

Dientes Community Dental Care Annual Report 2008

Dear Friends,

First, I would like to thank all our community supporters for helping Dientes to continue fulfilling our mission of creating lasting oral health for the underserved children and adults in Santa Cruz County and neighboring communities. We exceeded our goal to provide over 16,000 patient visits in 2007–2008 to more than 5,000 community members. Also, our patient satisfaction scores increased to 91% for the year, but we noted that we could do a better job with scheduling appointments, reducing lobby wait times and more clearly explaining charges to patients. In response, Dientes increased capacity by adding two new dental chairs, revised our scheduling process, hired an endodontist (specializing in root canal therapy), and purchased a digital x-ray system. A significant focus of our work is families with children, and large grants from The Webster Family and The California Wellness Foundation made it possible to retain our children's specialist for yet another year. In addition to providing high quality dental care on a daily basis, Dientes continues to collaborate with other health providers and agencies in the County to increase access to dental care and to promote oral health education. Inside the 2007–2008 annual report you will find audited financial information, an article on our commitment to high quality dental care, and a description of our recent implementation of an electronic health record (EHR) system. While we continue to face numerous challenges, Dientes will continue to thrive with the support of long standing donors like you, who believe that everyone deserves a healthy smile!

Best wishes for a healthy 2009!

Will Hahn
Executive Director

Lee Fitzsimmons
Board President



Advisory Committee Holds Patient Care to Highest Standard

AT A FAST PACED COMMUNITY CLINIC LIKE DIENTES, many wonder how our busy staff has time to simultaneously treat over 65 patients a day, review charts, maintain complex treatment plans often handled by multiple dentists, and keep up with industry standards. For Dental Director Dr. Hugo Ferlito, the answer lies in support of the Dental Advisory Committee.

The committee originally conceived in 2002 as a group of locally based dental care professionals, including dentists, hygienists and dental assistants. These volunteers ensure that the best quality of care is consistently upheld at Dientes. The group met irregularly for a couple of years, then disbanded, and in 2006 was re-instated by Dr. Marilyn Stephenson, the former Dental Director.

A charter was drafted, and six Santa Cruz County dentists were recruited to meet at least twice a year to review patient charts through random sampling, ensure Dientes was keeping in line with all ADA (American Dental Association) standards, and address other concerns and policies related to patient care.

Six years and two Dental Directors after the idea was hatched, the committee is still intact—some of the faces have changed but the mission stands fast: to ensure that the standard of care at Dientes is consistently as high as in the private practice setting.

Now meeting quarterly, the Dental Advisory Committee works with the Dental Director and Co-Chairman Dr. John Stenovich (also a Dientes board member) to “maintain quality control,” Dr. Ferlito explains. “It’s like having an outside auditor, to make sure all operations are running smoothly, treatment is timely, and we are always living up to the community’s high standard of patient care.”

The committee does a great job of supporting dental staff, Ferlito continues, by “providing guidance and advice on how to follow protocol through the mediation of the Dental Director.” Dientes staff dentists normally do not attend committee meetings, and are updated on their activities and findings through their meetings and briefings with the Dental Director.

Continues page 3



▲ Dr. Thompson discusses a treatment plan with a female patient.

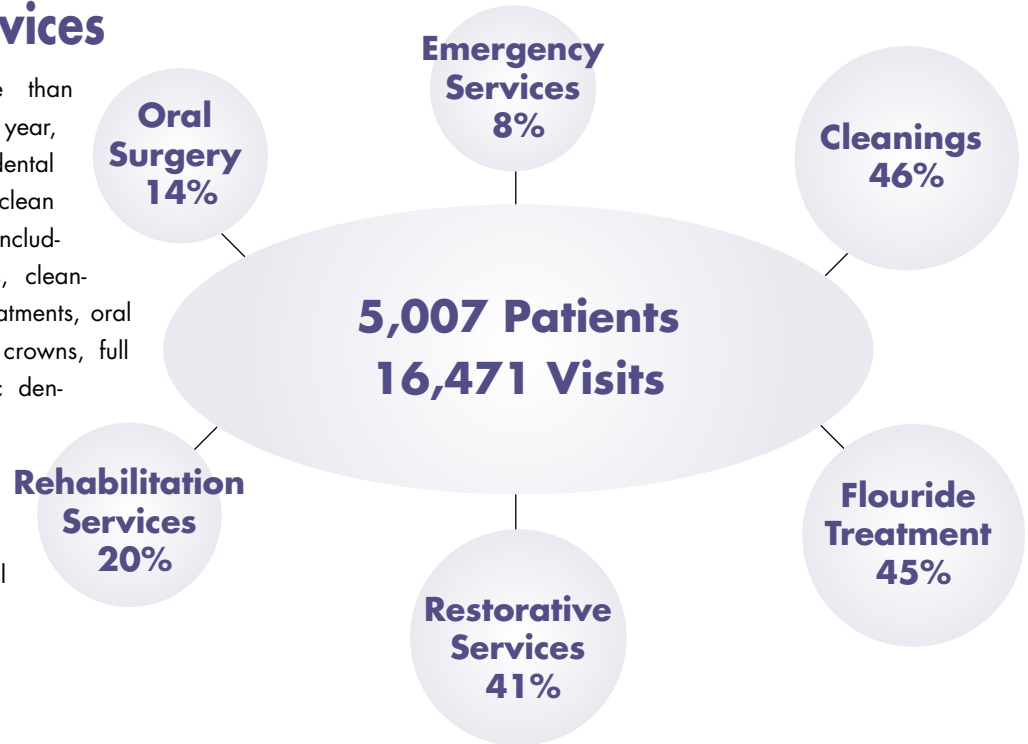
Grants for 07-08

The California Wellness Foundation
 The Community Foundation of Santa Cruz County
 Driscoll's Charitable Fund
 Helen and Will Webster Foundation
 Jack and Peggy Baskin Donor Advised Fund
 Pajaro Valley Community Health Trust

Richard and Mary Solari Charitable Trust
 Robert N. and Florence Slinger Fund
 The Spring Fund Tom's of Maine
 Newman's Own Foundation
 Hawley Family Fund
 Robert Stephens and Julie Packard Donor Advised Fund
 Linda N. Larkin Donor Advised Fund

Patient Services

Dientes provides more than 16,000 dental visits per year, offering a full range of dental services in a professional, clean and friendly environment, including: Examination and x-rays, cleanings, sealants and fluoride treatments, oral health education, fillings and crowns, full and partial dentures, pediatric dentistry and extractions and root canals. We also partner with other oral health providers who offer sedation dentistry for children and for adults with physical and developmental disabilities.



Dientes Goes Digital!

ON JANUARY 6, 2009, Dientes entered a new phase in life. We have gone digital!!! After several years of dreaming by our Executive and Dental Directors and extensive planning by the Technology Committee, all patient rooms in the clinic are now equipped with chair-side computers, patient x-rays are nearly 100% digital (the pano x-ray machine is the last piece of equipment to be digitalized), and all patient records are in the process of becoming digital.

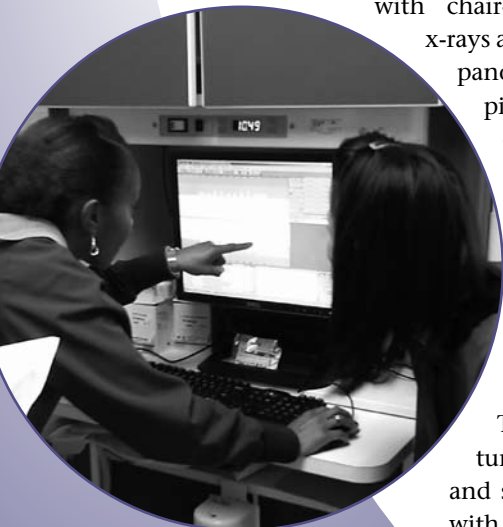
In addition to implementing an EHR (Electronic Health Records) system, Dientes has also upgraded the Information Technology (IT) infrastructure by expanding capacity, and securing the entire system with a more robust firewall, connections, and offsite backup for disaster recovery.

Thanks to generous funding towards the tech project from the Richard and Mary Solari Charitable Trust and support from many of our individual donors, the transition from dream to reality was smooth and quick! After a two day staff training in the first week of January, clinic operations were back and better than ever!

Dawn Langjahr, Dientes' Associate Director, is optimistic about the new system and the improvements it will bring. "We will see a significant savings in patient waiting time, along with lower emissions of radiation during x-rays. It will also cut costs all around – from charting supplies, printing, x-ray film and developer, and more," she says.

Langjahr also expects a savings in staff time. "[Clinic staff] will become more used to the system and things will flow quicker and better. I believe in the long-term, we'll be able to see more patients, with more accuracy and less stress."

The real stars here are the Dientes clinic staff – who have all risen to the occasion and jumped right into the new workflow and improved operations – they are learning quickly and cooperating positively as a team. Productivity will continue to grow as staff adjusts to the new EHR system. We hope you are as excited as we are that our dentists, assistants, and front office staff have already made the leap into a new era of patient care. ♥



▲ Dientes staff work together to implement the new EHR system.

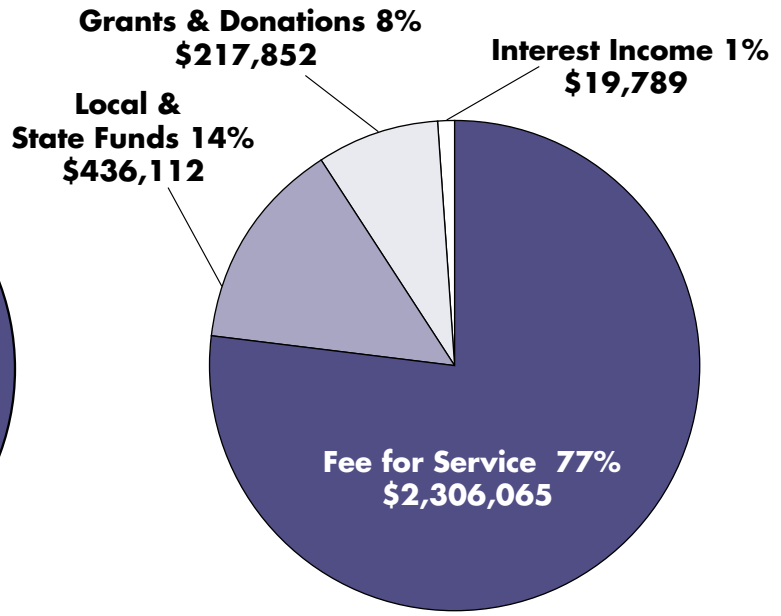
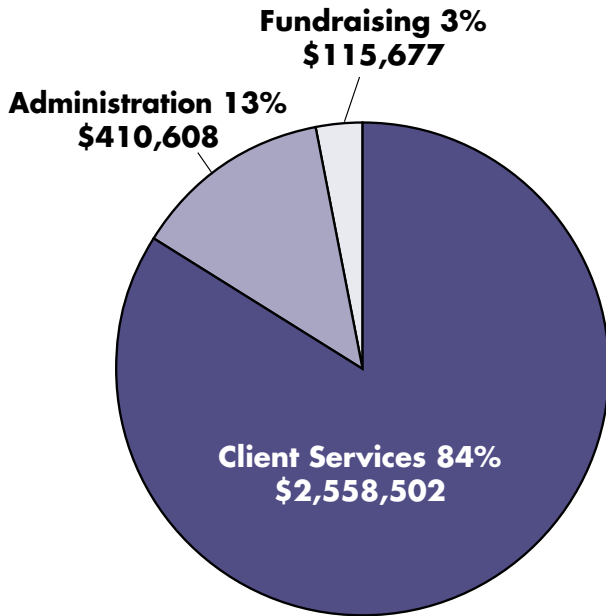


Our Mission To create lasting oral health for the underserved children and adults of Santa Cruz County and neighboring communities.

Statement of Activities

Expenses: \$3,084,787

Revenues: \$2,979,818



Statement of Financial Position¹

Assets	
Cash & Equivalents	\$786,590
Contributions &	\$395,970
Deposits & Prepaid	\$234,163
Inventory	\$21,444
Property & Equipment	\$1,464,254
Total Assets	\$2,902,421
Liabilities	
Accounts Payable	\$36,329
Note Payable	\$314,316
FQHC Back Billing	\$540,094
Accrued Expenses	\$67,715
Total Liabilities	\$958,454
Net Assets	
Unrestricted	\$1,823,967
Temporarily Restricted	\$120,000
Total Net Assets	\$1,943,967

Board of Directors

- Lee Fitzsimmons, RNC – President**
- Bella Hughes, RN, MS – Vice President**
- Ellen Ortiz – Secretary**
- Phillip Grauberger – Treasurer**
- Julio Porro, MD**
- Olga De Santa Anna**
- Linda M. Moore**
- John Stenovich, DDS**
- Susan Robinson**
- Gareth Bowles**

This summary of financial information is taken from audited financial statements prepared by Hutchinson & Bloodgood LLP, Certified Public Accountants in accordance with generally accepted auditing standards.

1. Full audited financials and IRS form-990 are available on our website: www.dientes.org

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Dr. Ferlito also emphasizes the valuable experience dentists gain through this type of service. "As chairman of the Monterey Bay Dental Society peer review, I see this type of program as a tremendous learning opportunity. It provides better education in record keeping, charting and patient care standards, to name a few."

Out of the 50-60 dentists he has collaborated with in the peer review committee, Ferlito says that nearly all "have been able to take something out of the peer review process [into their private practice] – update their own charts or see something they can improve in their own operations."

Thank you Dental Advisory Committee for your dedication and expertise!

John Stenovich, DDS, Cheryl Lemon, RDH, Gary Marietti, DDS, Ballan Tuck, DDS, Brian Del Core, DDS, Julia Gunn, RDH, Debbie Reynon, RDA ♥



Our Promise to You At Dientes Community Dental Care, we are committed to using contributors' money wisely, compassionately and comprehensively. We strive for efficiency, excellence and high rates of patient satisfaction. We believe every patient who comes through our door deserves respect regardless of his or her personal circumstances or ability to pay. We believe in providing culturally and linguistically appropriate care—from the staff we hire to the oral-health education we provide. The scourge that is dental disease is fully preventable. With education, advocacy and access to care, our community members can live longer, healthier lives at school, at work and at home. Thank you for your continued support!

Thank You, Contributors!

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Pajaro Valley Community
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Surf City Santa Cruz Kiwanis
The Upjohn California Fund
Watsonville Community Hospital
Anonymous

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Complete Mailing Service
The Cookie Co.
Crows Nest
Driscoll's Strawberries
Hula's Island Grill
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Manning Development, Inc.
Newman, Marcus &
Clarenbach, LLP
Plantronics, Inc.
Santa Cruz Sentinel
Scotts Valley Window, Door
and Skylight
Teall Messer Architect
Woodworm Party Store

*All contributions listed were received
between July 1, 2007 and June 30, 2008.*