

United Way of Laramie County End-of Year Report  
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Agency Name: Cheyenne Health and Wellness Center Program: Building Dental Access Reporting Period: Jan - Dec 2009  
Agency Web Site (If Applicable) <http://www.cheyennehealth.org>  
Contact Person: Lynne Weidel Phone: (307) 635-3618 E-mail: [lweidel@cheyennehealth.org](mailto:lweidel@cheyennehealth.org)

**Agency Mission/Vision:** To make both preventive and acute dental care available and accessible to low income, uninsured adults.

**Priority Need Addressed::** Building a Healthy Community

**Purpose and Population Served:**

- The purpose of the program is to increase access to preventive and acute dental care services for low income, uninsured adults.
- The program serves uninsured adults who reside in Laramie County and have a family income of less than 200% of the Federal Poverty Level.

**Program Significance to the Community**

- Through a unique partnership with the Dental Hygienist Program at Laramie County Community College (LCCC), Cheyenne Health and Wellness Center (CHWC) has been able to provide acute and preventive dental services to **low income uninsured adults**. Acute dental services are provided by staff dentist s and a dental assistant. The clinic was initially offered every other Wednesday evening, but with the addition of a second dentist the program has expanded to ten four hour clinics per month. The partnership also allows dental hygiene students (**under the supervision of an instructor and licensed dentist**) to provide dental cleanings and other preventive care in the school setting while meeting their requirements for graduation. Clients receive an exam, x-rays, and limited dental services, which may include simple extractions, fillings, sealants, and/or cleaning. The cost of the services is based on the same sliding fee schedule used for CHWC medical appointments and ranges from \$5 to \$50 for a visit.
- Many of the low income adults served by the program have received no preventative dental care and little routine dental services due to the barriers of access and cost. As a result, many of the patients who present for care have severe dental problems that cannot be addressed in this setting. These clients are provided with vouchers to receive services from oral health care providers in the community who have agreed to accept vouchers at a predetermined fee schedule for services rendered.
- A large percentage of the patients served were referred from other community safety net and social service agencies.

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Program Resources		Program Activities	
<ul style="list-style-type: none"> <li>Staff including .2 FTE Dentist, .75 FTE Dental Assistant, and .1 FTE Administrative Staff. Intake and reception support are provided as in-kind. Volunteers include a volunteer Dentist who staffs the Wednesday clinics and a CHWC Board Member who is also a Dental Hygienist.</li> <li>Facility and Equipment: LCCC Dental Hygiene Clinic, including x-ray, and operatories. CHWC purchased additional dental equipment specific to extractions and fillings, and a portable x-ray unit. CHWC provides office space for dental assistant.</li> <li>Collaboration with Needs, Inc.; Cheyenne Community Clinic; Cheyenne Regional Medical Center; Community Action of Laramie County; Laramie County Centralized Pharmacy</li> </ul>		<ul style="list-style-type: none"> <li>Program eligibility screening, including referral to state funded senior and children's dental.</li> <li>Coordination of services with medical, dental, and social service providers.</li> <li>Recruitment of oral health care providers to participate in community collaborative.</li> <li>Use of a "universal intake form" to facilitate referral and standardize eligibility determination among other social service agencies.</li> <li>Collaboration with LCCC Dental Hygiene program which complements the college curriculum while providing support for the CHWC dental program.</li> <li>Use of state loan repayment program to recruit dentists into community.</li> </ul>	
Outcome	Performance Measure	Method of Measure	
<ul style="list-style-type: none"> <li>Of the patients surveyed 80% indicated that they no longer had dental pain after receiving services.</li> <li>Fifteen percent of the patients who received extractions or fillings also received a preventive cleaning (60 out of 401) which is the capacity at LCCC.</li> </ul>	<ul style="list-style-type: none"> <li>The program had a total of 619 patient encounters with 401 patients served.</li> <li>The program successfully recruited an additional dentist to provide services at LCCC and an oral surgeon and dentist in private practice to accept dental vouchers.</li> </ul>	<ul style="list-style-type: none"> <li>Acknowledged appointments in the clinic practice management system.</li> <li>Patient satisfaction surveys.</li> <li>Payments made through the voucher program.</li> <li>Documented marketing and recruitment activities.</li> </ul>	
Program Results		Results Analysis and Next Steps	
<ul style="list-style-type: none"> <li>The program successfully recruited a retired dentist late in 2008 to work at LCCC two mornings a week. This allowed the program to more than double appointment capacity throughout the year.</li> <li>The program also recruited a second dentist to accept the clinic's vouchers and serve a referral source for more immediate issues.</li> <li>Midway through the year an agreement was reached with the local oral surgeon to also accept the clinic's vouchers. With greater frequency patients are presenting with oral health or chronic conditions with require the services of an oral surgeon. The oral surgeon serves as a referral source for the program's dentists. The oral surgeon also agreed to some limited pro-bono work.</li> <li>The partnership with LCCC has proved to be very beneficial to the students. The added clinical experience has allowed students to receive direct patient care experience that they may not otherwise receive, better preparing them for employability as a Dental Hygienist and/or Dental Assistant.</li> </ul>		<ul style="list-style-type: none"> <li>With the potential decreased funding in 2011, CHWC is working to leverage additional local funding to support the program.</li> <li>In response to the low number of dentists who are willing to accept voucher payment arrangements, the clinic sent out marketing materials to every dentist in the community. The campaign recruited one additional dentist. The clinic will continue the marketing campaign throughout the next year.</li> <li>The clinic will continually refine the patient satisfaction survey to effectively measure program results.</li> <li>The overall goal of the program is to increase access to oral health care services within the community. CHWC worked with the state loan repayment program to encourage a new dentist to practice in the area. In turn, the dentist volunteered his time to help support the program. CHWC will continue to work with the state program to help increase the number of practicing dentists in the community and educate new dentists in the community about this project.</li> <li>Due to the changing needs of the Dental Hygiene Program, space at LCCC is limited and has restricted the ability of the program to grow. Possibilities for renting dental space in the community are being pursued.</li> </ul>	