

**Kansas Mission of Mercy–Wichita:  
Patient Characteristics, Needs,  
and Satisfaction**

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John Rule



**KANSAS HEALTH INSTITUTE**

212 SW Eighth Avenue, Suite 300

Topeka, Kansas 66603-3936

(785) 233-5443

[www.khi.org](http://www.khi.org)



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## EXECUTIVE SUMMARY

The Kansas Mission of Mercy (KMOM), a free dental clinic sponsored by the Kansas Dental Charitable Foundation, served 1,822 patients at the Kansas Coliseum in Wichita, Kansas, on January 27 and 28, 2006. Volunteers collected 1,387 exit surveys on the experiences of 1,782 patients. The United Methodist Health Ministry Fund contracted with the Kansas Health Institute (KHI) to analyze and summarize the data collected from patient exit surveys. The purpose of this report is to provide a profile of the patients served in Wichita, highlight the oral health services they received, and discuss the implications of this event for future planning efforts.

### KEY FINDINGS

- Eighty-five percent of patients had no dental insurance. Of the 15 percent with insurance, approximately half were covered by a public insurance program and the other half were covered by their employers.
- More than 80 percent of patients had not seen a dentist in more than a year. The primary barriers cited by patients were lack of insurance, inability to afford out-of-pocket costs for needed services, and refusal by their provider to see publicly insured patients.
- About half (53.5 percent) of the patients reported experiencing pain prior to attending the Wichita clinic. Almost half of those who reported pain had experienced it for more than one month.
- More teeth were extracted (as an absolute number and as a proportion of all procedures) at the Wichita clinic than at previous KMOM clinics. This finding may indicate an underlying difference in the oral health of the Wichita population, or it may reflect on the specialties, practice patterns, or decision processes used by dental professionals at this event.
- Almost 40 percent of the patients required additional care after the KMOM–Wichita clinic. Of those patients needing such care, two-thirds could not identify a place to obtain it.
- The majority of patients were non-Hispanic White (67.7 percent), 18 years old and older (86.8 percent), and female (56.8 percent).
- Most of the patients treated were from Wichita and nearby areas. Almost 80 percent of the patients traveled one hour or less to attend the clinic.

- Few patients reported attending other KMOM events. About 5 percent of those surveyed reported that they had attended a previous KMOM; the majority reported they had attended the Salina KMOM in 2005.
- Patients heard about KMOM from family and friends. Media coverage was not frequently cited as a communication or information source.

## **DISCUSSION AND RECOMMENDATIONS**

More teeth were extracted from Wichita patients than from patients at other KMOM clinics. This needs to be examined in more depth, because various factors may have contributed to it. First, extractions may reflect practice patterns of providers and their determination of what procedures are best for the patient's oral health. Attention may need to be paid to ensuring a balanced mix of dental specialists at future KMOMs, as some may be more disposed to perform extractions than others.

Second, performing extractions may reflect the fact that two of every three patients had no place to seek follow-up care. Providers may have factored in both the patients' challenge in accessing care and the nature of their oral condition in determining the procedures needed during the KMOM clinic visit. For example, knowing that a tooth may have needed care and monitoring (factors unlikely to occur among these patients) may have weighed into the dentist's decision to consider removal in order to prevent inevitable pain and illness for that patient.

More closely tracking the number and types of services provided to individuals in future KMOMs would help identify differences in procedure rates at different clinics (e.g., one individual having four teeth extracted vs. four individuals having one tooth each removed represents an important distinction).

The overall oral health and condition of oral tissues may be distinctly different at various KMOM locales. In Wichita, the relatively high number of extractions may be an indirect measure of local environmental factors. Such factors could include many different issues such as a higher prevalence of certain drug use—for example, methamphetamine—that causes severe

deterioration of dental enamel and oral tissues or a lack of community water fluoridation, leading to earlier onset and more severe dental caries and oral disease in these residents.

A recurrent theme at previous KMOMs and observed at the KMOM–Wichita clinic is that patients who need follow-up care do not know where they can receive it. An approach that might be considered is to contact the local provider network before the next KMOM event in order to enlist provider cooperation and commitment to see local patients following their treatment. Although many local providers of dental services routinely offer free care and offer to support KMOM with their time and other resources, better follow-up care is needed. The provision of a referral service to link these patients with local safety net clinics or willing providers could help patients receive the follow-up care they need. This approach is further supported by a review of the literature that clearly indicates better patient outcomes when a smoother and timely continuum of care is provided.

The fact that so many patients rely on volunteer services for dental care raises several concerns. Many patients stated that dentist availability and transportation were not substantial barriers to receiving dental care. Seventeen percent of the state’s population lives in Sedgwick County, and seventeen percent of all actively licensed Kansas dentists (234 of 1,389) are located there. Therefore, the distribution and willingness of dentists in Sedgwick County to see these patients and the cost of the care they provide appear to be the two most salient issues to be addressed.

Finally, news coverage may either be diminishing or was less effective in alerting patients to the KMOM–Wichita clinic. Few patients report being informed by media of any type about the clinic. This finding suggests that a review of current strategic communications activities should be done so that effective strategies can be used to alert communities to the next event.





## INTRODUCTION

Oral health directly affects general health and well-being. Poor oral health can result in pain, infection, absence from work or school, poor nutrition from modified eating patterns, and can affect the social and emotional health of communities and individuals in a number of other ways. While many Americans seek and receive care from a dental provider regularly, some individuals, families, and communities face challenges accessing oral health care. In particular, the poor, racial and ethnic minorities, people with disabilities, and people who live in remote or sparsely populated areas may not receive the dental care that they need.

The Kansas Mission of Mercy (KMOM) has attempted to reach out to the underserved population by providing free dental care. Through the efforts of the Kansas Dental Charitable Foundation, Kansas Dental Association, Kansas Dental Hygienist Association, and the United Methodist Health Ministry Fund, KMOM has conducted five dental clinics across Kansas. The four previous KMOM clinics were held in Garden City in February 2003, Wyandotte County in August 2003, Pittsburg in April/May 2004, and Salina in February 2005.

The most recent KMOM clinic was conducted at the Kansas Coliseum in Wichita, Kansas, on January 27 and 28, 2006. Wichita is located in Sedgwick County, which has a population of 466,061 comprised of 81.9 percent White, 8.4 percent Black, and 9.5 percent Hispanic residents (2005 Annual Population Estimates, U.S. Census Bureau). Wichita has a high population density (462 people per square mile) and is designated by both the state and federal governments as an urban area. According to the Wichita/Sedgwick County Community Health Assessment Project, a telephone survey conducted in 2001 showed that 13 percent of the respondents had no health insurance, slightly higher than in the rest of the state.

The city of Wichita is designated by the federal government as a low-income population Dental Health Professional Shortage Area (DHPSA), according to the Kansas Department of Health and Environment, Office of Local and Rural Health. This designation allows recruitment and retention incentives such as loan repayment programs and bonus payments to dentists who participate in the Medicare and Medicaid programs. Wichita is also recognized as an area of

“unusually high need” for the purpose of the DHP SA designation because of the lack of community water fluoridation.

Three clinics in the Wichita area currently provide reduced cost dental services: Hunter Health Clinic, Sedgwick County Health Department Children’s Primary Care Clinic, and Grace Med. Each has its own qualifications and eligibility restrictions for dental services. Wichita State University has a dental hygiene program that also provides some services to residents and those of surrounding communities.

### **THE KMOM–WICHITA EXPERIENCE**

At the Wichita clinic, more than 1,000 dentists, dental hygienists, dental assistants, and others volunteered to participate. The day started very early for the volunteers. Patients began arriving between 2 a.m. and 5 a.m. (or even as early as the day before), to ensure a place in line for services. The majority of the patients who attended the clinic were already waiting in line when the doors opened. After entering the facility, patients were led to the triage/in-processing stations set up near the front of the building. After initial processing, the patients went from one holding area to another, where they were seated according to the type of treatment they were to receive. Volunteer “runners” helped to escort patients to various dental care areas after being called from the waiting area.

The environment inside the Kansas Coliseum during the first day of the clinic was busy. The volunteers had an extremely well orchestrated process to help guide and direct the patients through the clinic stations. The result of so many patients needing care and arriving at essentially the same time meant that there were long waits for service. Patients often sat in the same location for many hours, and as individuals were called to the dental care area, shouts of joy could be heard as if they had just won a prize. Every dental chair was filled and active, yet some breaks were afforded to each of the dentists and volunteers to allow them to rest and have a snack or beverage. Volunteers and patients were offered food and drinks throughout the entire day, and many people gave thanks for the provision of these amenities. After receiving care, patients were offered the opportunity to learn more about dental care from videos and demonstrations. As patients exited the clinic, they were offered more information and asked to fill out an exit survey

that is the basis for this report. It provides a profile of the patients and serves to highlight their oral health care experience at the Wichita clinic.

## METHODS

The methods used to collect the exit surveys and to develop this summary report for the KMOM–Wichita clinic are comparable to those employed in past evaluations. KHI staff made only minor edits to the exit survey developed for previous KMOM clinics. A question was added this year to determine how many patients reported having attended a previous KMOM. Volunteers asked all patients to complete an exit survey for themselves and for anyone with whom they traveled, including family members or friends. The exit survey was available in English and Spanish, and clinic volunteers were available to provide assistance to patients filling out the survey.

Information on the number and type of dental services received was collected from administrative records gathered by clinic volunteers.

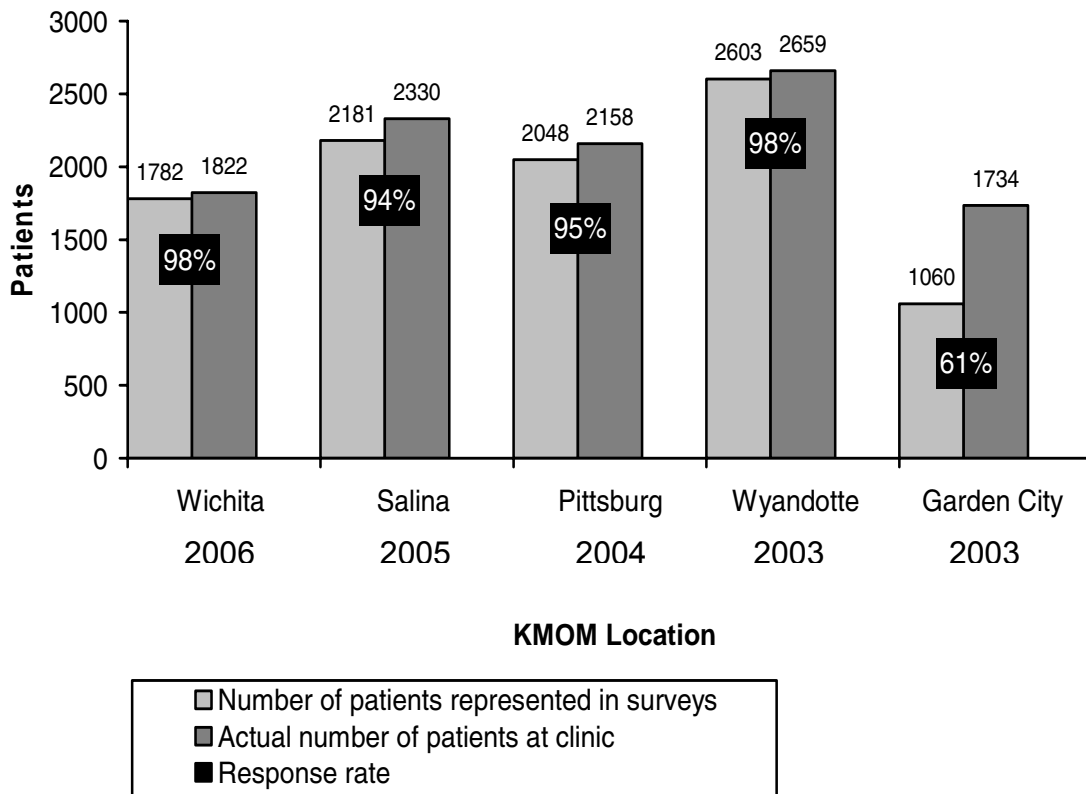
For the purpose of analyzing and summarizing survey responses, KHI staff entered survey response data into a Microsoft Access database. Analysis was performed using STATA statistical software. During the data entry process, every response was entered (except for vulgar language and personally identifying information in the comments section). A bilingual KHI staff member translated Spanish responses into English.

## RESULTS

Clinic volunteers collected 1,387 completed surveys, representing 1,782 patients or 98 percent of the 1,822 patients who received care (see Figure 1). It should also be noted that KMOM–Wichita was conducted for only two days, as compared to three days for past clinics. Although fewer people were seen, the attendance per day for the KMOM–Wichita clinic (911 people per day) was greater than previous KMOM clinics. The increased number of people attending per day may have been due to more volunteers, more providers, or greater efficiency in seeing patients and performing services.

A few patients attended both days of the clinic, and although staff discouraged these patients from filling out more than one survey, it was probably not possible in every case to keep patients from doing so. However, of the 1,782 patients who did complete a survey, less than 1 percent indicated attending both days, so the impact of repeat patients completing more than one questionnaire is not considered to be significant.

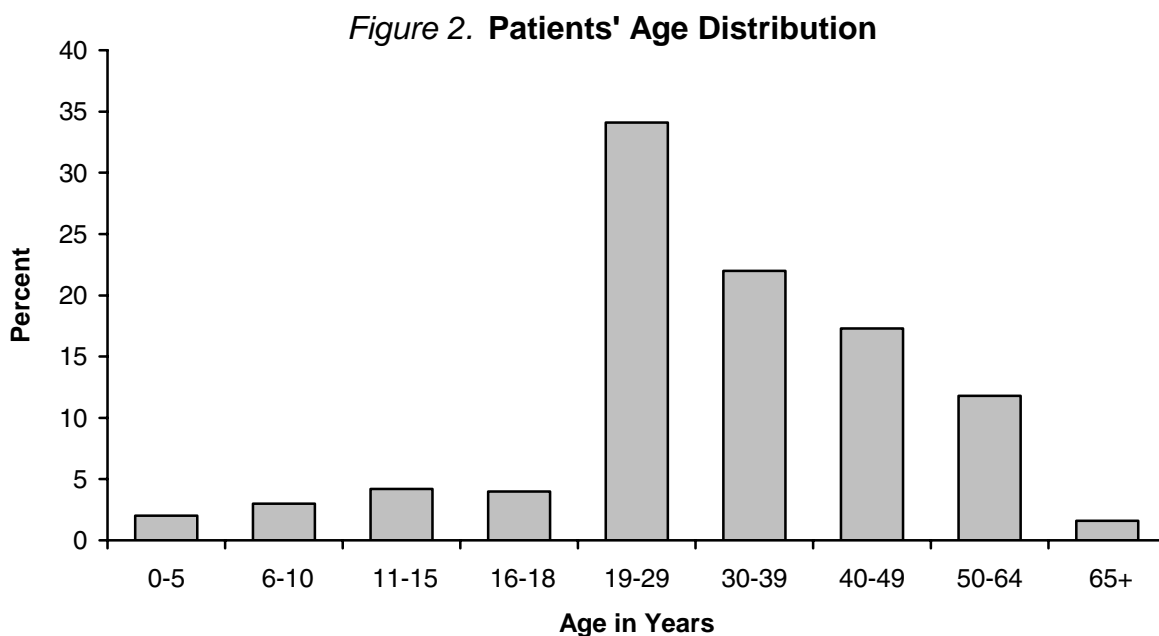
**Figure 1. Patients Served and Exit Surveys Collected**



**Note:** KMOM–Wichita was only offered for two days, as compared to three days at all other clinics.

## PATIENT DEMOGRAPHICS

The majority of KMOM–Wichita patients were adults (86.8 percent) between 19 and 29 years of age (34.1 percent). Patients 65 years of age and older constituted 1.6 percent of all patients (see Figure 2). Children (under 18 years of age) represented 13.2 percent of clinic patients. Over half of the patients (56.8 percent) were female. The percent of adults at the Wichita clinic was greater than the percent of adults at previous KMOM clinics. The attendance among patients 15 years old and younger has declined in each of the previous four KMOM clinics. This finding may be due to an increase in the number of children in Kansas enrolled in SCHIP/HealthWave (this program expanded from 15,500 children in 1998 to over 32,000 children in 2004), which includes coverage for dental health services. Children who are in households with income levels at or below 200 percent of the federal poverty level are eligible for this insurance program. Another reason that might explain the decrease in attendance among younger individuals could be the fact that the KMOM-Wichita clinic was offered for only two days, Friday and Saturday. Since children typically are in school on Fridays, there was only one day for children to attend (Saturday) as opposed to two days in previous clinics (Saturday and Sunday).

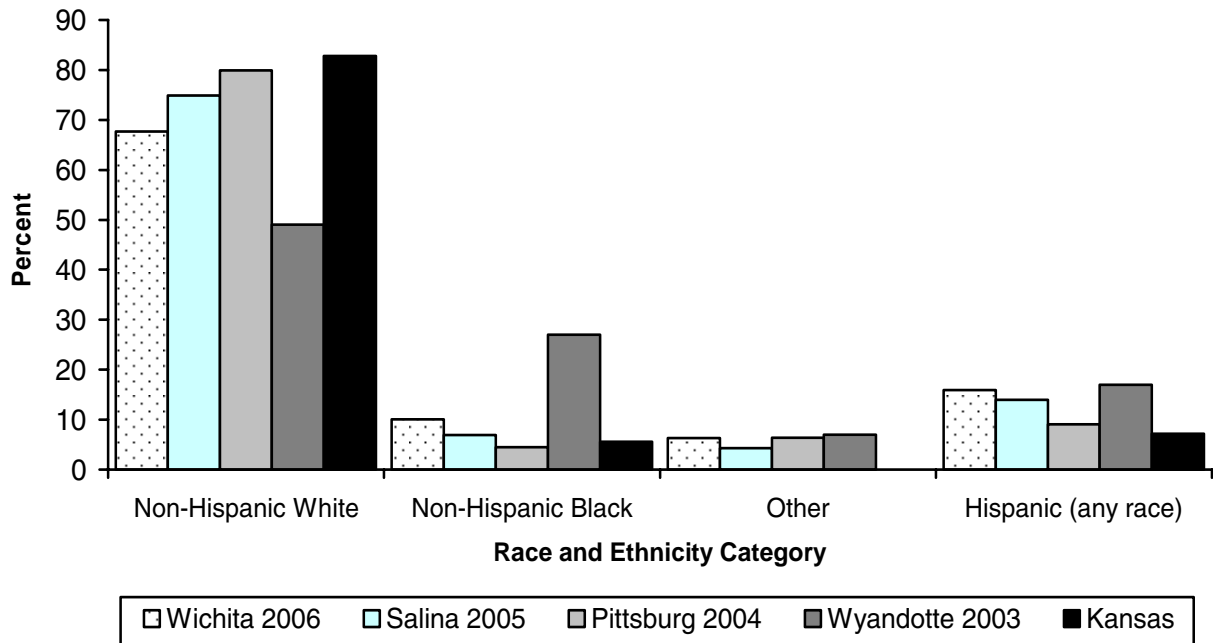


Racial and ethnic diversity has shifted over the past three clinics. The majority of patients who attended KMOM–Wichita reported their ethnicity as non-Hispanic and their race as White

(67.7 percent). Another 10.1 percent of patients identified themselves as non-Hispanic Black, and 3.5 percent identified themselves as American Indian/Alaska Native or Asian/Pacific Islander (grouped for reporting purposes as “Other”). Approximately 2.8 percent of patients reported more than one race (grouped for reporting purposes as “Other”), and 15.9 percent were Hispanic of any race.

Hispanic school-age children represent 24.6 percent of the youth who attended KMOM–Wichita clinic, while non-Hispanic Whites represented the largest portion of adult (19 to 40 years old) patients (59.1 percent). Race and ethnicity were reported here as mutually exclusive categories; therefore, any patient who reported being Hispanic was excluded from racial group analysis.

**Figure 3. Patients' Race and Ethnicity Distribution**

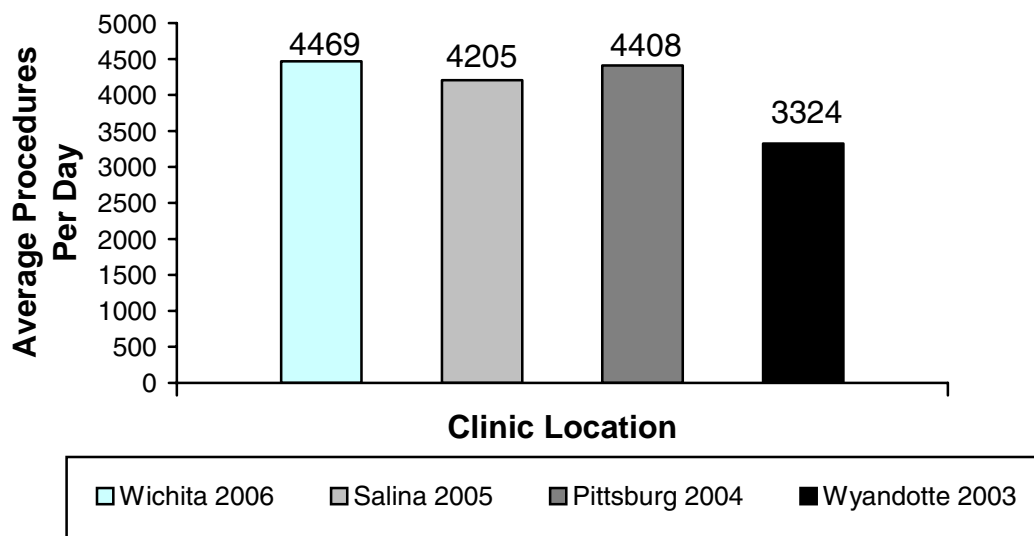


**Note:** Comparable data on race and ethnicity from Garden City were not available.

## CLINIC SERVICES

The total number of procedures performed per day at KMOM clinics has remained relatively constant over each of the KMOM clinics (see Figure 4). (Note: Garden City is excluded from the following comparisons of clinic procedures because the information was gathered directly from the patient during the first KMOM. In subsequent KMOM clinics it was determined that collecting information from administrative records is more reliable.)

Figure 4. Average Number of Procedures Performed Per Day



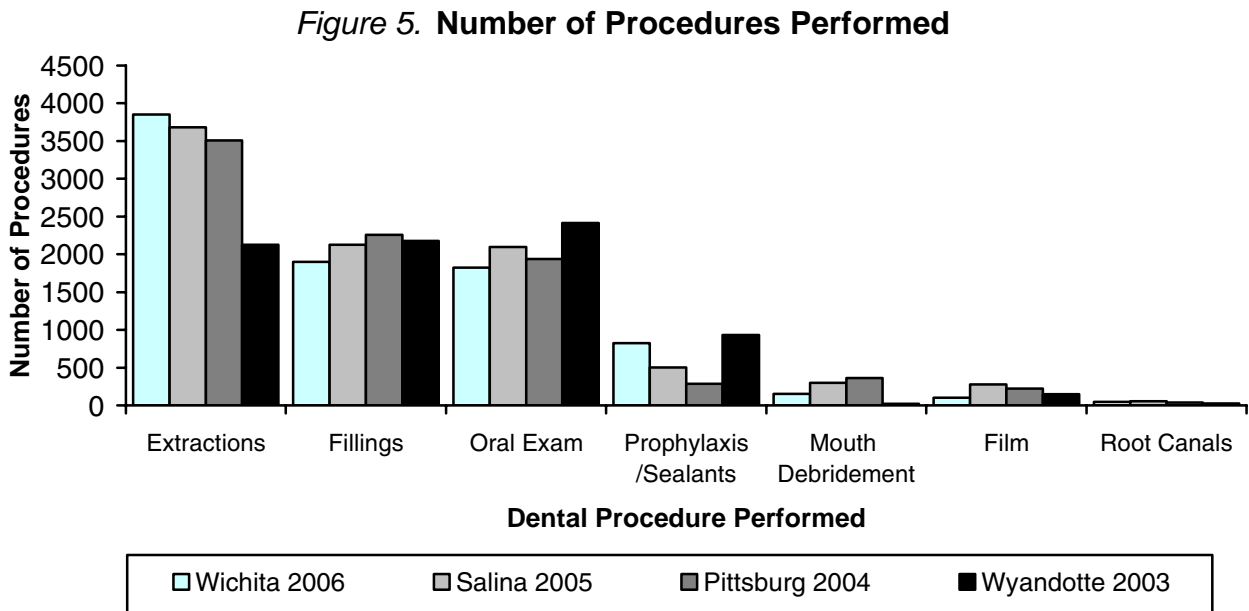
Note: Averages were calculated based on first two days of each clinic.

The most commonly performed services at KMOM clinics were extractions, fillings, and oral exams. A wide variety of other services also were offered. Prophylaxis and root canals were performed least frequently. Both of these procedures may be less represented because of the more extensive preparation and/or time required for each.

The type and proportion of procedures performed has shifted over the last three clinics (see Figure 5). The number of extractions steadily has increased, while the number of fillings has declined. More teeth were extracted at KMOM–Wichita than at previous KMOMs.



Every patient who attended the KMOM-Wichita clinic received an oral exam. This represents an increase of 10 percent from previous clinics (90 percent). Prophylaxis and sealants also increased at the Wichita clinic, close to the percentage that was utilized at the Wyandotte clinic. Approximately 50 percent of the sealant procedures were for children (23 of the 48 total sealant procedures). This is an interesting finding, since sealant procedures are typically provided to youth rather than adults.



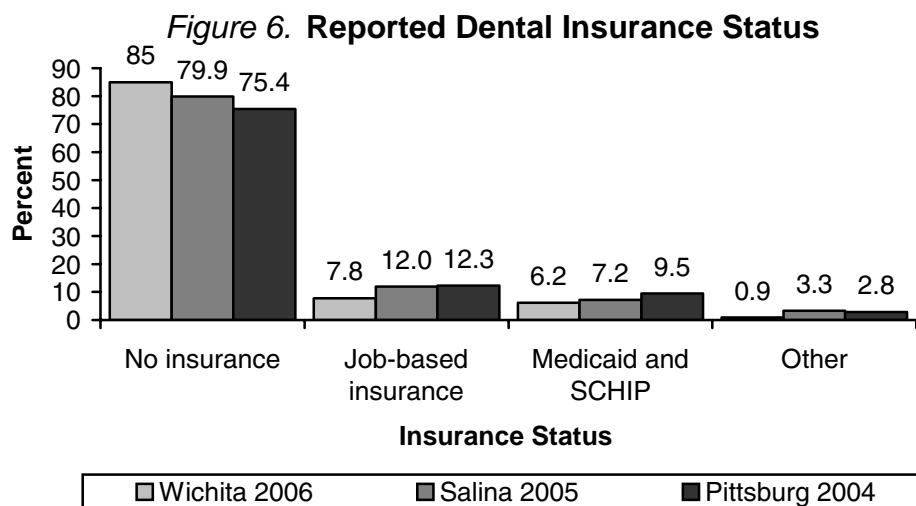
KMOM–Wichita patients received, on average, more dental services than patients at previous clinics (see Table 1).

**Table 1. Number of Procedures Per Patient**

KMOM clinic	Total		Average Number of Procedures Per Patient
	Patients	Procedures	
Wichita	1822	8938	4.9
Salina	2330	9674	4.2
Pittsburg	2158	9112	4.2
Wyandotte	2659	8667	3.3

## DENTAL INSURANCE STATUS

The majority of clinic patients (85 percent) reported having no dental insurance, which is a 5.5 and 9.6 percent increase over the two previous KMOMs (see Figure 6). Approximately 7.8 percent indicated that some level of dental insurance was provided through their own or their spouse’s employer. More than 6 percent of patients received coverage for dental services through Medicaid or HealthWave, while slightly less than 1 percent had purchased dental insurance through a private provider or had some other source. (No comparable information was available from the Wyandotte and Garden City clinics.)



**Note:** Percentages may total more than 100 percent because patients were asked to “check all that apply.”

Most patients lacked dental insurance. However, non-Hispanic Black (17.6 percent), non-Hispanic White (15.5 percent) and Hispanic (13.8 percent) patients reported a higher percentage of dental insurance coverage than American Indian/Alaska Native (8.3 percent) and Asian/Pacific Islander (4 percent) patients.

Non-Hispanic Black (9.4 percent) and non-Hispanic White (8.6 percent) patients more frequently reported having employment-based insurance through their own or a spouse’s job than other racial/ethnic groups. Non-Hispanic Black patients (8.2 percent) had a higher proportion of individuals receiving dental insurance through a public program (HealthWave or Medicaid), while Asians/Pacific Islanders had the lowest self-reported coverage by a public insurance program.

## **ACCESS AND NEEDS**

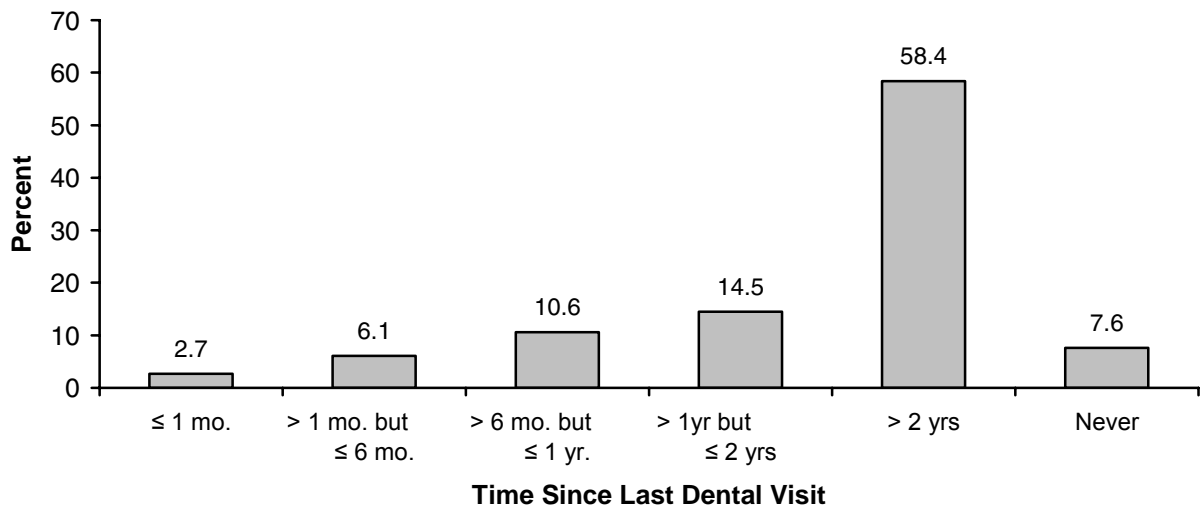
### **Time Since Last Dental Visit**

Time elapsed since a patient's last dental visit serves as an indicator of access to dental care services. Although dental visits are recommended every six months or annually based on age, 80.5 percent of KMOM–Wichita patients had not seen a dentist in over one year (see Figure 7). Of those patients, 58.4 percent had not seen a dentist in the last two years, and almost 7.6 percent had never seen a dentist. Slightly less than 9 percent of KMOM patients had seen a dentist within the six months prior to the clinic.

Though children should see a dental provider regularly, patients under the age of 18 (9.5 percent) did not report a higher percent of dental visits in the prior six months as compared to adults (8.5 percent). While the rate at which children receive care may be influenced by the rate at which their parents seek care, other factors may also limit their care, such as the number of Kansas dentists who treat children at all and the number that treat but do not accept Medicaid and HealthWave payment for services provided.

Wichita is a federally designated low-income population Dental Health Professional Shortage Area. According to the Kansas Department of Health and Environment's Office of Local and Rural Health, there is a shortage of dentists who serve the low income population of Wichita. The relative lack of available dentists for low income families may affect how many are available to see children.

**Figure 7. Time Since Last Dental Visit**



### **Reason Respondent Has Not Received Care in Six Months**

The exit survey asks patients to answer why they did not receive dental care in the six months prior to the KMOM clinic. The vast majority reported a lack of insurance/inability to pay (93.7 percent) as the primary reason, an increase over the previous KMOM clinics (see Table 2). Patients who indicated the lack of an available dentist where they live as a barrier to care (0.6 percent) decreased from the previous clinics. Also, the number of patients who were refused service by a dentist because they could not pay or the provider refused Medicaid payment decreased to 2.1 percent at the KMOM–Wichita clinic. Common responses of patients who indicated “other” included having insurance but not being able to afford the deductible or co-payment, lacking time to go to the dentist, or being scared to go to the dentist.

**Table 2. Reasons Why Respondents Have Not Received Dental Care in More Than Six Months**

<b>Reason</b>	<b>Percent</b>
No insurance (cannot afford to pay)	93.7
Dentist refused to see me	2.2
Do not like receiving dental care	1.0
Did not think I needed to go	2.2
No dentist was available where I live	0.6
Dentist offered appointment, but I could not take it	0.8
Other	5.5

**Note:** Percentages total more than 100 percent because patients were asked to “check all that apply.”

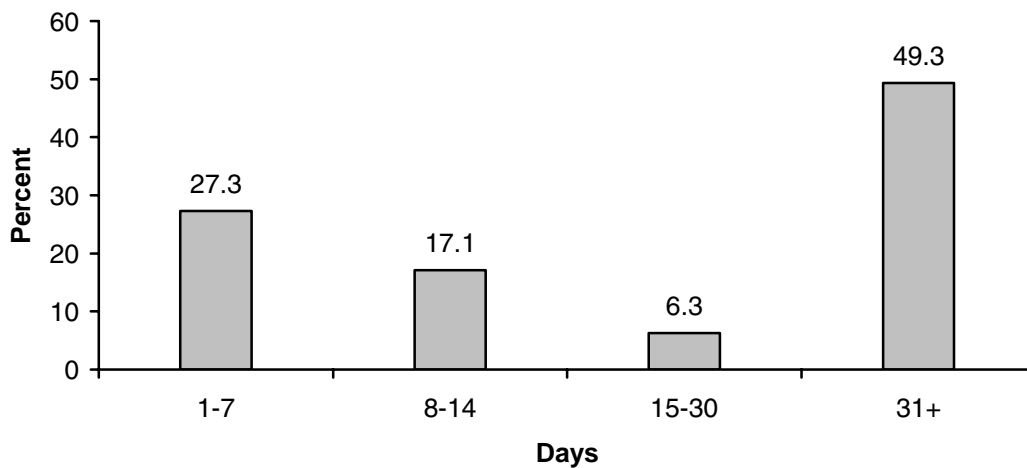
### **Required Further Care**

Forty percent of KMOM–Wichita patients report being told by clinic staff that they would require additional care, and almost all of them could not identify a place to obtain subsequent services at the time they left the KMOM–Wichita clinic. Overall, 33.4 percent of Wichita clinic patients had a place to go for future dental care. There may be factors that contribute to this problem, including the greater number of uninsured patients at the KMOM–Wichita clinic (85 percent) as compared to previous clinics.

### **Pain and Duration**

More than half the patients participating in the Wichita clinic reported having experienced pain prior to attending KMOM. Further, almost half of patients reporting pain had endured it for more than one month, while one-third experienced pain for a week or less (see Figure 8). The percent of patients experiencing pain for less than one week decreased over the past 3 clinics, while the percent of patients experiencing pain for one to two weeks increased. Of the patients who report experiencing pain prior to attending KMOM, 6.5 percent have experienced pain for a year or more.

**Figure 8. Reported Duration of Pain Prior to Clinic Visit Among Patients Who Reported Pain**



Compared to patients who did not require post-clinic care (49.5 percent), 63.5 percent of patients who required care after KMOM reported experiencing pain prior to attending the clinic. The proportion of adults (58.1 percent) who reported experiencing pain before coming to the clinic is almost twice that of children reporting pain (29.1 percent). American Indian and non-Hispanic White patients reported they experienced pre-clinic pain at a higher percentage than other racial and ethnic groups (62.1 percent and 61.9 percent, respectively). Hispanic and Asian/Pacific Island patients reported the lowest percentage of experiencing pre-clinic pain (35.0 percent and 42.1 percent, respectively).

## **OUTREACH**

### **Attendance**

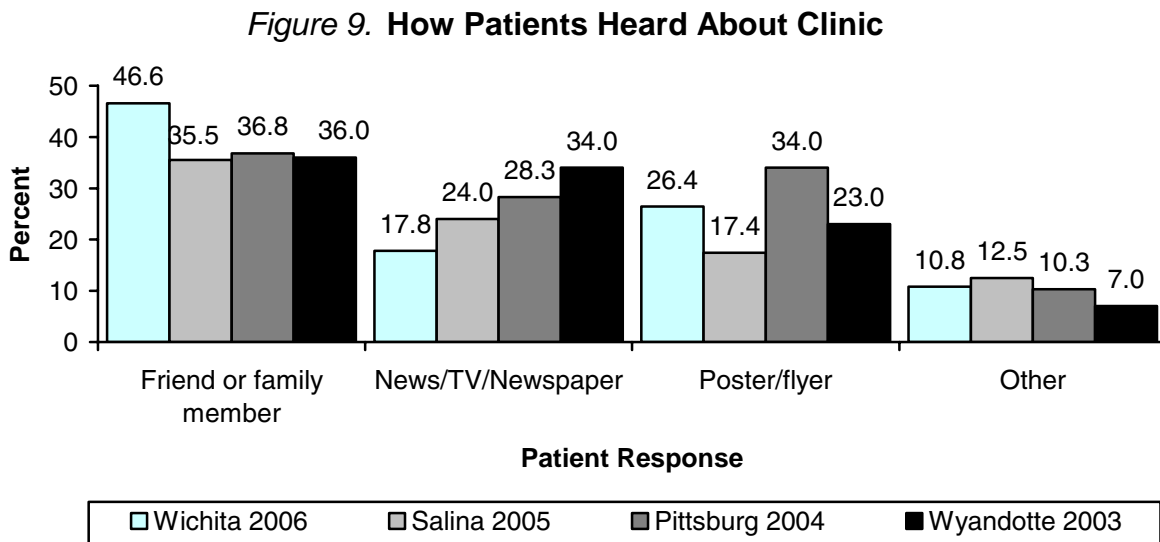
The number of patients who attended each day of the two-day clinic was about equal, 961 on Friday and 857 on Saturday. Unlike previous KMOM clinics, the Wichita clinic was available for only two days. About 1 percent of all patients received services both days.

Patients arrived at the clinic at various times of the day and night. Some patients waited outside for many hours to receive dental services. Thirty-one percent arrived at midnight or the day before they attended the clinic. The most common arrival time for patients was between 2 a.m. and 5 a.m. the day of clinic attendance, with over half the patients arriving during those

hours. Most patients (85.9 percent) attended the clinic alone. Fourteen percent attended with one or more family members or friends.

### How Patients Heard About Clinic

Patients learned about the clinic in different ways, including through friends and family (46.6 percent), flyers or posters (26.4 percent), and news, TV, or newspapers (17.8 percent) (see Figure 9). Another 10.8 percent reported learning about KMOM from another source. The most common “other” sources included a health care provider (dentist, doctor, clinic, etc.), church, school, Head Start, Women Infant and Children Program, Department of Social and Rehabilitation Services, Internet, and previous KMOM clinic(s). Patients who learned of the clinic through friends and family increased compared to the previous three clinics, while the proportion of patients who have been alerted to the clinic through news/TV/newspaper has decreased.



**Note:** Percentages may total more than 100 because patients could select more than one response. No comparable information was available from the Garden City clinic.

The avenues through which patients learned of the clinic varied by race and ethnicity, which may indicate some methods of outreach were more effective for these groups (see Table 3). All patients reported hearing about the clinic from family and friends most frequently. But American Indian/Alaska Native patients more often reported hearing about the clinic through

news/TV/newspapers than did members of other groups. Non-Hispanic Black and Hispanic patients, on the other hand, reported learning of the clinic from a poster or flyer with more frequency than members of other groups. Since print material accounts for a large proportion of how Hispanic patients learned of the clinic, ensuring that these materials are provided in Spanish may help to maintain or bolster their attendance.

**Table 3. How Patients Heard About Clinic by Race and Ethnicity**

Race/Ethnicity	Percent			
	Family or Friend	News/TV/ Newspaper	Poster/Flyer	Other
Non-Hispanic White	49.1	16.0	24.8	11.5
Non-Hispanic Black	42.6	20.6	31.9	7.8
Hispanic (any race)	38.6	19.6	29.1	15.3
American Indian/ Alaska Native	39.3	28.6	28.6	7.1
Asian/Pacific Islander	61.1	22.2	22.2	0.0
More than one race	40.4	17.0	29.8	17.0

**Note:** Percentages may total more than 100 because patients could select more than one response.

### Education at Clinic

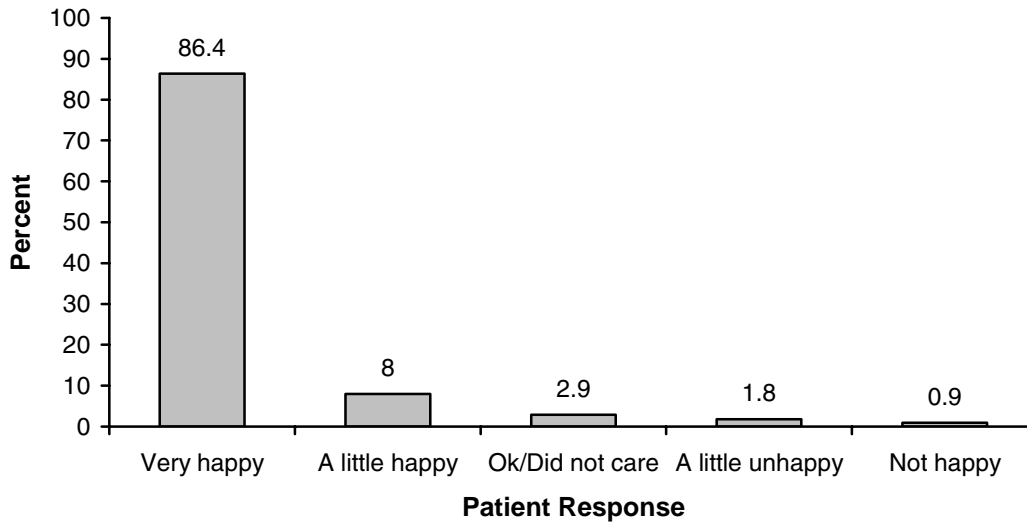
Two-thirds of the patients who attended the Wichita clinic (68.7 percent) received written information after the clinic concerning how to care for their teeth. Approximately half (49.3 percent) reported being shown how to clean their teeth by clinic staff. In addition, as noted earlier, 40 percent learned that they would need additional care after the clinic.

### Satisfaction with Clinic Experience

As with all previous KMOM clinics, the majority of patients were either “very happy” or “a little happy” (86.4 percent and 8.0 percent, respectively) with the services they received (see Figure 10). Fewer than 3 percent reported any level of dissatisfaction (“a little unhappy” or “not happy”), most commonly due to wait time and not receiving all the services desired.



Figure 10. Patient Satisfaction

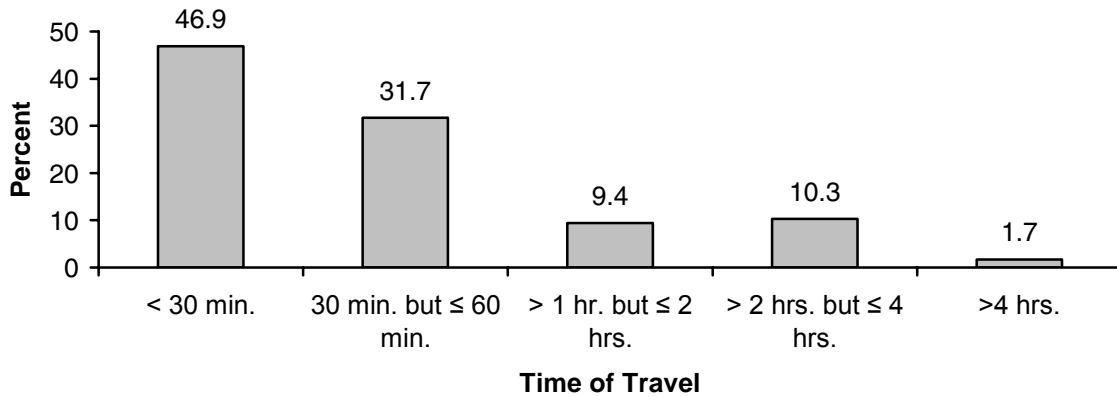


As noted after previous clinics, many patients recommended the use of a number system to guarantee that the order of treatment is determined by the order of patient arrival. Other patient recommendations included some form of shelter for those who wait all night, holding the clinic during warmer weather, offering the clinic more often, and clearly advertising what services will and will not be available.

### Travel Time/Distance

Approximately 8 of 10 patients traveled less than one hour to attend KMOM–Wichita (see Figure 11). About half of all patients traveled 30 minutes or less, suggesting that many lived in Wichita or the immediate area. Twelve percent of the patients traveled two hours or more, demonstrating that some patients were willing to travel a substantial distance to receive dental care services.

Figure 11. Travel Time Required to Attend Clinic



Virtually all of the KMOM–Wichita patients reported living in Kansas and 0.9 percent traveled from another state. By comparison, Pittsburg and Wyandotte had higher percentages of out-of-state patients (16.5 and 20 percent, respectively). This difference is likely a result of the close proximity to Missouri of Pittsburg and Wyandotte County.

### Attendance at Previous KMOMs

This year an additional question was added to help track the number of patients who had previously attended another KMOM event. The question also asked which of the previous KMOM clinics was attended. Five percent of Wichita patients reported that they had previously attended another KMOM, with the majority having attended the KMOM–Salina clinic (78.8 percent).

## SUMMARY AND CONCLUSION

The KMOM–Wichita clinic provided free dental services to a large number of individuals, most of whom lacked dental insurance but who had oral health care needs. These patients reported that they could not afford dental services. The need for oral health care often was associated with the experience of pain before the clinic, the need for additional care after the clinic, and the absence of dental care within the past year.

The fact that so many Kansans rely on volunteer clinics for dental services raises several concerns.

- A substantial proportion of all patients lacked dental insurance.
- Four out of five patients indicated a lack of insurance/money as a barrier to receiving care.
- A lack of affordable services and/or a lack of insurance may explain why more than 80 percent of patients at KMOM–Wichita reported not having seen a dentist within the last year, and more than half of all patients reported not having received care in more than two years.
- More teeth were extracted from Wichita patients than at previous KMOMs, both in actual numbers and as a proportion of all procedures performed. Although further investigation is needed, this finding may indicate an underlying difference in the oral health needs of the Wichita population and/or a change in dental practices, specialties, or decision-making from previous clinics.
- More than half of the patients who attended the Wichita clinic had experienced pain, and of them, more than half had experienced pain lasting longer than one month.
- Two-thirds of patients who needed more dental care had not identified a place to obtain subsequent services at the time they left the KMOM–Wichita clinic.
- Most of those attending were from Wichita and nearby areas.

The scope of the dental health problem in Kansas is far-reaching. Kansas Mission of Mercy has conducted clinics in many parts of Kansas. These areas vary in socioeconomic characteristics and racial/ethnic demographics, but the need for dental services is a problem everywhere.

Although the KMOM clinics treat many individuals in need, the number of individuals who still require dental services is large—and in excess of the number that are treated in KMOM clinics. Combining state-level Behavior Risk Factor Surveillance Survey (BRFSS) data and average attendance at previous KMOMs, we estimate that there are 50 times as many Kansans in need as can be served through these clinics.

There is increasing momentum of collaboration and volunteerism displayed by many oral health providers across the state. KMOM might be used as a springboard to move more oral health professionals and stakeholders into sustained action. Local coalitions could be formed to offer regional KMOMs more often throughout the year, and providers might be encouraged to offer more free services or services on a sliding scale in their local communities.

Through the efforts and publicity generated by the Kansas Mission of Mercy clinics, the oral health needs in Kansas continue to be exposed. It is hoped that the needs that are uncovered through the KMOM clinics will encourage the creation of additional initiatives and other effective interventions to improve the oral health of Kansans.



	You	Person 2	Person 3	Person 4	Person 5
<b>12. What, if any, insurance do you have that pays for dental care? (Check all that apply)</b>					
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):					
<b>13. When was the last time you saw a dentist? (Select one)</b>					
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): \_\_\_\_\_

**15. How long did it take you to travel to the clinic? \_\_\_\_\_ Hours \_\_\_\_\_ Minutes**

**16. What is the closest town or city to where you live? \_\_\_\_\_**

**17. Have you been treated at a Kansas Mission of Mercy event before this one? (circle one)**

NO YES If yes, where \_\_\_\_\_

**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

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1	- Very organized - This was a huge blessing! Please continue! - Thank you for the breakfast and lunch, much appreciated! - After we were inside and seated, I needed something out of our car but my husband wasn't allowed to leave - even if we ...
2	1st time I actually enjoyed a dentist. She was very gentle and kind.
3	A great service to the people.
4	A more sophisticated distraction. Something more calm, not a dental program.
5	After-care could be better. Need to give people who need surgery medicine for pain when at home afterwards. Because of the problem, in my opinion, I was too scared to get my wisdom tooth removed.
6	All of the people were wonderful.
7	All of the volunteers, dentists were wonderful!
8	All were wonderful, helpful and kind - Thank You!
9	All who spoke with me were sincere and friendly.
10	Awesome, I really appreciate what you have done for us. Thank you so much!
11	Be able to brace X-Ray machines better, so they don't fall on people.
12	Be in an enclosed area if waiting overnight. Very cold.
13	But most grateful. God bless, amen.
14	But there was some confusion due to volunteers not understanding what people to take.
15	Continue your good use of time.
16	Could have opened doors a little early due to weather.
17	Dentist had trouble finding correct instruments to do the job.
18	Did a great job
19	Did not have time to do all work. Complained to coordinator and she took me to another dentist who did. Very Happy.
20	Didn't like the wait
21	Done a good job, just not use to partial.
22	Dr. XX was very nice and did a good job with me.
23	Dr. XX was an absolute doll! XX was very nice also. A wonderful group of people - Thanks!
24	Dr. XX from XX is a very good doctor and I would recommend him to anyone who needs dental care. Extremely happy.
25	Due to a disease I have I wait until 10'oclock in the afternoon to be told they would not touch me. I think that you need to tell patients that if they have health problems, they may not be able to receive care.
26	During cleaning discovered 4-5 smaller holes that could be filled, but won't be because not bad enough. Waited 12 hours to be seen and still have problems because not bad enough.
27	Every person was very friendly and SUPER NICE.
28	Everyone friendly and helped to calm my fears. Thank you all so much.
29	Everyone from the security clear through to the dentist did a very nice job, was very friendly, humorous, and was a wonderful atmosphere. It was a little cold in the building. Thank you for all everyone did!!
30	Everyone has been great.
31	Everyone here treated me and my friends with total respect and care. I enjoyed here more than a regular dentist.
32	Everyone here was so nice. I was impressed with everyone's attitudes.
33	Everyone very polite and helpful, thank you.
34	Everyone was polite and we were in the first 300. They got us in really quick. Thank you for your services.
35	Everyone was really nice, made me feel comfortable.
36	Everyone was very helpful and friendly. Thanks
37	Everyone was very kind, thanks so very much.
38	Everyone was very nice and helpful.
39	Everyone was very nice and professional

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40	Everyone was very nice and professional. Thank you.
41	Everyone was very nice. Good atmosphere and attitudes. What you guys are doing is a blessing and God will bless that.
42	Everyone was wonderful. My teeth feel great and haven't smiled this big in years.
43	Everything was perfect.
44	Everything was very good.
45	Everything went all right
46	Everything was great and well organized! Thanks
47	Excellent Care! God Bless each of you!
48	Excellent Service
49	Excellent, thank you.
50	Except I didn't get seen until 2:30pm, and turned away yesterday (9 hours today).
51	Extremely rewarding and educational
52	Fantastic Job!
53	for a person terrified of Dentist, this was the most comforting experience, I could have experienced. Thanks.
54	Glad they took what needed to go, but would be nice to get fillings done too, right away.
55	God Bless you folks for doing these services for us!
56	God bless you so much I have relief, no pain.
57	God bless you, this is a much needed service.
58	Good job with everything today.
59	Good work
60	Great
61	Great experience. Lots of friendly security and helpful, while waiting outside. Inside incredibly organized. Very friendly. Everyone I came in contact with was super. Thanks so much.
62	Great job by Dr. XX
63	Great service for those like myself who could not afford dental care.
64	Great service, very friendly people, extremely impressed! Thanks
65	Great Service. Thanks. Need to work on the line outside, many people cut us after we had been here for 5 hours.
66	Great Work!
67	Had extractions. Don't feel good enough to comment now.
68	Had great people that work with me.
69	Happy with services all dentist and assistants both days--was not happy on the 2nd day lack of expediting pink slips after what we were told Friday.
70	Have this event 2 times a year, 1 in March and April. Service is tremendous.
71	Hope they have this more often.
72	How about handing tickets to cars as they enter parking. They should note how many in car needs service. Then the people could wait in warm cars instead of cold, or hold service in summer.
73	I am pleased to know that this organization can help people who are unable to pay the cost of having dental work. Thanks for your generosity.
74	I am sincerely blessed to have this opportunity for dental care. I appreciate everyone involved and I pray for your continued success. God Bless. Thank You!
75	I am so grateful to all the folks who donated their time. I do wish I could have gotten my fillings at the same time.
76	I am very glad to know there are people like you. I give you my thanks and God bless you and give your strength to keep on providing this. Thank you.
77	I am very grateful and I appreciate all of the volunteers who volunteered to help the less fortunate.
78	I am very happy that KMOM came to Wichita. It enabled me to get dental care.
79	I am very thankful to everyone. Everyone was very nice.

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80	I appreciate everything that was done for me by these nice, caring people. They were wonderful. Thank everyone for everything. Thank you.
81	I came in for a cleaning and they said I needed 2 teeth pulled. So I couldn't get my teeth cleaned.
82	I didn't want to get all teeth pulled. Thank you so much for everything. You are all amazingly wonderful people. I am truly grateful. God bless you all.
83	I don't know what more anybody could have done for me - I am so extremely grateful.
84	I enjoyed the people.
85	I feel like it is very cool that they would do that for anyone and everyone.
86	I feel that everyone that helped me today did an excellent job on the service and made my teeth feel wonderful. Thank you very much!
87	I feel that you should let people know how limited the services are.
88	I fill like I was evaluated wrong I needed fillings first then extractions. I still need cavities fixed.
89	I generally avoid the dentist like the plague, but this experience has been extremely positive and worth the wait. You are providing a priceless service. Bless you!
90	I got shot 4 times, I hate needles.
91	I just want to thank all parties involved. Dr. XX from Hays, KS and his team and Dr. XX and his team involved. Thank you for your teamwork everyone.
92	I know that everybody tried to make this process short as possible, but I took a long time considering what place in line you wanted achieve. Thank you
93	I like it but it hurt when they applied pressure.
94	I like the hygienist who treated me she was very gentle.
95	I liked how everybody was singing. It made me feel really comfortable.
96	I liked it because of the attention I received and also because I had no money that's why I couldn't go and get the attention I need, thanks for today.
97	I liked the lady that cleaned my teeth, but was disappointed that they would not pull my wisdom teeth.
98	I liked the way the line moved a little faster early morning to get inside out of the cold. Thank you
99	I Love It!!
100	I love the service and food. Just a few more no sugar snacks.
101	I need all my teeth pulled. I can not afford to pay for a partial plate then replace it later with full dentures.
102	I really appreciate all that was done and God bless everyone who participated.
103	I really appreciate mission of mercy for providing this free dental care
104	I really appreciate the extra attention I received after I felt faint after standing up from the dental chair.
105	I really enjoyed the way the dentist and staff treated everybody.
106	I really really appreciate what you all are doing for us. It was a great honor to me. May God bless you all. Thank you.
107	I thank all the people who took the time to help others.
108	I thank God for the wonderful help for my children and myself.
109	I think all the volunteers were caring and friendly. I appreciate the food.
110	I think everyone did a great job, thanks a lot.
111	I think it is a good program. Wish it was closer to home, more to the West. Would of also like to been introduced to dentist either by person who took me to him or by himself.
112	I think it was waste of my time
113	I think the services that were given to me today were perfect
114	I think this is a wonderful thing for dentists to volunteer their services and time for people that can't otherwise afford it.
115	I think this is Great
116	I think this is the greatest program offered in Kansas. Ten years from now dentists will see the results of their investment by having patients who continue to have their teeth through old age and kids with good hygiene.

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117	I think this is wonderful and thank everyone who helped (doctors, nurses, volunteers). Maybe they should open the doors sooner when weather is bad.
118	I think this is wonderful. Hope you can continue to do this for the others that can't go.
119	I think you guys are very kind and helpful, Thanks a lot.
120	I thought that everyone was very thoughtful and I think that the service everyone provided was above and beyond. I look forward to volunteering next year rather than being a patient. Great job.
121	I thought this was great. I appreciate the services and all the hard work. I think that this is a special event and appreciate everything! Thank You!!
122	I thought you guys did extremely well with maintaining order with so many people present.
123	I truly do appreciate this - much of the stress about how to pay for my dental care has been relieved!
124	I waited all night long in freezing rain to simply be placed on a dental assembly line. I'm disappointed.
125	I waited in line over 6 hours, was numbed for fillings and extractions but they did the extractions first, so I could not get the fillings done. I live an hour away and have no transportation, but was told to come back tomorrow.
126	I want to thank all the people helping. God Bless all. You're wonderful and changed my life.
127	I want to thank all who participate in this event. It was truly a blessing to have work done that otherwise could not afford. God bless all of you!
128	I want to thank everyone. Thank you for your time and patience. Thanks for all the effort and to all the volunteers and dental people. It is greatly appreciated! Thank you so much! God Bless you all. Hope you come back next year. Thanks again
129	I wanted fillings; I got extractions instead of what I was told.
130	I was happy with everything. The dentist I got was very comical. Although I wish they would've told us that my husband couldn't get his filling done if he got his extractions done first. We really could've used him to get both services
131	I was pleased with the people; they were really friendly and helpful.
132	I was very blessed to receive the care that I did. Thank You!
133	I was very happy, but when the Dr. was doing the extracting, we found out that my gums were not completely numb. But other than that, the services and staff were great.
134	I was very happy. They did very well.
135	I was very pleased today with the services. Everyone was very helpful. I want to thank everyone for taking time out of their schedule to help out people that otherwise couldn't afford to go to a dentist.
136	I was very pleased with everyone that worked with the clinic. A very pleasant experience. Thank you.
137	I was very pleased with my treatment. The volunteers were a blessing.
138	I was very pleased. Everyone was very nice and tried their best to make this visit as pleasant as possible. Thank you very much to everyone involved!!
139	I was very pleased. This is a very wonderful experience.
140	I wasn't happy that I had to be numbed 3 times and it felt like the dentist was more concerned with showing off to the assistants about how fast he could do it than with my comfort.
141	I will pray for all of you.
142	I wish I could have gotten everything done. I'm very appreciative for fixing my teeth. Thank you.
143	I wish I could have gotten it all taken care of at once
144	I wish they would have completed everything they promised.
145	I wish you could help out with crowns, thanks a bunch.
146	I wish you would give us a Dental orientation and inform us of a method for payment because it's too expensive and that's why we don't go to a dentist, and when we find out the damage is too far gone.
147	I wish there were trash cans in place along the waiting line.
148	I would like to say God Bless you for your services.
149	I would like to thank God for this service and you people. Bless you.

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150	I'm thankful that I was helped, because it would of cost me a life debt
151	I'm very grateful for the service because I don't have money to pay you, and I'm unable to collect enough money to go to a dentist. A million thanks to all the personal.
152	I'm very pleased because I was very well taken care of.
153	I'm very thankful to God for people like you!
154	Improving? Everything was fantabulous.
155	If at all possible keep offering this very wonderful and much needed service. Very impressed and appreciated.
156	It helped me because I wouldn't be able to afford it other wise.
157	It is a blessing for what you all did for my teeth. God bless you all.
158	It is very generous to have people help other people.
159	It took a long while but I liked Dr. XX very much and he took care of my problems with my teeth.
160	It took all day to wait, but I appreciate the opportunity and I received awesome care and work.
161	It was wonderful and they had a lot of care and compassion for me. I really enjoyed it, thank you.
162	It was wonderful, thank you all for your time and effort! God Bless.
163	It would be nice if I could have waited inside last night. I spent the night outside in the rain.
164	Just need upper dentures now.
165	Just to say thank-you for this opportunity.
166	Just wish people wouldn't have cut in line.
167	KMOM is a wonderful program and I hope to see continued efforts for this hopefully someday in NW/Central Kansas!
168	Left in pain was given no medicine.
169	Long wait
170	Long work.
171	Lots of thanks for all the attention given and the help that you gave the Hispanic people and your compassion.
172	Lots of thanks to everyone that made this possible.
173	Making people stay out in the rain was ridiculous. Should have weather accommodating plan.
174	May God bless you all for such kindness!
175	May God richly bless you all
176	Maybe you could provide some kind of shelter for those waiting in line. Thanks so much for all your help.
177	Mission of Mercy
178	Mission of mercy has been very nice and helpful with my needs. I am very glad of their work.
179	Mission of Mercy was a God's Blessing to me and my family, I was treated as were others here of the greatest respect - kindness, good food, good staff, great snacks, and very welcomed and cared for. But not in the very least pleased with the s ...
180	Mission of Mercy was very helpful and well organized and efficient. They did a great job.
181	More rural towns need to be informed about this service - I know more would take advantage if they had the info.
182	My dental hygienist XX was very good and informative. I recommend her to anyone else who comes to the dental clinic.
183	My only comment would be to put more information about services rendered. Things were wonderful.
184	Natalie was so helpful and informative with my case. All the volunteers and specialists were very polite, compassionate and professional. Wonderful work!
185	Need caps for teeth. Other than that everything was explained very well in each area I went to. Thanks
186	Need Fillings, X-rays and getting refused.
187	Need to give people numbers when they arrive so that people do not get into fights.
188	Needed instructions in Spanish today I had an interpreter.

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189	Nice, friendly people.
190	No pain medicine at all.
191	No suggestions needed. Services - Awesome. My compliments go out to Dr. XX for filling my upper anterior teeth and giving me a beautiful smile again.
192	Not happy I have to wait another day to get what I came to get done.
193	Only in the USA, and grateful
194	Only to give you thanks and God bless you for all you great labor.
195	Pain killers before tooth cleaning, it was very painful.
196	Pain medications for extractions.
197	Pain.
198	People told me I would get both extractions and 1 filling, numbed me up for all than they changed mind on it.
199	People were great - very patient with me.
200	Perfect
201	Personnel very helpful in every way.
202	Please have it more often
203	Please keep us the wonderful service. You guys are great. God Bless!
204	Really appreciated the cleaning and dental advice
205	Really Thankful you guys are doing this!
206	Scheduling event in the spring or fall not winter. Advertise waiting will be outside bring blankets, umbrella, chairs, etc. If held in Jan heaters on inside building. All staff were very friendly, courteous, professional, helpful, and concern
207	Service was excellent.
208	Service was great and made me feel welcomed. The movie was silly to me.
209	Service was great, only complaint is waiting in cold.
210	Service was wonderful. Great Hospitality.
211	Services were real good.
212	Slow and grueling but worth it for me.
213	Some comment on whether my personal care aside of my needed services seemed to be good.
214	Sorry it took so long
215	Staff was great!
216	Staff was very friendly and caring. Fast at getting all the people in and very knowledgeable staff. Thank You!
217	Staff were very nice and did an excellent service today. Hope you continue to help those in need. God Bless you all.
218	XX is awesome
219	Terrific job, thank you!
220	Thank God for you people. You are a Godsend. Please keep doing this for the people that need the help!!
221	Thank You
222	Thank You
223	Thank You
224	Thank you - God Bless!
225	Thank you all
226	Thank you all are great.
227	Thank you all for everything
228	Thank you all so much. It was more than I expected. It was so organized, everyone was pleasant, the food was great. I was blessed to participate in this event.
229	Thank you all so much. God Bless.
230	Thank you all!!
231	Thank you all.
232	Thank you and God Bless you for the wonderful work you are doing. God Bless you all!
233	Thank you and God Bless.
234	Thank you everyone, for all your help
235	Thank you for all the work you do.

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236	Thank you for all you have done
237	Thank you for helping all of us that needed the work, it's really appreciated.
238	Thank you for helping me.
239	Thank you for offering this to the communities. Thank you very much
240	Thank you for providing such a wonderful service. Everybody was wonderful! The waiting at night was awful; maybe some other system could be devised.
241	Thank you for providing these services
242	Thank you for this service.
243	Thank you for this!
244	Thank you for your help
245	Thank you for your service and God Bless You, for your labor.
246	Thank you for your time and patience
247	Thank you guys so much. I really appreciate the services.
248	thank you so much
249	Thank you so much for everything you did. I appreciate it very much.
250	Thank you so much for your services.
251	Thank you so much!
252	Thank you so much! You're a true blessing!
253	Thank you so much.
254	Thank you so very much for helping all in need. You all are great!
255	Thank you so very much. Things like this are what we are suppose to do for one another. I am blessed to be part of Mission of Mercy. The process was very fast! God Bless
256	Thank you to all who make this possible. Because of this I am able to save my remaining teeth and am pain free! Great job guys!
257	Thank you to everybody for everything, and water and breakfast. Everyone is so nice.
258	Thank you very much
259	Thank you very much
260	Thank you very much
261	Thank you very much - the number of people here shows how so many people are in serious need of better access to affordable dental care. It is so expensive that it is prohibitive to many of us.
262	Thank you very much for providing this service!
263	Thank you very much for your generosity God bless all of you.
264	Thank you very much to all.
265	Thank you very much!
266	Thank you very much!
267	Thank you very much! It was worth the wait.
268	Thank you very much!!
269	Thank you very much.
270	Thank you very much.
271	Thank you very much. I'm a single mom with very little income. God Bless you all.
272	Thank you very much. May God Bless all of you.
273	Thank you very much. Much appreciated and done with a smile.
274	Thank you very much. You all are wonderful.
275	Thank you for caring.
276	Thank you!
277	Thank You!
278	Thank you! You're wonderful!
279	Thank You!!
280	Thank you, and God bless you
281	Thank you, for all you guys have done today. Keep up the good work.
282	Thank you, you all rock!
283	Thank you, you all were great - from pre-check in to out going.
284	Thank you.
285	Thank you. Thank you. I'm an RN who has a work related back injury, that's why I'm without insurance. So. Thank you, Thank you.

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286	Thank you. We appreciate it very much.
287	Thank you. You did a great job.
288	Thanks
289	Thanks
290	Thanks
291	Thanks a lot it's a wonderful service.
292	Thanks a lot to the doctors and staff that make this possible. God bless you my friends.
293	Thanks also for food and hot cocoa after long wait.
294	Thanks for all the service you gave me and my family, and for all the attention and treatments. Everything was great thanks.
295	THANKS FOR CLEANING MY TEETH
296	Thanks for helping us, Excellent Job!
297	Thanks for the excellent service and to everyone that made this possible, thanks so much thanks I am so grateful.
298	Thanks for the service.
299	Thanks for your help you do good work and great service. Thanks a lot.
300	Thanks for your time!
301	Thanks so much for all you have done. You are true angels.
302	Thanks so much for all your help
303	Thanks so much! Dental work is usually too expensive. These events help a lot with single parents trying to make it.
304	Thanks to all who've given time and efforts for people like me, God bless!
305	Thanks to all you volunteers - very much. It would have been nicer to be able to stay in our cars waiting early or overnight for doors to open if we had had to park by the numbers in a row. It rained and could have been harder on some outside
306	Thanks to doctor XX and the anesthesia girls
307	Thanks to everyone who participated, thank you.
308	Thanks!
309	Thanks!
310	Thanks!!
311	The care and treatment was wonderful and perfect.
312	The dentist that I got was very good. Thank you very much. It's really great that you do this.
313	The dentist was wonderful and caring and I appreciated it very much, and gave very good care.
314	The dentists and volunteers have done and are doing a wonderful job. I am disappointed in the manner of which photographs and the situation people are put through in the event of a free service. It is by will of course although the photographin
315	The doctor who worked on my teeth, he was the best
316	The doctors treated me with the up most respect as if I was paying top dollar. Thank you God.
317	The Dr. really cared about how I felt. He was simply wonderful. Thanks so much!
318	The lady with the whistle is a poor specimen of the human condition. The oral surgeon and volunteers were more than helpful.
319	The people here are so very nice and helpful. Thank God for all of them.
320	The people here were patient and great!
321	The service I received I consider very good.
322	The service was excellent.
323	The service was great, and the dentist was good
324	The set up you have here and everyone is awesome. I really appreciate this more than words can say. God Bless all of you!
325	The staff was excellent and organized
326	The tooth that hurts me needed a filling but I also need an extraction. They did the extraction, and then would not fix the tooth I came here to fix.
327	The volunteer XX, was very helpful.
328	There should be at least 2 things that you can do.
329	These people are Angels. God Bless You All!

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330	They did all they could to treat my teeth, thank you.
331	They only pulled 1 bad tooth. I know I have some cavities that need filled. Please come back soon.
332	They should do these more often, 2 per year maybe.
333	They took very good care of me, everybody that was involved. Thank you very much!
334	They were very upbeat people. That made it pleasant, after standing in the cold and rain for hours.
335	This is a fantastic program, thank you to everyone involved.
336	This is a great cause, and is very helpful to everyone. I enjoyed the experience. Thank You.
337	This is a great program. The dentist that did my work did an excellent job, thanks.
338	This is a really good deal thanks for all the help.
339	This is a very good thing to have. I am so glad I heard about it.
340	This is great for the people who need help.
341	This is wonderful service provided. Try to have more often. Everyone has done a great job, Thank You all.
342	This was much needed services. Thanks to everyone who has helped. You are angels in disguise. Thank you.
343	Thought the triage dentist was a real jerk, he looked at my teeth and laughed.
344	To me everything was perfect and they treated me very good, thanks.
345	XX and XX were the best dentists I have ever been to.
346	Very appreciated, thanks
347	Very friendly people. Nice atmosphere.
348	Very good 100 %
349	Very good dental care & very informative. Thank you very much.
350	Very good service, everyone was very kind. Great God bless.
351	Very good service makes you feel very welcomed. Thanks
352	Very good!
353	Very Good!
354	Very grateful for the kindness and involvement in my care.
355	Very grateful. Thank you to everyone.
356	Very great services. Thank you for helping me.
357	Very Great, Sweet People, Well Organized
358	Very happy with service, it's the 9 hour wait that stinks.
359	Very helpful, what a great service!
360	Very impressed with the service and care of the doctors and volunteers
361	Very Kind
362	Very much appreciate the service. Thank You
363	Very pleased with Dr. XX
364	Very pleased, thanks so very much
365	Very professional - awesome experience. I am amazed at the volume of volunteers. How refreshing.
366	Was not able to help me, but gave very good advise on where and how to look for additional treatment.
367	Was very satisfied how well organized and fast we were worked through. Also, everyone was very concerned with helping me. Thank you.
368	Way to go! Thank you
369	We didn't get a number, and it kind of messed things up
370	WELL ORGANIZED, GENTLE PEOPLE, POLITE PEOPLE
371	Went pretty good. Glad you all could help out. You all did a great job.
372	What a great deed! God Bless all involved!
373	When told they offered a shorter wait for my wife who is in a specialty's category. Thank you.
374	Wish I could have had my teeth cleaned along with my fillings, but I understand. Thank you very much for you help.
375	Wish it was longer. Wish I could have gotten sealant to help protect the teeth.
376	wonderful program

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377	Wonderful program! A big thank you to all of the volunteers who help put this event on.
378	Would have like to be able to get the fillings and cleaning as well, but am satisfied with the extractions. Don't know when of if 'll be able to get any kind of coverage.
379	Would have liked to receive an extraction of a tooth that is causing major problems, problems such as pain and discomfort as well as much crowding.
380	Wow! Thanks!
381	You all did a real good job, thank you all!!
382	You all provided wonderful services, everyone was wonderful, I thank you all so much, God Bless you all.
383	You could ask if a person needs a prayer. Thank you all and may God Bless all of you for your services.
384	You could have people write in and the first?? In each town where dentist are would give free treatment at their offices. O prevent people from getting in line before 2-3 hours before you open. 1 day only for Seniors and children - 3-14 and 55.
385	You did good, keep it up.
386	You guys are awesome, thanks.
387	You guys are doing a wonderful gift.
388	You people wee very helpful, friendly and efficient, willing to help however they could. It was a long wait, but worth it.
389	You should have it for a longer period at least 4 days so there wouldn't be such an accumulation of lots of people.
390	You were in all aspects very knowledgeable, all the staff was great from the time I arrived till I left. Marvelous attention, God blesses you.
391	You for having this program, it helps us out a lot. It's awesome.
392	Your program is very much appreciated, God Bless you all.

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