



Dental Lifeline
Network • Hawaii

More than Dentistry. Life.®

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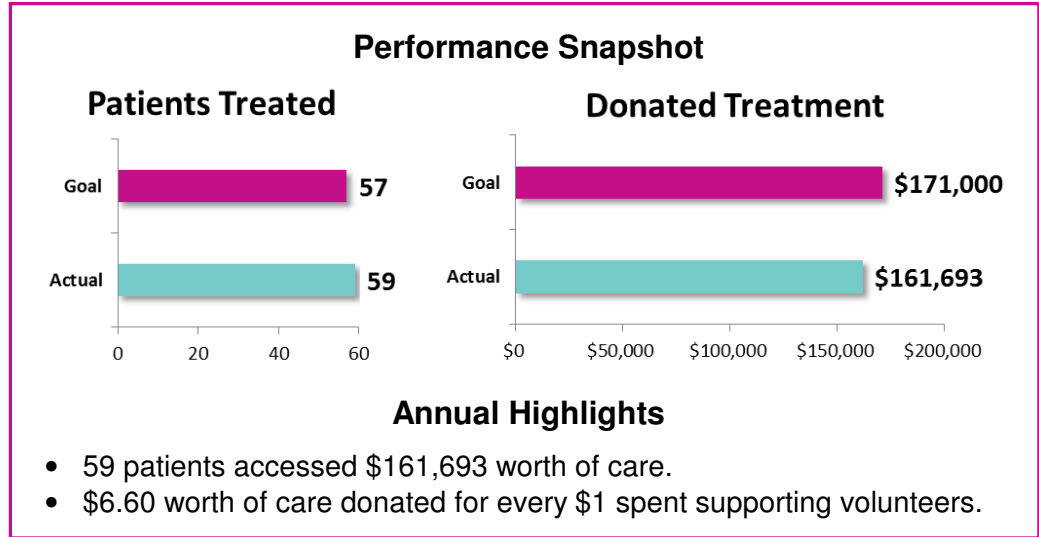
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HAWAII DONATED DENTAL SERVICES (DDS) PROGRAM

Annual Report for July 1, 2014 - June 30, 2015

Fourth Quarter Report for April 1, 2015 - June 30, 2015



The DDS Program in Action

Fifty-one-year-old Ms. E. lives alone in Lihue. She has an intellectual disability as well as type 2 diabetes, arthritis and anxiety. A caregiver spends five hours per day, six days per week with her and drives her to appointments, and she sees a case manager weekly. Ms. E. survives on food stamps and a Social Security Disability benefit and struggles to get by. In addition to her health problems, she has oral health problems but cannot afford the dental care she needs.

Ms. E.'s dentist, Dr. J., generously donated a full upper denture before she learned about the DDS program. Unfortunately, she has a severe gag reflex and her mouth is very small, so she was unable to wear the denture. Ms. E. was left with no upper teeth and it seemed she had no other options to access the treatment she needed.

The Department of Health – Community Services for the Developmentally Disabled referred Ms. E. to the DDS program. Her existing dentist agreed to become a DDS volunteer and continue seeing Ms. E. for further care with the support of the DDS Coordinator to handle any additional dentists, specialists or laboratory needs. Dr. J. feels implants may benefit Ms. E. and currently is determining whether her mouth can accept them. Another dentist recently donated a special x-ray to help Dr. J. determine whether implants are the best way to proceed. Thanks to these kind dentists and the DDS program, Ms. E. will get the help she needs to restore her oral health! Ms. E. is appreciative of this help and said it *“would make my mouth look a lot nicer and people wouldn’t make fun of me.”*

Program History

- Established in 2002 with endorsement from Hawaii Dental Association and funds from Hawaii Department of Health and its State Council on Developmental Disabilities
- 405 total patients served
- \$1,740,558 in total care donated by volunteers
- Statewide Volunteer Network: 100 dentists and 29 labs

Accomplishments

The DDS program exists to help individuals with disabilities or who are elderly or medically fragile and cannot afford or otherwise access treatment for severe dental conditions. Hawaii's DDS program is part of a national network of similar programs in 42 other states. Collectively these programs helped 7,456 individuals access nearly \$25.5 million in services during the fiscal year.

Goal: Help 57 people with disabilities or who are aged or medically fragile receive \$171,000 worth of comprehensive dental care during the fiscal year, including \$16,000 in laboratory fabrications.

Results: 59 patients received \$161,693 of treatment, including \$15,043 in lab fabrications, exceeding the goal for patients treated! (Nine of these patients received \$12,583 in routine care from volunteer dentists who had donated the patients' initial treatment and wanted to continue providing ongoing, maintenance services.) Each patient treated (with the exception of the nine patients receiving ongoing maintenance services) received an average of \$2,982 worth of dental treatment; comprehensive care that illustrates the generosity of the volunteer dentists and labs.

At the end of the June 30th reporting period, 47 individuals had been referred to volunteer dentists and were receiving care (i.e., active patients). (Some of the 59 patients treated this fiscal year are still undergoing treatment and are included in the 47 active cases.)

Applications

We received 68 applications during the fiscal year (five from individuals with developmental disabilities), and at the end of the June 30th reporting period, 77 people were waiting to be referred to a volunteer. The wait list includes individuals who applied this fiscal year as well as some who applied previously and have not been referred yet. Some of the applicants waiting have serious and persistent mental illnesses, and these individuals can be hard to place with volunteers because dentists may perceive them as difficult to treat.

Since the program's inception, we have made multiple efforts to distribute information through programs that help individuals with developmental disabilities and seniors, as well as other programs that help populations with disabilities. Most of the applications we receive from individuals with developmental disabilities are from the Big Island where we only have a few volunteers. Also, many of these applicants require sedation and need more care than most general dentists can provide in their offices.

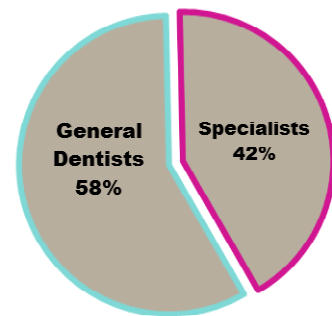
When the waiting list gets too long, the Coordinator spends a significant amount of time processing new applications and responding to people requesting applications; time that instead

could be spent referring people to dentists and coordinating services. We continually monitor the waiting list and assess whether and where we can accept applications. Doing so helps the Coordinator process applications more efficiently so she has sufficient time to refer people to the volunteers. Currently, we are unable to accept new applications from the Big Island except from applicants with developmental disabilities.

Volunteers

The volunteers are the backbone of the program, and we are very grateful to the dentists and dental laboratories that participate.

Currently, 100 dentists volunteer for DDS. With so many active volunteers, one may think that fewer people should be waiting for care. Most volunteer dentists treat just one patient at a time and due to the comprehensive nature of the treatment provided, may thus only treat one patient annually. And, 42 of the 100 volunteers are specialists, leaving only 58 general dentists to handle initial referrals. With 59 patients treated this fiscal year, 47 active cases and 77 individuals waiting for care, the current volunteers are well utilized. To help more people, we need more volunteers.



Complicating the referral process, the geographic distribution of applicants and the pool of available dentists are not always aligned. One particular challenge is finding volunteers who will provide services under general anesthesia, especially on the Big Island where we receive the majority of applications from individuals with developmental disabilities. We are fortunate to have some volunteers on Oahu who do so, but not on the other islands. While inter-island transportation is available for patients with developmental disabilities, it can be traumatizing for them. In addition, we need more volunteers for other patients who cannot afford to travel between islands. As such, the Dental Lifeline Network · Hawaii Board of Directors is exploring methods to recruit more volunteers, particularly on the Big Island.

"The program is well organized with great communication between the dental office and the program coordinator."

- Dr. A. of Honolulu, a DDS volunteer since 2010.

Many dental laboratories also volunteer for the Hawaii DDS program. Along with the 29 labs physically located in Hawaii, seven additional out-of-state labs that are part of Dental Lifeline Network's national cadre also volunteered to help Hawaii DDS patients during the fiscal year. We truly appreciate the generous efforts of all of our volunteers.

Staffing

The Coordinator determines applicant eligibility, links patients with nearby volunteer dentists, monitors patient progress and arranges laboratory services and the help of specialists as necessary. Most importantly, the Coordinator resolves any problems that may interfere with care and ensures all parties have a positive experience.

Ms. Margaret Petrick has served as the DDS Coordinator since March 2004. She also manages DDS programs part-time for Montana and Vermont from her office at the

Montana Dental Association. Since she communicates with patients, dentists and labs via telephone and mail, not having a local Coordinator is usually invisible to the consumers and volunteers. And because she works every day, she is always available to assist volunteers and patients instead of having limited office hours.

Financial Information

During the fiscal year, volunteers donated \$6.60 in care for every dollar spent supporting contributed services! While the volunteer dentists and many of the dental laboratories donate their services, we must raise funds to support their efforts and pay for the DDS Coordinator, lab reimbursements when we cannot find labs to donate, office supplies and other program expenses. As mentioned, we are fortunate to receive funds from the Hawaii Department of Health's State Council on Developmental Disabilities for the costs to support the volunteers.



\$6.60
in care donated for
every \$1 spent

Future Plans

In the next fiscal year—July 1, 2015 to June 30, 2016—our goal is to help 64 people with disabilities or who are aged or medically fragile receive at least \$208,000 worth of free dental care, including \$18,000 worth of donated laboratory fabrications.