

# Utah Give Kids a Smile

*2010 Statistics*





## UTAH GIVE KIDS A SMILE 2010 FAST FACTS

2010 FAST FACTS	2010					
	Salt Lake	Weber	Utah County	St George	Greenwood	State Total
<b>Volunteer Stats</b>						
Dentists	18	10	28	16	13	85
Hygienists	6	10	18	6	0	40
Dental Assistants	24	20	46	22	13	125
General Volunteers	130	24	64	118	4	340
Total Volunteers	178	64	156	162	30	590
Total Volunteer Hours	1457	564	1140	1324	149	4634
<b>Patients Stats</b>						
Patients Treated at Event	71	108	131	124	54	488
Patients per Dentist	3.9	10.8	4.7	7.8	4.2	5.7
Patient Show Rate	82%	N/A	70%	65%	N/A	77%
<b>Voucher Stats</b>						
Vouchers Collected	96	5	67	113	0	281
Vouchers Issued at Event	46	0	66	66	0	178
% Patients Issued Vouchers (at event)	45%	0%	30%	48%	0%	40%
Voucher Treatment Plan (Event Estimate)	\$15,818	\$68,204	\$14,378	\$58,695	\$0	\$157,095
Reported Voucher Treatment	\$4,181	\$0	\$32,376	\$7,089	\$0	\$43,646
<b>Event Production Stats</b>						
Event Production	\$49,065	\$38,180	\$83,866	\$64,211	\$17,200	\$252,522
Production per Patient	\$691	\$354	\$640	\$518	\$319	\$517
Voucher Production	\$4,181	\$0	\$32,376	\$7,089	\$0	\$43,646
Production per Patient	\$836	\$0	\$925	\$394	\$0	\$753
Total Production	\$53,246	\$38,180	\$116,242	\$71,300	\$17,200	\$296,168
Total Average Production per Patient	\$750	\$354	\$887	\$575	\$319	\$607
<b>Costs Stats</b>						
Annual Total Cost	\$364	\$553	\$1,821	\$877	\$277	\$4,852
Cost per Patient	\$5	\$5	\$14	\$7	\$5	\$10
Total ROI	14539%	6801%	6282%	8026%	6117%	6004%
Total Production provided per \$1 spent	\$135	\$69	\$46	\$73	\$62	\$61
Total Cash Donations	\$2,523					
Total Cost Donations	\$3,000					



## BACKGROUND

Utah Give Kids a Smile (GKAS) is a subsidiary program of the national American Dental Association's (ADA) Give Kids a Smile and of the Utah Dental Association (UDA). The ADA's program allows each participating state and organization to customize their efforts to best match their local area's needs and resources. The Utah GKAS organization has been treating children since February 2005 and participates by holding an annual event each February with a follow up voucher system.

## INVOLVEMENT

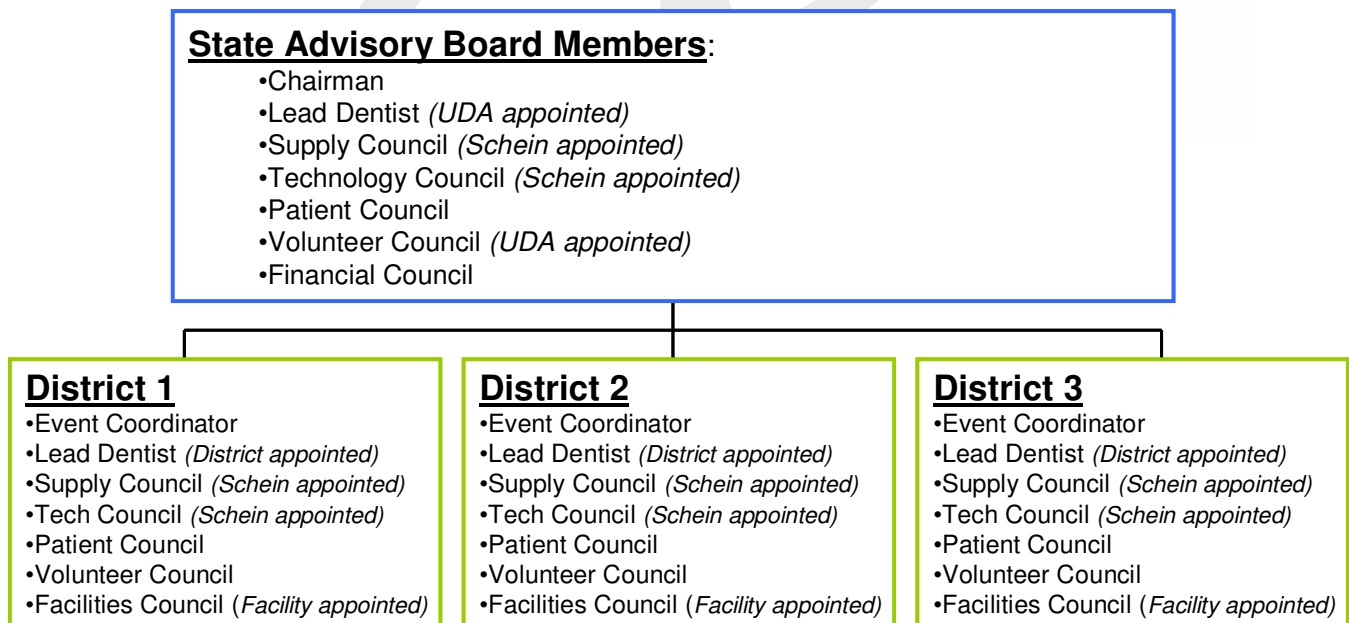
The Utah GKAS organization conducts an efficient and unique program for the State. Every February an event is held where financially prescreened children from Title 1 (low income) schools come to an event location to receive free dental treatment. In addition to the event, Utah GKAS collects donated dental vouchers from participating dentists across the state who agree to treat children in their own practice for free. These vouchers are then used to perform follow-up treatment for patients of the event and the excess vouchers are distributed to charity organizations throughout the state for distribution. Utah GKAS operates conjointly with the UDA and the local dental district in which the events take place, creating a partnership which helps to ensure the longevity of the organization and events.

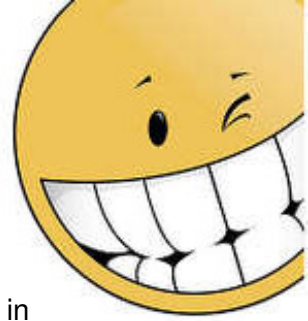
In 2010 there were four main events and one test event that was organized:

- Salt Lake County - Salt Lake Community College Dental Hygiene School
- Weber County - Weber state Dental Hygiene School
- Utah County - Utah College of Dental Hygiene
- Washington County - Dixie State College of Dental Hygiene
- Salt Lake County - Greenwood Clinic

## ORGANIZATION

The Utah GKAS organization is organized as follows:





The Districts are franchise models that any willing dental district can replicate easily in their areas. Utah GKAS will host an event in a district as long as the local dental society is a partner in the event. The responsibilities for both the State Advisory Board and the local participating dental districts are:

## State Advisory Board Responsibilities

1. Coordinate **resources** for statewide events.
2. Develop turnkey solution for “franchise method”.
3. Coordinate and report data collection.
4. District training.
5. Voucher distribution.
6. PR.
7. Event growth and strategy.
8. Website maintenance.
9. Statewide funding.
10. State legislative recognition

## Local Dental District Responsibilities

1. Coordinate **manpower** for individual District events.
2. Recruit, staff and train all volunteers.
3. Distribute, collect and enter Health History forms.
4. Collect, issue and follow up on vouchers.
5. Host and coordinate event and facility.
6. Report all key metrics and statistics.
7. Find and financially screen eligible patients.
8. Achieve required tasks by due date.
9. Help to get PR for event locally.
10. Participate in fundraising for local event.

State Advisor Board members for the 2010 events were as follows:

- *Chairman* – Jared Hansen (Verge Sales)
- *Lead Dentist* – Dr. Kevin Yeager (River City Dental)
- *Supply Council* – Ann Myers (Henry Schein Dental)
- *Technology Council* – Martin Gubler (Henry Schein Practice Solutions)
- *Patient Council* - Dr. Steven Steed (Utah Department of Health)
- *Volunteer Council* – Dr. Blake Nielson (Utah Dental Association)
- *Financial Council* – Adam Nugent (Cambridge Financial)

The Utah GKAS is a registered 501C3 non-profit organization.

# Utah Give Kids a Smile

www.utahgivekidsasmile.com



## PARTNERS

Utah GKAS believes that locally based corporations and organizations are key to our success. These local groups are invested in their community and have a good pulse on the needs and resources available. Organizations that have been key sponsors of Utah GKAS have been:



Utah Dental Association



- Henry Schein Practice Solutions
- Henry Schein Dental
- Donated Dental
- The Dental Alliance
- Community Health Connect
- Salt Lake Community College
- Weber State
- Utah College of Dental Hygiene
- Dixie State College
- Greenwood Clinic
- Arribex
- Air Techniques
- Granite School District
- Assistance League
- Utah Dental Association
- Salt Lake Dental Society
- Weber Dental Society
- Utah County Dental Society
- Southern Utah Dental Society
- 3M ESPE
- Midtown Community Health Center
- BlueHost
- Sealants for Smiles
- Marriott

Utah GKAS will be aggressively recruiting more sponsors in the following years as we try to further involve the community and achieve our volunteer and financial goals.



## 2010 STATISTICS

The following statistics have been compiled for the 2010 Utah GKAS event.

### PATIENT STATS

2010					
Salt Lake	Weber	Utah County	St George	Greenwood	State Total

#### Total Patients

Total HxHCF's Distributed	135	98	180	225	N/A	<b>638</b>
Total HxHCF's Collected	87	98	187	191	N/A	<b>563</b>
<b>Patients Treated at Event</b>	<b>71</b>	<b>108</b>	<b>131</b>	<b>124</b>	<b>54</b>	<b>488</b>
Male Patients	46%	51%	46%	54%	N/A	<b>50%</b>
Female Patients	54%	49%	54%	46%	N/A	<b>50%</b>
Age 0-4	0%	9%	1%	5%	N/A	<b>4%</b>
Age 5-6	2%	16%	22%	20%	N/A	<b>17%</b>
Age 7-8	39%	23%	37%	29%	N/A	<b>32%</b>
Age 9-10	30%	15%	23%	21%	N/A	<b>22%</b>
Age 11-12	27%	12%	17%	9%	N/A	<b>15%</b>
Age 13-14	1%	16%	0%	4%	N/A	<b>5%</b>
Age 15+	0%	7%	0%	12%	N/A	<b>5%</b>

HxHCF Turn in %	64%	100%	104%	85%	N/A	88%
Patient Show %	82%	N/A	70%	65%	N/A	77%

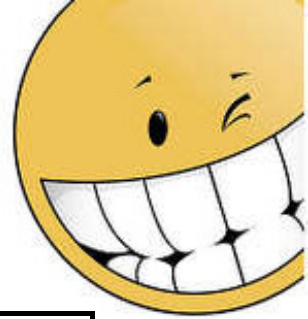
#### Patient per Volunteer

Dentists	3.9	10.8	4.7	7.8	4.2	<b>5.7</b>
Hygienists	11.8	10.8	7.3	20.7	-	<b>12.2</b>
Dental Assistants	3.0	5.4	2.8	5.6	4.2	<b>3.9</b>
General Volunteers	0.5	4.5	2.0	1.1	13.5	<b>1.4</b>
<i>Event Total</i>	0.4	1.7	0.8	0.8	1.8	<b>0.8</b>

#### Volunteer Hours per Patient

Dentists	1.7	0.5	1.6	0.8	0.7	<b>1.1</b>
Hygienists	0.5	1.1	0.8	0.4	-	<b>0.6</b>
Dental Assistants	2.0	0.5	1.8	1.2	1.4	<b>1.3</b>
General Volunteers	16.3	3.1	4.5	8.3	0.7	<b>6.5</b>
<i>Event Total</i>	20.5	5.2	8.7	10.7	2.8	<b>9.5</b>

Hygiene Kits Distributed	90	120	154	150	55	<b>569</b>
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## VOLUNTEER STATS

2010					
Salt Lake	Weber	Utah County	St George	Greenwood	State Total

### Operatories Used at Event

Dental	18	10	28	18	6	<b>80</b>
Hygiene	6	10	18	6	0	<b>40</b>
<i>Event Total</i>	<b>24</b>	<b>20</b>	<b>46</b>	<b>24</b>	<b>6</b>	<b>120</b>

### Volunteers

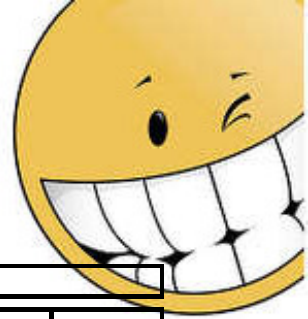
Dentists	18	10	28	16	13	<b>85</b>
Hygienists	6	10	18	6	0	<b>40</b>
Dental Assistants	24	20	46	22	13	<b>125</b>
General Volunteers	130	24	64	118	4	<b>340</b>
<i>Event Total</i>	<b>178</b>	<b>64</b>	<b>156</b>	<b>162</b>	<b>30</b>	<b>590</b>

### Volunteer Hours

Hours of Event Operations	5.0	6.0	6.0	5.0	5.5	
Dentists	124	53	210	98	38	<b>523</b>
Hygienists	36	120	108	53	0	<b>317</b>
Dental Assistants	139	55	230	143	76	<b>643</b>
General Volunteers	1,158	336	592	1,031	36	<b>3,152</b>
<i>Event Total</i>	<b>1,457</b>	<b>564</b>	<b>1,140</b>	<b>1,324</b>	<b>149</b>	<b>4,634</b>

### Volunteer Hours Per Volunteer

Dentists	6.9	5.3	7.5	6.1	2.9	<b>6.2</b>
Hygienists	6.0	12.0	6.0	8.8	0.0	<b>7.9</b>
Dental Assistants	5.8	2.8	5.0	6.5	5.8	<b>5.1</b>
General Volunteers	8.9	14.0	9.3	8.7	8.9	<b>9.3</b>
<i>Event Total</i>	<b>8.2</b>	<b>8.8</b>	<b>7.3</b>	<b>8.2</b>	<b>5.0</b>	<b>7.9</b>



## TREATMENT STATS

2010					
Salt Lake	Weber	Utah County	St George	Greenwood	State Total Production

### Proceedures

D0150 - Comprehensive Oral Evaluation	71	108	131	118	39	<b>\$35,492</b>
	\$ 5,396	\$ 8,208	\$ 9,956	\$ 8,968	\$ 2,964	
D0272 - Bitewings-Two Films	71	108	131	93	27	<b>\$16,770</b>
	\$ 2,769	\$ 4,212	\$ 5,109	\$ 3,627	\$ 1,053	
D1120 - Prophylaxis-Child	54	49	77	69	14	<b>\$15,254</b>
	\$ 3,132	\$ 2,842	\$ 4,466	\$ 4,002	\$ 812	
D1203 - Flouride w/o Phophylaxis-Child	49	39	38	24	5	<b>\$4,805</b>
	\$ 1,519	\$ 1,209	\$ 1,178	\$ 744	\$ 155	
D1206 - Topical Flouride Varnish	7	7		31		<b>\$1,800</b>
	\$ 280	\$ 280	\$ -	\$ 1,240	\$ -	
D1351 - Sealand-Per Tooth	59	88	221	177	54	<b>\$27,554</b>
	\$ 2,714	\$ 4,048	\$ 10,166	\$ 8,142	\$ 2,484	
D2140 - Amalgam-1 Surf. Prim/Perm	12	1	7	8	26	<b>\$6,534</b>
	\$ 1,452	\$ 121	\$ 847	\$ 968	\$ 3,146	
D2150 - Amalgam-2 Surf. Prim/Perm	19	5	24	11	20	<b>\$12,245</b>
	\$ 2,945	\$ 775	\$ 3,720	\$ 1,705	\$ 3,100	
D2160 - Amalgam-3 Surf. Prim/Perm	3		2	1	1	<b>\$1,128</b>
	\$ 564	\$ -	\$ 376	\$ 188	\$ 188	
D2330 - Resin-One Surface, Anterior	6	2	5	8		<b>\$3,003</b>
	\$ 858	\$ 286	\$ 715	\$ 1,144	\$ -	
D2331 - Resin-Two Surfaces, Anterior	2	1	6			<b>\$1,566</b>
	\$ 348	\$ 174	\$ 1,044	\$ -	\$ -	
D2332 - Resin-Three Surfaces, Anterior				1		<b>\$218</b>
	\$ -	\$ -	\$ -	\$ 218	\$ -	
D2335 - Resin 4+ w/Incisor Angle Anterior		4	1	1		<b>\$1,608</b>
	\$ -	\$ 1,072	\$ 268	\$ 268	\$ -	
D2391 - Resin Composite-1S, Posterior	47	38	71	43		<b>\$31,044</b>
	\$ 7,332	\$ 5,928	\$ 11,076	\$ 6,708	\$ -	
D2392 - Resin Composite-2S, Posterior	43	32	93	57		<b>\$45,225</b>
	\$ 8,643	\$ 6,432	\$ 18,693	\$ 11,457	\$ -	
D2393 - Resin Composite-3S, Posterior	7	1	11	16		<b>\$8,715</b>
	\$ 1,743	\$ 249	\$ 2,739	\$ 3,984	\$ -	
D2394 - Resin Composite-4+S, Posterior			1	3		<b>\$1,196</b>
	\$ -	\$ -	\$ 299	\$ 897	\$ -	



**TREATMENT STATS (cont)**

	2010					State Total Production
	Salt Lake	Weber	Utah County	St George	Greenwood	
<b>Proceedures</b>						
D2930 - Prefab Stain Steel CRN-Primary	2	1	10	1	6	<b>\$4,640</b>
	\$ 464	\$ 232	\$ 2,320	\$ 232	\$ 1,392	
D2940 - Sedative Filling				3		<b>\$309</b>
	\$ -	\$ -	\$ -	\$ 309	\$ -	
D2950 - Crown Buildup, Include Any Pins		1				<b>\$236</b>
	\$ -	\$ 236	\$ -	\$ -	\$ -	
D3120 - Pulp Cap-Indirect, (Ex Rest)	2	1	4		6	<b>\$497</b>
	\$ 142	\$ 71	\$ 284	\$ -	\$ 426	
D3220 - Therapeutic Pulpotomy-Pulp Remv	6	1		2		<b>\$1,239</b>
	\$ 1,062	\$ 177	\$ -	\$ 354	\$ -	
D3240 - Pulpal Therapy-Posterior, Prim	1		13	12		<b>\$3,780</b>
	\$ 270	\$ -	\$ 3,510	\$ 3,240	\$ -	
D7111 - Extraction CRNL Remnts-Decid TH	10		16	10		<b>\$3,120</b>
	\$ 1,200	\$ -	\$ 1,920	\$ 1,200	\$ -	
D7140 - Extract, Erupted TH/Exposed RT	37	11	35	6	10	<b>\$14,652</b>
	\$ 5,476	\$ 1,628	\$ 5,180	\$ 888	\$ 1,480	
D7210 - Extraction-Surgical/Erupt Tooth	2			9		<b>\$488</b>
	\$ 488	\$ -	\$ -	\$ 2,196	\$ -	
D7250 - Surgic Removl Resid Tooth Root	1					<b>\$268</b>
	\$ 268	\$ -	\$ -	\$ -	\$ -	
<b>Event Total</b>	<b>511</b>	<b>498</b>	<b>897</b>	<b>707</b>	<b>208</b>	
<b>Event Production</b>	<b>\$ 49,065</b>	<b>\$ 38,180</b>	<b>\$ 83,866</b>	<b>\$ 64,211</b>	<b>\$ 17,200</b>	<b>\$252,522</b>
<b>Procedure per Patient</b>	<b>7.2</b>	<b>4.6</b>	<b>6.8</b>	<b>5.7</b>	<b>3.9</b>	
<b>Production per Patient</b>	<b>\$691</b>	<b>\$354</b>	<b>\$640</b>	<b>\$518</b>	<b>\$319</b>	<b>\$517</b>



## VOUCHER STATS

	2010					
	Salt Lake	Weber	Utah County	St George	Greenwood	State Total
<b>Vouchers Collected</b>						
Vouchers Collected pre Event	96	5	52	88	0	<b>241</b>
Vouchers Collected at or After Event	0	0	15	25	0	<b>40</b>
<b>Total Vouchers Collected</b>	<b>96</b>	<b>5</b>	<b>67</b>	<b>113</b>	<b>0</b>	<b>281</b>
Total Vouchers Available to Partners	85	5	47	53	0	<b>190</b>
% of Vouchers Available to Partners	89%	100%	70%	47%	0%	<b>68%</b>
<b>Vouchers Issued</b>						
Vouchers Issued at Event	32	0	39	59	0	<b>130</b>
Vouchers Issued After Event	14	0	27	7	0	<b>48</b>
<b>Total Vouchers Issued</b>	<b>46</b>	<b>0</b>	<b>66</b>	<b>66</b>	<b>0</b>	<b>178</b>
Total Vouchers Not Issued	50	5	1	47	0	<b>103</b>
<b>% Patients Issued Vouchers (at event)</b>	<b>45%</b>	<b>0%</b>	<b>30%</b>	<b>48%</b>	<b>0%</b>	<b>40%</b>
% Vouchers Issued After Event	15%	0%	52%	8%	0%	<b>20%</b>
<b>Voucher Treatment Plan (Event Estimate)</b>	<b>\$15,818</b>	<b>\$68,204</b>	<b>\$14,378</b>	<b>\$58,695</b>	<b>\$0</b>	<b>\$157,095</b>
<b>Voucher Completion &amp; Production</b>						
<b>Total Vouchers Completed</b>	<b>5</b>	<b>0</b>	<b>35</b>	<b>18</b>	<b>0</b>	<b>58</b>
Issued Voucher Completion Rate	11%	0%	53%	27%	0%	33%
Total Voucher Completion Rate	5%	0%	52%	16%	0%	21%
<b>Reported Voucher Production</b>	<b>\$4,181</b>	<b>\$0</b>	<b>\$32,376</b>	<b>\$7,089</b>	<b>\$0</b>	<b>\$43,646</b>
% of Total Voucher Production	10%	0%	74%	16%	0%	
Production per Voucher	\$836	\$0	\$925	\$394	\$0	<b>\$753</b>
% of Treatment Plan Estimate	26%	0%	225%	12%	0%	28%



## PRODUCTION STATS

	2010					State Total
	Salt Lake	Weber	Utah County	St George	Greenwood	
Event Production	\$49,065	\$38,180	\$83,866	\$64,211	\$17,200	<b>\$252,522</b>
Voucher Production	\$4,181	\$0	\$32,376	\$7,089	\$0	<b>\$43,646</b>
<b>Total Production</b>	<b>\$53,246</b>	<b>\$38,180</b>	<b>\$116,242</b>	<b>\$71,300</b>	<b>\$17,200</b>	<b>\$296,168</b>
Event Production as a % of Total Production	17%	13%	28%	22%	6%	<b>85%</b>
Voucher Production as a % of Total Production	1%	0%	11%	2%	0%	<b>15%</b>
Event Production per patient	\$691	\$354	\$640	\$518	\$319	<b>\$517</b>
Voucher Production per patient	\$836	\$0	\$925	\$394	\$0	<b>\$753</b>
<b>Total Average Production per patient</b>	<b>\$750</b>	<b>\$354</b>	<b>\$887</b>	<b>\$575</b>	<b>\$319</b>	<b>\$607</b>



## FINANCIAL STATS

2010								
	Salt Lake	Weber	Utah County	St George	Greenwood	State Board	State Total	% of Total
Location Rental							\$0	0%
Patient Transportation							\$0	0%
Facility Employees							\$0	0%
Dental Supplies	\$364	\$553	\$671	\$635	\$277	\$0	\$2,500	52%
Hardware							\$0	0%
Marketing							\$0	0%
Pipe and Drape							\$0	0%
Administrative Supplies			\$52	\$4			\$57	1%
Fundraising			\$26				\$26	1%
Website						\$754	\$754	16%
Nitrous							\$0	0%
Event Food			\$1,027	\$70			\$1,097	23%
Planning Meetings							\$0	0%
Volunteer Travel			\$45	\$168		\$55	\$267	6%
Volunteer Food						\$151	\$151	3%
Volunteer Lodging							\$0	0%
State Board Costs							\$0	0%
Misc.							\$0	0%
<b>Annual Total Cost</b>	\$364	\$553	\$1,821	\$877	\$277	\$959	\$4,852	
<b>Total Cost per Patient</b>	\$5.12	\$5.12	\$13.90	\$7.08	\$5.12		\$9.94	
<b>Cost as % of Production</b>	0.7%	1.4%	2.2%	1.4%	1.6%		1.9%	
<b>Event ROI (Pre-Voucher)</b>	13389%	6801%	4504%	7218%	6117%		5105%	
<b>Total ROI (Including Voucher)</b>	14539%	6801%	6282%	8026%	6117%		6004%	
<b>Total Production provided per \$1 spent</b>	\$135	\$69	\$46	\$73	\$62		\$61	
Cash on hand from Previous Year							\$1,027	
Total Cash Donations							\$2,523	
Total Cost Donations							\$3,000	
Total Cash Available							\$1,698	

\*Starting 10/1/2010, the fiscal year will begin October 1st and end September 30th



## EXPANSION AND GROWTH

For the 2010 year, Utah GKAS had 5 locations participating throughout the State. The Greenwood Clinic was added to the lineup to test the possibility of adding it as a permanent event in the Salt Lake County. The test was a success and the Greenwood Clinic will be a sponsored Utah GKAS event in 2011 and thereafter. The 2010 events were as follows:

- Salt Lake County - Salt Lake Community College Dental Hygiene School
- Weber County - Weber state Dental Hygiene School
- Utah County - Utah College of Dental Hygiene
- Washington County - Dixie College of Dental Hygiene
- Salt Lake County - Greenwood Clinic (test)

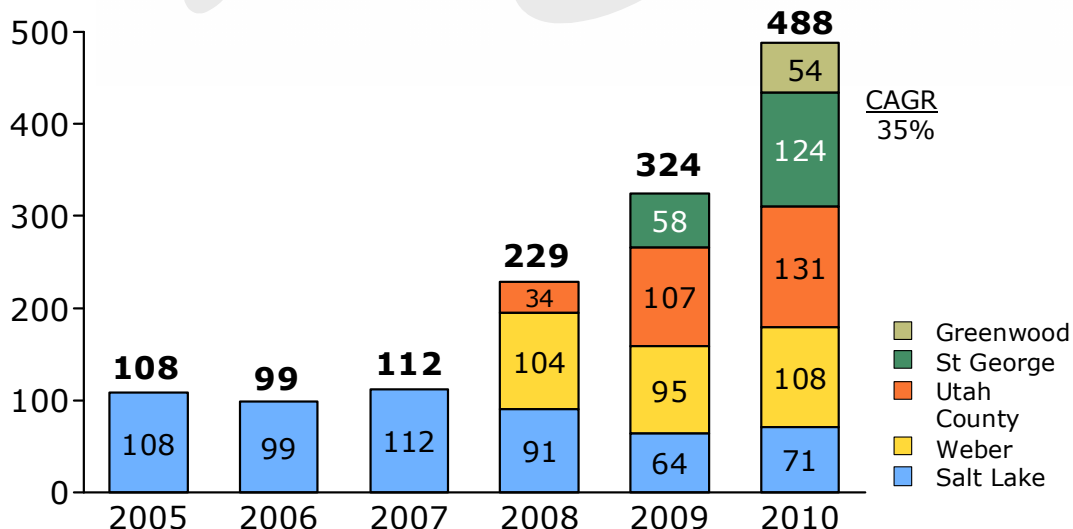
For the 2011 year, we will not have the Salt Lake Community College available. The Salt Lake Community College has accreditation during that time and will be unable to participate in an event for the 2011 year but will be back for the following years. We will be using an alternate facility to replace the Salt Lake Community College for the 2011 events and will expect our numbers to be slightly lower. In order to compensate for the loss of one event, we will increase voucher availability in Salt Lake County and fill the need via the voucher program and possibly increase production in Utah County.

Additional locations are being considered for other years which include Cedar City, Logan and other locations within the state. Testing this year at potential locations will be done to ensure viability.

## KEY METRICS

As reporting for Utah GKAS events and efforts have improved through the years, our ability to track our efficiency and goals have improved. For the 2010 year, we began tracking voucher production and completion better than before in order to give us a clear picture of the voucher demand and completion of the issued vouchers. The following are a snapshot of key metrics we track to improve efficiency:

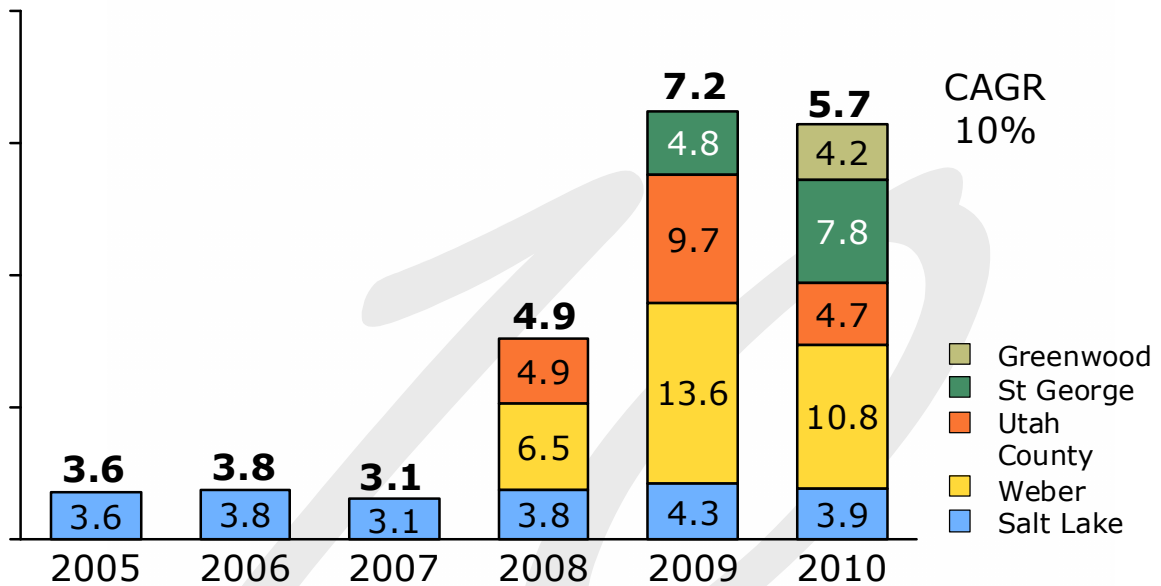
### Patients Treated





It should be noted that the Compounded Annual Growth Rate (CAGR) for patients treated is a key indicator of our success and ability to implement effective processes. The drop in patients treated from 2008 to the 2009 event in the Salt Lake and Weber event is due to us changing from hosting 2 shifts at each location in 2008 to just 1 shift at each location in 2009. First year events such as Provo in 2008 and St George in 2009 are encouraged to limit the number of patients treated for their first year and then increase it for the subsequent year.

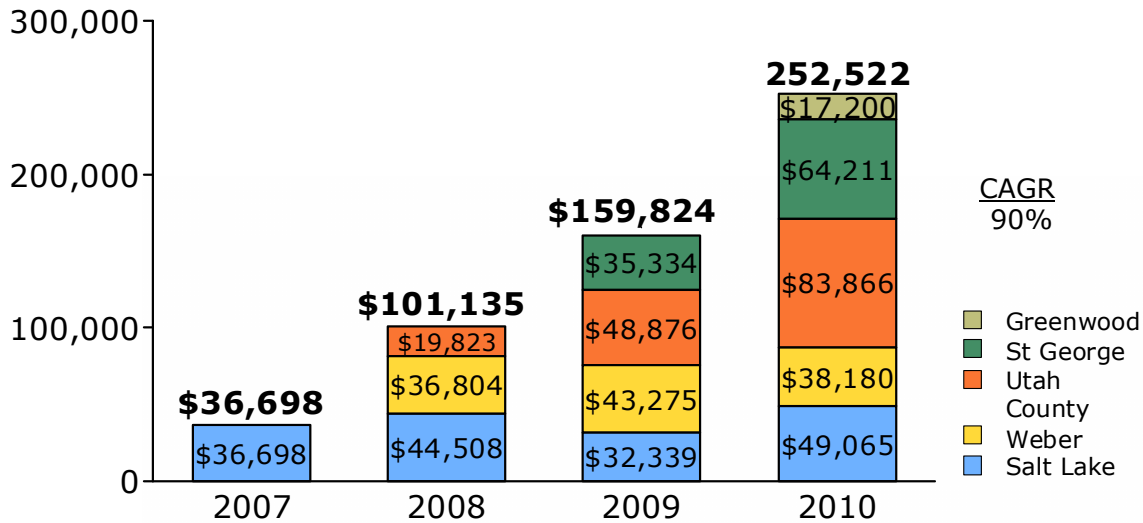
## Patients per Doctor (average)



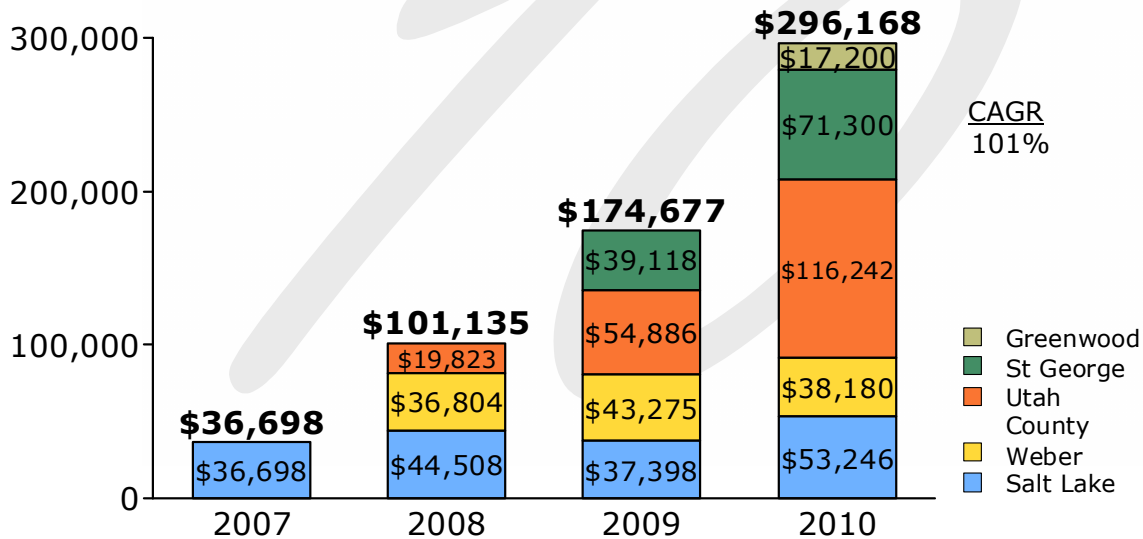
Patient per Doctor is most likely the best measure of the efficiency of our organization's event execution. As noted by the CAGR, each year we are effectively growing these numbers at a 10% rate. You can notice that efficiency has increased significantly from the 2008 to 2009 events and drop from the 2009 to 2010 events. This is due mainly because the Utah County and Weber events have shifted to providing more dental care and less hygiene care, dental care which takes more time to administer. We expect this efficiency to level off as we begin to approach maximum efficiency and capacity. This is in large part due to changes in patient flow and organization as well as the overall structure and training of the state and local events



## Event Production (no vouchers)



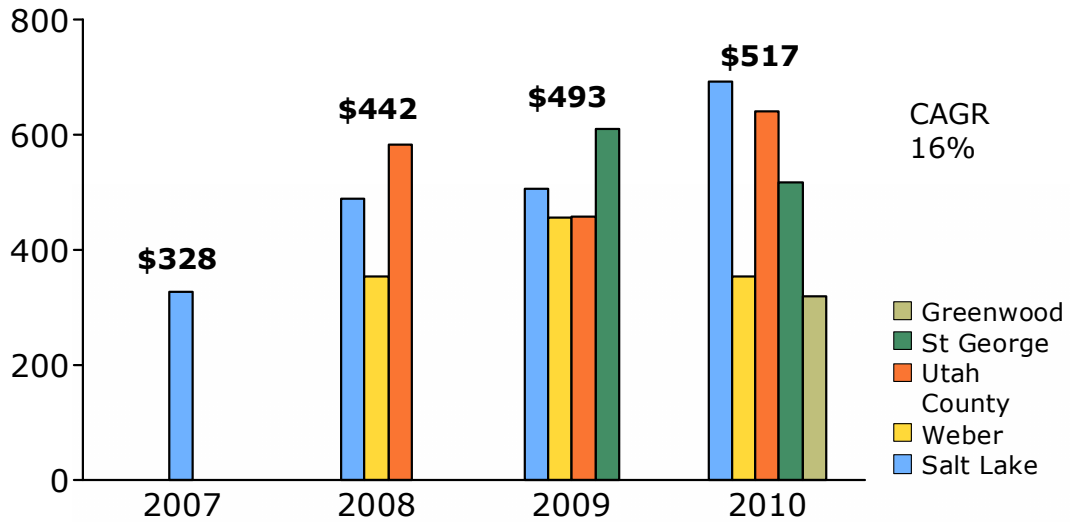
## Total Production (Event & Voucher)



Both Event and Total Production are steadily increasing as each event is able to fine tune their production and output. In 2010, we reached the milestone of \$250,000 in production in just 5 hours and look in the near future to break the \$1,000,000 in total production record. Total Production CAGR is slightly higher than Event Production due to the fact that production per patient with the vouchers are higher than event production per patient. We expect in the near future for the events to level off in their ability to increase production as they reach the maximum efficiency and capacity level.

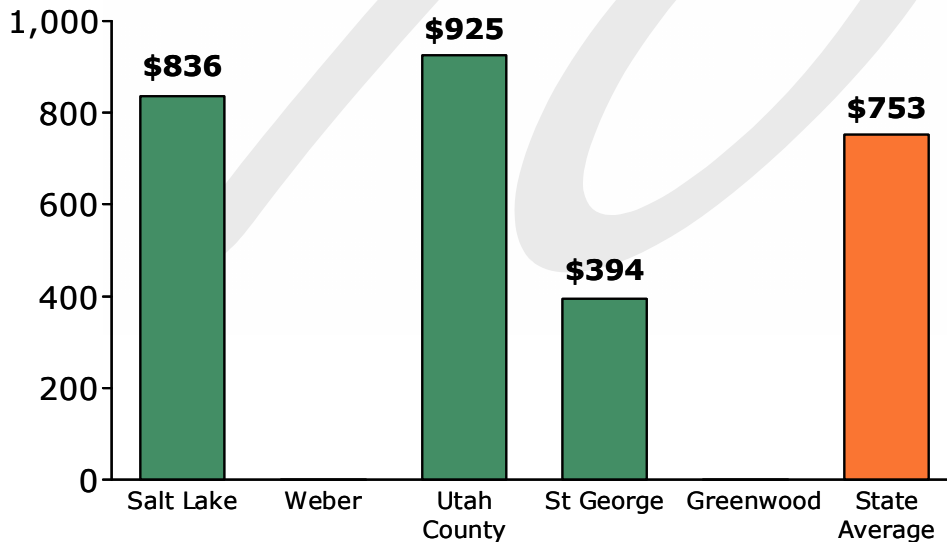


## Average Event Production per Patient (state average)



Collectively, each year Utah GKAS is able to provide more treatment per patient at the events. We expect this number to continue to rise and level off in a few years.

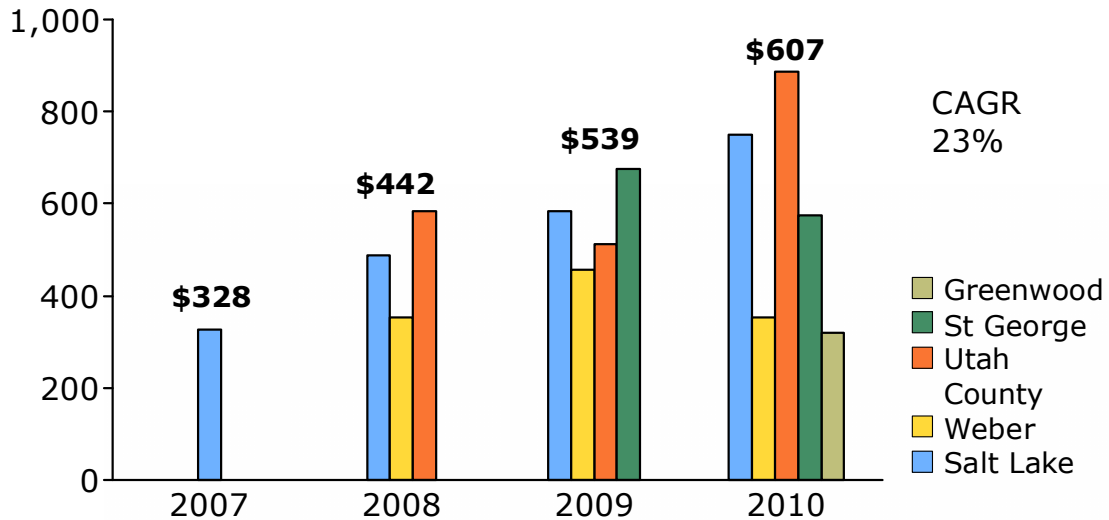
## Voucher production per Patient 2010



2010 was the first year we were able to measure voucher production per patient. Voucher production runs about \$236 per patient more than event production. As we expand Utah GKAS, we will focus on increasing voucher production, an area where we can experience scalable increases and positive additions to our ROI.

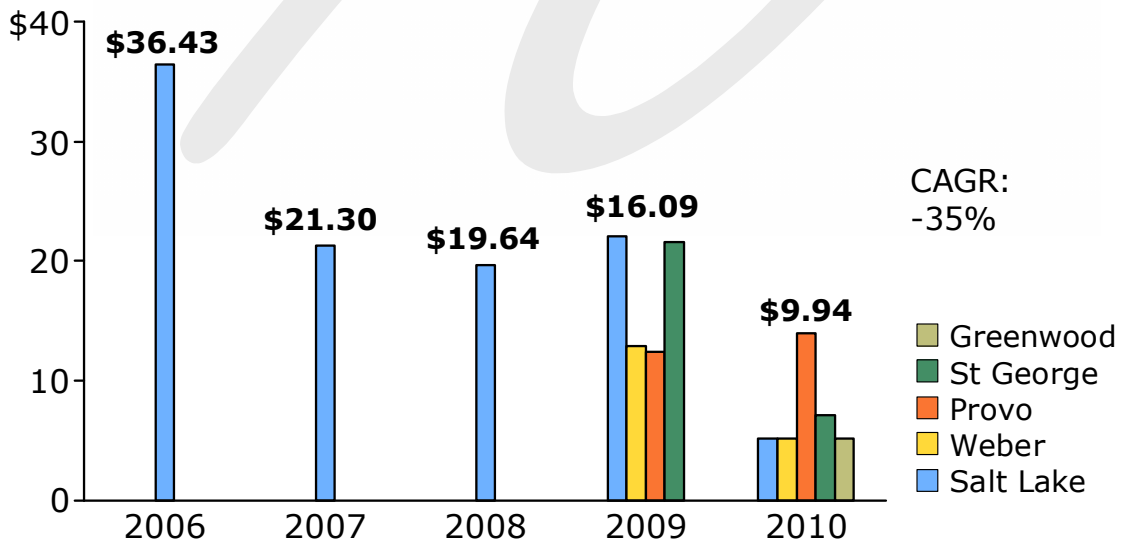


## State Total Production per Patient (event & voucher)



Production per Patient is the best indicator of improvements in efficiency year to year in each location and overall. Utah GKAS is continuously trying to improve the Production per Patient each year, applying strategies across the board to increase the amount of care we can provide to each child in the amount of time we have.

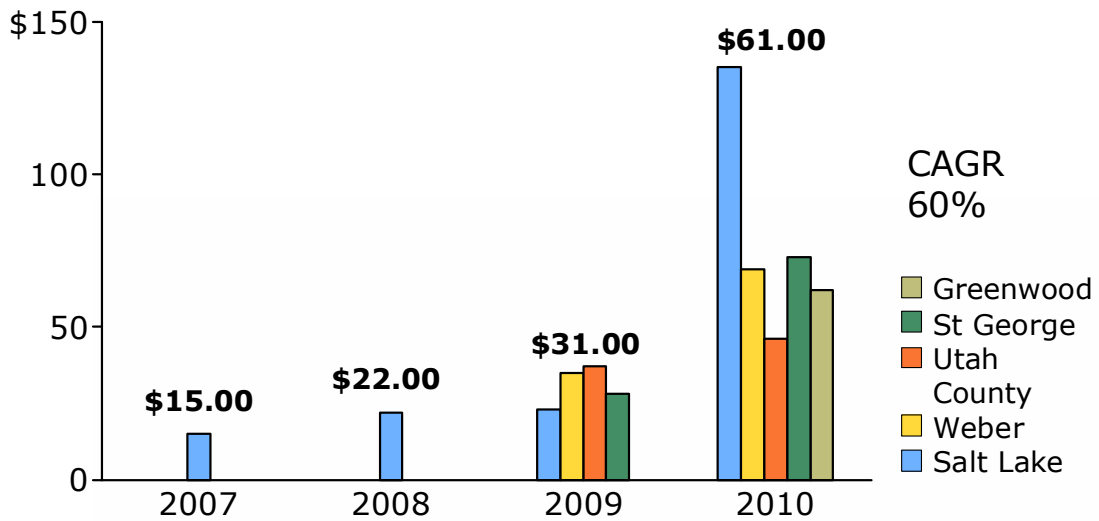
## Cost per Patient



Utah GKAS has been able to significantly decrease the cost per patient at the events. This year was no exception. We are able to fully treat a child for only \$10. We do expect this number to reach a minimum threshold in the next few years.



## State Average Production per \$1 Spent



Year over year we are not only able to provide more treatment, more patients per dentist and more production per patient, but we are also able to do this all while decreasing the cost per patient. In fact, for every dollar spent in 2010, we were able to provide \$61 of dental treatment. So for just \$10, we can fully provide the child's dental needs worth \$607 on average.



## FINANCIAL NEEDS

At this time, Utah GKAS is aggressively looking for sponsors, grants and donors to cover annual expenses and begin to establish an endowment. All participants in Utah GKAS are non paid volunteers, allowing all funds to be used to purchase the resources used at the events, rent locations and equipment and subsidize growth as a non-profit franchise model for the State.

The Utah GKAS organization is restructuring some of the financial responsibilities of its State Board members and will look for key participants on both the State and District levels to develop and execute fundraising. In 2010 we developed a sponsorship program with varying levels of sponsorship and benefits. In addition we also developed marketing materials for fundraising efforts. We expect all financial needs can be met through the sponsorship program.

The sponsorship program includes the following donation levels and benefits:

**Platinum Level** - Each year, one organization is chosen as the title sponsor for the annual Utah Give Kids a Smile event. For a donation of \$5,000, this premiere sponsorship opportunity includes the following benefits:

- The company's name mentioned in all television and radio coverage.
- The company's name included in all press releases distributed to major Utah media outlets
- Their logo displayed in large format on 12'x3' vinyl promotional banners
- Their logo printed prominently on the backs of all volunteer t-shirts (8"x5")
- Their logo featured for 12 months on a static web banner on [www.utahgivekidsasmile.com](http://www.utahgivekidsasmile.com).
- Their company name posted on the [www.utahgivekidsasmile.com](http://www.utahgivekidsasmile.com) website

**Gold Level** - For a donation of \$2,500, four premium gold-level sponsors will receive the following benefits:

- The company name displayed in small format on shared 12'x3' vinyl promotional banner
- Their logo printed on the backs of all volunteer t-shirts (3"x3")
- Their logo featured for 3 months on a static web banner ad on [www.utahgivekidsasmile.com](http://www.utahgivekidsasmile.com).
- Their company name posted on the [www.utahgivekidsasmile.com](http://www.utahgivekidsasmile.com) website

**Silver Level** - Eight silver-level sponsors that donate \$1,000 will receive the following benefits:

- The company name displayed in small format on shared 12'x3' vinyl promotional banner
- Their logo printed on the backs of all volunteer t-shirts (2"x1.5")
- Their company name posted on the [www.utahgivekidsasmile.com](http://www.utahgivekidsasmile.com) website

**Bronze Level** - For a donation of \$250, 12 bronze sponsors will receive the following benefits:

- The company name displayed in small format on shared 12'x3' vinyl promotional banner
- Their company name printed on the backs of all volunteer t-shirts
- Their company name posted on the [www.utahgivekidsasmile.com](http://www.utahgivekidsasmile.com) website

**Honorary Member** - Organizations that donate less than \$250 will have their company name listed on the [www.utahgivekidsasmile.com](http://www.utahgivekidsasmile.com) website as honorary members.



## TECHNOLOGY IMPLEMENTATION

For the 2010 event and for the upcoming 2011 event, there are some technology implementations that are noteworthy and have helped to increase our productivity.

**Website** - For the 2009 event, a robust website ([www.utahgivekidsasmile.com](http://www.utahgivekidsasmile.com)) was created. The website automates much of the work volunteers were previously required to do such as volunteer signups, online donations, form distribution and collections, data entry for patient Health History and Consent forms, voucher collection and distribution, and much more. For the 2010 year we added additional features allowing more automation of voucher distribution and tracking and provided district leaders with more access and control of their registered volunteers and screened patients. For 2011, we will be investing more upgrades to the website to focus on automating more processes and improving patient tracking.

**ScanX** - For the 2009 event, Henry Schein Inc. donated 4 ScanX machines to the Utah GKAS organization and Air Techniques donated the phosphor plates for each unit. These units are still in working order and will be used for our events.

**Laptops** - Our biggest obstacle through the years has been collecting sufficient computers to configure, download the database to, ship to the event and set up for each of our 4 events. We are currently in the works of securing permanent Utah GKAS laptops to use at one of our locations.

**Technology Maps** - For the 2010 event, the technology Council created a tech map of each location with hardware location and specifications. They also cut and labeled cabling for each location which can be used each year and had been marked according to the tech map. This enables the tech crew to more quickly assemble an event and minimizes potential tech problems.

**Statewide Voucher System** - If we are successful in 2011 in raising the needed funds, we will be implementing an online, statewide voucher system that will expand the capacity of the vouchers to participating organizations throughout the state. This is a major infrastructure project and will require close to \$50,000 in funds but will increase the voucher system significantly, allowing Utah GKAS to reach places and volunteers within the state that do not have access to events.

## VOUCHERS

The programs instituted in 2010 to better track and distribute the vouchers were a success. For the first time we were able to get a better look on the success rate of the vouchers. More focus in 2011 will be put on voucher distribution and tracking.



## VOLUNTEER SURVEY RESULTS

### Salt Lake Survey Results

Survey Results

	2010									
	Salt Lake					State Total				
	Dentist	Hygienist	D. Assist.	Gen. Vol.	Event Total	Dentist	Hygienist	D. Assist.	Gen. Vol.	Event Total
Please rate the following aspects of this year's Utah GKAS event: (1=Poor, 5=Excellent)										
Volunteer information communicated prior to the event	4.5	4.7	4.2	4.0	4.1	4.3	4.6	3.9	4.2	4.2
Communication of volunteer expectations	4.6	5.0	3.9	4.0	4.1	4.2	4.4	4.0	4.2	4.2
Check-In	4.7	5.0	4.5	4.2	4.4	4.6	4.8	4.5	4.5	4.5
Training	4.3	5.0	4.2	3.9	4.1	4.3	4.5	4.0	4.1	4.1
Facility's accommodations	4.7	5.0	4.8	4.8	4.8	4.6	4.9	4.6	4.8	4.8
Equipment	4.0	4.7	4.2	4.6	4.4	4.2	4.8	3.9	4.7	4.5
Sterilization	4.8	5.0	4.7	4.6	4.7	4.6	4.9	4.4	4.8	4.7
Supplies	3.0	5.0	4.0	4.6	4.2	3.4	4.7	3.6	4.6	4.2
Digital x-rays	2.7	5.0	4.4	4.4	4.2	3.3	4.8	4.0	4.5	4.2
Flow of patients and organization of the clinical process	4.8	5.0	4.6	4.8	4.8	4.4	4.4	4.3	4.5	4.4
Food and volunteer services	4.7	5.0	4.8	4.9	4.9	4.7	4.8	4.6	4.9	4.8
Availability of volunteer staff	4.9	5.0	4.8	4.7	4.8	4.8	4.9	4.7	4.9	4.8
The quality of treatment provided to the patients	4.9	5.0	4.9	4.8	4.9	4.8	5.0	4.7	4.9	4.8
Would you be interested in participating in next year's GKAS event?										
No	10%	67%	0%	24%	19%	13.8%	27.8%	6.5%	23.0%	19.1%
Yes	90%	33%	100%	76%	81%	86.2%	72.2%	93.5%	77.0%	80.9%

### **Is there a specific dental supply or equipment you would like to have available for next year's event?**

- DiagnoDent
- More barriers and anesthetic
- Caries Indicator
- SSC, Space Maintainers
- Barriers
- Stainless Steel Crowns
- On the sign up sheet you need to have a spot to indicate if your dentist is left handed.
- Sunglasses for the kids to protect their eyes.
- Burs, high and caries rounds
- Articulating paper, anesthetic
- Nitrous more available
- Bond and composite
- Amalgam and SSC
- All equipment
- Composite, Amalgam, articulating paper
- Better digital x-rays
- Bite blocks and crown crimpers
- Articulating paper, wedges
- More barriers if possible
- Just a personal preference but I really like Ultraseal sealant material

### **How can we improve next year's event?**

- Getting patients to the dentists a little quicker, so dentists aren't standing around as long.
- From what I saw, everything ran smoothly once things got started. It was just the early morning that seemed a little chaotic.

# Utah Give Kids a Smile

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- Get a caries indicator for the dentist.
- It would be nice to have stainless steel crowns and space maintainers
- One issue that I noticed was there wasn't enough instruments to go around to what we needed for every patient. I think it would be a great if we could get some Stainless Steel Crowns donated. Also, if we could have a list as to what the Dentists need to bring as far as instruments, or have some supplied for them. There was some confusion as to the volunteers, where some had to be turned away because the website was not working properly when they signed up. It only gave them the option for last years event.
- Have a "traffic-cop" type person who we can go to for any general questions like who to ask about certain supplies or who to talk to about getting another xray etc.
- We need more supplies donated and less for dentist to bring, we were all running around trying to borrow stuff that was not on the list. Wasting a lot of time and slowing us down
- Have the dentists rank their comfort level with pediatric care and throw the bigger cases their way.
- It seemed like we were asked to bring a lot of stuff. I complained the night before to my wife as I tried to find the right hand pieces and put kits together. The clarity of the images was not acceptable for my practice.
- Protective eye wear for the patients.  
Masseuse for each dentist. :)
- Have more supplies available at the venue as opposed to bringing them. Henry Schein I'm looking in your direction.
- Any extra disposable supplies (or any supplies for that matter). I probably could have been more efficient because I forgot a few items that I had to share with others or hunt for a few items I forgot. The digital x-rays were very grainy.
- The x-rays were hard to read. They were too light and when I tried to darken them it didn't seem to help.
- I wish the x-rays had better diagnostic capability.
- Be more clear on what we are doing, at least one week prior to event. I found out that morning, and was given an incorrect address to go to.
- It seemed to run really well! Was a bit chaotic and disorganized at the beginning, but that's to be expected. Event ran very smoothly throughout the day.
- Better communication on the website for the volunteers
- Make sure the x-ray machine has updated software. I was grateful there were more than just 3 people taking radiographs I think it would have been pretty crazy if we didn't have all 5 of us.
- make sure to have updated list and also more people working per station. An example is there were only 3 people assigned for x-rays but it took 5 volunteers to keep it running smoothly.
- Have more for the general volunteers to do. I wish I could have worked with the clinical aspect of things more. Next year I will try to sign up for something other than general volunteer.
- You can't. This year's event was a paragon of perfection. If events could be gods, Zeuss himself would be jealous of GKAS this year.
- Rather than have the kids go see their parents in between the dentist visit and the cleaning visit just have them do everything then go see their parents.
- Making sure all equipment is up and running before the patients arrive
- I thought it all ran wonderful. maybe more kids??
- Some of the volunteers were not on the list but registered and had confirmation this would be better and simplified if this was better for next year



- By explaining exactly what we, as escorts, need to do so that the children and their parents receive the proper amount of care - there were just a few details that were left out
  - The only thing I would suggest is making sure people are able to really help. Maybe encourage the volunteers if they are not really doing anything to go find something to do.
  - More specific orientation for volunteers. Give details and specifics on what to do every step of the way to make things run smoother and quicker.
  - More signs to the main entrance to the event to announce where it is all taking place.
  - There were some materials that we couldn't find when the dentist needed them.
  - I registered and received a confirmation email December 29th 2009. However, when I showed up at 7:00 a.m. Saturday, February 27th 2010 the girls told me they didn't have me registered and didn't need me so I could go home. I wanted to help, and I also drove 50 minutes to participate and volunteer. Luckily, my instructor let me stay and I helped with sterilization. This happened to about 12 of us. Some people ended up not showing up, so it was a good thing we stayed after all. The students in charge of it could've been more helpful and tried harder to help us find something to do. Since it wasn't our fault. They said the computer crashed after we registered. Their attitude was more so... "Sorry..." Other fellow students that were registered didn't really know any details, until last minute.
  - I think this even was very well orchestrated. All the organizers knew exactly what needed to be done and they made sure everyone was doing their jobs. The only thing I would have liked to see, purely from a selfish standpoint, is chairs for the volunteers to be able sit and wait for the dentist to do the work. A lot of volunteers got tired from standing the whole time. But this was a very organized and well executed event.
  - Volunteer registration
  - Have volunteers listed
  - The signs upon entering the campus could be in bolder, larger print so they are easier to see.
  - I think that it went very well.
  - Have more health related information in Spanish for the parents who are waiting for long periods. I think there are many more children that could be reached, perhaps better screening to identify them.
  - We discussed doing some type of oral hygiene education while parents were in the waiting room. I did check with the State health department and they had a video that they thought came in Spanish and English entitled "A Healthy smile for a Healthy Baby" They received it from Primary Children's Hospital...Tim Cosgrove was the contact name. tim.cosgrove@imail.org. I also think that the ADA has videos out in Spanish and English that could be used, but they would need to be looked into.
  - Inform SLCC of the equipment, etc you will need before hand so they can request it (like t.v.'s/ media) SLCC must fill out a request form for these items before they will be placed at an event.
  - I think this year for SLCC it was pretty close to perfect and a great event! Looking forward to doing this again next year.
- It would be helpful to test the computers and internet connection before the morning of if it's possible.
- Just keep up the good work but add more hygiene spots and if possible several times a year instead of just one.

## **What did we do well for this year's event?**

- From my perspective in the back, everything seemed to flow really nicely. It was also nice that we had 5 amazing kids.
- It was organized well.

# Utah Give Kids a Smile

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- Everything ran very smoothly and was well planned out
- Everything...
- Very organized and flowed well
- Well organized and staffed
- Everything was very well organized. All of the Volunteers, Dentists, and Organizers were very nice and very willing to help everyone around them. People were willing to help out those with no job to find some sort of activity that they could participate in.
- Sterile was great, and I did not have to worry about getting my instruments cleaned.
- The sterilization room was so much better having staff etc
- I thought it was very organized .
- It ran the best it has ever run. A lot less confusion and great flow. Wonderful volunteers Great Job!
- Very well organized
- Lots of help and volunteers
- You had excellent kids. It was a great day.
- Very well organized. There were a lot of volunteers which is key to seeing the maximum amount of children. Great preparation.
- Plenty of volunteer and Spanish speaking helpers. The escorts were very helpful. Everyone was enthusiastic and positive. Well organized.
- I also appreciated the food.
- Organized with the flow of patients and parents being present. Excellent at this.
- Everything went very smoothly, I thought it was excellent
- I thought that the patient flow was better and I didn't have to wait very long for a patient. I had a great assistant that was a hygiene student so she knew where everything was so that made it easier. I like the older kids, they were more cooperative, and all of them spoke English.
- The organization and volunteers were exceptional. Patient flow from the waiting room to the operatory and back again to the parents went very smoothly. I liked the bi-lingual volunteers and their desire to help translate when needed. The hygienists that acted as assistants were outstanding. Sterilization and flow were unbeatable. A special thanks to Jared the chairman and his close volunteers, along with Dr Joe Mirci for their fine efforts in making it work so well. The vouchers went very well also.
- I think it's a great thing to do for children who otherwise wouldn't get the help
- Very friendly, cheerful people running it. Jobs were well delegated out. Problems were quickly and efficiently solved.
- It ran pretty smoothly, the food was great, organized, and on time
- The food
- Had plenty of participants
- It was decently organized, and the t-shirts were so cute! I didn't see the dental work that was done, but I think that a lot of people came together well to help some children that are under-privileged.
- Kept people preoccupied, ran the process quickly, made people feel at ease, etc.
- Bringing the kids here on buses was an excellent idea.
- Food, as usual, was great.
- You also did well in having me volunteer.
- I thought everything ran really smoothly; timing and flow of everything was good with no overcrowding in any one area and volunteers were all very informed on their responsibilities... great event!
- Coordination between check-in and seating the patients seemed to work well.
- I really enjoyed it. Everything was well organized and ready to go.
- Organization and giving everybody jobs and descriptions

# Utah Give Kids a Smile

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- The bus loads of kids were awesome in helping kids to be there on time and made a lot less no-shows.
- The morning was well organized. Everyone seemed to be informed about where their station was and what they were supposed to do.
- Good organization
- Most everything. I felt that most of the kids' treatment was done at a very professional level. The dentists/hygienists really lived up to the event name - they gave every child they met a smile.
- Excellent facility, good energy, nice breakfast and lunch, I thought the event went very well.
- I thought everything was great! :)
- Give kids a smile. Parents were happy and kids will be healthier. Everyone was on top of things, not caring about them selves but wanting to help kids and their families.
- Well organized, great assistants and dentists. Explained to the volunteers clearly what needed to be done, very animated coordinators.
- You did great! i think everything went smoothly
- It was very well organized. I felt that the parents and patients enjoyed having the escorts, someone that they could communicate with and turn to with questions. It was a familiar face of someone without a dental instrument in their hands. I think it helped the kids feel a bit more comfortable.
- Very organized and fun
- Everything! Very well organized.
- You explained what i had to do and were to eat.
- I thought the dentists worked very well and efficient.
- As I stated above, I think that this program went very smoothly and from my standpoint, everything was done really well. I don't really see any need for improvement.
- Great people to work with!
- Everything was very calm. The children were quiet and kept busy while waiting for their turn in the chair. The flow seemed to work well. Everyone was in good spirits and happy to be there. The escorts with bi-lingual skills were excellent. Language did not seem to be an obstacle.
- Good flow
- Very well organized. Efficient flow of services. Excellent food for the volunteers.
- I felt that the flow was very smooth and not a bottle neck. I wish it was possible to see more children when you have so many volunteers, but I realize that each child does take time to take through the process. I am always glad that there is news coverage for the dental profession. Too bad there is not more.

Good job...well done

Things were amazing. loved it. :)

- I was on the technical side and it went quite well this year. Cabling and setup of computers went quickly. The network connectivity was near perfect except for 3 min span because of a loose cable connection. I appreciated the assistance from Jodie Lopez and Nicole Peterson when we ran into facility issues, they solved the problems quickly and always there to help me. They helped getting the internet connection and printer access we needed for the vouchers. The girls doing data entry were good to work with and stayed with it the whole time. There was no backlog at the end of the event. The other is the tremendous work from Jessica and Emma Atkinson, their energy was contagious and they had so many wonderful ideas. They concentrated on the volunteers and what they needed in an awesome way. I appreciated having Dr. Mici at the planning meetings to get the dental perspective before the event. His input was exciting for the GKAS program. Last, the planning meetings we had were super helpful, glad we had them.

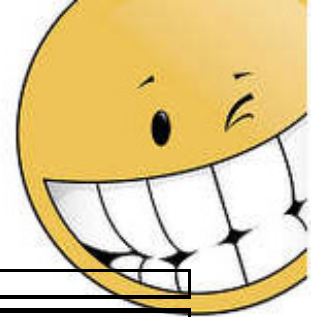
# Utah Give Kids a Smile

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- It was well-staffed and organized. It was obvious that a lot of planning went into the event. Liz McGee was a great help to a lot of people.
- Collaborating with the school district for transportation, limiting the number of family members attending with the child being treated. This year's event was exceptional. Careful planning and great communication paid off. Kudos to ALL involved and especially Jaren, Jessica, Jessica's sister for exceptional follow-through and excitement and Dr. Mirci whose leadership, warmth and compassion prevailed.
- it was well organized and flowed easily
- The volunteer escorts for the kids were extremely helpful and everyone seemed to be so happy to help and so thankful for us being here. I think everything ran more smoothly than I even expected.
- Well organized, good experience.





## Weber Survey Results

### Survey Results

2010										
	Weber					State Total				
	Dentist	Hygienist	D. Assist.	Gen. Vol.	Event Total	Dentist	Hygienist	D. Assist.	Gen. Vol.	Event Total
Please rate the following aspects of this year's Utah GKAS event: (1=Poor, 5=Excellent)										
Volunteer information communicated prior to the event	4.0	4.0	4.5	4.5	<b>4.3</b>	4.3	4.6	3.9	4.2	<b>4.2</b>
Communication of volunteer expectations	4.0	4.0	4.5	4.5	<b>4.3</b>	4.2	4.4	4.0	4.2	<b>4.2</b>
Check-In	4.3	4.0	4.5	5.0	<b>4.5</b>	4.6	4.8	4.5	4.5	<b>4.5</b>
Training	4.3	3.0	4.5	4.0	<b>4.1</b>	4.3	4.5	4.0	4.1	<b>4.1</b>
Facility's accommodations	3.7	4.0	4.5	4.5	<b>4.1</b>	4.6	4.9	4.6	4.8	<b>4.8</b>
Equipment	3.7	4.0	4.0	4.0	<b>3.9</b>	4.2	4.8	3.9	4.7	<b>4.5</b>
Sterilization	4.3	5.0	4.5	5.0	<b>4.6</b>	4.6	4.9	4.4	4.8	<b>4.7</b>
Supplies	4.0	5.0	4.5	4.5	<b>4.4</b>	3.4	4.7	3.6	4.6	<b>4.2</b>
Digital x-rays	3.0	5.0	3.5	2.5	<b>3.3</b>	3.3	4.8	4.0	4.5	<b>4.2</b>
Flow of patients and organization of the clinical process	4.0	5.0	4.0	3.0	<b>3.9</b>	4.4	4.4	4.3	4.5	<b>4.4</b>
Food and volunteer services	4.7	3.0	5.0	5.0	<b>4.6</b>	4.7	4.8	4.6	4.9	<b>4.8</b>
Availability of volunteer staff	5.0	4.0	4.5	5.0	<b>4.8</b>	4.8	4.9	4.7	4.9	<b>4.8</b>
The quality of treatment provided to the patients	4.7	5.0	5.0	5.0	<b>4.9</b>	4.8	5.0	4.7	4.9	<b>4.8</b>
Would you be interested in participating in next year's GKAS event?										
No	0%	0%	0%	0%	<b>0%</b>	13.8%	27.8%	6.5%	23.0%	<b>19.1%</b>
Yes	100%	100%	100%	100%	<b>100%</b>	86.2%	72.2%	93.5%	77.0%	<b>80.9%</b>

### Is there a specific dental supply or equipment you would like to have available for next year's event?

- X-rays on the laptops
- The x-ray machine up and running before 9am.

### How can we improve next year's event?

- Pre-screening of patients before dentists day, would allow more work to be done. We should consider doing 2 shift of dentists so more of our local docs can be involved.
  - Maybe consider screenings and hygiene 1 week prior to main event to better utilize the dentists... this also would free up more chairs for more dentists to actually do procedures (maybe 20 dentists instead of 10)
- Also some issues with water supply to handpieces that would be nice to resolve prior to next years event
- At the Weber State location, I think the biggest improvement would be having all equipment up and running, and ready to go, before 9am. This was not the case this year, and it slowed us down significantly. Also, I think we either need to reduce the number of children we see in one day, or increase the hours of the event. We had about 120 children come to our event, and very few were actually treated that day. All others had x-rays, a treatment plan, and will now need to return on a following day to have dental care done.
  - We were having a hard time with the computer program for the phosphor plates. (not working, too light, or too dark.) It might have been easier to just use conventional film, but I know that probably gets expensive. It did end up working out fine, but it was a little bit crazy at the beginning and then every now and then throughout the day. It would have been nice to have a few more sets of phosphor plates too.
  - Just plan for more patients

### What did we do well for this year's event?

- It was well organized, everything went smoothly, and it seems like people moved through quickly while also getting the care that they needed. Well done!!

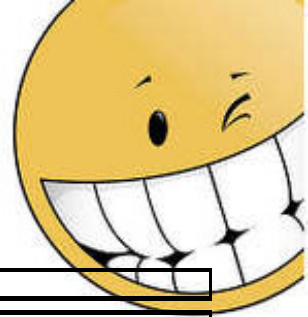
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- Very effective management of the event, lots of patients seen, a great thing to be involved with.
- Saw a lot of kids and ran smoothly
- I thought there was a great number of staff. There were many volunteers, and each person had a job to do which kept a good flow going once we were able to start. It seemed to be very organized.
- I thought it was great that we had so many volunteers. It also seemed organized even though there were a lot of people everywhere. The products we were able to use were great, and it was well advertised. Last but not least, the food was excellent! Thank you!





## Provo Survey Results

### Survey Results

2010										
	Utah County					State Total				
	Dentist	Hygienist	D. Assist.	Gen. Vol.	Event Total	Dentist	Hygienist	D. Assist.	Gen. Vol.	Event Total
Please rate the following aspects of this year's Utah GKAS event: (1=Poor, 5=Excellent)										
Volunteer information communicated prior to the event	5.0		3.0	3.5	3.5	4.3	4.6	3.9	4.2	4.2
Communication of volunteer expectations	5.0		3.5	3.6	3.6	4.2	4.4	4.0	4.2	4.2
Check-In	5.0		5.0	4.2	4.4	4.6	4.8	4.5	4.5	4.5
Training	5.0		3.5	3.3	3.4	4.3	4.5	4.0	4.1	4.1
Facility's accommodations	5.0		4.8	4.8	4.8	4.6	4.9	4.6	4.8	4.8
Equipment	5.0		3.8	4.7	4.5	4.2	4.8	3.9	4.7	4.5
Sterilization	5.0		4.0	4.6	4.5	4.6	4.9	4.4	4.8	4.7
Supplies	5.0		3.0	4.4	4.1	3.4	4.7	3.6	4.6	4.2
Digital x-rays	2.0		3.5	4.0	3.8	3.3	4.8	4.0	4.5	4.2
Flow of patients and organization of the clinical process	2.0		3.8	3.2	3.2	4.4	4.4	4.3	4.5	4.4
Food and volunteer services	5.0		4.5	5.0	4.9	4.7	4.8	4.6	4.9	4.8
Availability of volunteer staff	4.0		5.0	4.8	4.8	4.8	4.9	4.7	4.9	4.8
The quality of treatment provided to the patients	4.0		4.0	4.8	4.5	4.8	5.0	4.7	4.9	4.8
Would you be interested in participating in next year's GKAS event?										
No	100%		25%	50%	47%	13.8%	27.8%	6.5%	23.0%	19.1%
Yes	0%		75%	50%	53%	86.2%	72.2%	93.5%	77.0%	80.9%

### Is there a specific dental supply or equipment you would like to have available for next year's event?

- More computers for data entry and checkout

### How can we improve next year's event?

- I think the only thing that could be improved upon is communicating to the dentist exactly what materials they need. I would also recommend making sure the dentist know which handpieces will work w/ the attachments that are at the hygiene school.
  - I thought it was very unorganized. I had no idea where to go and what I was doing. I didn't have my doctor there so I was paired with another that showed up late and they never told me. I wasted my time standing with the CHIP lady making small talk rather than helping out cause they didn't know what to do with me.
  - The event seemed to take a long time to get rolling. My dentist saw only 2 patients in the first 4 hours, then we had volunteers running up with kids as we were packing up to keep us there longer. Maybe we needed more dentists and volunteers doing exams and taking xrays in the morning.
- Also, most dentists didn't have the supplies they needed. I think it would be best to make a list of **ONLY THE THINGS** you WILL provide at the event, and tell dentists they will need to bring everything else they might want to use outside of the provided list.
- Do it with the rest of the nation on the first Fri. or Sat. in Feb.
- Have the bulk if not all the kids come at 8:30 or 9 am so we can keep busy.  
Don't take occlusal films, unless necessary. Most the time we don't need that.
- At the end it was hard to find a dentist because all the number cards were missing or the dentist for that number left.
  - Forget getting food donations! Go straight to the local businesses that don't ever have the chance to donate to charity events and the people you know that are business owners or work at great companies. Start getting those donations in August! haha..



- Weather permitting It would better to have the volunteers go through door on the west side of main entrance and sign in pick up shirt and not clog the entrance where parents and children were trying to sit. Have the name tag sheets hanging up on a clip with a sharpie pen tied to string then we can pick plain or Spanish speaking and get out of the way. Ask all the general volunteers to go into the big classroom and actually give a five minute brief about how the flow should go. It started out good but some children were being left and wandering.

Have more computers for dental chart input

The system with the papers telling us what station to go to didn't seem to work very well after the first few kids were in. It got kind of confusing. Also, close to the end some dentists had left because there weren't as many kids, or they just had to go, but all of the dentists started at the same time. Maybe stagger the times that the dentists come so that you can have the same amount of dentists the whole time and not be in a need for more when there's a rush of kids at the end.

- I would create shift for the general volunteers. This would create more opportunities for volunteers that couldn't get a spot, also lessen the time commitment. At the end a lot of translators had left and if it was done in shifts there would always be people there to work.

- Just send the kids to the next available dentist instead of worrying about number cards
- Better coordination of the process of transferring the patients station to station
- Better throughput in diagnostics - it delayed the dentists from really getting started.

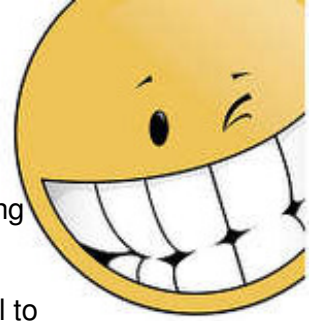
Also try to schedule it on a day that doesn't have any big games in the afternoon - the dentists were leaving early

- A little more advance notice of what we could expect to be doing for the event and when we need to be there.

- We need to have more computers in both the data entry and the check out areas so we could have more volunteers entering information. With only two machines in data entry and two inexperienced gals, myself being one, we were the bottle-neck at the end, which is why we were there until 4 pm. They had everything tore down and were waiting on us to finish. The training by Sam Wall and Martin Gubler was great but they couldn't stay with us the whole time, they were needed in other places. What would have improved on this is to have just one sheet for the doctors to document their work on. We had three. Two were supplied by GKAS, one for care done and one for care to be done but neither had the codes on them and if the doctor was not familiar with the codes, it was difficult for them to fill it out correctly so we supplied all the doctor's with Dr Clark's sheet as well because it has the codes. Dr. Clark's sheet is great for the codes but I loved the layout of the other sheets. If they could merge the three sheets into one, that would be fantastic and easier for the doctors! But instead what this meant for us data entry gals is we had to look at all three sheets for every kid to try to decipher what the doctor meant and sometimes they were difficult to read if the doctor made notes.

Another area that could be improved is organization. There seemed to be none at times when it came to escorting the kids throughout the building, at least that is what I kept hearing, I hardly left my seat. I know that the building we use is not set up for a smooth flow and I believe there has been some improvement but this is an area that could still use some work.

Lastly, I have submitted this idea before but I still feel it is a good one. It would be great if we could provide each child with a stuffed toy, like a bear once they had seen the dentist. Some kids are so devastated after all the care and some won't even take comfort from their parents. A small stuffed toy might put a smile on their face and give them something to hold tight. It would make the experience more positive especially if the dentist handed them out. We could hold a fund raiser to buy them, Oriental Trading company is fairly inexpensive and maybe through a larger company like the one I work



for we might even be able to get a discount, who knows but to me it is worth checking into. Or maybe Oriental Trading would provide one knowing what the event was all about. Its a thought...

- Streamlining patients from one station to the next. For example: It would be helpful to have a general volunteer at each station regulating patient flow at that station, as well as having escorts bringing patients to station regulators. (ie two volunteers regulating flow at x-ray, two at Hygienist's station and three at Dentist station). Escort would bring patients to the station regulator, regulator would watch each operatory/chair to see when one is available and fill on a first come basis.

Station regulators would monitor flow and when station has too many patients waiting, then escort can take patient to another station with less wait time. It is vital that station regulators verify patient name tag was marked when procedure is completed.

Escorts moving patients from station to station would also check patient name tag is marked when completed. (double check)

There also seemed to be a bottleneck at data entry and check out. Both of these areas NEED more computers!!!

### **What did we do well for this year's event?**

- Everything was great and well organized.
- I really thought everything was wonderful. Providing all the food for the volunteers really made us feel appreciated. I felt like everything ran smooth and it was a joy to be there!!
- You helped a lot of kids that needed it.
- I thought you did really well at getting a large number of volunteers that allowed us to serve a lot of people. Thanks for all the hard work and preparation. Also, the food was excellent.
- Food and participation with number of dentists was fantastic! Also all the volunteers were exceptional.
- The waiting room was a good place for the families to wait. The coloring books and thank you cards were a great idea.
- Utah County ran very smooth! There were a few things missing like some staff didn't bring all of the material because they said it wasn't on the list and people took the wrong shirt sizes and there were wayyyy too many krispy kreme doughnuts but it was a very fun day and it turned out such a success!
- This was my first year, but others said this went better than year before. I enjoyed the experience, everyone was very helpful and friendly. Organizers should be commended and the food donations were great.
- I thought the set-up was good, so that people didn't get too much in each others' way. There were plenty of volunteers, which made everything run smoother and easier. And it seemed that the dentists were working efficiently but carefully.
- The food provided to the volunteers was good. And the overall experience and interaction with the dentists and patients was good.
- all of it - it was amazing!
- I thought it went very well. The refreshments for volunteers were great!
- We were able to provide quality care to so many kids this year. At the end, we were taking walk-ins and that was great. The only problem there is the X-ray staff had left so this limited the care but at least the kids were seen. I was amazed at how much care we provided to individual kids (like some had 3 teeth pulled and 3 fillings) and yet we saw many. I saw many forms that had Voucher Needed marked but the sheets gave no indication if they really got one, I hope so because there were a lot of them. We in data entry entered that as well. We had a large number of volunteers from my perspective so

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we didn't seem to be lacking there as I have seen in the past. I volunteered two years ago and volunteered in the waiting room.

- Different Colored GKAS shirts were a great idea!!! With each TYPE of volunteer in different colored shirts made it extremely helpful for volunteers as well as patients!!

It was also helpful having the group of people in charge (with headsets) as a resource. This group helped with questions and assisted with any issues.

Volunteer name tags made it really nice, especially distinguishing those who spoke Spanish. (helpful for all)!! Patient name tags were helpful with boxes by names to marks as the patients completed each station, (at a quick glance you would know what station patient had completed).

Patient flow seemed to be constant and manageable.





## ST George Survey Results

### Survey Results

2010										
St George						State Total				
	Dentist	Hygienist	D. Assist.	Gen. Vol.	Event Total	Dentist	Hygienist	D. Assist.	Gen. Vol.	Event Total
Please rate the following aspects of this year's Utah GKAS event: (1=Poor, 5=Excellent)										
Volunteer information communicated prior to the event	4.2	4.6	3.8	4.4	4.3	4.3	4.6	3.9	4.2	4.2
Communication of volunteer expectations	3.9	4.4	4.1	4.4	4.3	4.2	4.4	4.0	4.2	4.2
Check-in	4.6	4.9	4.3	4.8	4.7	4.6	4.8	4.5	4.5	4.5
Training	4.2	4.5	3.8	4.5	4.3	4.3	4.5	4.0	4.1	4.1
Facility's accommodations	4.7	4.9	4.3	4.9	4.8	4.6	4.9	4.6	4.8	4.8
Equipment	4.3	4.9	3.6	4.8	4.6	4.2	4.8	3.9	4.7	4.5
Sterilization	4.4	4.9	4.2	5.0	4.8	4.6	4.9	4.4	4.8	4.7
Supplies	3.4	4.6	3.3	4.6	4.2	3.4	4.7	3.6	4.6	4.2
Digital x-rays	3.9	4.8	3.9	4.7	4.4	3.3	4.8	4.0	4.5	4.2
Flow of patients and organization of the clinical process	4.5	4.3	4.1	4.6	4.5	4.4	4.4	4.3	4.5	4.4
Food and volunteer services	4.7	4.9	4.4	4.8	4.8	4.7	4.8	4.6	4.9	4.8
Availability of volunteer staff	4.7	4.9	4.5	5.0	4.9	4.8	4.9	4.7	4.9	4.8
The quality of treatment provided to the patients	4.8	5.0	4.6	5.0	4.9	4.8	5.0	4.7	4.9	4.8
Would you be interested in participating in next year's GKAS event?										
No	13%	21%	0%	16%	14%	13.8%	27.8%	6.5%	23.0%	19.1%
Yes	87%	79%	100%	84%	86%	86.2%	72.2%	93.5%	77.0%	80.9%

### Is there a specific dental supply or equipment you would like to have available for next year's event?

- Hand pieces
- Better x-rays
- Laser. It was awesome and pumped out so many kids because those that used it didn't need to get numb.
- Henry Schein
- Dental materials
- Yes Anything!!!
- More exam kits
- More instruments
- Better x-rays
- Paper bite tabs not spongy ones
- Bite tabs (paper)
- 2 scanx or 2 forms of digital x-ray for flow
- Dentist need to bring there OWN stuff
- More x-ray supplies
- pedo bands
- More handpieces for hygiene
- Dental Floss
- Henry Schein
- The prophy paste this year was awful. Didn't spread well. May have been expired?
- microbrushes for sealant placement

### How can we improve next year's event?

- Stainless Steel crowns
- Have everyone arrive early to explain rooms, ect...
- Be more organized and get the dr to bring their own stuff

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- Get more organized with the charting
- Better list of items that we need to bring.
- Help clean up between patients better
- Don't make the Dr.'s bring their own instruments and supplies. It was a disaster. I was the one that had to bring the supplies from our dental office and trying to bring every little thing that we would need for "any" procedure was impossible and I forgot several things as it was. We were told that none of the supplies from DSC hygiene dept could be used and we ended up borrowing and using things left and right. Not a good idea for next year. In fact, my Dr. said if it's this way again next year...he won't volunteer
- Provide stainless steel crowns. The Stainless Steel crown is the main restoration for children and this is a children's event.
- Runners more frequently dismissing patients instead of having to do that ourselves.
- 8:00 am start instead of 9:00
- Have all the material & hand pieces ready
- Provide materials
- Suction was not the best.
- As a Dentist I gladly donated my time and under the guise that it was my time and everything else was provided like restorative materials, handpieces, etc. It was extremely tacky to get a letter a week before the event telling me that I needed to bring all my own restorative things or I would have to go back to my office and get it or NOT VOLUNTEER. I almost called to not volunteer for the principle of it. If that is the way it is next year I will most likely NOT volunteer and MAYBE do a voucher, don't know guess I will have to see.
- I think that the children could be pre-screened for the procedures needed and it would make it more effective. For instance if they needed surgery to remove a tooth they could be guided there instead of a general dentist who is doing operative dentistry. This wouldn't make it necessary for every volunteer dentist to bring surgical instruments. If I were only doing surgery I would have brought surgical set ups. Some of the kids I saw were already seeing a private dentist and they should have been screened and sent back to the dentist. They were just trying to cut down their dental expenses.
- I wish the names were more organized.
- More dentists
- Name tags for everyone and the dr you work for.
- Make sure all the dentists have their hand pieces and tools that they need.
- I would have more patients ready at the beginning. Dentists were ready to go and patients were slow to start.

I would suggest that one parent be invited to stay with the child. Eventually this seemed to happen today, but at the beginning the parents were asked to wait. I think one parent should be encouraged to stay with their child.

- Have the system more fluid so that everyone can get through in more timely manner. I went pretty well but there were back ups that caused parents/kids to get very anxious as they were waiting.
- Name tags for everyone, including Dr.'s and the dentist or school you are with., Make sure rooms are cleaned before the numbers of ops are taken back up to the front
- I think that the event could be a little more organized. Explain better what each person's job is.
- Just make sure the dentisit bring their own instruments
- Maybe more information available like the medicaid booth.
- Stagger lunch break a little more

It seemed to be slow getting everything started

Involve parents more-Parents need to be consulted with more about their child's treatments. Translators are available to facilitate with this.



- I was in x-ray and I thought it went really well. Once we got a system down, the flow went great.
- More help in x-rays in the beginning about 6-7 people. Better gloves.
- Don't let the dentists back out at the last minute! :)
- But the only thing would be to increase seating and waiting room space for waiting patients.
- One thing that proved a little difficult was the fact that there were a few moments when there was a severe influx of children that came all at once and then there were periods where there were no children. Perhaps next year, it might be better to space them more equally
- 1) pre-screen with x-rays ahead of time
- 2) not enough dental handpieces
- Dentists more aware of bringing what they will need (hand pieces)
- Find a way to have more sterilization machines so that instruments can get ran faster without those needing them getting impatient.
- Make sure the Dentists are absolutely confirmed so they don't cancel last minute but other than that there's nothing.
- More organized
- Don't send a letter to the dentist telling them if they don't bring their own equipment they will be sent back to get it.

Let the Dixie State College of Dental Hygiene handle it like they did in the past.

- Have all the x-rays taken before the dentists get here so the patients are ready when the dentist get here.
- Make sure everyone knows where all the supplies are.
- A little more organization at the beginning no one knew what was going on for the first while.
- More organization
- A little more organization could have been nice, but overall it was great!
- Fewer Volunteers
- Have the handpieces in the ops before the doctors arrive like last year.

Leave out the "nasty" letter to the doctors. We lost 5 doctor with 48 hours of the event.

Have supplies handy for doctors, as before

More pedo bands

- Better communication about others' roles for "runners" or assistants who need to know more about the system in general in order to help people performing specific tasks; patients going to hygiene from dentist need to be checked out at front desk BEFORE seeing hygienist; doctors need to fill out tx plans and completed work clearly.

The voucher/check-out system works well, but the filters are less helpful because they can only filter for one specific service at a time. Multiple filters would help. It would be helpful to be able to search for doctors who provide a list of services, ages, etc., in order to find one that meets all the needed tx criteria.

When e-mailing tx plans and radiograph images, it would also be helpful to have an e-mail confirmation field, similar to the Last Name field, when the e-mail is sent; this will allow workers with down time to e-mail images and tx plans during the event and not worry about losing track of what needs to be sent still.

When evaluating the different aspects of GKAS, an option other than 1-5 (like "n/a") should be available to avoid inaccuracies in aggregate ratings. I was not involved with several aspects (volunteer info, check-in, sterilization, supplies, digital x-rays) so my ratings below are not precise; I am only assuming they went well.

- Have hygiene with assistants and the flow would go way better
- I think it ran very well. It was confusing at first getting the flow of the patients down. After a while, it ran very well.



- We just need more resources!
- More places for hygiene. Maybe open the bus...there was just a back up of hygiene pts.
- Pre-event is too stressful for those organizing it. Stresses everyone else out.
- More organization in the transition from restorative to hygiene
- Have dentists stay longer and see more kids.
- More hygiene

## **What did we do well for this year's event?**

- Lots of help
- It was very well organized. The staff here at the school is super friendly! If someone forgot a tool they always made sure they had one.
- We saw a significant amount of children :)
- Everyone had a place
- Things went pretty quick
- This was my first year. Lunch was fabulous!
- More items out on the counters, (cotton tolls, floss, ect.)
- They were really good about getting our instruments back to us. lunch was very good and we were taken care of very well.
- I thought that today's event ran fairly smooth.
- Food for lunch was good.
- Loved all the help with everything. There were people for everything and we really loved it.
- Getting a lot of kids thought
- Organization was great.
- Not a lot of wait time between patients, we stayed busy and that was nice.
- We saw a lot of children
- The kids were ready and already had the x-rays ready and taken.
- All volunteers were happy positive and helpful. Great job.
- Everyone was very friendly and helpful, there was plenty of helpful people that made the event run smoothly.
- Event planning and patient flow. Great/enthusiastic organization
- Great job!
- All the tx for the kids is wonderful and the hygiene program and students and staff and lunch they work to get is absolutely wonderful!!!
- It was better organized than last year and I think the patients flowed much more smoothly. We understood better what we needed to bring to treat the patients.
- Getting them in and out quick
- I thought the flow went really well! We always had someone in the chair and it was very efficient.
- I liked how we had different stations for the kids to go to in different rooms.
- Getting patients in and out in a reasonable timely manner
- Very organized, and colored t-shirts helped a ton.
- Everything was great especially the food.
- This is my first time and I thought this was excellent. Organization was excellent and the volunteers were all happy to help.
- Everything went very smoothly and it was very organized.
- It was very organized and we had enough volunteers. Very cool experience to serve in!
- How many kids that came!! I was really impressed by the turnout. The doctors were all great. They were so gracious with their time.
- Very organized. Liked the color coordinated tshirts!
- We work quickly and were able to see many patients.

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- Everything went fairly smooth
  - It was very organized and we saw a lot of patients and got them through really fast
  - Everything
  - Great food, plenty of dentists, assistants, kid runners, daycare watchers, sterilization team, and clean up crew. Excellent event.
  - Plenty of Spanish speakers to help translate. Lots of general volunteers helped it to run smoother.
  - Plenty of volunteers. Many translators available (could be utilized more)
  - This year i thought it was great how we were able to help more people. I thought it was very organized.
  - Great flow! The flow was very good. I liked that one of the dentists made balloon animals for the kids.
  - I think the process for the patients and their families was very easy to understand, the staff working here were happy and were very good at their jobs. The food was awesome. And the facility was well suited for this event.
  - I was amazed that we served over 200 kids!!! That was amazing. So many children's lives were blessed.
  - Everything else was very good
  - Enough people, paperwork, supplies
  - Good team work, well organized
  - Everything was really well organized
  - Good advertising
  - Advertising
  - Once the initial process kinks were worked out, the system went very smoothly
  - It was great! We served so many children and it is so neat to see everyone so willing to serve and donate their time. It was a success!!!
  - We had a really good turn out this year both of patients and of volunteers.
  - I think the check in, check out flow went really well.
  - Was a good turn out well organized when things started getting crazy!
  - Everything! We did a lot of work and benefited a lot of people.
  - Very very organized
  - Great food for the volunteer
- Overall, very well organized, and we saw a lot of patients; were able to get additional vouchers donated during the event, from participating dentists, which was helpful
- Great organization, great food
  - Very well organized & great food.
  - All great
  - I think it was great having all the supplies out and ready to go. I also liked having a ton of people available for tear down and set up.
  - This year was amazing and I am so grateful to be a part of this incredible event! Thank you, thank you, thank you! Veronica, you are the BEST!
  - Everything. It was very well organized.
  - Smooth flow
  - It was very well organized and had plenty of supplies.
  - Very organized
  - Very organized for how many people there were. Did a great job
  - Seemed more organized.
  - The food was great, and the organization and flow was smooth
  - Organized well!!
  - Food and volunteers were all awesome and so helpful.
  - It was organized well and everyone was well prepared with what they needed to be doing.