

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

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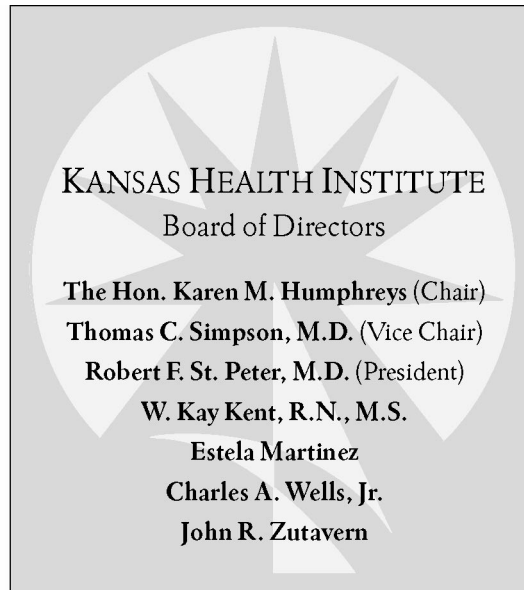
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The Kansas Health Institute is an independent, nonprofit health policy and research organization based in Topeka, Kansas. Established in 1995 with a multi-year grant from the Kansas Health Foundation, the Kansas Health Institute conducts research and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

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## **EXECUTIVE SUMMARY**

The Kansas Mission of Mercy free dental clinic was held at the Kansas Speedway in Wyandotte County, Kansas from August 22, 2003 through August 24, 2003. Exit surveys were collected from 2,156 respondents, containing data on 2,603 patients (including family members or others traveling with the respondent). Comparing the number of patients reported on the exit survey with the 2,659 patients that clinic staff counted from clinical records, the response rate was 98 percent, a nearly complete census of all individuals served. Tabulations of the exit survey data are intended to summarize the self-reported characteristics and experiences of Mission of Mercy dental clinic patients, not to evaluate the performance of the clinic.

The United Methodist Health Ministry Fund contracted the Kansas Health Institute (KHI) to revise the survey instrument and to tabulate and summarize the survey data, in order to learn more about the patients served and to inform recommendations about future clinics. KHI staff contributing substantially to this analysis included Charles Betley, Pam Clay, Kim Kimminau, and Marc Velasco.

KHI also compiled data on the Garden City Mission of Mercy dental clinic held in February 2003. The design of the survey was revised substantially for the Wyandotte clinic because the response rate at Garden City was low, and the instrument used there made it difficult to measure the characteristics of multiple members of a family. Therefore, direct comparisons between the groups of patients at each clinic should be made cautiously.

## **KEY FINDINGS**

- Patients were predominantly adults, and racial and ethnic minorities were represented disproportionately. Three-fourths of Wyandotte clinic patients were age 19 or older. Nearly half of patients were non-Hispanic whites; more than one quarter were African-American, and nearly 20 percent were Hispanic/Latino.
- Eighty-two percent of patients age 3 and older had not been to see a dentist in over a year and 17 percent were seeing a dentist for the first time.

- Almost one-half of the patients reported that they had been suffering dental pain before coming to the clinic.
- Two-thirds of the patients traveled 30 minutes or longer to attend the clinic. Nearly 25 percent traveled an hour or longer to get to the clinic.
- Respondents were highly satisfied with the clinic services. Ninety percent of respondents reported being “very happy” with the services received; less than two percent reported they were dissatisfied in any way concerning their experience.

## **1. INTRODUCTION AND METHODS**

Drawing on the experience of the free clinic held at Garden City, Kansas in February 2003, the Kansas Mission of Mercy Dental Clinic in Wyandotte County expected heavy demand for free dental services. The Wyandotte clinic anticipated a considerably higher participation than the approximately 1,700 patients who attended the clinic during a snowstorm at Garden City, because the surrounding area has a denser population, the weather was expected to be better, and media coverage of the event was more extensive.

KHI developed a survey instrument (Appendix A) that patients were asked to complete, for themselves and for members of their family or for groups with whom they had traveled, before leaving the clinic. The instrument was available in Spanish as well as in English. At the exit tables, personnel were available to clarify any questions. Clinic staff collected 2,156 exit surveys, representing 2,603 clients. Clinical records showed that services had been provided to 2,659 patients. Assuming that the clinical records are complete, these exit survey data represent a nearly complete census of all patients (the response rate was nearly 98 percent). The exit survey queried the patients on the types of education received and follow-up services they required, as well as demographic characteristics and measures of unmet dental care needs. Because it is likely that patients could not reliably report the type and number of dental services they received, clinical records collected by providers could be used to analyze these variables.

KHI staff entered data into a Microsoft Access database. The database was organized to distinguish responses that were missing or outside the bounds of the question from

complete and consistent responses on each item. Minor typographical or spelling errors where the intent of the respondent could be discerned were corrected; others were excluded from analysis. Missing responses on individual questions were excluded from analysis as well. Item non-response rates ranged from 2 to 20 percent. The highest rates of non-response were for questions about dental insurance coverage, time since last visit to a dentist, nearest town to home, and arrival time. The data were transferred to a SAS database for tabulation, in which only non-missing responses were used as denominator values when calculating percentages.

## **2. RESULTS**

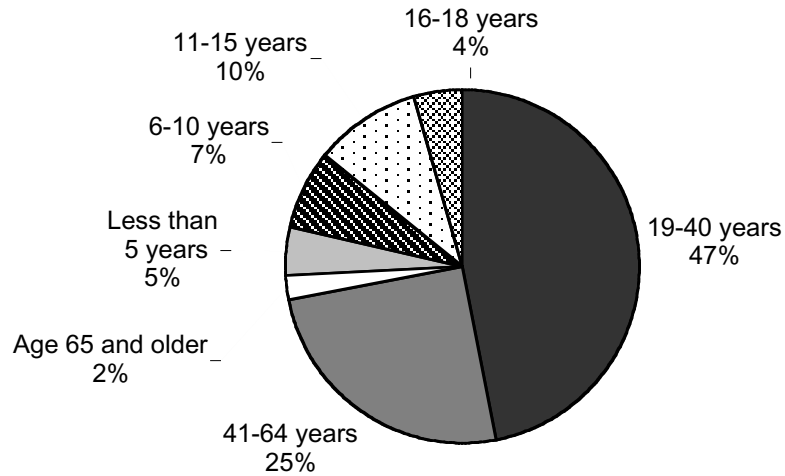
In Section A, basic demographic characteristics (age, race, and ethnicity) of patients are presented. Section B analyzes the patients' reports on aspects of care they received, their need for care before coming to the clinic, and what created barriers to their access to care. Measures of unmet need analyzed include dental pain and its duration and length of time since last seeing a dental provider. The survey also asked patients to check off their reasons for postponing a visit to a provider longer than six months between visits. Section C analyzes how patients learned of the clinic and how far they traveled to attend. Section C also tabulates patients' satisfaction with the clinic.

### **A. CLIENT DEMOGRAPHICS**

#### **Age**

The majority of patients at the Wyandotte clinic were over age 18, representing three-quarters of the total number of participants (Chart 1). Clients of working age might have greater opportunities for access to employment-based dental insurance, but very few clinic patients reported having insurance coverage. Kansas children under age 18 and from families who meet income-based eligibility criteria may enroll for dental care coverage under Medicaid (HealthWave), so they may have been less likely to seek out care from a free dental clinic.

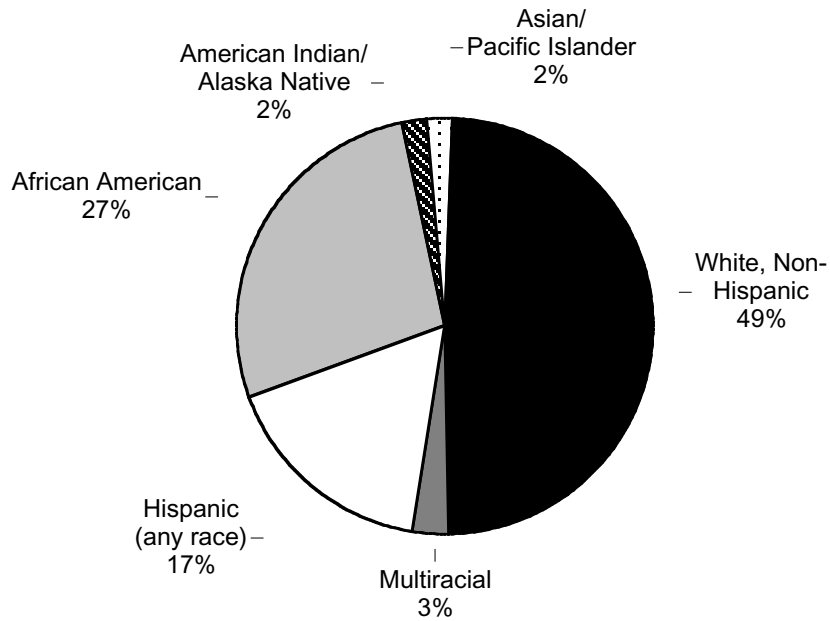
**Chart 1**  
**Patients' Age Distribution**



### **Race and Ethnicity**

Patients came from diverse ethnic and racial backgrounds, with 49 percent reporting their race and ethnicity as non-Hispanic whites, 27 percent African-American, 17 percent Hispanic, and the remainder multiracial, Asian and Pacific Islander, and American Indian and Alaska Native combined (Chart 2). At the Garden City clinic, by contrast, two-thirds of clients were Hispanic.

**Chart 2  
Race and Ethnicity of Patients**



Race and ethnic groups varied in their age distribution. Adults represented a larger proportion of non-Hispanic white patients, while children composed a larger proportion of minority patients (Table 1).

**Table 1  
Patient's Age Distribution by Race and Ethnicity**

Age	Non-Hispanic White (n=1250)	African American (n=692)	Hispanic (any race) (n=434)	Other* (n=166)
0-5	5%	4%	6%	2%
6-10	4%	9%	15%	5%
11-15	4%	15%	14%	11%
16-20	4%	5%	2%	8%
21-40	53%	40%	46%	43%
41-64	29%	23%	16%	28%
65 and older	2%	3%	2%	4%

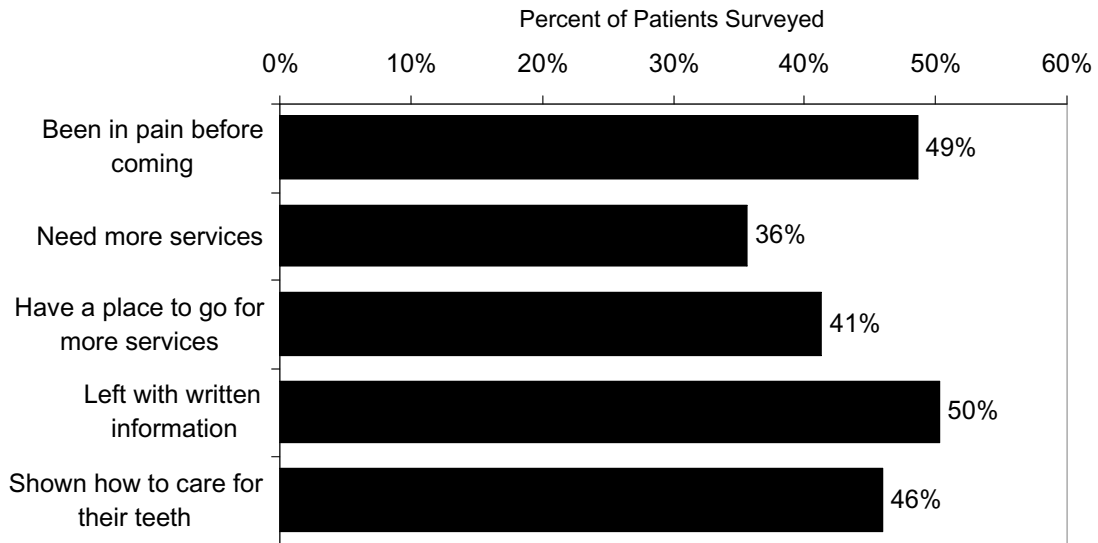
\*Includes American Indian/Alaska Native, Asian and Pacific Islander, and Multiracial

## B. CLIENT NEEDS AND SERVICES

### Need and Services in General

Almost half of all patients reported they were in pain before coming to the clinic (Chart 3). Duration of dental pain varied; but some patients reported they had been in pain for long periods of time, in some cases as long as years. One-half left the clinic with written information on how to care for their teeth after receiving services, and one-third needed more services than could be provided during the clinic. Forty-one percent of clinic patients had a source of care where they could obtain additional services. Forty-six percent of the patients reported receiving instructions on how to care for their teeth.

**Chart 3**  
**Reported Needs and Services**



### Pain and Duration

One sign of dental need is experiencing pain, especially if one must endure pain for a long time while waiting for care (Table 2). Fourteen percent of patients who had waited longer than six months to visit a dentist had been in pain for more than a month.



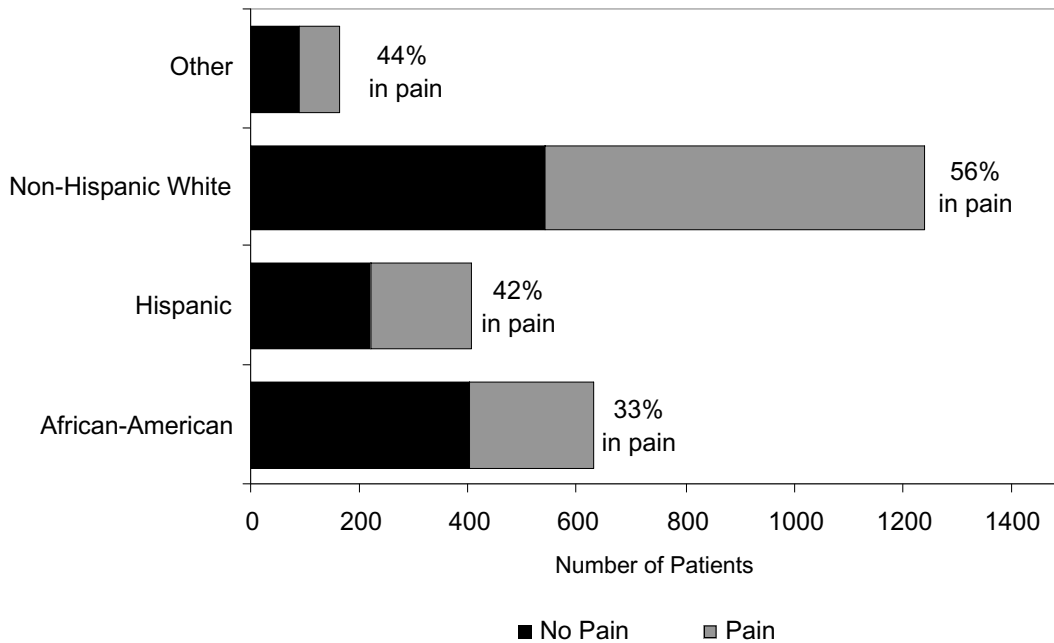
**Table 2**  
**Patients Pain by Duration of Their Pain and**  
**Time Since Last Visit**

Last Visit	No pain reported (N=1122)	Less than 1 week (N=226)	7-13 days (N=86)	14-30 days (N=160)	More than one month (N=257)
More than 6 months*	61%	12%	4%	9%	14%
First time visit	64%	14%	3%	9%	10%
6 months or less	58%	14%	9%	8%	12%

\*Including those seeing a dentist for the first time.

Non-Hispanic white patients were more likely than other ethnic and racial groups to have reported pain (Chart 4).

**Chart 4**  
**Number of Patients and Percent Experiencing Pain Before**  
**Attending the Clinic, By Race and Ethnicity**



Non-Hispanic whites were also more likely to have experienced pain for longer periods of time; 31 percent of Non-Hispanic white patients who came to the clinic reported having experienced dental pain for two weeks or more, compared to 15 percent of African-Americans, 12 percent of Hispanics, and 16 percent of other groups (Table 3).

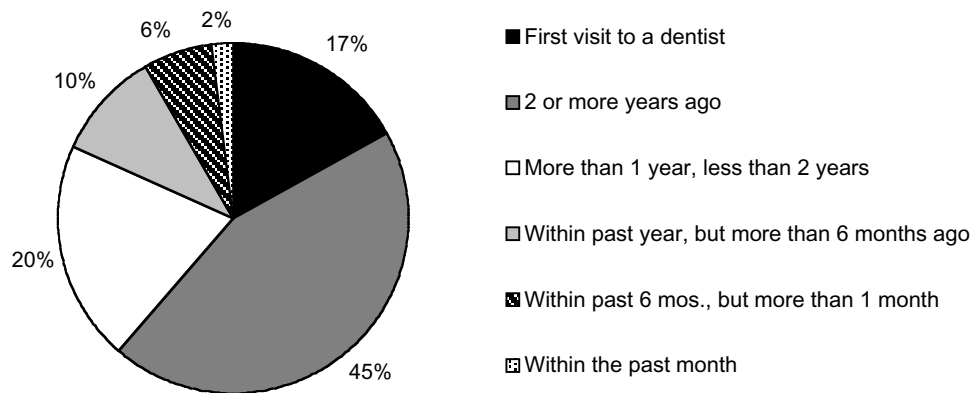
**Table 3  
Patients Coming to the Clinic in Pain and Duration of  
Their Pain, by Race and Ethnicity**

Race and Ethnicity	No Pain (N=1245)	Less than 1 week (N=250)	7-13 days (N=91)	14-30 days (N=171)	More than one month (N=275)
African-American	69%	11%	6%	7%	7%
Hispanic	63%	20%	5%	5%	7%
Non-Hispanic					
Whites	55%	11%	4%	11%	20%
Other	66%	12%	6%	6%	10%
Total	61%	12%	4%	8%	14%

**Frequency of Visits**

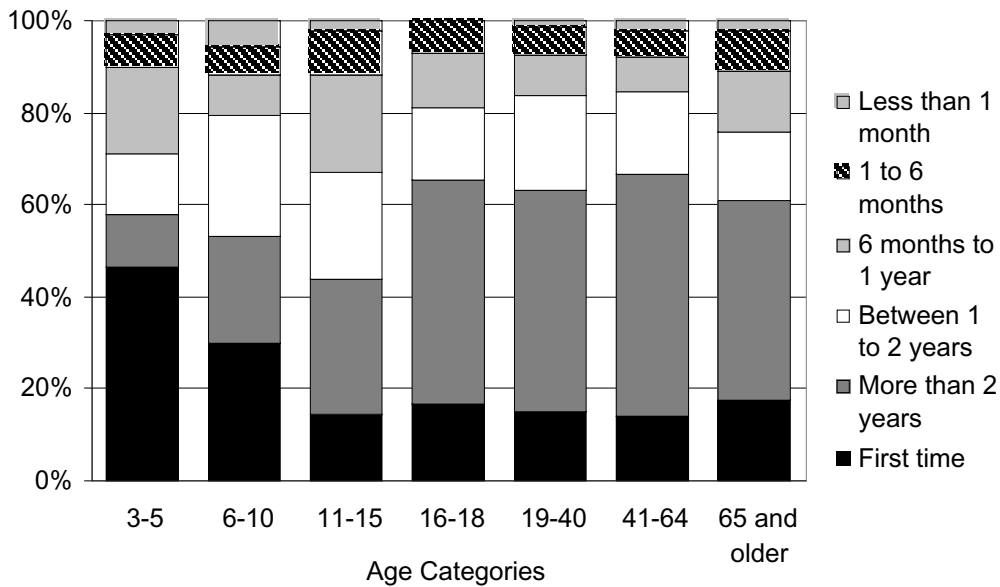
Most patients had not had a dental visit within the past six months, as some dental groups recommend for older children and adults. Excluding children age 2 and under, 92 percent of the patients had not seen a dentist in over six months (Chart 5), and 17 percent of the clients were seeing a dentist for the first time.

**Chart 5  
Last Dental Visit for Patients Over Age 2**



Although many children were among those seeing a dentist for the first time (Chart 6), the distribution of patients who had not received a dental visit within the past six months was roughly the same across all age groups, ranging from about 88 to 93 percent.

**Chart 6  
Last Visit to Dentist by Age Group**



### **Delayed Care and Financial Concerns**

The reasons clients most often reported delaying care longer than six months are the lack of insurance and associated financial concerns. Seventy-five percent of clinic patients who had waited more than six months to receive care cited the lack of insurance coverage as a reason to postpone seeking care (Table 4). Financial concerns also influenced those who feared they couldn't afford what the dentist might find (18 percent), those who felt a dentist would refuse them because of ability to pay (13 percent), and those who were concerned about having cost sharing expenses, even with insurance coverage (11 percent). Few patients cited problems relating to the supply of dentists, as only three percent said they could not obtain an appointment, and two percent said there was no dentist nearby.

Although the survey collected data on dental insurance coverage, 15 percent of patients opted not to respond to any of these questions. Among those who did respond, 80 percent affirmed that they had no dental insurance, 10 percent of the clinic patients had employment-based dental coverage, 8 percent had Medicaid or HealthWave coverage, and 1 percent had a dental policy they purchased themselves.

**Table 4**  
**Reasons for Postponing Care Later Than Six Months\***

No insurance	75%
Feared what the dentist would find and having problems paying	18%
Feared dentist would refuse them because of inability to pay	13%
Had insurance, couldn't afford cost sharing	11%
Didn't think they needed to go	4%
Didn't like going to the dentist	4%
No appointment available	3%
No dentist available	2%

\*Multiple responses were allowed.

### Effectiveness of Outreach and Patient Satisfaction

#### *Patients' Origins*

Clients traveled to the Wyandotte clinic primarily from eastern Kansas and nearby Missouri (Table 5).

**Table 5**  
**Geographic Distribution\* of Patients by Nearest Town**

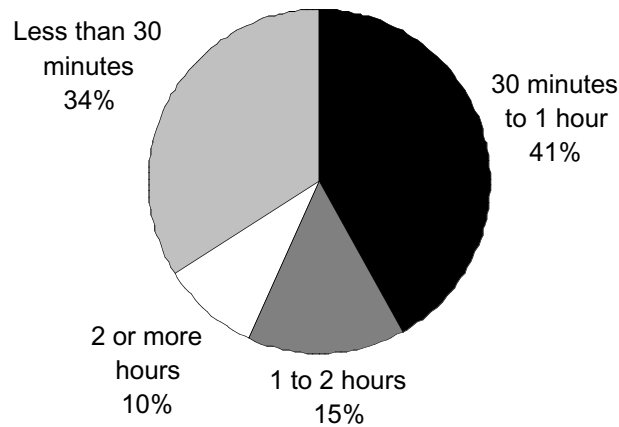
Town	Number	Percent
<b>Kansas City KS/Wyandotte Co.</b>	542	36%
Johnson County	268	18
Northeast KS/Leavenworth/Lansing	102	7
Jefferson County/Bonner Springs/Tonganoxie	79	5
Wichita/Emporia/Hutchinson	59	4
Lawrence	54	4
Topeka/Manhattan	42	3
Miami County/Osawatomie	23	2
Kansas West of Manhattan	17	1
Southeastern KS	14	1
<b>Kansas City, MO</b>	134	9
Other Missouri	164	11
Other States	2	<1

\*After clustering towns patients cited as nearest to their homes into geographic regions.

As observed at the Garden City clinic, a few patients traveled an extensive distance to attend the clinic (Chart 7). Ten percent of patients traveled two or more hours to the

clinic location. Most participants, however, traveled less than an hour; about one-third traveled thirty minutes or less.

**Chart 7**  
**Travel Time to Clinic**

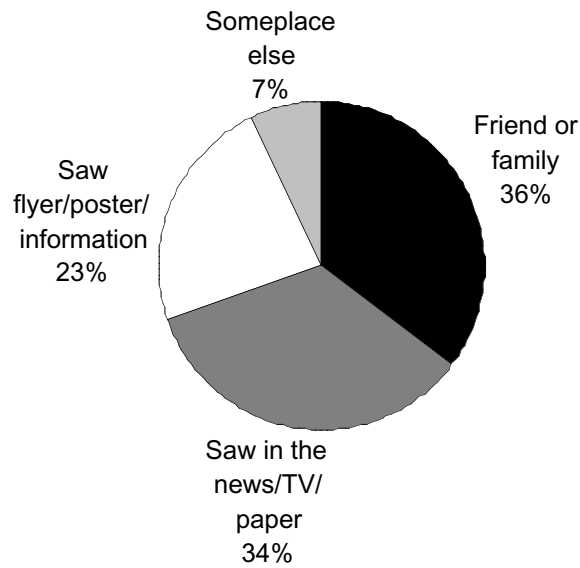


A roughly equal number of clients arrived on Friday and Saturday of the clinic (about 38 percent of the total number of clinic patients arrived on each of those days), and the remainder arrived on Sunday. Most patients arrived well before noon each day; about two-thirds of each day's clientele arrived before 6 a.m.

### ***Outreach Methods and Their Effectiveness***

Patients were attracted to the clinic about equally through word of mouth (i.e., hearing about the clinic from friends or family), or through media (Chart 8). Those who found out about the clinic through posters and flyers observed them in churches, community centers, Kansas Department of Social and Rehabilitation Services offices, and many other sites.

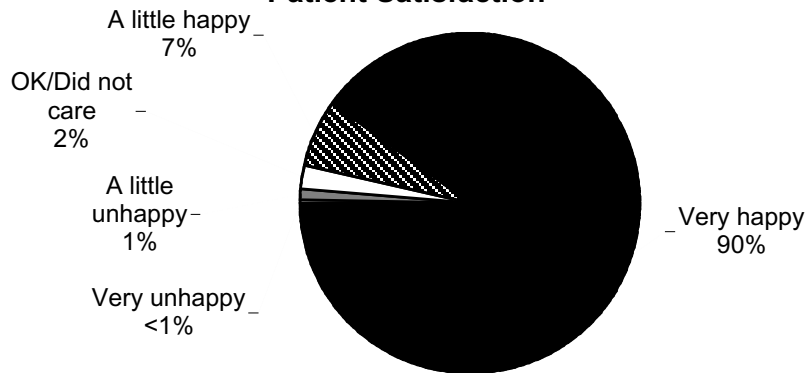
**Chart 8**  
**How Did Patients Hear Of the Clinic?**



***Patient Satisfaction***

As with the Garden City clinic, the vast majority of patients were highly satisfied with the clinic services (Chart 9). There were a few negative comments, most of which referred to the length of lines or waiting times that interfered with services (see Appendix B for text of comments).

**Chart 9**  
**Patient Satisfaction**



### **3. CONCLUSION**

The Wyandotte clinic served about 50 percent more patients than the clinic in Garden City, and satisfaction levels in Garden City and Wyandotte were equally high. However, the data collected on patients arriving as family or other groups allow for more thorough analysis of KMOM Wyandotte clinic clients.

At the Wyandotte clinic, 82 percent of the patients arrived unaccompanied, consistent with the finding that the clinic primarily served adult patients. These patients have frequently gone long periods without seeing a dentist, even though many were experiencing pain. Thirty-six percent of patients who had not had a dental visit in more than six months had been experiencing pain for a month or more.

Financial barriers to receiving care were most frequently cited as the source of seeking clinic care among the patients in Wyandotte. Since many low-income children are covered for dental care through HealthWave, the KMOM clinic primarily provided access to dental care for the working-aged, adult population. Clinic patients cited their lack of insurance coverage or other financial barriers as the primary reasons for delaying visits and inhibiting their access to dental care.

**Kansas Mission of Mercy Patient Survey**

**August 22-24, 2003**

*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 August 22                                      b.) Saturday August 23                                      c.) Sunday August 24  
 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 additional form if there are more than 5 people.*

	<b>You</b>	<b>Person 2</b>	<b>Person 3</b>	<b>Person 4</b>	<b>Person 5</b>
<b>3. Age</b>					
<b>4. Mark (M) for male or (F) for female</b>					
<b>5. Which race describes you and your family? (Check all that apply)</b>					
a.) African American/Black					
b.) American Indian/Alaskan Native					
c.) Asian/Pacific Islander					
d.) White					
<b>6. Are you Hispanic? (Circle yes or no)</b>	Yes / No	Yes / No	Yes / No	Yes / No	Yes / No
<b>7a. Before coming to the clinic today, have you or other family members had dental pain? (Circle yes or no):</b>	Yes / No	Yes / No	Yes / No	Yes / No	Yes / No
<b>7b. If yes, about how many days were you in pain?</b>					
<b>9. Did someone at the clinic show you how to clean your teeth? (Circle yes or no)</b>	Yes / No	Yes / No	Yes / No	Yes / No	Yes / No
<b>10. Were you told today that you needed more dental treatment? (another cavity to be filled, a root canal) (Circle yes or no)</b>	Yes / No	Yes / No	Yes / No	Yes / No	Yes / No
<b>11. Were you given <u>written</u> information about what to do for your teeth after today? (Circle yes or no)</b>	Yes / No	Yes / No	Yes / No	Yes / No	Yes / No
<b>12. Do you have a place to go to take care of dental problems after today? (Circle yes or no)</b>	Yes / No	Yes / No	Yes / No	Yes / No	Yes / No

***Please turn over A***



	You	Person 2	Person 3	Person 4	Person 5
<b>13. Have you ever been to a dentist?</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					
<b>14. Do you have any insurance 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):					

**15. If you or one of your family have never seen a dentist or it has been more than 6 months since your last visit, what has kept you from getting dental services? (Check all that apply)**

- a.) No insurance \_\_\_\_\_
- b.) Had insurance, but could not afford my share of the costs \_\_\_\_\_
- c.) No dentist was available where I live \_\_\_\_\_
- d.) Dentists are available, but I could not get an appointment \_\_\_\_\_
- e.) Dentists are available, but they would not take me because I could not pay \_\_\_\_\_
- f.) Did not think I needed to go \_\_\_\_\_
- g.) Worried about paying for problems the dentist might find \_\_\_\_\_
- h.) Do not like receiving dental care \_\_\_\_\_
- i.) 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!*

**CLIENT COMMENTS (verbatim)**

1. Thank you for helping the community! It's obvious that the people I saw today were very glad to be here.
2. Thank you. Thank you. Thank you. You are all great.
3. What an operation! Very professional all the way through.
4. You guys are a blessing. God Bless you!
5. I want to thank Doctor and staff for doing this for everybody, and you will be bless[ed]
6. The best gift I have ever had. It has been a completely positive experience. Excellent good care by wonderful caring people. Thank you!
7. Thank you so much for this service. God bless you.
8. Thank you so much for relieving my pain. Next time maybe I can volunteer. Again Thank you!
9. This is the most smoothest organized program. Very efficient. I came with a friend and decided to go through process.
10. Excellent and words couldn't express everything went excellent and staffs and drs
11. I thought the staff did a wonderful job treating so may people (socialized med/dental)
12. God bless all you people for your kindness and caring. Thank.
13. I was and am very pleased with care I received. The team (2) explain everything to me each step of the way. They made sure I was comfortable and not in any pain. Thank you so much for the service today.
14. We all were very happy with the service. There was no alarm regarding cleanliness. Everyone was nice to us and it actually went pretty quick.
15. Everyone was very nice. They were like [angels].
16. I even got an electric toothbrush, I always wanted one of these. Thank you so much to all the people who volunteered today. Because of you my mouth feels great right now I just can't afford my dental care even though it is a priority. God bless you all.
17. Everyone has been super! Kind, helpful, understanding! I can not say enough good things about this program and these people! Thanks so much and God bless!
18. Thank you so much for the excellent care I received from all the volunteers and Michelle from Wichita who cleaned my teeth. I have received excellent attention. Thank you.
19. I think its wonderful that dentist and the rest volunteer to care for us. There are many of us that don't go to the dentist because of no dental coverage because its too costly. It's a great program Kansas Mission of Mercy. I hope it continues.

20. Everyone working here today should know how wonderful you are to do what you have done! I can't express my appreciation in words except God bless you all.
21. Good job! This is an excellent service you are providing. The volunteers need to be highly commended.
22. Lots of smiling people leaving. Thank you all very much
23. Thank you very much for providing these services. My family and I are very grateful.
24. The Ped. Dr we had was really wonderful to the girls.
25. This was amazing! Great! Thanks!!!
26. Everyone made me feel special!
27. God bless you more - Hebrews 6:10
28. I just lost my job due to downsizing along with all benefits and chipped a tooth a week ago. Thank you so very much!
29. Please! Keep up the good work, will contact my US Congressman, Dennis Moore, about today's services. Thank you.
30. Thank you very much Dr. \_\_\_\_\_ and Asst. \_\_\_\_\_, you were both great and gentle. Much appreciated.
31. I thought that everything was very organized. All of the volunteers were very kind and considerate. I thought the lines were kind of long, but I don't see how anything could've been done to make them go faster. I thought everything went very efficient. This is truly a labor of love!!
32. Thanks to all the dentist, hygienist and others who volunteered. We really appreciate you guys taking the time to spend doing all you have done.
33. Thank you so very much. It is hard to believe that you are actually doing this on such a scale. You are all heroes.
34. Everyone was very friendly and professional; did not mind questions.
35. Extremely happy. I'm so happy I could shout!!!!
36. The staff was friendly and helpful and the experience was nice! Thank you. Very very happy.
37. First class!
38. I feel the love from this event and the oneness of the workers here!!
39. Didn't get to get anything done.
40. Exceedingly happy. Thank you.
41. You did a good job.
42. Tim it took to be serviced was 6.5 hrs. Very happy - staff especially dentist assistant who worked on me were extremely friendly and helpful.

43. I think them doing a good job.
44. Thank you.
45. Need to organize the morning traffic
46. Overall very good. Excellent. The long car line immediately upon exiting on 110th from I70 was difficult with a clutch. The standing in line outside the gate with no information as to whether any of us were going to be seen at all was tiring and worrisome.
47. Try to get a denture plan.
48. I was told it couldn't be saved and they were right; it was decayed down to the root.
49. The gross disorganization made it more of a trauma. Condition desperate; competence and compassion should be the focus. P.S. Post-trauma pain management inadequate at best.
50. Thank you for the service was very good.
51. Make appointments longer than 30 minutes.
52. Thank you very much from my family.
53. Your service was very good everyone was very kind. Thank you very much.
54. Was a blessing. Thank you. Thank you.
55. I was very satisfied.
56. Thank you very much.
57. Thanx! This is much appreciated!
58. Great job thanks everybody
59. No pain thank you!
60. Great people, great job, too bad some patients complained, etc. over petty stuff and fought over place in line. Good work folks, thanks. This person arrived on Thursday night at 10:45.
61. I appreciate the free service but a bit more organization would be a plus. I do thank everyone involved for helping me and all the others out here today!
62. Try to pull tooth before I got a shot. These people got to the clinic Thursday evening at 8:00 p.m.
63. I had a great visit.
64. This is the first time I've ever been to this event. It seemed very organized. Thanks very much to all of you that gave your time and expertise.
65. Awesome! Thank you!!
66. Thank you for providing good care for me and my girls.

67. The ladies that served me were very amiable and aiming to please. My dentist was \_\_\_\_\_. Thank you very much for your help.
68. What fun see you tomorrow
69. The cleaning I rec'd was better and given with care than my regular dentist hygienist
70. Lunch meat instead of peanut and jelly.
71. Thank you so much
72. Initial check-in and 1st waiting area chaotic - perhaps pull-tab numbers
73. Dentist - don't know if he use any \_\_\_\_\_ so it didn't do any deadening. I have a high tolerance for pain, but this paint was past my high tolerance level
74. Wouldn't pull teeth that I asked to pull
75. Thank you! Thank you! Thank you! Thank you!
76. My lost teeth - I was happy
77. Need to give people numbers as they enter the parking lot - lot of people cutting in line.
78. Nice people and kindness
79. They should put you to sleep while pulling your tooth.
80. Excellent Services
81. Thank you so much for the services. Who knows how long it would have been before I could afford a dentist. Thanks.
82. Took a long time, but were very happy with results.
83. Thank you very much
84. Thank you so very much for your care. God bless you all!
85. I really like all the people - how they act with everybody
86. I love these dentist - they were very polite, kind and no pain. Thank you. Thank you. Thank you.
87. For as many people you al handled - it went extremely well.
88. You people done real good, and God will bless you doctor and student for everything
89. Very happy with service, but unhappy with wait. But it was worth it.
90. May God bless you all, for what you have done for all of us.
91. Need handicap services and number each as they come in
92. They were good and nice. Didn't feel [p]ain

93. There was no first come first serve because people got there paperwork and then took the previous without waiting in the first line (in the grandstand). To prevent this I recommend that you give the numbers out after check in.
94. Please find some way to cause the needles not to hurt - very unpleasant experience. Dentist did OK. Thanks.
95. Give us a place or address for donations all year long. Thank you so very much.
96. When the people come to register can got the number no care what is the care came to receive
97. Thank you very much
98. Thank you
99. Thanks so much for doing this for me, it was a real blessing.
100. This is a wonderful service
101. The clinic was great!
102. I would suggest giving #'s at the gate when you first drive in. Then go by #'s. Thank you so much! It's a great program.
103. I thank you dentist for caring
104. I had to wait a long time from 6:15 till 3:30 to see the PR. Very happy with services
105. This services is so good and I want to let you know that all of us appreciate all of your work and encourage you to continue.
106. This is a blessing. Thank you.
107. This is a very nice program, hope you still have more programs like this. Thanks.
108. Thank you.
109. Thank you!
110. Excellence Dr.
111. Patient is 6 wks old
112. Thank you!
113. Thank you so much.
114. Very, Very Very Happy
115. Thanks
116. Nice work - thanks.
117. Very, very, very happy
118. Thank you all!!!
119. Thanks to all
120. Thanks

121. Thank you
122. Thank you
123. Thank you so much!!
124. Awesome services!
125. Thank you.
126. Ecstatic
127. Thank you. God Bless You!!
128. Thank you very much!
129. Awesome
130. Thank you very much
131. Arrived at 10 PM on Thursday, August 21
132. Thank you!
133. Everyone done a great job. Thanks.
134. Thank you!!
135. Excellent Job!
136. Thank you.
137. I appreciate all of the dentist.
138. Thanks - Good Job
139. Dr. \_\_\_\_\_ was excellent!
140. Thank you so much!
141. Thank you, God Bless
142. Thanks so much.
143. Thank You All and God Bless You All
144. Thank you.
145. Bless you for doing this. Thank you.
146. Thank you very much.
147. Thank you!
148. Thank you!
149. Thank you!
150. Thanks!
151. Thank you very much!
152. wonderful services
153. Thanks.

154. I think it's very nice what these people are doing here since I didn't get to tell anyone thank you, I'm saying it now and God Bless you.
155. It's a great thing what you all are doing for the community.
156. Thank you, suggest soup be served before extracting teeth - long time before some people can eat. Thank you.
157. Our country needs universal healthcare.
158. The dentist was very nice and easy with me. We need more like him.
159. You all are GREAT!
160. This clinic was truly a blessing for everybody like myself without insurance. Thank you all very much.
161. I applaud you and the entire staff. I think you all are a godsend. Thank you.
162. This was an excellent process. Thank all of you and may God Bless.
163. I asked for fillings because my back teeth hurt when I eat.
164. The doctor's, nurses & staff were excellent. I am very grateful. Thank you!
165. You did a good job. May God Bless You.
166. The dentist was very kind and respectful to my needs.
167. The service was excellent, didn't wait as long as I thought I would have to.
168. Every volunteer and "staff" seemed to be pleasant and to really care that they were helping my pain!
169. See ya next time
170. This is a great service. Thanks very much to all of the dentists and volunteers. This is proof that national health and dental insurance are badly needed considering the high turn out.
171. Thank you very much.
172. Great Job, Thank you very much!
173. perfect as is
174. You need to have this in KC more often, is good for people who have a lot to pay off insurance.
175. Very well organized. Thanks to all of the volunteers!
176. I think it was great. Thank you all!
177. I think they did a wonderful job!
178. Please come back!
179. Thank you all very much!
180. For taking high blood pressure need large cuff for large people.
181. God's Blessings Thank you!



182. Thank you!
183. I really appreciated how nice and how gentle the cleaners were. Thank you!
184. Thank you so very much. Without this, I would not have been able to get help.
185. very happy, thank you very much, appreciate your good efforts
186. I am very thankful for your service.
187. Only problem-told at triage could get cleaned & extracted but then had to choose which.
188. Very impressed about how organized everything was. Very impressed with the professionalism shown. Very, very appreciative of services received.
189. I am very thankful & grateful for this service. Thank you!
190. Thank you very much, God Bless You!
191. Every one was so nice & helpful. I can't explain how I and every one who helped me!
192. Volunteers & professionals were wonderful, thank you!
193. Dr. \_\_\_\_\_ did a great job, Thank you!
194. Thank you very much for caring very well for me. Very nice people.
195. Dentist & helper sang to me!
196. Thanks for helping people that cannot afford dental.
197. Now I can smile again
198. This is a wonderful cause I work for a non-profit to help low income & disabled find housing and no benefits. This was a wonderful, caring & I spread the word around to our low income.
199. This is a wonderful service you provide.
200. Nothing-wonderful-even enjoyable
201. wonderful all around
202. Thanks a million!
203. Thank you very much for doing the free dental care. Everyone was great & friendly
204. I think this is a valuable community service and I thank everyone for their time and effort.
205. This is a wonderful thing! Thanks to all who attend & put this clinic on!
206. No improvements-it was great!
207. I am so grateful for today. I had the best of everything. I wish this was thank you, God Bless.
208. Thank you very much!

209. Thank you so much for the services offered. I don't know what I would have done without you!
210. Wow! This was great! Thanks.
211. This service was wonderful. The dentist and assistants were very nice.
212. Everyone was great! What a needed service!
213. Great Job!
214. This was a great idea because many people can't afford dental service, but I think it could be closer to the urban area. Some people can't get transportation here.
215. The man that worked was very good and calming.
216. I am very pleased with the care I was given. I was treated with respect and not looked down upon because of my condition. Thanks!
217. Thanks to everyone! It was a great experience and God Bless All of You!
218. Thanks for everything!
219. I was given a very good service from Dr. \_\_\_\_\_.
220. Everyone was very friendly and it went smoothly. Thank you all so very much!
221. It gave me an affordable way to avoid more long term problems
222. Thank you, see you Sat. & Sun.
223. It really ran very smoothly. Did not have to wait too long.
224. Thank you all for donating your time as well as the dollars necessary.
225. Thank all for the services. I don't know what I would have done otherwise.
226. Thank you! This procedure is long overdue. It relieved my pain and emotional stress.
227. Dr. \_\_\_\_\_ provided me with very good service. I am very happy about this service. Thank you very much!
228. Super Great Job! Very nice people & no pain.
229. Aftercare was not in writing dentist seemed unprepared for my services.
230. Very great service - hope it will continue-very excellent!
231. \_\_\_\_\_ is the most professional, painless, caring dentist I've ever been to & would love to be treated again.
232. Everyone was very patient & kind!
233. The dentist made sure I knew what he was doing and I was comfortable.
234. The dentist said I needed a cleaning after he did a filling & they would not do it. Told me I had to come back tomorrow.
235. It would be more logical to do all the care needed on one day instead of being told to come back tomorrow.

236. Nice people very kind and helpful.
237. I have 5 bad teeth and could only get 3 done.
238. Thanks for providing this service for people who cannot afford, like me.
239. God Bless all those who cared and shared!
240. I've been to several dentist but I recommend Lisa Gonzales.
241. I am on SS disability. Have medical - no dental. I was hit as a pedestrian & lost my job-have global trouble. Broke a tooth when car hit me-it was fixed today. Thank you!
242. No comments-very good service-Thank you!
243. Thank you! This made a great difference to our family!
244. The dentist was very patient with me-had a good experience.
245. everyone was very nice-this is a great service-thanks so much-please continue!
246. Thank you- I had a broken tooth that they fixed & a crack. I did not know so that was fixed also. Thank you!
247. This is a great service for all people without insurance or money. Keep up the good work!
248. God Bless You All-You all are great!
249. too much confusion & lines
250. This was very organized. I greatly appreciate all the volunteers!
251. Thank you!
252. Thanks!
253. Thank you very much!
254. Thank you!
255. Patient is 9 months old.
256. Thank you much for service & kindness.
257. Thanks for everything!
258. Thank you & God Bless You All!
259. thank you very much!
260. Bless all of you!
261. great job!
262. Thanks so very much! It's been a wonderful experience. Thank you!
263. Thank you all very much!
264. thank you!
265. thank you!

266. thank you!
267. Very, Very, Very
268. Thank you so much.
269. They do have a place to go, but not for cheap.
270. Thanks a lot
271. Thank you very much.
272. thank you!
273. thank you!
274. thank you!
275. Thank you
276. Thank you.
277. thank you all!
278. you are wonderful-thank you!
279. great!
280. all good-thank you!
281. didn't like the wait
282. thanks everyone!
283. thank you very much!
284. I was suppose to get fillings.
285. thank you!
286. Thanks!
287. Excellent!
288. Thank you all very much!
289. Thank you and God Bless You All!
290. thank you!
291. thank you very much!
292. Thank you!
293. very, very pleased!
294. thank you!
295. thank you!
296. everyone treated us really nice
297. thank you so much!
298. thank you!

299. thank you very much!
300. allow spit time
301. It was like totally awesome
302. Very good service - hope you continue. God bless you all.
303. Wonderful! Please keep the service for ones that cannot afford it. Thanks!!
304. Thank you so much for all you have done.
305. This is a beautiful thing that is being done for everyone in need.
306. You've done a good thing and many people thank you for it.
307. It was outstanding
308. Dr. \_\_\_\_\_ and his assistant was an excellent dentist. I highly recommend his services to everyone in my family. Thank you, thank you, thank you!
309. Some porta pottie facility outside where the line was.
310. Very excellent doctors and staff
311. Thank you, may God bless you all. Please provide the care and service again
312. Thanks for your job.
313. Do not make the comment after completed, "These are the worst fillings I've seen!"
314. I think we need more dentist and volunteers who care enough about people's teeth and health to do services like this.
315. Services were great; I'm so appreciative
316. Thank you all for your kindness and time.
317. I very glad these dentist took out time to do a very good deed for the community. It's a blessing. Thank you.
318. Thanks to all of you who helped my family.
319. The services was super. Thanks.
320. This was the best experience I have had ever concerning medical or dental care. Thank you so much KMOM.
321. The doctor/dentist I had was very friendly and despite heat and crowd the whole clinic seemed well organized.
322. \_\_\_\_\_ from Wichita verry nice to me. Actually everyone was great thanks.
323. They did an awesome job. I felt no pain.
324. It was nice everybody was kind to me!
325. The dentist I had today was excellent. Thank you for your services.
326. Well worth the drive - even though we camped out at the gate since 1:30 a.m.

327. This is a great thing that has been done. Thank you to all that came out to help.
328. Very organized, polite, respectful
329. The dentist were nice and very helpful and they also solved my tooth problem.
330. Thank you so much!!! You are so nice.
331. I am thankful. God bless you all.
332. The staff members were great. They just didn't do a good job with passing out the numbers in order. Got a little crazy, but they helped me out.
333. may god bless all of you for helping god's people.
334. you seem well organized and efficient. I very much appreciate you giving up your time to help everyone. God bless you all!
335. I think everyone did a great job. Loved the service.
336. thank you so much!
337. thanks to everyone for all their help. It was a great experience.
338. to allow any suggestive extra work to be completed on the same day without having to get back in line or returning the next day. Thank you!
339. thank you very much! Also to the Spanish people.
340. I really appreciate this program. Thanks!
341. thank very much. may god bless you all!
342. thank you all very much. I needed the work done & no one made me feel bad about getting the work done!
343. the system was set up very well. It was extremely organized & greatly appreciated. I am a single mom & the cost is way too high otherwise.
344. each person whether dentist or assistant were so cool & helpful.
345. everything was done excellent! Thank you
346. thank you so much for your time!
347. it is very nice that you give us this service. Thank you. I get my fillings do I don t have to worry. Great job everyone. Thank you very much.
348. start giving people numbers at the gate. Thank you so much!
349. I am very grateful for the wonderful people giving their time & knowledge to help me. I cannot afford it.
350. the dental care was great. The lines really stunk and I would have like a cleaning as well as the fillings. Maybe tomorrow
351. the lady that treated me was excellent. Thank you.
352. I think it is wonderful that all of these professionals came and gave their time. God bless all of them.

353. I am very hap about this. I found out I had more problems than I thought and now I will take care of it. Thank you very much. God bless you all and keep it up.
354. thank you my son really needed this free service!
355. the insurance that I have does not include dental care. The name of the ins. Is Humana.
356. everyone had a good attitude and was very helpful.
357. I did get a chance to get my teeth cleaned.
358. I think this is a great service for people who cannot afford dental service.
359. thank you it was wonderful. I was so worried.
360. you are a blessing & a God sent! Thank you!
361. dr. beaver was excellent & also his asst. Thank you so much. God bless!
362. I really appreciate my teeth and my child teeth getting fix and cleaned. May god bless you all!
363. I am so grateful. Thank you. It seems like fillings and extractions could be done at the same time.
364. Dr. \_\_\_\_\_ and \_\_\_\_\_ were most professional. Everyone was wonderful.
365. need to do this more often, first time I've heard of it. I liked it.
366. thank you very much. It's a relief to have my teeth fixed.
367. thank you so much for helping me and my children. God bless all of you.
368. \_\_\_\_\_ is a good dentist.
369. thank you so much for providing this. It really means a lot.
370. thank you very much! God bless you!
371. thank to all who contributed to the fund!
372. it was a good birthday present.
373. thank you all very much
374. thank you for helping, and taking away the pain.
375. I appreciate everyone's effort and service to those of us who can't afford care. Thank you so much!
376. do this more often.
377. very good service, I'm okay.
378. I lost a molar because I could not afford payment. This free help save a front tooth. Thank you so much!
379. was given info. but do not have insurance.
380. excellent service thanks to all the employees!

381. Thank you very much.
382. I still need 4 fillings.
383. thank you all!
384. thank you
385. great job, thank you
386. thank you
387. thank you
388. thank you
389. thank you so much you did a good job.
390. women do a better job cleaning teeth
391. outstanding, most excellent, thank you so much
392. they were very kind & friendly. They made it easier to sit/lay there.
393. they were very good and very nice people. Thank you very much
394. they were really good
395. received pretty good service for a free clinic. I will not complain. It was provided free and from the heart.
396. god bless you all. We appreciate so much getting help for \_\_\_\_\_. Thank you all.
397. I want to get lower periosteal implants behind my lower front teeth!
398. I would rather pay then go thru this horrific act again!
399. move indoor's
400. every volunteer was very friendly. Each professional treated you with respect and seemed genuinely happy to help. You had a numbering system set up which was a good idea, however, it was not used. This seemed to be a waste of your volunteers time, if the numbering system was not followed. Thanks to all the volunteers.
401. I am very grateful for the service provided. Thank you
402. if you have no ins. No one wants to help you. I think this clinic was a blessing from god. God bless you all.
403. \_\_\_\_\_ was great. She has a wonderful attitude.
404. this is a fantastic program. Thank you very much.
405. thank you \_\_\_\_\_ & \_\_\_\_\_. Great job, keep up the work!
406. I think you could use signs to tell people where to go. Thank you so much.
407. numbers at the entrance
408. very good service
409. thank you all so much!



410. A very well planned & orchestrated event. I am very please. I will tell others. Thank you.
411. keep up the good work. I feel so much better and I have a whole new respect for dentists and dental experience.
412. Dr. \_\_\_\_\_ and Dr. \_\_\_\_\_ were pleasant, good listeners and friendly. Thank you.
413. concern with serving peanut butter based foods to eat before surgery.
414. Dr. \_\_\_\_\_ and his asst. are the best!
415. Thank you all!
416. this is very much needed many have my situation.
417. you're perfect-thank you!
418. awesome! Thank you!
419. thank you very much. God bless all of you!
420. thank you very much!
421. thank you very much!
422. this was an awesome service. Thank you very much!
423. It's encouraging to see that there still people who care left in the world.
424. very good - I hope you can have again next year.
425. overall, generally satisfied and grateful for the services offered today. I wish we could get more of that.
426. thanks so much. I'm 100% better.
427. offer root canals & dentures
428. wait from arrival time was long
429. thank you! You were awesome.
430. everyone was very nice
431. thanks to all of those who made this possible. God bless you all!
432. this is an incredible service you provide. I am grateful!
433. the best organized event I ever attended!
434. excellent, thank you!
435. speedway need entrances marked a,b, c, etc. You need to know what entrance to get in. More signs to get you in off I-70. Thanks so much!
436. wished would've pulled all
437. \_\_\_\_\_ & \_\_\_\_\_ were great!
438. thanks for being here!
439. I think it's a very good program. It should continue.

440. the service was better than most dental offices. They should do this more often.
441. what a wonderful public service. Thank you!
442. closer restrooms
443. thank you!
444. I like what ya did for me and I thank you for it and may God bless you.
445. do it more often & by appt.
446. this is a wonderful thing for them to do. I would not have been able to have dental care w/o you. Thank you!
447. everyone was very nice! Thank you!
448. cannot improve on great! Thank you!
449. but didn't enjoy it-glad you were here. Thank you!
450. very good organization, friendly staff and excellent service. Thank you!
451. the dentist I had was from Independence, KS. Very, very good lady dentist.
452. I would just like to thank the dentist that did my dental work, she was great. Thank you!
453. thank you! Appreciate the services.
454. I was very thankful otherwise I wouldn't have had it done. I'm on a fixed income.
455. thank you so much. Everyone was so kind. The dentist was awesome. Thank you again.
456. thank you, great organization, friendly, helpful & caring.
457. thanks for this work you do for others.
458. you did a fantastic job all the way. Thank you!
459. I am glad I was able to come today & get my teeth pulled & cleaned.
460. your service is great! Dr. \_\_\_\_\_ and staff thanks! Thank you for a job well done.
461. provide more service stations
462. everyone was very friendly. Thank you!
463. God bless everyone of you! Thank you.
464. only problem was traffic/gate planning lots of folks from out of town, or more desperate got turned away. Some late arrivals allowed in after 7:30-8 am.
465. I was here yesterday. The dr. told me he pulled 2 teeth(#1 & 36). He actually only pulled #36. Why would he tell me this?
466. very blessed and thankful!
467. thank you for all your help!
468. thanks a bunch. Couldn't make it w/o you all.

469. very polite, just didn't want to get the needle.
470. I work for a non-profit organization of North America. It is call the Humanitarian Foundation. I will be the president of the Local Branch in KCKS & Greater KC in year 2003-04. We provide dental assistance to physically & mentally handicapped children
471. this is wonderful I have been self conscious for 5 yrs. about my front tooth & now it s fixed.
472. I think it's totally awesome you guys did this for us! \_\_\_\_\_, \_\_\_\_\_ & \_\_\_\_\_ are wonderful & I hope more people will learn from you guys. God definitely has a mansion waiting for all of you nice people.
473. I'm on social security disability raising 3 boys. I don't want to loose my teeth! However, I need 2 bridges and 2 crowns. I was praying this could be provided today. I'm sitting here trying to keep from crying. I hate the idea I'm loosing teeth cuz of inability to pay. Excellent service!
474. you guys are great! Thank you!
475. thank you. God bless you all!
476. everybody here today that I met was extremely nice & helpful. They all did an excellent job & should be rewarded for what they did. Thank you!
477. my oral surgeon was wonderful!
478. I needed this badly. Thanks!
479. I was told that I needed a crown. You did not have xray machines.
480. thank you, very well needed.
481. hurt! Drs. Were good. I was scared. Glad it's over!
482. great people nice, my teeth feel very clean. Thank you!
483. I think it went just fine.
484. Thank you for blessing me and my family with this helpful service. Thank you to all the workers, dentists, volunteers, RN, bus driver, etc. Thank you.
485. Speedy, kind service, no pain. Thank you for the free service.
486. The dentist was excellent and his assistant was great too!
487. Everybody was great! Very cheerful.
488. Feel clean. Very professional service. Thank you very, very much.
489. thank you
490. Thank you. Thank you.
491. It was quick and efficient
492. thanks so much!
493. thank you

494. A+
495. thank you all!
496. thank you
497. Thank you very much.
498. thank you very much
499. thank you
500. thank you!
501. thank you
502. thank you
503. thank you! God bless you!
504. thank you
505. thank you!
506. thank you
507. thank you. God bless you all!
508. more help with Spanish
509. everything is fine
510. god bless you and thanks for you kind gesture marvelous!
511. very nice job!
512. thanks for all your services!
513. Thanks for the attention & the time spent on this.
514. I like the method in which I was attended to. All the personal was very gracious.  
Thanks a bunch!
515. very good services
516. thanks for helping those that need it. God bless you!
517. I hope you return again & many thanks!
518. I am so happy with your services! Thanks.
519. Thank you for your great services!
520. the persons that attended me were kind to me. Thanks for your services!
521. Thanks a lot for your good service.
522. they treated me excellent. Thanks
523. thank you so much. This is a great service and God bless you!
524. hope you continue these services. They are great for the community. Thanks!
525. this was a great idea to have a free project. Thanks

526. everyone behaved very attentive & helpful, kind. Thanks.
527. thanks for your very beneficial attention. God bless you!
528. I give you my thanks for all you've done. May God enlighten you. Thanks.
529. you do a good job! Thanks for helping me!
530. thanks for helping the needy families of KC.
531. we appreciate you a lot for all you do for us. May God shower you with many blessings.
532. thank you for all your kindness toward us!
533. there's a lot of organization of first quality and above all it's free. Thank you so much. I also wanted to have you remove my braces, anyway, thanks a lot!
534. to tell you the truth a service not expected. I thought you were going to hurt me. But on the contrary, I'm very grateful with your work. Thanks to God!
535. you did a good job. What I didn't like was the odor of the medicine you put on me to numb the gums.
536. the service was great contrary to the amount of people line up for it.
537. very satisfied with the service provided for my son & I. God bless you & everyone that help provide this service that you have come to give us.
538. that you could sell the retirees a dental plan.
539. everything good except that there was no respect towards the line up (numbering). They just kept piling up and some kept get ahead of the line.
540. it was a great experience even though I didn't speak English. Everyone was kind & helpful. Even the girl that spoke Spanish.
541. this was a good service and I hope that you will be able to come again.
542. I'm very grateful with all the personal that gave their time to us. Everyone was very kind. God bless you!
543. thanks for help those of us that do not have a dental plan. God bless you!
544. this is a good service. Many people cannot obtain this service for lack of documentation (immigration).
545. for me as a Hispanic its an excellent job that the state and the dental staff provided. Great service & thank you for everything.
546. I hope you continue these programs for the people that are not insured or have any other means to obtain such services.
547. Thanks for this labor - God Bless
548. you are so kind!
549. very appreciated
550. everything was good

551. thank you so much for all of this!
552. thank you for this service! God bless you all.