



Connecticut Mission of Mercy Final Report XL Center April 25 & 26, 2014

Outcome

On April 25-26, 2014, the Connecticut Mission of Mercy (CTMOM) held a two day free dental clinic in Hartford, CT. The XL Center graciously and generously hosted the event and provided an overwhelming amount of in-kind services. This was the seventh project for the mission and the experience learned from the past 6 missions proved invaluable in making this project a success.

With full cooperation from the Connecticut State Dental Association and **1,594 volunteers**, CTMOM provided **\$1,578,062** in free oral health care to **2,295 patients**.

CTMOM's first patients were twin sisters, senior citizens, from Hartford, CT. They arrived to wait in line on Thursday at 7:20 a.m., nearly 24 hours before the clinic was scheduled to open. They learned about the annual event held in Bridgeport the year before, but did not make it to that clinic. Neither of the women had dental insurance. One of the sisters explained how she had visited the dentist in 2006 and had one tooth extracted. During her visit, the dentist told her that she would need to have eleven more teeth pulled. Afraid to return to the dentist, her teeth deteriorated and broke at the gum line. She stated that she pulled them out herself, resulting in fragments being left behind in her gums. She came to CTMOM hoping to have them removed and relieve her from pain.

The stories go on and on. Patient after patient explained with humility why they were seeking care at the clinic. Downsizing of companies, lost benefits, graduated from school/college and not able to obtain a full-time job, social security or pensions not enough to live on, rising taxes and cost of living were just some of the reasons they waited for hours to receive care they would otherwise go without. As seen in the past, patients were extremely grateful for all the services that were provided to them. "Thank you", "God Bless you", and "Muchas gracias" were spoken again and again throughout the day and grateful tears were shed by many. Hugs were abundant and smiles from ear to ear for finally having front teeth or teeth to chew with were seen throughout the clinic.

The XL Center exhibit hall was transformed into a large-scale dental clinic with medical & dental triage, restorative, pedodontics, endodontics, oral surgery, prosthetics, hygiene and sterilization departments working together to see as many patients as possible during the 2 days of the clinic. The XL Center atrium was utilized for patient registration and volunteer registration. Areas within the exhibit hall were utilized for breakfasts and lunches for all volunteers, as well as a family waiting area. Volunteers were also able to benefit from a well-deserved massage from a team of licensed massage therapists.

Patients were treated on a first-come, first-serve basis. They waited their turn to see the medical and dental team for an initial evaluation and to prioritize dental services needed. Each team member and patient had a valued role and voice in ensuring optimal care. As dentists and dental hygienists became available, patients were guided to areas of the clinic where they underwent treatment for the most urgent problem that needed to be addressed. Bilingual volunteers were available throughout the clinic to assist non-English speaking patients. Sign language interpreters volunteered their services for the hearing impaired.

Working with a grant from the CT Health Foundation, CTMOM set aside a section consisting of ten dental chairs within the clinic specifically for pregnant women, as well as a separate registration area so that they did not have to wait in line or arrive before the clinic opened. The goal was to treat pregnant women who would otherwise not receive care, educate dentists' specifically in treating pregnant women and to engage pregnant women, oral health care providers and policymakers in the conversation about the need for pregnant women to receive care during pregnancy. Research suggests that fewer than half of expectant mothers seek dental care despite evidence that a mother's oral health is strongly connected to their children's oral health. Some research has also suggested that women who don't receive dental care during pregnancy are at a slightly higher risk for preterm delivery.

The pregnancy clinic, although specifically developed and implemented to deliver care to underserved pregnant patients of color was also used as a site to specifically disseminate correct information on oral health care to that same population. For the clinical teams who delivered that care, especially the dentists who are out in communities providing care to those same types of individuals, it expanded their confidence in delivering appropriate care and helped replace some erroneous notions about providing care to expectant mothers.

Eighteen pregnant patients were treated at CTMOM Free Dental Clinic in Hartford this year. All patients also received comprehensive oral health instructions, oral health education literature, toothbrushes, toothpaste and floss to engage patients as partners in improving their long-term oral health. Particular attention was paid to the strong parallel between healthy nutrition and optimal oral and overall health. Pregnant patients will receive a follow up call to ensure that they have plans for follow up oral health care, if needed and also to hear feedback about their experiences with the CTMOM Free Dental Clinic for improving upon the clinic in future years.

Patients

Patients traveled from 161 cities, towns and villages throughout the state to attend the clinic. It should also be noted patients attended the clinic from California, Maryland, Massachusetts, New Hampshire, New Jersey, New York, North Carolina, Pennsylvania, Rhode Island, Virginia and Wisconsin.

The following table lists the number of patients by county/state and percentages:

County/State	# of Patients	Percent
Fairfield County	220	9.59%
Hartford County	1,145	49.89%
Litchfield County	94	4.10%
Middlesex County	86	3.75%
New Haven County	394	17.17%
New London County	78	3.40%
Tolland County	96	4.18%

Windham County	29	1.26%
CT Residents that did not provide City/Town	74	3.27%
Out of State	79	3.39%
Grand Total	2,295	100.00%

Other patient demographics include:

Gender		
Male	1,141	50.28%
Female	1,154	49.72%

The vast majority of patients were adults. The utilization of services by adults further proves the definite need for adult services in our state. The chart below is based on those patients who provided their date of birth.

Age	Total Patients	Percentage
Between 1 and 10	60	2.61%
Between 11 and 20	83	3.62%
Between 21 and 30	373	16.25%
Between 31 and 40	300	13.07%
Between 41 and 50	375	16.34%
Between 51 and 60	393	17.12%
Over 60	251	10.94%
Age 18 and under	108	4.71%

Youngest Patient	0
Oldest Patient	93
Average Age	42.32

When we evaluated the breakdown of ethnic groups, we found the following:

Ethnicity		
African American/Black	551	24.00%
Asian/Pacific Islander	53	2.31%
Caucasian	777	33.85%
Hispanic	390	16.95%
Indian	17	0.92%
Other	507	21.97%

As part of registration, patients were asked about their history with dental insurance. Not surprisingly, the vast majority of patients indicated they either did not have dental insurance, or they were unable to afford the co-pay associated with their plans in order to receive necessary dental care.

Insurance	
No Insurance and unable to pay for dental care	1,430
Insurance from job but unable to afford deductible	148
Self Insurance	46
Medicaid or Chp plus	0
Did not provide information	671

The table below provides information regarding patients who sought treatment at previous CTMOM clinics. It is possible these patients have made CTMOM clinics their dental home.

Previous MOM Clinics	
Clinic Location & Year	Total Patients
Bridgeport 2013	204
Danbury 2012	130
Waterbury 2011	105
Middletown 2010	62
New Haven 2009	52
Tolland 2008	39
Total unique patients	408
Total number of patients that have attended more than one previous CTMOM	184

As part of registration, patients were asked about their dental visit history. The following table provides the length of time since their last dental appointment.

Dental Visit History	
Length of Time	Total Patients
2 + Years	1,041
Between 1 and 2 Years	699
First Visit to Dentist	31
6 to 12 Months	169
Less Than 6 Months	201
Less Than 30 Days	154

All patients received oral health instructions, oral health education literature, toothbrushes, toothpaste and floss to assist them with their long-term oral health. An additional **544** patients

received **comprehensive** oral health instruction. Particular attention was paid to the strong parallel between good nutrition and good oral health. Nutritionists were on hand teaching the importance of choosing healthy foods and how to prepare them.

Follow up emergency treatment was provided by our member dentists to patients for 30 days post clinic. A total of **821** patients were advised that they needed additional treatment and were referred to local Community Health Centers. Patients who were not able to receive treatment due to health conditions were referred to their physician for treatment or a Community Health Center, if they did not have a primary health care provider.

A total of **1,123** patients reported they did not have a place to be seen for dental care. To assist them in finding a dental home, CTMOM enlisted the help of all the available Community Health Centers in the state. Patients were given a brochure listing all the available Community Health Centers with their contact information.

Patients were provided with free antibiotics, non-narcotic pain relievers and pre-medication for dental treatments if required. A total of **591** prescriptions were filled onsite and **26** pre-med prescriptions were given to patients before treatment. Prescriptions were written for narcotics when necessary and patients were referred to low cost pharmacies to fill them.

Analysis of the mix of services received showed restorative procedures, oral surgery procedures, prosthetic procedures and hygiene services increased. Radiology, endodontic procedures and fluoride treatments decreased.

Oral cancer screenings were performed on everyone. One patient was referred to the oral surgery department for biopsies on suspicious areas. The Oral Surgery Department of the clinic followed up with this patient.

Ceramic crowns were provided again this year. Henry Schein provided two E4D units for both days of the clinic and Patterson Dental provided one Cerec unit. Supplies were provided Ivoclar Vivadent. Experienced dentists provided their expertise and 36 crowns were milled and placed.

A grant from Delta Dental of New Jersey Foundation, Inc. enabled us to purchase Enterra Units and other equipment for an on-site dental laboratory. Partial Dentures were fabricated on-site by Murray Kaizer Dental Laboratory Technicians and some were taken to Murray Kaizer Dental Laboratory in Farmington. 157 Partial Dentures were provided to CTMOM patients.

Procedures	
Oral Exams	2,295
Prophys (Cleanings)	439
Oral Hygiene Instructions	2,295
Oral Hygiene Instructions (Comprehensive)	544
Fluoride Treatments	250
Full Mouth Debridements	152
Periapical X-rays	1,463
Bitewing X-rays	177
Panoramic X-rays	267
Oral Cancer Screenings	2,294
Sealants	73
Restorative-Amalgam Fillings	107
Composite Fillings	1,282
Occlusal Adjustment	6
Re-cement Crowns	1
Post and core	5
Core Buildup	63
S S Crowns	1
Ceramic Crowns	36
Direct & Indirect Pulp Caps	16
Pulpotomies	5
Endodontic-Root Canals	117
Oral Surgery-Extractions	1,397
-Biopsy	1
Prosthetics-Partials	157
-Denture Relines	2
-Add Tooth	25
-Repair denture	21
TOTAL PROCEDURES	13,492

Volunteers

The 2014 Connecticut Mission of Mercy program could not have been a success without the guidance of our dedicated CTMOM Steering Committee and hundreds of volunteers who donated their time and expertise to the project, some of whom volunteered for the entire event including setup and breakdown. Dental, Medical, Professional and Community Volunteers all came together to ensure that patients received an efficient and caring experience. We welcomed the America's Dentists Care Foundation Team from Kansas to assist in the set-up, breakdown and actual clinic days. We also welcomed the assistance of the members of New York's Team. For the seventh year, the staff of Integrity Systems and Solutions, LLC and Jordan Byron generously donated their time before, during and after the clinic and provided all the computer hardware and software needed for registration, radiology and data collection for the event. Murray Kaizer Dental Laboratory generously donated all the removable partials and their entire staff volunteered for the clinic. Licensed Massage Therapists from the Connecticut Chapter of the American Massage Therapy Association provided massages to extremely appreciative volunteers throughout the clinic days.

A team of dentists provided emergency care to any patient who needed follow up treatment from a procedure received at the clinic. This care was provided for 30 days immediately following the mission at no cost to the patient.

Volunteer Statistics	
CTMOM Steering Committee & Leads	44
Dentists	239
Dentists (out of state)	5
Dental Students	94
Dental Residents	14
Hygienists	146
Hygiene Students	130
Dental Assistants	196
Dental Assisting Students	50
Laboratory Technicians	27
Dental Administrators	33
Dental Distributors/Field Representatives/Equipment Technicians	35
Pharmacist/Students/Pharmacy Technicians	5
Physicians/Physician Assistant/Physician Assistant Student	14
Nurse/Nurse Practitioner/Nursing Student/Nursing Assistant/Medical Student/EMT	47
Translators/Interpreters	30
Community Volunteers	485
TOTAL VOLUNTEERS	1,594

Sponsorship/Donors

The following is a list of **major** donors for the 2014 CTMOM. A listing of **all** donors can be found on our website; or www.ctmom.org.

Star

Aetna Foundation

Platinum

Beatrice Fox Auerbach Foundation Fund at
the Hartford Foundation for Public Giving
Connecticut Health Foundation
Connecticut State Dental Association
Delta Dental of New Jersey Foundation, Inc.
The Robert G. and Marguerite M. Derx Foundation

*For a project in the Greater Danbury area by 2017

Titanium

The James McManus Fund of the Hartford Dental Society, Inc.

Gold

Anthem Blue Cross & Blue Shield
Connecticut State Dental Foundation
Fortress Insurance Company
Newman's Own Foundation
Webster Bank

Silver

BeneCare Dental Benefit Management, Inc.
Boehringer Ingelheim Cares Foundation, Inc.
Fisher Foundation, Inc.
Hoffman Auto Group
People's United Bank
Pierre Fauchard Academy Foundation
Samuel Roskin Trust at the Hartford Foundation for Public Giving
Steven A. and Alexandra M. Cohen Foundation, Inc.

Bronze

Douglas S. and Barbara J. Barrett Family Foundation
Douglas C. Lane & Associates, Inc.
Dental Works

First Congregational Church of Vernon
Great Expressions Dental Centers
Scott & Kathy Grummon
Hartford Hospital

S.A. Johnson Family Fund at the Hartford Foundation for Public Giving
 Dr. Laurence Levy
 Manchester Dental Society
 Purple Tooth Society
 Dr. & Mrs. Ernest Spira
 SurfCT.com
 Jeffrey & Heather Trachtenberg
 W.O.W. Fundraiser

Champions

Carol Dingeldey & David Litton
 Jennifer & Brian Dixon
 GE Money Americas-Care Credit
 Norman Needleman & Jaqueline Hubbard
 ICD District One
 Dr. Stanley & Mrs. Romy Lee
 Rotary Club of East Hampton, Inc.
 Dr. Lawrence Ryan

In-Kind Contributions:

In-kind donations provide substantial support for the clinic. It is important to note that the value of these contributions add to the true overall cost of conducting the Connecticut Mission of Mercy. The approximate value of the in-kind recorded for CTMOM 2014 was assessed at \$286,540.00

The following is a list of in-kind contributions provided to CTMOM 2014.

CTMOM Major In-Kind Sponsors

American Medical Response	Hartford Courant Media Group
American Red Cross	Henry Schein Dental
Belltown Motors	Integrity Systems and Solutions, LLC
Benco Dental Supply	Kavo
Bioserve	Murray Kaizer Dental Lab
Jordan Byron	Ovations
Centrix	Patterson Dental Supply, Inc.
City of Hartford	Siracusa Moving Company
Colgate	The Connecticut Chapter of the American-Massage Therapy Association
Dart Dental Supply	Tri State Dental
Dexis	XL Center
Dunkin Donuts	
Gendex	

CTMOM In-Kind Sponsors

Big Fish Promotions	Midmark
Cabot Cheese	Mirion Technologies
CAO Group	Nestle Waters
Caulk	Pepsico

Central Connecticut State University- Caducean Club Chatham Catering Coltene Whaledent Costco Crosstex Crystal Rock CTWineAuthority.com Dentsply Preventive Dentsply Tulsa Dish Bar & Grill 3M ESPE Fraternal Order of Eagles- Middletown, CT GC America Health Professions Training Consultants Hio Happiness Hu Friedy Ivocular Vivadent Judicial Branch Community Service- Program Workcrews Kerr Kerr Total Care Lisa Martin Photography Lox, Stock & Bagels Manchester Discount Wines and Liquors Max Restaurant Group Nomad	Premier Pro Bono Partnership, Inc. Pulpdent Rich's Rosol's Salute Restaurant Sam's Club SciCan SER Exposition Services Shofu Dental Corporation Sorella South Windsor Smiles SPS Medical Subway Sultan Healthcare Sybron Endo Tokuyama Transcodent UConn Oral Pathology Biopsy Service Ultradent Unitex Textile Vector Voco Walgreens- East Haven Zahn Dental Zirc
---	---

CTMOM would like thank the following for all their generous help and support:

- Connecticut State Dental Association and its members
- Mayor Pedro Segarra and the City of Hartford
- The XL Center
Duane Randall, Event Manager and his staff
- CRDA, Capitol Region Development Authority
Terryl Mitchell Smith, Director of Marketing & Public Relations
- The Hartford Community
- America's Dentists Care Foundation

Promotion

The Connecticut Mission of Mercy was proudly announced at a press conference held at the Legislative Office Building on Wednesday, March 26, 2014. The press conference featured statements by the Connecticut Foundation for Dental Outreach President, Dr. Robert Schreiber; CTMOM Co-Chairs, Dr. Michael Perl and Dr. Bruce Tandy; Ms. Carol Dingeldey, Executive Director of the CSDA and CFDO; Dr. Mark Desrosiers, CSDA President; State Senator Eric Coleman; Senate President Don Williams; Lt. Governor Nancy Wyman; and Hartford Mayor Pedro Segarra. Connecticut Television Network, WFSB-TV and a number of television, radio, and print reporters were present.

Information for the Connecticut Mission of Mercy was included on the CFDO's website. Volunteer registration was an online process. All volunteer information was provided by e-mail and available on the website. Promotional materials were also included on the website. Potential patients were referred to the website for information regarding time, place, services being provided and general instructions regarding pre-existing health conditions.

WFSB-TV (Channel 3) was the CTMOM media partner for the seventh consecutive year, providing promotional and public service announcements regarding the free dental clinic, as well as covering the event on site. A toll-free number with recorded information about the clinic was provided again this year. In addition, several WFSB news anchors and reporters volunteered their time during the event to greet patients. Radio stations provided pre-clinic public service announcements. Rock 106.9 broadcasted live from the clinic and WYBC radio provided live music both days of the clinic to a very appreciative crowd. Local bands, "Dr. Joe and Friends" and "Vintage Vox" donated their time and performed on the clinic floor. *The Hartford Courant* provided coverage pre-event, during and post event. School districts, community dental health centers that serve the public throughout the state promoted the event as well.

A videographer recorded the set-up of the clinic and days of patient treatment. This video captures the true workings of the clinic. Volunteers and patients were interviewed and provided insight to the lives of the working poor in our state. This video will be mailed to our major sponsors, state legislators and will also be used for promoting future CTMOM clinics.

Media

A great deal of press coverage was generated in the weeks leading up to the event, the weekend of the event, and even in the weeks since the event's conclusion. Television and radio interviews took place throughout the state with representatives from the Hartford Dental Society, the Connecticut Foundation for Dental Outreach President and CTMOM Co-Chairs.

Leading up to the event, stories ran on WFSB, WTIC-AM, WTIC-AM- Ray Dunaway Show, Connecticut Mirror, Connecticut Television Network (CTN), Fox CT, Stamford Advocate, Better Connecticut, WDRC- Brad Davis Show, Rock 106.9- Raven in the Morning, Connecticut Post, WTNH, NBC CT, Hartford Courant, CT News Junkie, Greenwich Time and the Danbury News Times.

WFSB, NBC CT, WTNH, Fox CT, CTN, and WNPR covered the event as well as the Hartford Courant, CT Mirror and the CT News Junkie. All coverage was positive before, during and after the event.

Video clips of the television coverage provided by WFSB and other television stations can be found online in the CTMOM newsroom www.cfdo.org. Also included in the CTMOM newsroom are links to articles, op-eds and letters to the Editor regarding the Connecticut Mission of Mercy Free Dental Clinic. Earned media value for the event totaled **\$321,800**.

Visiting the clinic over the weekend were Lieutenant Governor Nancy Wyman, Hartford Mayor Pedro Segarra, State Senator Joe Markley, State Representative Mike Demicco and State Representative Bill Simanski.

2014 Annual Report and 2015 Planning

The CFDO Annual Report will be released in early 2015. It will include a salute to our sponsors, photos of the event, a list of all volunteers, perspectives from patients and volunteers, a clinic feature story and other Foundation business. Copies of the report will be provided to all CSDA members, 2014 CTMOM sponsors, volunteers, and other interested parties. This report will also be available on our website.

You can find the Connecticut Foundation for Dental Outreach and the Connecticut Mission of Mercy Free Dental Clinic website at; www.cfdo.org or www.ctmom.org. Interested parties are able to “tune in” to see the CTMOM video and keep up-to-date, on what is happening with the Foundation, CTMOM and other outreach activities. They will also be able to contribute online to the Foundation. For the convenience of our CSDA members, there is a link to our website from the CSDA’s website.

CTMOM 2015 will be held on March 20 & 21, 2015 at the O’Neil Center, Western Connecticut State University, West Side Campus in Danbury, CT. A MiniMOM clinic consisting of 30 chairs is being planned for fall of 2015. It will be held in the Southeast corner of the state.