Northern Dental Access Center

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

A nonprofit agency operated by Mississippi Headwaters Area Dental Health Center

2012 Annual Report

www.northerndentalaccess.org

1405 Anne Street NW
Bemidji, Minnesota

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Email: info@northerndentalaccess.org

Clinic Hours: Monday-Friday 8:00 am - 4:30 pm

Visit our website:
www.northerndentalaccess.org
The Vision...

to be a non-competitive dental service for the underprivileged and underinsured, providing oral health education and access to emergency and preventive dental care for people of all ages.

The Mission...

to provide access to a dental home 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."

Northern Dental Access Center provides basic dental services to low-income residents from all over the region who are enrolled in Minnesota Health Care Plans (MHCP), including Medical Assistance and Minnesota Care. Those who are not enrolled and meet income eligibility guidelines can access care for discounted cash rates. Insurance counseling is available on site to help people apply and enroll in MHCP. Transportation assistance is also available.

Supporting the mission is our commitment to reducing patient barriers to care. Northern Dental Access Center is rooted in community collaboration, allowing us to partner with many organizations and funders to do this.

Northern Dental Access Center is equipped with state-of-the-art dental equipment and a family-friendly environment with a large play area for children. A dozen dentists from around the state volunteer or contract to provide dentistry; a core team of staff dentists provide continuity and clinical leadership. A staff of dental assistants, hygienists, and patient coordinators work as a team to assure patients receive great care and that they feel welcome and supported.

This organization was created to address a critical shortage of dental access among low income people in the region. After four years of operation, Northern Dental Access Center continues to grow, striving to meet an increasing demand among our target population.
2012 Achievements

• Development of a tobacco cessation support program for patients who wish to quit.

• A new partnership with Sanford Health Emergency Room and Urgent Care to create an ER Diversion initiative that works to reduce the number of at-risk people who visit the emergency room for dental needs.

• Development of a universal oral cancer screening protocol that improves early detection of oral cancers among all new patients and provides referrals and support.

• Completion of a community-wide Health Needs Assessment through a year-long, grant-funded planning process involving dozens of community members, elected officials and health and human service providers.
  (A copy of the final report is available upon request, or can be downloaded from our website.)

• The addition of a nurse to our staff, so that enhanced primary care services and support are available to all patients.

• Expansion of Bemidji State University partnership to include students from the Community Health Program; these students support special projects, data collection and patient advocacy efforts.

• Sponsorship and full staff participation in a community presentation of “Ruby Payne Framework for Understanding Poverty”, the cornerstone of Northern Dental’s patient advocacy efforts and cultural competence.

• Two Directors graduated from Minnesota Council of Nonprofits Performance Measurement and Leadership Institute; leading to comprehensive performance management protocols and the creation of a Performance Management Team.

• Leadership role in the Minnesota Oral Health Coalition, contributing to the development and release of the Minnesota Oral Health Plan.

• Organizing a Patient Advisory Group; these patients meet quarterly with an independent facilitator to provide feedback and suggestions to improve care and patient services.

• Presentation to the Minnesota Department of Health Commissioner, showcasing our unique model of offering care.

Partnerships for Patient Services

• Community Resource Connections
• Beltrami County Health and Human Services
• Bemidji State University/Northwest Technical College
• University of Minnesota Extension
• United Way of Bemidji Area
• Beltrami Area Service Collaborative
• Northwest MN Area Health Education Center

• Sanford Health Bemidji
• Bi-Cap
• Clearway Minnesota
From the President and Director

What a thrill to celebrate four years of providing dental access to people throughout our region! This achievement far surpasses the original dreams of those dozen stakeholders who planned year after year, over a decade ago.

And while we can boast this success, we monitor the results vigilantly, noticing that long term financial sustainability continues to be a challenge.

Incremental cuts to Medicaid reimbursements, critical access dental payments and the dental procedures available to our patients have chipped away at our reserves. Couple that with the increasing number of people enrolled in Medicaid in our region - and Northern Dental Access Center must stretch its resources to the max.

The rewards of this work are many, as are the challenges. We must thank our passionate Board of Directors; a dedicated and tireless staff; dentists around the state who offer their talents; and the many community partners who share our efforts to reduce health disparities among the most vulnerable people in our region.

We invite you to share in the accomplishments noted in this annual report. It is only through the support and enthusiasm of all parts of this community that Northern Dental Access Center has become such a vital and vibrant organization.

Community Based Oral Health Program

Preventive dental services continued in 2012 throughout the region, with portable equipment and Collaborative Practice Hygienists providing cleanings, screenings for decay, fluoride treatments, oral health education and sealants to 725 eligible patients. Our goal is to help people in need access care conveniently and to reduce their barriers to ongoing dental care.

Community Sites:
- Kelliher Health Service and Clinic
- Beltrami County WIC Clinic
- Thief River Falls WIC Clinic
- Blackduck WIC Clinic
- Polk County Public Health and WIC
- Warroad WIC Clinic

Community Events:
- Northern Dental Access Center’s Senior Smiles Open House
- Community Resource Connection’s Senior Connection Clinic
- Bi-CAP’s Annual Head Start Screening

Schools:
- Kelliher Public School
- Blackduck Public School
- Laporte Public School
- JW Smith Elementary (Bemidji)
- Bagley Elementary
- Central Elementary (Bemidji)
- Solway Elementary (Bemidji)
- Walker-Hackensack-Akeley Public School
- Washington Elementary (Crockston)
- Highland Elementary (Crockston)
- Northern Elementary (Bemidji)
- Paul Bunyan Kindergarten Center (Bemidji)
- Schoolcraft Learning Community (Bemidji)

Head Start Sites:
- Cass County Head Start
- McIntosh Head Start
- Laporte Head Start
- Kelliher Head Start
- Blackduck Head Start
**Economic Impact**

Northern Dental Access Center contributes to our local economy:

- Bringing in over $2 million dollars each year into the Bemidji Area, from sources throughout the state and nation.
- We employ 25 full time employees with livable wages and benefits, who live and raise families in our community.
- Thousands of families travel up to 100 miles to see our dentists here, they stop at stores, buy gas and eat at restaurants.
- Additional volunteer and contract providers travel to the community, staying in hotels, eating in area restaurants and bringing families along to enjoy the community.
- 69% of patients indicate in exit surveys that their overall health has improved since receiving dental care - this contributes to school learning, worker productivity, reduced burden on other health providers and more.

**Patient Outcomes**

In 2012, Northern Dental Access Center:

- Served 11,546 patients with 12,810 appointments
- 39% of patients are children; 8% are senior citizens
- 11.3% of children have been cavity free for 6 months; 10.7% have been cavity free for 12 months
- Registered 2,325 new patients (almost 200 every month)

**And in patient exit surveys:**

- 62% of patients report that they have changed their oral health habits after their dental visits.
- Over 23% of patients report accessing patient support services to assist in addressing barriers to care.
- 98.8% of patients report that our staff are friendly, knowledgeable and made them feel welcome.
- 99.2% would recommend Northern Dental Access Center to a friend or family member.

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**Spotlight on Dr. Gupta**

We are pleased to have appointed Dr. Ravi Gupta as Lead Dentist in 2012. Dr. Gupta provides leadership in clinical matters, policy and protocols, standardizing of care, orientation of new dentists and more.

The experience and credentials Dr. Gupta brings to this organization are impressive. He graduated from Government Dental College Mumbai in 1987 and as an Orthodontist from Madras Dental College, Chennai 1991. In addition to being head of Orthodontics Department in Dr Dy Patil Dental College in Pune, India; he also led his own private practice with his wife, Preeti, for 20 years. Dr. Gupta has published papers in Orthodontics; taught graduate level Orthodontic students, and served as member board of studies and academic council of the Dr DYP University. He was a guest Doctor at the Johannes Gutenberg University Mainz Germany in 1993; a Rotary GSE team member to Germany 1996; and holds a masters degree in German from the Ludwig Maximilian University in Munich. Dr. Gupta moved to Minnesota in 2011 to pursue licensure here, starting at Northern Dental Access Center. He and his family have settled in Bemidji, with one son at the Bemidji Middle School and another attending the University of Minnesota studying Engineering. Dr. Preeti Gupta is now pursuing her Minnesota licensure, preparing for her Board examinations in the fall. We hope Dr. Ravi Gupta will continue to lead this organization into the future; and we hope to someday welcome Dr. Preeti Gupta to the team as well.

We are extremely lucky to host a dentist of this caliber; he loves the team approach to care, consulting with many dentist colleagues, and offering quality improvement that has brought Northern Dental Access Center to a heightened level of excellence.
Board of Directors

John Lueth, DDS - President - North Country Dental
Warren Larson - Vice President - Sanford Health Bemidji
Vicki Ross-Rhoades - Treasurer - Itasca State Park DNR
Robert Enger - Legal Services of Northwest Minnesota
Cathy Jo Gunvalson - Hygienist, Red Lake Comprehensive Health Services
John Parkin - Pediatrician
Becky Secure - Beltrami Area Service Collaborative
Scott Turn - Security Bank USA
Joan Tronson - Northwest Area Health Education Center
Linda Yourczek - Beltrami County Health & Human Services
Kevin Williamson - Super 8 Motel

2012 Financials

BALANCE SHEET - December 31, 2012

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<thead>
<tr>
<th>Assets</th>
<th>Unrestricted</th>
<th>Restricted</th>
<th>Total</th>
<th>% of Total</th>
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<tr>
<td>Current Assets</td>
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<td>Cash &amp; Investments</td>
<td>309,325</td>
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<td>Accounts Receivable</td>
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<td>Less Contract Allowances</td>
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<td>Grants Receivable</td>
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<td>Prepaid Expenses</td>
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<td>Total Current Assets</td>
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<td>Fixed Assets</td>
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<td>Office Equipment</td>
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<td>Dental Equipment</td>
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<td>Leasehold Improvements</td>
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<td>Less Accumulated Depreciation</td>
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<td>Net Fixed Assets</td>
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<td>Total Assets</td>
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<tr>
<th>Liabilities</th>
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<tr>
<td>Current Liabilities</td>
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<td>Accounts Payable</td>
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TOTAL NET ASSETS  $835,023
TOTAL LIABILITIES & NET ASSETS  $944,647

STATEMENT OF INCOME & EXPENSE 2012

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<tr>
<th>Support &amp; Revenue</th>
<th>Unrestricted</th>
<th>Restricted</th>
<th>Total</th>
<th>% of Total</th>
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<tr>
<td>Support</td>
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<td>Grants</td>
<td>448,284</td>
<td>39,150</td>
<td>487,434</td>
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<td>Donated Services</td>
<td>3,876</td>
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<td>Released from Restriction</td>
<td>75,652</td>
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<tr>
<td>Revenue:</td>
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<td>Service Fees (net of discounts)</td>
<td>3,226,976</td>
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<tr>
<td>Less Contract Allowances</td>
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<td>(1,526,018)</td>
<td>-70%</td>
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<td>Other Income</td>
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<td>Total Support &amp; Revenue</td>
<td>$2,230,386</td>
<td>($36,502)</td>
<td>2,193,884</td>
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<table>
<thead>
<tr>
<th>Expenses &amp; Losses</th>
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<th>Restricted</th>
<th>Total</th>
<th>% of Total</th>
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<td>Program Services</td>
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<td>1,927,344</td>
<td>85%</td>
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<td>General &amp; Administrative</td>
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<td>Total Expenses</td>
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<td>Loss on Disposal</td>
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<td>2,580</td>
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<tr>
<td>Total Expenses &amp; Losses</td>
<td>2,254,640</td>
<td>($36,502)</td>
<td>2,218,138</td>
<td>100%</td>
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CHANGE IN NET ASSETS  ($24,254)

NET ASSET

Beginning of Year | 809,554 | 86,225 | $895,779
End of Year     | 795,873 | 39,150 | $835,023

Audited April 2013 by KBA Peterson Associates, Inc., Independent Auditors

2012 Funding Partners

Delta Dental of Minnesota
Fourth & Robbins Fund
Healthier MN Community Clinic Fund
Medica Foundation
Minnesota Dental Association
Minnesota Department of Health
Otto Bremer Foundation
Sanford Health Foundation
United Way of Bemidji Area
US Department of Health