



THE 2014 ANNUAL REPORT

Community Dental improves the lives of children and adults in our communities by providing needed, accessible, comprehensive, quality oral health care.



A Message from the President of the Board & Chief Executive Officer



2014 was a year of continued improvements in quality of care, robust community and state partnerships, and resilience in the face of natural disaster. Despite a formidable climate, 2014 ended with a positive bottom line. Community Dental's staff and Board of Directors demonstrated their core characteristics of resilience, adaptability, and positive action when confronted with adversity.

In July, a "microburst" struck our Rumford Center. Defined as a violent, short-lived, localized downdraft that creates extreme wind shears at low altitudes, usually associated with thunderstorms, microbursts are notorious for causing extreme property damage. A significant portion of the building roof was ripped off by the wind shear, resulting in hundreds of gallons of contaminated water pouring into our space. While quick thinking by staff and neighbors saved our costly, high-tech dental equipment from ruin, the Center itself was effectively ruined by the mold- and mildew-ripe environment that quickly ensued.

Walls, cabinetry, dental supplies, computers, and furnishings had to be discarded.

Given the devastation and ongoing operating losses, the Board contemplated closure of the Rumford facility. Upon learning of the possible loss of access to care and jobs, the community joined together to save, restore, and help support the financial viability of the center. The coalition generated funds to offset projected losses, working tirelessly with staff to promote the center, which was fully reconstructed and operational by December.

Despite the Rumford mayhem, our efforts continued to expand access to care for Maine's most vulnerable. Our accomplishments would not have been possible without our dedicated Board, staff, residents, community supporters, donors, and foundations, working collaboratively to ensure that access to excellent, comprehensive oral health care was sustained.

Sincerely,

Handwritten signature of John W. Welsh in black ink.

John W. Welsh, Board President

Handwritten signature of Lisa C. Kavanaugh in black ink.

Lisa C. Kavanaugh, CEO

18,500

patients of record across five Maine counties

14,750

toothbrushes distributed



13,650

patients living below 150% poverty level

2,774

visits by

771

special needs patients

1

YEAR

youngest patient

oldest patient

98

YEARS

5,140

emergency dental procedures

6,500

preventative treatments for children and teens; including home care instruction, and healthy living guidance



300+

uninsured, low-income children, and adults served from our patient assistant fund, thanks to the United Way, Maine Dental Association and individual donors

13

DENTISTS

+ **13**

HYGIENISTS

+ **3**

RESIDENTS

+ **1**

CHIEF DENTAL OFFICER



Diagnostic & Treatment Services

Examinations
Radiographs
Endodontics (root canal therapy)
Oral surgery
Fixed & removable prosthetics (crown and bridge, partial dentures)
Restorative services
Emergency care
Nitrous oxide

Preventative Services

Oral prophylaxis
Sealants
Fluoride varnish

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Advanced Education in General Dentistry



On July 1, 2014, Community Dental, Tufts School of Dental Medicine (TUSDM), and Maine Medical Center (MMC) collaborated to implement an Advanced Education in General Dentistry (AEGD) residency program. The three individuals selected to fill the positions of dental residents are recent graduates of four-year dental schools, and are fully licensed to practice dentistry in the State of Maine.

Community Dental dentists have been “calibrated” by TUSDM to be qualified to precept the dental residents. The residents have been providing oral healthcare at our Biddeford, Portland, and Lewiston Centers under the supervision of our faculty preceptors. Each resident has an opportunity to provide care at each of our centers, under different faculty preceptors, based on a quarterly rotation schedule.

The variation in faculty and patient populations ensures that the residents have the opportunity to perform all of the required procedures and the number of required procedures, and to work at the Portland center with oral health specialists (e.g., oral surgery, pediatric dentistry, and periodontics). These specialists are private dentists in the community deemed by TUSDM as faculty preceptors.

Our relationship with community providers both increases access to care for our diverse patient population and the new graduates’ clinical competencies and confidence levels. Community Dental strongly believes that oral health should be integrated with physical and mental health for overall well-being. Our partnership with MMC and TUSDM has expanded opportunities to coordinate medically necessary oral healthcare for vulnerable patient populations.

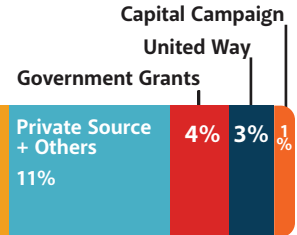
REVENUES \$6,047,129

Client Fees
36%

MaineCare
30%

Contractual Services
15%

Private Source + Others
11%



Partnering to Provide Care to Individuals Without Homes



A crisis occurred during the summer of 2014, when the City of Portland was notified by the Federal Government that Healthcare for the Homeless grant funds would be discontinued. The Healthcare for the Homeless clinic provided medical, mental, and oral healthcare to homeless individuals in Greater Portland. Portland Community Health Center (PCHC) stepped up to provide needed medical and mental healthcare.

At that time Community Dental decided to partner with PCHC to provide access

to oral healthcare for approximately 1,100 homeless adults; and Community Dental was then retained to assist in the development of multiple points of access to oral healthcare for PCHC patients. The first access point was established last fall at the PCHC facility on Preble Street.

Homeless individuals determined to need urgent oral healthcare are now “connected” to our Portland Center at 640 Brighton Avenue. An appointment is scheduled, and a “connection certificate” establishing eligibility for care at Community Dental is provided

to the patient, along with a bus voucher, if needed, to minimize transportation barriers to care. The connection certificate indicates the payment rate and source to Community Dental staff.

Following the delivery of care by Community Dental, clinical notes detailing the outcome are securely sent to PCHC, to be incorporated into the patient’s medical record. Partnership efforts are continuing, to establish onsite access to comprehensive oral healthcare for PCHC patients at 63 Preble Street and 180 Park Avenue in Portland.



Expanding Care to Adults with Special Needs



In spring 2013, the state closed its dental clinic, leaving approximately 3,000 patients with special needs (e.g., mental health, cognitive and physical disabilities, and comorbid medical issues) without care. That summer, Community Dental and the Department of Health and Human Services (DHHS) began plans to reestablish oral healthcare access to these individuals closer to their homes.

In October 2013, Community Dental entered into an agreement with the State of Maine DHHS to provide a dental home for eligible adults whose special needs require adaptations to treatment beyond routine. These individuals each became patients of the Community Dental center closest to their home, with the largest percentage becoming patients at our Portland, Lewiston, and Biddeford centers, respectively. This partnership, completing its first full care delivery year in 2014, has resulted in access to timely, comprehensive oral healthcare in a destigmatizing environment.

Of the 3,000 patients served, approximately 5% required anesthesia beyond the capacity of local anesthesia to receive oral healthcare. Community Dental and DHHS reached out to

Maine Medical Center (MMC) to join our partnership and develop access to hospital-based oral healthcare provided with the benefit of general anesthesia.

Jeff Walawender, DDS, lead dentist at the Portland center, joined the medical staff of MMC. In November 2014, we began providing oral healthcare to a subset of patients who require their treatment be rendered under general sedation. This valuable service is provided two days per month at MMC's outpatient surgical center in Scarborough. Under general anesthesia, multiple quadrants of dentistry can be provided, resulting in improved oral health in fewer visits.



Grants, Donors & Contributors



Community Dental recognizes the foundations, major donors, municipalities, community organizations, volunteers, and collaborators that have made our initiatives and programs possible in 2014:

Agnes M. Lindsey Foundation
Biddeford Free Clinic
Cumberland County Commissioners
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Fisher Charitable Foundation
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Franklin Memorial Hospital
Franklin Savings Bank
G.L. Connolly Foundation
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Rumford Rotary Club & Members
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Simmons Foundation
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United Way of Greater Portland
United Way of Oxford County

United Way of the Tri-Valley Area
United Way of York County
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Jeff Walawender, DDS

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2014 Volunteers

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Baily Williams – Upward Bound – Farmington

Smile Partners Program

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