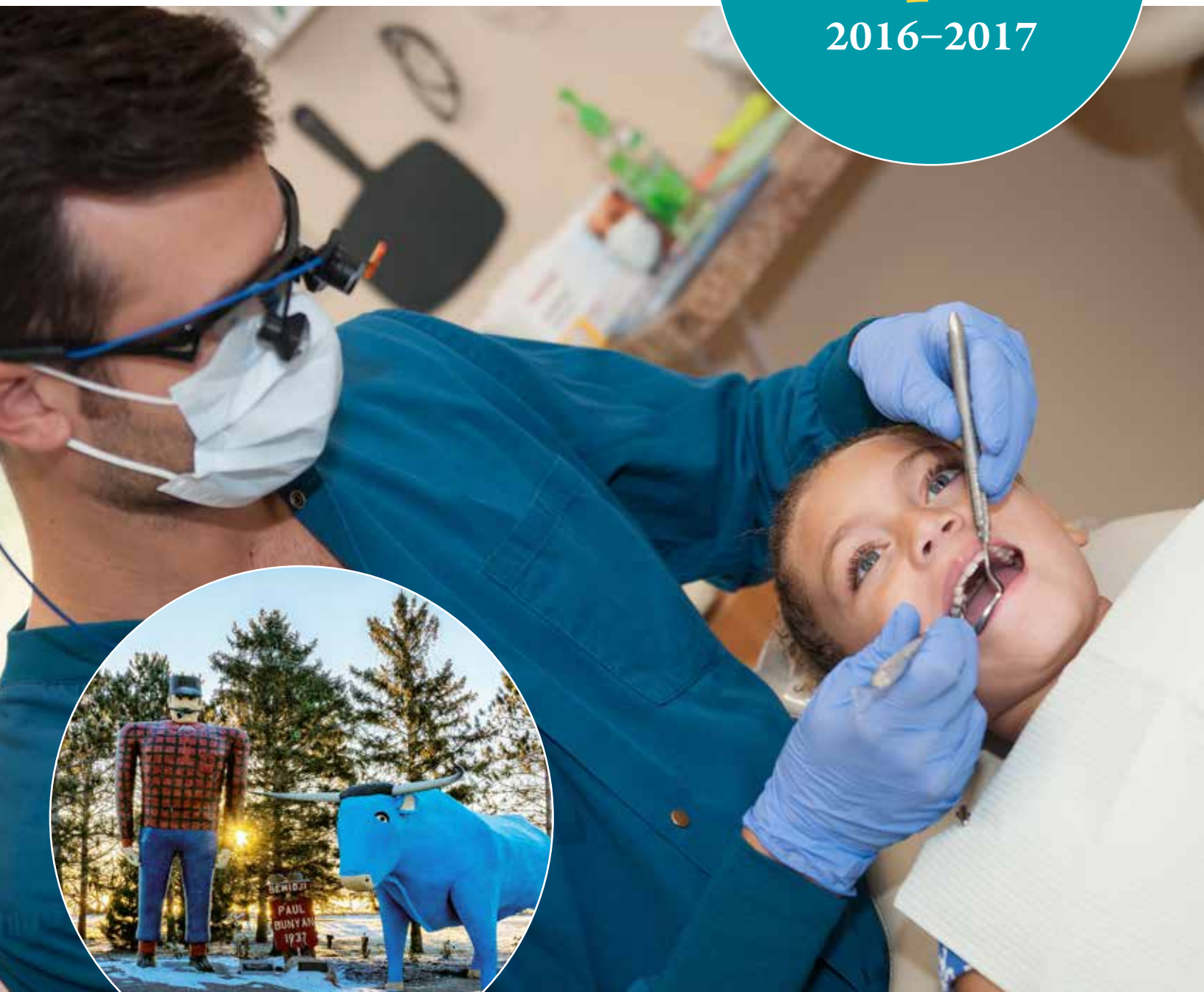




... providing access to a dental home for those in need

Biennial Report 2016–2017



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...TO OUR PATIENTS AND STAKEHOLDERS

A letter from Northern Dental Access Center Board President and Executive Director

It's hard to imagine that, as of this writing, Northern Dental Access Center is preparing for its 10th year anniversary!

These past two years have been a mix of achievements and disappointments, and we have come out stronger for it. Our commitment to expanding access to dental care among people in need remains strong. According to the Minnesota Department of Health, third grade children in rural areas are more likely to experience tooth decay, and those in low income families are three times more likely to have untreated decay. These families are less likely to visit a dentist yearly, and are more likely to forgo dental care due to cost and availability. Even with Minnesota's tradition of excellence in healthcare, rural people in poverty and people of color still bear the greatest burden of health disparities and inequity.

So much energy had been expended to build a statewide coalition of policy makers who agreed that expansion of Northern Dental's services is a statewide priority, yet efforts to build a new clinic facility in Bemidji were thwarted with the Legislature's bonding bill impasse in May of 2016.

We will not be deterred. We have improved efficiency, expanded clinic hours and modest renovations of the current facility are underway. Since 2015, we have increased annual patient encounters by over 35%. And we are pleased that these efforts have been met with a 98% patient satisfaction rating. Our staff and dentists are committed to creating a welcoming space for patients, and our community partnerships bring resources to help address barriers to care. Ultimately, we celebrate these years of work and look to the coming years with optimism and continued passion for this important work.

Dr. Marshall Muirhead
Board President



Jeanne Edevold Larson
Executive Director



Northern Dental Access Center

is an independent, 501(c)(3) nonprofit organization, providing dental care to low income children and families in northwestern Minnesota. In this region, more than 70,000 people are enrolled in a Minnesota Health Care Program (Medical Assistance or MinnesotaCare). In this Dental Professional Shortage Area, there are few options for low income people with those insurances, or who need financial flexibility.

The Vision of Northern Dental Access Center

... to be a regionally-based, community focused, noncompetitive dental center of excellence

The Mission

... to provide access to a dental home through oral health education, emergency and comprehensive dental care, for those in need

The American Academy of Pediatric Dentists defines a dental home as "a place where oral health care is managed in a comprehensive, continuously accessible, coordinated and family-centered way."

Dental Services Provided

Preventive

Screenings
Cleanings
Fluoride
Sealants & X-Rays

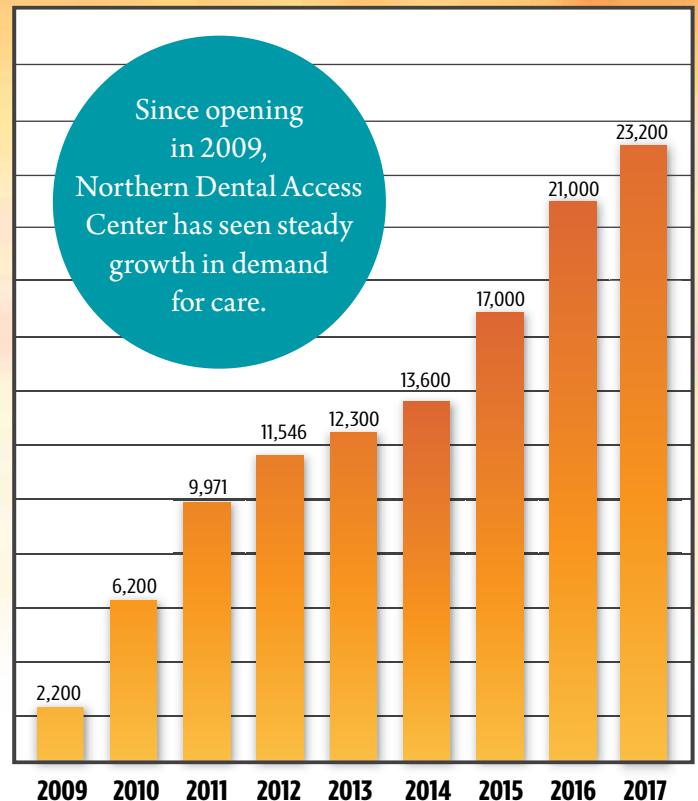
Restorative

Fillings
Root Canals
Urgent Care
Extractions
& Surgical

Specialty

Dentures
Partials
Sleep Apnea &
Orthodontic
Appliances

Annual Patient Encounters



Happenings

- Presentation at the Minnesota State Oral Health summit, highlighting pediatric case management approach and success.
- Presentations of the unique Medical-Legal Partnership model at both Minnesota and National Medical-Legal Conferences in 2016; and again at the 2017 Minnesota MLP Conference.
- Presentation showcasing our approach at the 2016 Minnesota Rural Health Conference.
- Presentation of integrated approach to wraparound services at 2016 Regional Community Health Worker (CHW) Conference; and 2016 Minnesota Public Health Conference.
- 2017 Panelist at the US Department of Health HRSA Grantee meeting in Atlanta, GA.
- Featured in one of eight episodes in a 2017 series of **INSIGHT** with Mark Oppenheim – a co-production of **mOppenheim** and **Lakeland Public Television** that highlights 16 nonprofit organizations and their impact on strengthening the communities of north central Minnesota.
- First ever Maternal-Child Health Fair, hosting 13 partner agencies to provide information and resources to pregnant women and new moms.

Awards

- Bush Foundation Community Innovation Award (*one of 18 finalists*)
- Kate B Reynolds Charitable Trust Innovation in Rural Health Award
- Partner In Justice Award from Legal Services of Northwest Minnesota
- Blue Cross Blue Shield Trailblazer Award

2017 Women United Tribute Awards

Executive Director Jeanne Edevold Larson was one of five women recognized for outstanding community leadership and impact, by the United Way of Bemidji Area.



Left to right,
Noemi Aylesworth,
Lori Paris,
Andrea Ohnstad,
Diane Pittman and
Jeanne Edevold Larson

*"Amazing people
to work with."*



Outcomes - 2016 and 2017

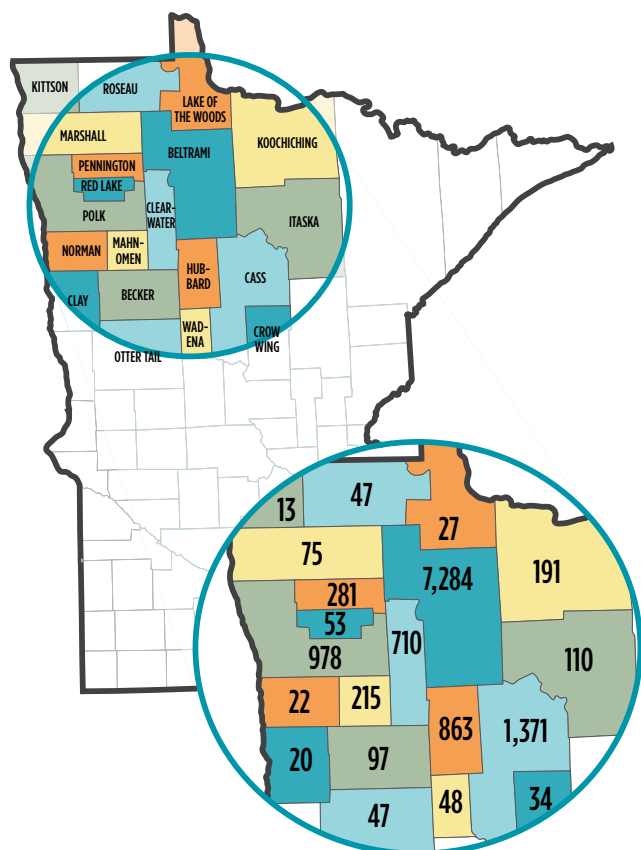
13,115 unduplicated patients

Over 2,300 new patients registered each year

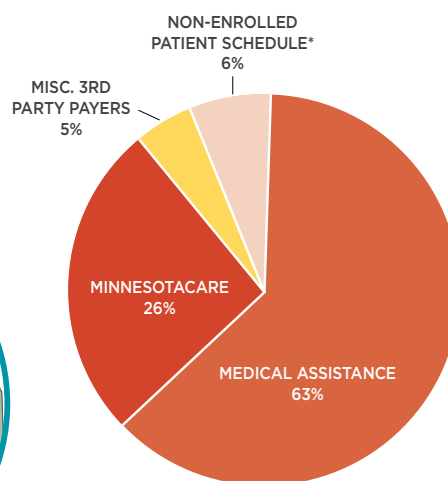
- 94% of adult patients were screened for oral cancer
- 37% of children are enrolled in Cavity Free Club
- KOALA Dental Care in Baxter provides a pediatric dental team on site monthly, for pre- and post-operative visits for children needing pediatric dental care. **The reduced travel requirements and increased patient support services have resulted in the pediatric referral treatment completion rate increasing to 94% (improved from the 27% in 2014-15)**
- 968 adults received full or partial dentures
- 9075 patient screenings were conducted to identify legal issues that may affect a family's health or self-sufficiency.
30% of patients report one or more legal issue. Of those screened:
 - ~ 66% report a legal issue related financial support or benefits
 - ~ 20% report a legal issue related to personal safety or family law
 - ~ 14% report a legal issue related to housing or utilities
- 98% of patients responding to exit survey questions:
 - ~ rate the quality of their dental care as good or excellent;
 - ~ rate the facility as having a welcoming environment as good or excellent;
 - ~ are likely to return for their next appointment.



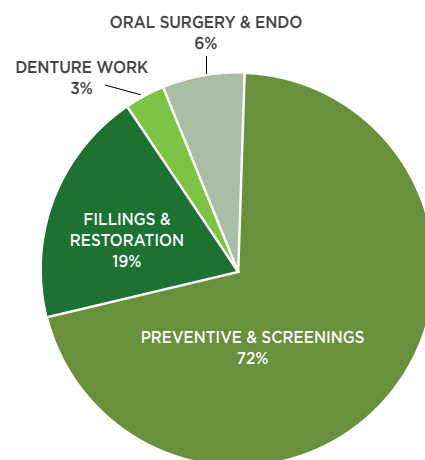
"I appreciate the help with gas as it is a long drive for me. I am happy with the care I receive here."



Unduplicated Patients by County
2016 & 2017



Patients by Insurance Type
**cash rates discounted based on income*



Dental Procedures

"My appointment was not till the next day and the pain was so bad they got me in a day early. Very relieved, great staff."

"I felt the whole process was very professional, caring, informative, and am very pleased with the whole process, and the outcome! Thanks to All!"

Addressing Barriers to Care

Through community collaborations, Northern Dental Access Center patients have access to a web of patient support services to help address barriers to health and self-sufficiency.

- 27% of patients access one or more of these services.
- 4% of patients utilize our transportation assistance program.
- Patient outcome data shows that patients receiving transportation assistance are 37% more likely to complete their dental treatment plan.
- Northern Dental's Report from the Field has been published in the Journal of Public Health Management & Practice entitled "Offering Wraparound Services at a Community Dental Access Clinic to Reduce Health Disparities Among Rural Populations in Poverty" (February 2018).



Mississippi Headwaters Area Dental Health Center, Inc.

D/B/A Northern Dental Access Center

Statement of Financial Position

December 31, 2017 and 2016

Assets

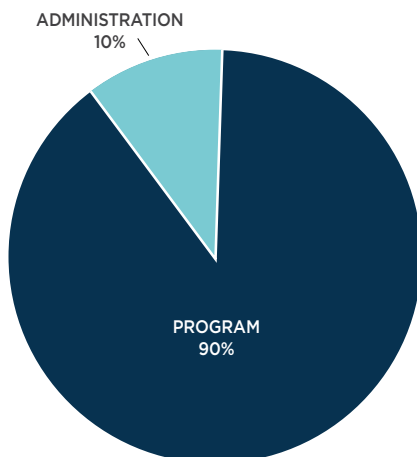
Current Assets	2017	2016
Cash and Cash Equivalents	440,362	242,463
Accounts Receivable, Net of Allowance	177,572	147,700
Grants Receivable	48,847	61,132
Prepaid Expenses	22,308	3,286
Other Receivables	1,200	0
Total Current Assets	690,289	454,581
Fixed Assets		
Land	499,924	689,924
Building	710,020	689,197
Dental Equipment	651,996	522,862
Improvements	116,727	116,727
Office Equipment	83,353	81,785
Less: Accumulated Depreciation	(590,462)	(501,851)
Total Fixed Assets	1,471,558	1,598,645
Total Assets	2,161,847	2,053,225

Liabilities and Net Assets

Current Liabilities		
Accounts Payable	101,093	34,639
Accrued Vacation Payable	38,479	31,345
Accrued Wages	48,278	45,133
Current Portion of Long-Term Debt	39,190	37,437
Accrued Expenses	23,179	39,996
Accrued Payroll Liabilities	10,989	8,133
Deferred Revenue	5,604	0
Total Current Liabilities	266,812	196,684
Long-Term Liabilities		
Notes Payable, Net of Current Portion	173,380	212,563
Total Long-Term Liabilities	173,380	212,563
Total Liabilities	440,192	409,247
Net Assets	1,721,656	1,643,979
Unrestricted Net Assets		
Total Net Assets	1,721,656	1,643,979
Total Liabilities and Net Assets	2,161,847	2,053,225

Statement of Activities

Revenues and Support		
Service Fees, Net of Discounts and Allowances	2,878,371	2,650,125
Grants	335,104	1,006,129
Miscellaneous Revenues	206,999	152,628
Interest Income	322	995
Total Revenues and Support	3,420,795	3,809,876
Expenses and Losses		
Program Expenses	3,021,553	2,809,028
General and Administrative	312,683	339,594
Total Expenses and Losses	3,334,237	3,148,623
Increase in Net Assets	86,558	661,254



**Operational Expense
Ratio**

Board of Directors

Marsh Muirhead - Board President
Dentist

Tim Flathers - Board President-Elect
Headwaters Regional Development Commission

Marcia Syverson - Board Secretary
Retired, Social Worker

Scott Turn - Board Treasurer
Country Financial

Rita Albrecht
Department of Natural Resources

Nate Dorr
Northwest Minnesota Foundation

James Eliassen
Dentist

Michael Finnegan - Patient Representative
Business Owner

Muriel Gilman
Retired Educator

Andrea Kingbird
Northwoods Battered Women's Shelter

John Parkin
Physician

Becky Secore
Beltrami County Health and Human Services

Joan Tronson
Northwestern Mental Health

Kevin Williamson
Business Owner, Super 8 Motel

Linda Yourczek
Retired, Nurse

Jeanne Edevold Larson
Executive Director



Northern Dental

ACCESS CENTER

"Dentist & assistant very informative & excellent attitudes made 'coming to the dentist' a pleasure."



Personnel

Dentists

10 Dentists work on-site providing dental care;
9 are independent contractors 3-6 dentists are on site each week day

26.25 Employees:

- 25 Regular Full-Time (25 FTE)
- 1 Regular Part-Time (.5 FTE)
- 2 Temp/Casual (.75 FTE)

Turnover

Employee turnover rates have decreased with Voluntary Resignations accounting for 100% of 2017 turnover:

- 2016 - 19.71% (Jan-Dec)
- 2017 - 10.6% (YTD Nov 2017)

Talent Management

Employee tenure ranges from 1 month, to almost 10 years.

- 3.6 years average tenure for all employees
- 8 employees 5 or more years
- 4 employees 7 or more years

Benefits participation

100% of eligible employees participate in at least one company-sponsored benefit. Nearly 80% participate in 3 or more company-sponsored benefits. Current benefits offered include:

- Health Insurance
- Retirement
- Wellness Reimbursement
- Supplement Insurances