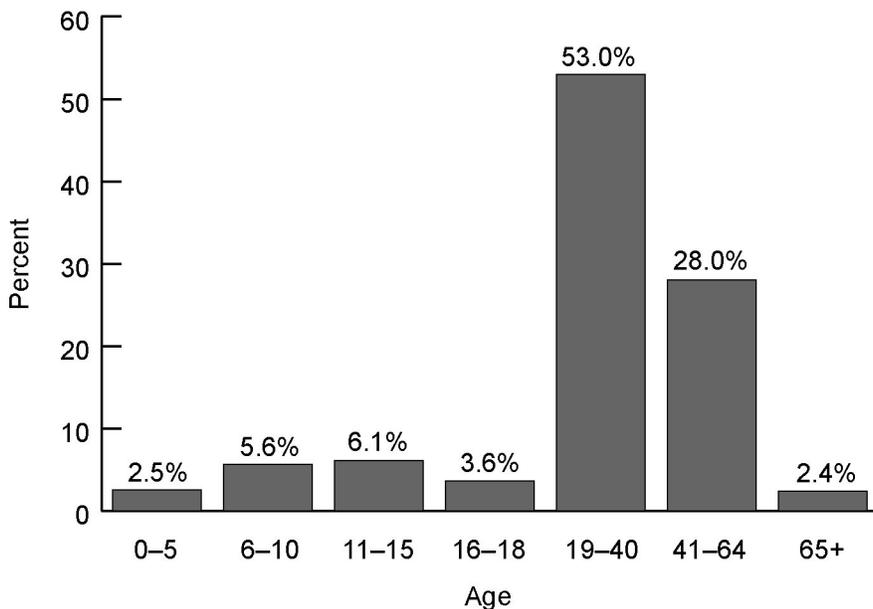
To facilitate analysis, KHI staff entered data into a Microsoft Access database and corrected any discernable, inappropriate responses for each item. Other errors were excluded from analysis. Missing responses for individual questions were similarly excluded from analysis. Item non-response rate ranged from 2.5 percent to 33.8 percent, with the highest rates of non-response noted for questions about hour of arrival and duration of pain prior to clinic. A bilingual staff person translated all Spanish responses into English. The data were analyzed using SAS statistical software.

RESULTS

PATIENT DEMOGRAPHICS

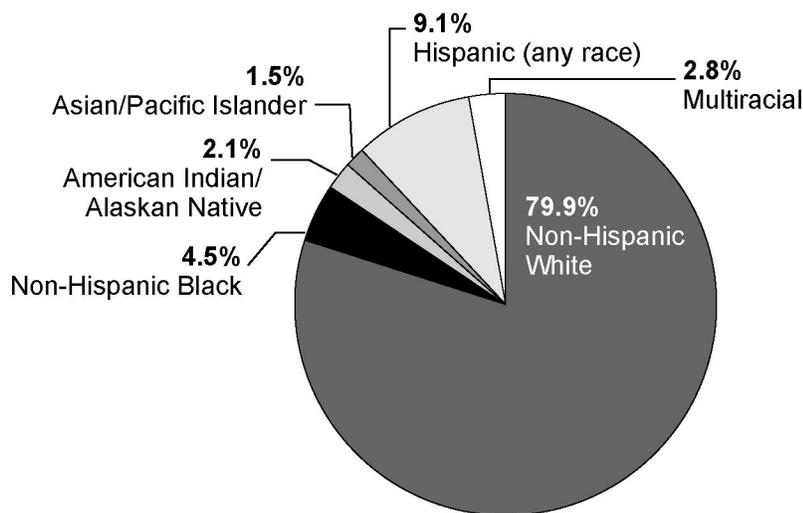
More than half (58.8%) of clinic patients were female. The majority of clinic patients (81.2%) were adults over 18 years old. Only a few patients (approximately 2.5 percent each) represented the extreme ends of the age range (under 5 and over 65) (see Figure 1). Given that children from low-income families can qualify for Medicaid and SCHIP (HealthWave), both of which provide comprehensive dental care coverage, this finding was expected. While working patients may have an opportunity to participate in employer-based dental insurance, it may be unaffordable, considered a luxury or viewed as unnecessary by these patients. It is unclear why so few individuals over 65 attended, given that Medicare does not cover dental care.

Figure 1. Clinic Patients' Age Distribution



Patients at this KMOM clinic were substantially less diverse than the patients at the Wyandotte KMOM clinic (see Figure 2). The majority reported race and ethnicity as non-Hispanic White (79.9%), while 4.5 percent indicated that they were non-Hispanic Black and 2.8 percent were multi-racial or “other.” A little more than 9 percent indicated that they were Hispanic of any race. (Note: Race and ethnicity are reported mutually exclusively. Any patient counted as Hispanic is excluded from the count of racial groups.)

Figure 2. Patients' Race and Ethnicity Distribution*

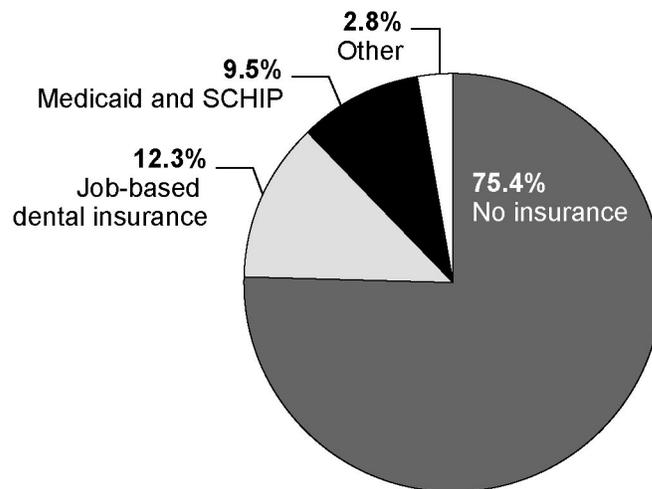


*Numbers may not add to 100% due to rounding.

DENTAL INSURANCE STATUS

The majority of patients (75.4%) reported having no dental insurance, while 12.3 percent were covered by dental insurance through their own or their spouse's job and about 10 percent received dental coverage through HealthWave. (HealthWave is a public health insurance program that provides comprehensive dental care coverage for children in families with incomes below 200 percent of the federal poverty level). Fewer than one percent of patients had purchased their own private dental insurance (see Figure 3).

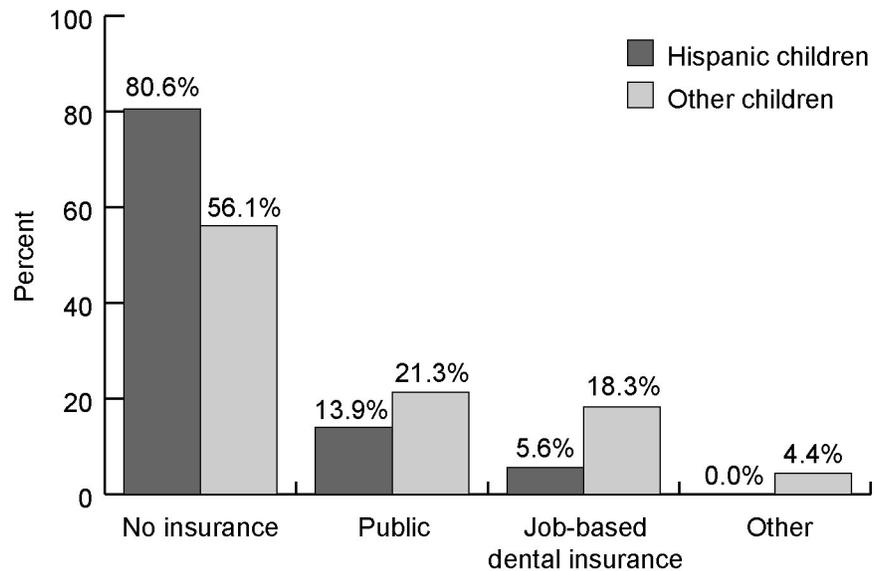
Figure 3. Reported Type of Dental Insurance



Non-Hispanic White patients had the highest proportion of individuals with job-based dental health insurance. While children 18 years old and under were significantly more likely to have some form of dental insurance than were adults, most (60%) children participating in the clinic had no dental insurance.

The racial/ethnic group with the largest proportion of patients from its group without dental insurance was Hispanic. In part, this may be because a greater proportion of Hispanic patients who attended the clinic were children (approximately 25%) and Hispanic child patients (80.6%) were much more likely than other children (56.1%) to not have any dental insurance (see Figure 4). Child Hispanic patients were also less likely than other child patients to have Medicaid or SCHIP (13.9% versus 21.3%) or job-based dental insurance (5.6% versus 18.3%).

Figure 4. Type of Dental Insurance for Hispanic Children, Compared to Non-Hispanic Children

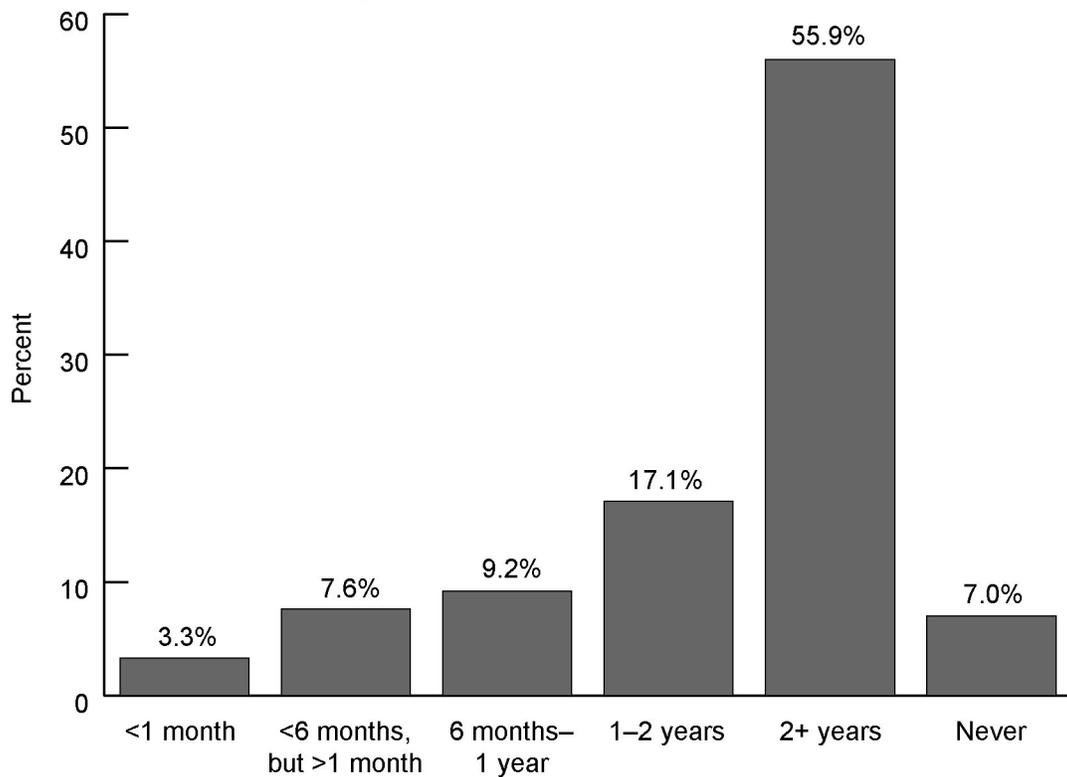


ACCESS AND NEEDS

Time Since Last Dental Visit

Most patients reported a lack of access to care. Only 20.1 percent reported having seen a dentist within the past year, and only 10.9 percent reportedly saw a dentist within the past six months. Fifty-six percent reported that they had not seen a dentist in at least two years and an additional 7 percent indicated they had never seen a dentist before visiting the KMOM clinic (see Figure 5).

Figure 5. Time Since Last Dental Visit



The majority of those who have not received care within the past six months (80.7%) indicated that the primary reason for this was a lack of dental insurance and inability to pay (see Table 1). Only 7.5 percent reported that a dentist refused to see them. Further, only 4.3 percent reported that there was no dentist available where they live. Those patients who indicated that they had not seen a dentist in more than six months were also significantly less likely to know of a dental office to visit for any future dental needs.

Table 1. Reasons Why Respondents Have Not Received Dental Care in More Than Six Months*

Reason	Percent
No insurance (cannot afford to pay)	80.7
Dentist refused to see me	7.5
Do not like receiving dental care	6.6
Did not think I needed to go	6.5
No dentist was available where I live	4.3
Dentist offered appointment, but I could not take it	2.5
Other	12.9

*Percentages total more than 100% because respondents were asked to “check all that apply.”

Children between six and 18 years old were most likely to have seen a dentist within the past six months but still only 15.9 percent of them had done so. In addition, Hispanic patients were significantly less likely than non-Hispanic patients to have seen a dentist within the past six months (5.7% versus 11.4%). However, on the whole there was not a significant difference between Hispanic and non-Hispanic patients based upon levels of other dental need (e.g. insurance status, amount who needed further care, having place to go in future and satisfaction).

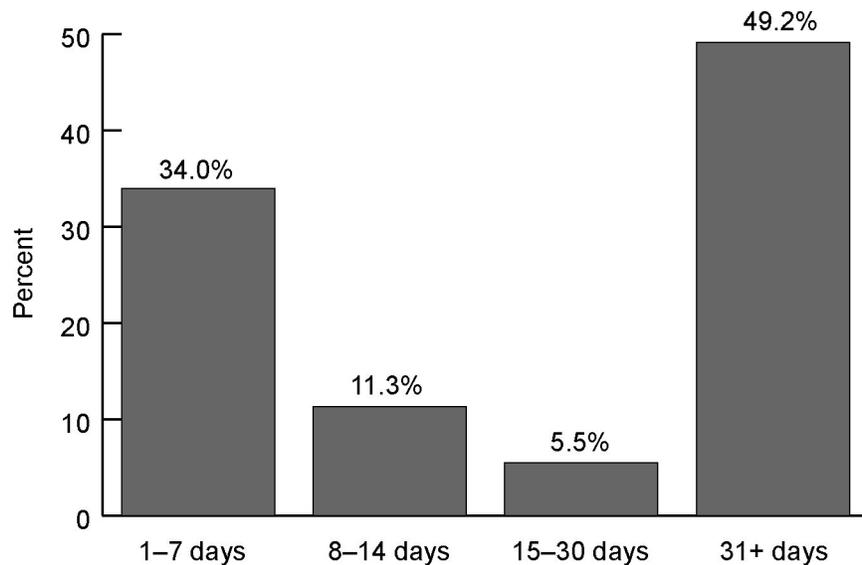
Required Further Care

Nearly 41 percent of identified patients reported that they were told at the clinic that they would require further care. Only 48.1 percent reported having a place where they could go for future care. There was no significant difference between those who needed more dental care and those who did not as to whether they had received care within the past six months. Those with pain for the longest period of days were significantly less likely to know where to go for any needed further care. While child patients were less likely than adults to need further care, there was no difference in this need between racial/ethnic groups.

Pain and Duration

More than half (53.4%) of clinic patients reported having experienced dental pain prior to this KMOM clinic visit. Among these, nearly half had experienced pain for 30 days or longer while one-third had experienced pain for one week or less (see Figure 6).

Figure 6. Reported Duration of Pain Prior to Clinic Visit Among Patients Who Report Pain



Those who reported experiencing pain prior to the visit were no more (or less) likely to have seen a dentist within the past six months. However, patients with poorer access to dental care typically had experienced a longer duration of chronic pain. Alternatively, patients with the greatest access to care (those who visited a dentist within the past six months) typically had a shorter duration of pain.

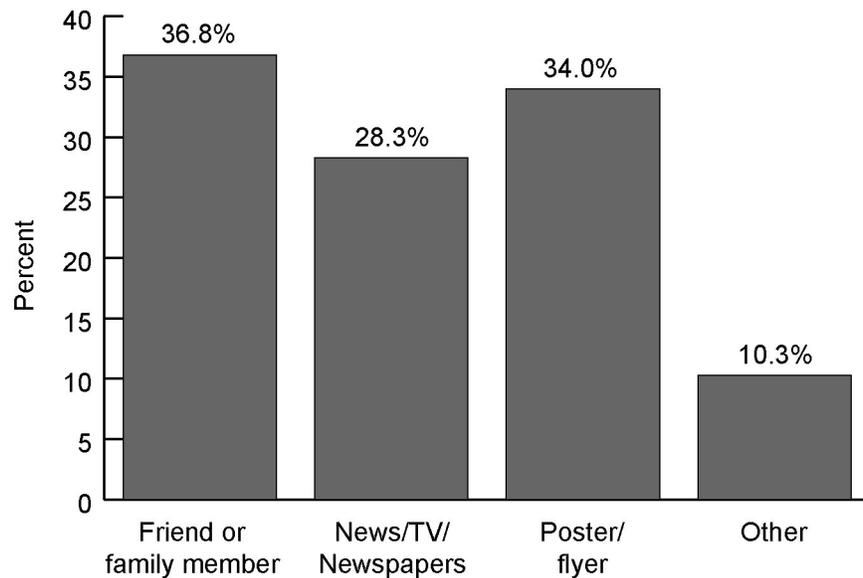
OUTREACH

Most patients attended the clinic on Friday (40.7%) or Saturday (46.7%) with a smaller proportion attending on Sunday (12.6%). The majority of patients attended the clinic alone (79.7%) rather than as a family unit or with a friend.

How Patients Heard About Clinic

Clinic patients learned about the clinic from a variety of sources (see Figure 7). They reported hearing about it from friends and family (36.8%), poster or flyer (34%) and news, TV, or newspapers (28.3%). An additional 10.3 percent indicated hearing about the clinic from some other place. Most often listed in this category were health-related businesses (e.g., physicians, dentists, clinics), schools, mental health centers, churches and SRS.

Figure 7. How Patients Heard About Clinic*



*Percentages total more than 100% because some respondents selected more than one response.

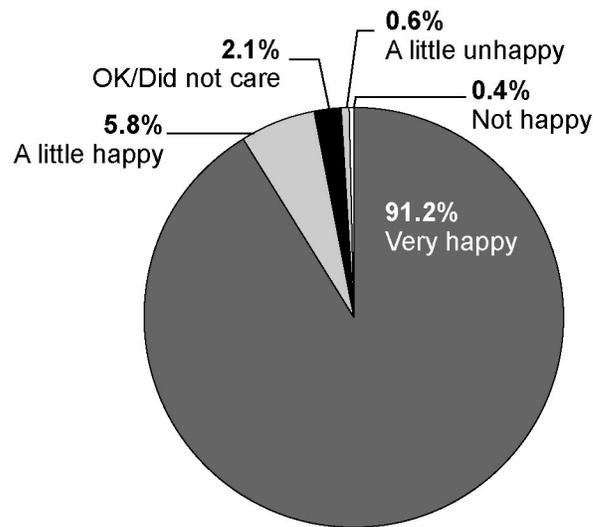
Education at Clinic

Two-thirds of those treated at the clinic reported having received written information about what to do for their teeth following treatment. Many (46.1%) reported that they were shown how to brush/clean their teeth. In addition, as noted earlier, 40.6 percent learned that they would need further care.

Satisfaction with the Clinic

The majority (91.2%) reported that they were “very happy” with the services they received (see Figure 8). Less than one percent reported any dissatisfaction at all. Those who were dissatisfied indicated displeasure with not receiving all the services wanted or needed, wait time and lack of accommodations for individuals with disabilities. In addition, several patients recommended the use of a number system that would ensure that order of arrival determines the order of treatment.

Figure 8. Level of Satisfaction with the Clinic*



*Numbers may not add to 100% due to rounding.

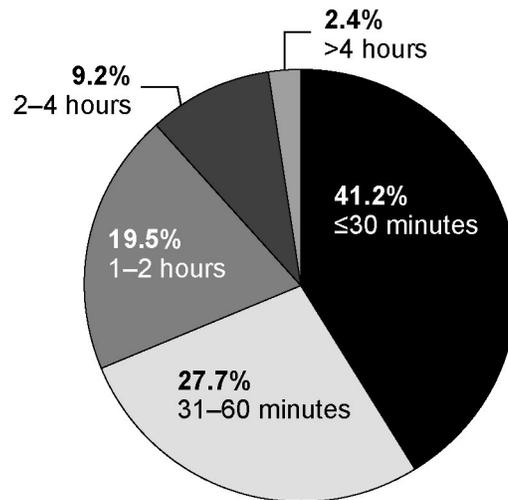
Travel Time/Distance

The majority of patients traveled to the Pittsburg KMOM clinic primarily from Southeastern Kansas (see Table 2). Similar to the other two KMOM clinics, some patients traveled great distances to attend; 11.6 percent traveled more than two hours (see Figure 9). Most patients (68.9%), however, reported having to travel one hour or less to attend the clinic; 41.2 percent traveled 30 minutes or less.

Table 2. Geographic Area Selected as Closest to Patient’s Home

Geographic Area	Percent
Kansas	
• Southeastern Kansas	71.3
• Wichita/Emporia/Hutchinson	5.9
• Kansas West of Manhattan	2.5
• Topeka/Lawrence/Manhattan/Ottawa	2.2
• Kansas City/Overland Park	1.5
Missouri	13.5
Other States	3.0

Figure 9. Travel Time Required to Attend Clinic



SUMMARY AND CONCLUSION

The Pittsburg KMOM clinic provided dental treatment to a large number of patients, many of whom reported high need and poor access to dental care. This poor access was verified by the high level of chronic pain, the reported small proportion of patients with dental insurance coverage and the substantial number of patients who had not recently visited a dentist, even when experiencing pain.

These findings raise several concerns regarding dental care access for populations similar to those served by Pittsburg and other KMOM clinics:

- Those with the longest duration of dental pain reported the poorest access to a dentist.
- Even patients who had recently visited a dentist reported having chronic pain.
- Although children reported the best access to dental care, even they reported more difficulty than expected given Medicaid and SCHIP coverage of the low-income population. Only 15.9 percent of child clinic patients had visited a dentist within the past six months.
- Hispanic patients were least likely to have seen a dentist within the past six months, despite having otherwise equivalent or fewer barriers to dental care access as measured by dental insurance status, reported pain prior to the clinic, duration of pain, need for further care after the clinic, having a place for future care and satisfaction.

- With the exception of travel time required to attend the clinic, adult patients were significantly more likely than child patients to have higher levels of dental need (dental insurance coverage, reported pain, reported length of pain, require further care, dental office to visit for future needed care, time since most recent dental visit.) However, a much larger proportion of children (16.9%) versus adults (5.1%) had never seen a dentist.

APPENDIX I

Kansas Mission of Mercy Patient Survey

April 30 – May 2, 2004

Please take a few moments to complete this survey so that we can evaluate how well this clinic is serving the public. This information will be kept confidential and will not be used to identify you or your family.

1. What day did you attend the clinic? (Circle one):

- a.) Friday April 30 b.) Saturday May 1 c.) Sunday May 2

About what time did you arrive? (for example, 9 a.m.): _____

2. How did you hear about the clinic? (Circle one):

- a.) Friend or family told me
 b.) Saw in the news/TV/paper
 c.) Saw flyer/poster/information. Where did you see it? (write in): _____
 d.) Someplace else (write in): _____

Please mark the boxes in the columns that apply for you and any other family members (your spouse, children, or other relatives) who received services today. Please use an extra form if there are more than 5 people.

	You	Person 2	Person 3	Person 4	Person 5
3. Age					
4. Mark (M) for male or (F) for female					
5. Which race describes you and your family? (Check all that apply)					
a.) African American/Black					
b.) American Indian/Alaskan Native					
c.) Asian/Pacific Islander					
d.) White					
6. Are you Hispanic? (Circle yes or no)	Yes / No				
7a. Before coming to the clinic today, have you or other family members had dental pain? (Circle yes or no):	Yes / No				
7b. If yes, about how many days were you in pain?					
8. Did someone at the clinic show you how to clean your teeth? (Circle yes or no)	Yes / No				
9. Were you given <u>written</u> information about what to do for your teeth after today? (Circle yes or no)	Yes / No				
10. Were you told today that you needed more dental treatment? (another cavity to be filled, a root canal) (Circle yes or no)	Yes / No				
11. Do you have a place to go to be seen for dental care after today? (Circle yes or no)	Yes / No				

	<i>You</i>	Person 2	Person 3	Person 4	Person 5
12. What, if any, insurance do you have that pays for dental care? (Check all that apply)					
a.) No insurance					
b.) Insurance from my job or my spouse's job					
c.) HealthWave or Medicaid					
d.) A plan I purchase myself					
e.) Other (write in):					
13. Have you ever been to a dentist?					
a.) This is the first time					
b.) 2 years or more ago					
c.) More than 1 year, but less than 2 years ago					
d.) Within the past year, but more than 6 months ago					
e.) Within the past 6 months, but more than one month ago					
f.) Within the past month / 4 weeks					

14. If you or one of your family has not been to a dentist in more than 6 months, or ever, what has kept you from getting dental care? (Check all that apply)

- a.) No insurance (and cannot afford to pay) _____
- b.) No dentist was available where I live _____
- c.) Dentist offered appointment, but I could not take it _____
- d.) Dentist refused to see me (e.g. because I could not pay, pay with Medicaid, etc.) _____
- e.) Did not think I needed to go _____
- f.) Do not like receiving dental care _____
- g.) Other reason (write in): _____

16. How long did it take you to travel to the clinic? _____ Hours _____ Minutes

17. What is the closest town or city to where you live? _____

18. How happy were you with the services you received today? (Circle one)

- a.) Not happy ☹ b.) A little unhappy c.) OK/Did not care ☹ d.) A little happy e.) Very happy ☺

Please use the space below to provide any comments or suggestions for improving our services.

Thank you for completing the survey!

APPENDIX II

COMMENTS FROM PATIENT SURVEY

1. A little long wait, but worth it.
2. All staff acted happy and very nice.
3. As mother I thought this was wonderful, There are so many who can't afford it. And everyone was so nice, and meals also.
4. Awesome job and people.
5. Awesome, I am grateful thankful & more than you will ever know.
6. Better system of letting people in according to the order in which arrive.
7. But had a 7 hour wait for a 10 minutes extraction.
8. Can't afford to pay to get teeth pulled because I'm on full disability. Wish I could have all my problem teeth pulled.
9. Continue the good professional work. Your kind compassionate human being.
10. Dentists were very friendly. Good experience.
11. Did an excellent job on me. I had a real good dentist.
12. Did not receive fillings needed. Patient blend and told care giver what was needed but it was disregarded.
13. Did the best job possible with all these people and services involved X and X, you guys are awesome! Keep up the awesome work. You guys made me a happy now I feel pretty again!
14. Dr X was great. He is very kind and understanding.
15. Dr X was awesome! Very sympathetic and understanding. He went out of his way.
16. Dr X that treated me was very kind and very considerate-no pain took extra steps to make sure everything was right.
17. Dr. X and his assistant X were from X, KS were extremely courteous. The best dental visit I've ever had.
18. Dr. X is awesome!
19. Every one was very kind and helpful. This was a lot of help to our family, because our insurance isn't very good. Thanks very much.
20. Everybody was so helpful and friendly. It was very organized. I was impressed.
21. Everyone here has been wonder full! Thank you!
22. Everyone here was very thoughtful and very pleasant.
23. Everyone was amazing! It was awesome.
24. Everyone was extremely helpful in every aspect. Some even went beyond the call to duty.
25. Everyone was extremely nice, thank you.
26. Everyone was great; well organized/great attitudes; very helpful. Thanks a lot.
27. Everyone was just great.
28. Everyone was nice to me and my wife.
29. Everyone was really courteous and helpful.
30. Everyone was really nice.
31. Everyone was so nice and happy it seemed.
32. Everyone was super. God bless everyone, this is great fantastic.
33. Everyone was sweet and very nice. Wonderful job. Thanks.
34. Everyone was very friendly and courteous.
35. Everyone was very helpful, caring and considerate.
36. Everyone was very kind and helpful.
37. Everyone was very nice and helpful. Thank you so much.
38. Everyone was very nice and the dentist was very good kept me aware of everything he was doing. Everyone was wonderful, thank you.
39. Everyone was wonderful-very cheerful and professional.
40. Everything and everyone went above and beyond the call of duty to help my need.
41. Everything was excellent.

42. Everything was good. Appreciate greatly the services provided.
43. Everything was great and very well organized.
44. Everything was great! It was obvious that this was well planned and well executed. Thank you so much to all the people involved.
45. Everything was great I appreciate all of you very much.
46. Everything was great. It's nice to have something like this to help people.
47. Everything was very good!
48. Everything was well organized and everyone I thought was very pleasant! Thanks!
49. Everything was wonderful! Ever organized! Everyone was very helpful and directions very clear.
50. Everything went real nice.
51. Everything went really smooth and worked through really fast. Thank you.
52. Everything went well but of course when you have a large amount of people there is going to be a few problems. I would recommend it.
53. Excellent
54. Excellent care, Great dentist. Thank you very much.
55. Excellent care, very good organization and this is an excellent ministry.
56. Excellent treatment, thank you very much.
57. Excellent work. Thank you.
58. Except for extractions (4) from dentist who was rough and insensitive.
59. Except for pain!!
60. Feel that the services were excellent and appreciate the help, thank you.
61. Feeling painful.
62. Felt very welcome! Place was very well organized! Thanks!
63. First time I did choke.
64. Gave a shot in the wrong place and then the dentist was unable to fix one of the cavities out of 3.
65. God bless u all
66. God bless you all (note: travel 4 days)
67. God bless you all! Thanks so much.
68. God bless you all, I would have not gotten the dental care without you. Good job!
69. Great Job. Keep up the good work, Thanks.
70. Great friendly people. Super organized.
71. Great organization skills and excellent care. It seemed like these guys really cared.
72. Great personalities all around.
73. Great!
74. Had to wait an extra 4 hours to receive fillings that weren't caught till after my cleaning
75. Happy with everything
76. Have it more often
77. Have the clinic expanded to longer and include more dentists or more incentives for dental students to participate.
78. Help is always a bless but today we got more than help. We got people that care and make you feel special about yourself.
79. I am glad I got it done today.
80. I am so happy you can do this for me. The pain was interfering with the care of my children.
81. I am thankful for the services and would definitely come again.
82. I am tired and hurt, but glad I came.
83. I am very appreciative for what was done, but I really thought I was going to get my teeth cleaned also.
84. I am very grateful to all the professionals and volunteers who made this possible.
85. I am very pleased with doctors, volunteers service. Thanks for the excellent service.
86. I appreciate all the help given to me and my family. Thank you.
87. I appreciate everything that was done for me here. They did an excellent job.

88. I appreciate everything that everyone has done for me today. The volunteers and dentists were great. Thanks a bunch.
89. I appreciate everything that was done for me today. Everyone was very nice and the dentists did a great job.
90. I believe the dentist I had (X) went beyond his duty to help me with my severe dental problems. He was nice and caring.
91. I can not thank you enough for this wonderful service. I'm very grateful for the help, kindness, and food.
92. I don't think there is anything else you could do to improve it works great.
93. I from South Korea, professor today, I very thank your state and your community's servicing efforts. Thank you for efforts again.
94. I have never enjoyed any dental care I've ever had but this was the friendliest service people.
95. I have prayed many a time for God to help me find a way to get over my fears and embarrassment.
96. I have to come back for the remainder of my dental care and endure a long wait.
97. I heard an announcement earlier in the day while I was sitting in the bleachers, telling them to let us get all our dental work.
98. I just want to say how great this is for our community to get a chance to have this.
99. I need more work than I can get here but can't afford it.
100. I needed x-rays.
101. I only could come today so I'm not able to get the cleaning and fillings done that I need, but I'm very grateful for the help.
102. I really appreciate all that was done and the time that was given by all involved. It was so organized and everybody so polite.
103. I really appreciate the nurses and doctors and everybody for talking to me and keeping me calm.
104. I really appreciate the service and thoughtful time and effort on the part of the volunteers.
105. I think it is a blessing from God to help those unable to afford dental insurance. The clinic is very good and pleasing.
106. I think it's great what you're doing and it's very much appreciated.
107. I think that this is great especially for hard working people like myself that just cannot afford dental care.
108. I think the clinic was very well organized with very helpful and friendly people with good services other than dental.
109. I think this has been a wonderful thing you have all done to help people with no insurance. May God bless and keep yours everyone.
110. I think this is a wonderful thing you are all doing.
111. I think this is great.
112. I think this is wonderful. Dentistry is always on the last place of importance when money is short.
113. I think this was a great service and enjoyed all the staff. They were very nice.
114. I think what you're doing is a wonderful service. I only hope that it will keep going Thank you so much!!!
115. I think you guys were great and thanks God Bless!
116. I though everyone was very nice and professional.
117. I thought everyone was real real cool.
118. I thought it was very nice that you served all the food that you did and everyone was very helpful and nice!
119. I thought that everyone was very nice and had no pain with getting teeth pulled. Thank you very much.
120. I thought that it was well organized. Thank you.
121. I thought very highly of what went on today!
122. I want bottoms pulled also.

123. I want to thank each and everyone who took care of me. It has been a long time coming.
124. I wanted all my teeth pulled but Dr. X said partial dentures would do just fine.
125. I was here all day. I didn't get all that I needed.
126. I was very pleased not only to see but receive treatment in such a matter. My only disappointment was that I couldn't get all of it done.
127. I was very pleased with all the work that was done on my teeth. You all done great.
128. I was very pleased with everything.
129. I was very pleased. Did good work.
130. I was well pleased and delighted to have these services come to this area. Especially we people with special problems.
131. I would have like to have all of my teeth pulled.
132. I'm glad you guys have this for people that can't afford.
133. I'm happy for what they did it was nice and it was worth the wait, thanks.
134. I'm so happy that we have volunteers to help us people that don't have insurance or the money to get the dentist.
135. I'm very happy with what I received today. Thanks to everyone involved.
136. I'm very much appreciate what you all have done for me & others. Thank you.
137. It hurts.
138. It is hard to hear the number that is called when it is the patient's turn.
139. It really helped a lot and greatly appreciated for time and service from everyone. Thank you again.
140. It was a good experience; many efforts to care for needs of all throughout day; and I felt I received very professional care.
141. It was a good one. I appreciate it although it took a while, but was worthwhile.
142. It was a great day. I feel very fortunate to have been able to come, mostly for my 12 year old son.
143. It was awesome and thank you very much for your consideration and care.
144. It was awesome thing to see people volunteer their time to help others that needed it.
145. It was well worth the wait, everyone was just wonderful.
146. It would be better service if you did not have to return and stand in line again for another 8 hours for another procedure.
147. It'd be very helpful to receive more than 1 service at a time.
148. It's been great! No pain-2 teeth extracted.
149. It's nice to hear the workers volunteered. I'm greatfull I participated in this great cause
150. Keep it up, thanks.
151. Keep on your good work! I certainly appreciate your service!
152. Learn to get an X-ray if possible on the next time if another comes around.
153. X helped me out, Great Dentist, thank you.
154. May God Bless All who volunteered their time and effort!!
155. May God bless all of you for time. You all are very special. Thanks again.
156. May God bless the people that organized this, set it up, volunteered, cleaned filled removed and smiled at us.
157. Maybe a bit more systematic in food distribution. It was well done.
158. Maybe make it a little warmer inside so patients aren't so cold!
159. More people who speak Spanish.
160. Much better than when I went to the speedway in KC.
161. My dentist was awesome and the extractor guy was cool and made my pain as easy as it could be. Thank you.
162. My dentist was awesome. All of you were. Thank you so much.
163. My dentist was great. And I would like to thank all of you. Before today I was in a great deal of pain.
164. My dentist was mouthy and used such profanities as ____, ____, and ____ and would not pull teeth that are cutting my tongue

165. No improvement needed. Quality is far beyond expected thank you.
166. None everything was well organized and very caring.
167. None - everything was excellent. Thank you.
168. Not doing molar root canals and crowns, volunteers didn't know what was going on, bad food situation.
169. One number and drs. X and X qualified in more than 1 areas help out whichever section falls behind.
170. Pay more attention to allergies.
171. Personnel tried their hardest to accompany every persons needs. It didn't always work, but that's ok.
172. Please try to continue the work you have done, it pays off.
173. Provided a lot of care; feel like a new person. Thanks to everyone who had a hand in this.
174. Providing seating for people waiting in line. Disable people have a very difficult time standing for hours.
175. extremely estatic
176. X and X from X did a most excellent job.
177. Service was great.
178. Service was very fast, very friendly people
179. Services was great
180. Thank you
181. Than you! Nice to see people giving in such a greedy world.
182. Thank You
183. Thank You!
184. Thank all of you very much. You were great
185. Thank goodness for people who card volunteer their services and time to take care of people that need it so bad.
186. Thank you
187. Thank you KMOM
188. Thank you a job well done, very organized
189. Thank you all - God bless you!
190. Thank you all and everyone for your part in this special event.
191. Thank you all for your care.
192. Thank you all so much this is a wonderful thing.
193. Thank you all so very much!!
194. Thank you all very much
195. Thank you all very much.
196. Thank you all!
197. Thank you for all the work from Drs., staff and volunteers!
198. Thank you for being here.
199. Thank you for everything! Especially all of the KMOM helpers. Everyone was so kind and helpful.
200. Thank you for everything, X was great.
201. Thank you for letting us come back the second day and for facilitating it so we don't have to wait a long time the second day.
202. Thank you for providing care to so many of us whom otherwise wouldn't be able to afford it.
203. Thank you for providing this service and very nice and helpful people!
204. Thank you for services received.
205. Thank you for this wonderful service. You guys are great.
206. Thank you so much
207. Thank you so much - great job!
208. Thank you so much and may you be blessed abundantly.
209. Thank you so much for the service.
210. Thank you so much for this service!!!

211. Thank you so much. Don't stop this please! You are all so needed!
212. Thank you so much. You all are a true blessing.
213. Thank you so very much for providing this clinic.
214. I wouldn't have been able to afford what was done for me today.
215. Thank you tremendously
216. Thank you very much
217. Thank you very much for all of the people who work for us!! God bless you all! Especially Mr. and Mrs. X.
218. Thank you very much for all volunteers.
219. Thank you very much for this service. It has been needed for a long time.
220. Thank you very much! Everyone was wonderful! The experience was great!
221. Thank you very much! Was very organized
222. Thank you very much.
223. Thank you very very much
224. Thank you!
225. Thank you! This was an answer to prayers.
226. Thank you!!
227. Thank you!!!
228. Thank you.
229. Thank you. My teeth and mouth feel better
230. Thank you. The whole experience was wonderful. Everyone was courteous and kind and helpful. Thank you again for your thoughtfulness.
231. Thanks
232. Thanks - May God bless you all! Very much appreciated!
233. Thanks a bunch
234. Thanks a bunch!!
235. Thanks a lot for your perfect organization and excellent service. I deeply appreciate this.
236. Thanks a lot.
237. Thanks for everything
238. Thanks for this opportunity, everyone was terrific thanks again.
239. Thanks so much for everything offered today means a lot.
240. Thanks so much! This is a great service. The best.
241. Thanks so much.
242. Thanks to all that took their time to do such as great job.
243. Thanks to everyone involved. God bless you all.
244. Thanks to everyone. They did great.
245. Thanks very much everyone was very nice!
246. Thanks we appreciate this service.
247. Thanks you
248. Thanks!
249. Thanks! Very good service! Since KMOM had so many customers!
250. Thanks, now I have a pretty smile!
251. Thanks.
252. Thanks to all the dentists and assistants for the dental care.
253. The BEST
254. The clinic is wonderful.
255. The dentist who helped me has made it so much easier to smile. I've spent 10-12 yrs with a cheek tooth and now I can smile.
256. The doctor and nurse I had take care of me is excellent.
257. The doctor from X was awesome! Great humor!
258. The only suggestion would be to have some kind of ticket system for the time that people arrive outside to wait.
259. The people & helpers were very helpful. Thank you for your services.

260. The people are very nice and made sure you are comfortable with them.
261. The people that did the fillings were real good and kind.
262. The people that have helped me today was wonderful.
263. The services were very good. They were also very polite and helpful.
264. The snack and beverage carrier kept everyone comfortable. This was better than I could ever expect.
265. The time it took could have been structured different.
266. The volunteers were wonderful, the dentist great and the hygienist fantastic. Thank all of you of your time and service.
267. These people seemed to do a very good job.
268. They all did a great job on my teeth and I'll be back to have the rest done.
269. They all were great and showed they all cared.
270. They did a great job and they were really nice too!
271. They did a great job. Thank you.
272. They did a wonderful job and they showed me the right way to brush and floss.
273. They done a real good job.
274. They live 8 miles west of Baxter Springs.
275. They need to do this more often, there are a lot of us who can not afford to have all the work that we had received today.
276. They tried to keep me calm. They did a good job.
277. They were super people, if take donations, I'll help. This is a great deal.
278. They were very caring-kind.
279. They were wonderful to me.
280. This has been the best dental experience I have had. Thank you!
281. This is a great service and I appreciate it very much.
282. This is a great thing.
283. This is a great thing you have done for poor persons that can't see a dentist because of lack of money. I thank all of you very much.
284. This is a tremendous blessing. Thank you all.
285. This is a wonderful program and hope it continues. They are extremely organized and efficient. It was an enjoyable experience.
286. This is a wonderful thing to do for people w/o insurance or anyone else.
287. This is a wonderful thing you guys are doing. There's a lot of people who can't pay for medical and dental. It helps a lot of people.
288. This is absolutely the best run and professional clinic that I could imagine.
289. This is an absolutely amazing service. I could not have afforded it otherwise. You all are a god send. Thank you so much.
290. This organization was well put together, people were super nice.
291. This was a great idea.
292. This was a tremendous opportunity, well organized and planned out. Thank you for offering this!!
293. This was a very good service you provided.
294. This was so great, I have always taken good care of my teeth until I have to leave my job.
295. This was the best
296. This was the best visit I have ever had with a dentist!!
297. This was very good services - nothing needs to be changed - we love the treatment we received here.
298. It made us feel real good.
299. This was wonderful! Everyone was very pleasant!
300. Thanks.
301. Thrilled to see so many caring people volunteer their time and services. Thank you!
302. X and X, Great job.

303. Took too long, wait outside/inside, Patient in wheelchair, took taxicab here, also uses a walker.
304. Translators and medical personnel were excellent. Nothing better could be asked for. Thank you!
305. Use number cards when people show up early in the morning before the clinic opens or some sort of filing system.
306. Very Happy
307. Very caring helpful.
308. Very courteous, competent and helpful
309. Very good Dr. X
310. Very good job.
311. Very grateful!
312. Very happy and grateful.
313. Very happy, because I haven't seen a dentist since Oct 2000
314. Very impress with the services. They were above and beyond my expectations!! This is a wonderful program.
315. Very nice doing good things here today.
316. Very nice people
317. Very organized, people were friendly and informative.
318. Very pleasant people
319. Very thankful for service
320. Very well organized
321. Very well organized and caring
322. Very well organized! Felt very welcome!
323. Volunteer X was wonderful! A complete dream! He held my hand through the whole time till the dentist ran him off).
324. Volunteers were wonderful. X from X and X are fantastic!!
325. Wanted more done
326. Was excellent service a great ministry. Thank you.
327. We are from Class LTD. Thank-you so much for providing such needed care.
328. We thank you more than you know.
329. What a blessing KMOM is to help in the way you do. This is my first experience with this kind of clinic and I was so impressed.
330. What is being done here is a Godsend for so many. My pain is eased! Thank you
331. What you did today has changed my life. Thank you!
332. When people show up the night before sleep all night on concrete, they aren't very happy when other people who barely show up
333. Wish there was less waiting.
334. Wonderful people upbeat atmosphere. I smiled all day long. Thank you, thank you, thank all of you and God bless.
335. Wonderful!
336. Wonderful!!!
337. Worried cause dentist exposed a nerve then put filling over the top to seal it up but, still greatly appreciative of the care.
338. You all did a wonderful job. God bless you to keep providing services.
339. You all were amazing.
340. You all were good and very nice. I'm glad you all did this
341. You are providing an excellent service. Thank you.
342. You do a fine job. I was treated kindly all day. Thank you.
343. You folks are great and provided a very needed service for my family and we were treated very well.
344. You guys & gals are awesome! I praise God for your kindness & the services you provided. I'm forever grateful! Thank you!

345. You guys are great (Bless you)!
346. You guys are great God bless you
347. You guys are great, thank you
348. You guys are so awesome. Thanks for making my smile even better.
349. You guys are the best! I really appreciate this.
350. You guys are wonderful people thank you!!
351. You guys did a great job. Thank you!
352. You have very good people working with you under the circumstances I had a good time.
353. You need to tell people they are not going to be serviced before they wait 4 hours.
354. You people were great-don't have any suggestions for improvement-thank you so much.
355. Your volunteers and staff were friendly and enthusiastic. Dental care was very professional.
356. You did a great job.
357. Everything was super.
358. Excellent
359. good job everybody
360. no comment
361. seriously happy, pleased beyond belief
362. spanish: Great services. Thank you
363. spanish: Your services were good, hope you will provide again next year
364. spanish:I waited 12 hrs and traveled from Wichita, but I would wait 18 hrs. Thank you
365. spanish:thank you
366. thank you
367. thank you for this service. I wish they would provide this service in our town.
368. thanks
369. very good .was very kind!
370. Wish you could have taken all top teeth out but I'm extremely happy with the help I got thanks so much.