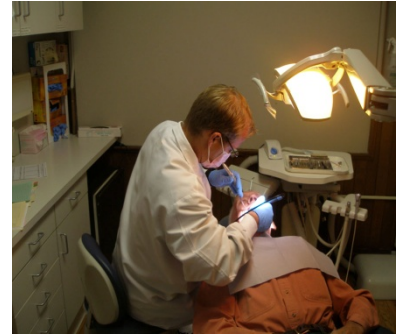


## What was up at HDC?

### *Dashing through last year...*

2011 was unique for Howard Dental Center in many ways. We had many successes as well as challenges. The best news is that in 2011, **for every dollar in expenses, HDC provided \$1.16 of comprehensive oral health care services** (based on the fair market value of services provided) up from \$1.08 in 2010.



While the number of patients we were able to serve increased minimally above our 2010 level (850 unduplicated patients), the number of *procedures* increased 30% over 2010 and *production* (fair market value of dental services) increased 43%. As a result, more patients successfully completed Phase I of their treatment and were able to receive hygiene services three times per year.

Bringing in new patients to help eliminate the waiting list was delayed for a short period until the clinic backlog was addressed with the new hygienist. 199 new patients were seen, compared to 273 in 2010. Unfortunately, our no-show rate increased from 10% in 2010 to 14% in 2011. Although our patients face many hurdles to getting to their appointments, (e.g. transportation, other physical issues, mental illness), our goal is to maintain a no-show rate under 10%.



Finally, we entered the new world of electronic records. In order to increase production and integration with other healthcare professionals, we secured a grant from the Colorado Health Foundation to purchase the needed hardware and software. With the help of consultants, the new system is running. Now we are able to enter all of a patient's information and clinical notes in the operatory at the time of the appointment, record x-rays digitally, and instantly email any information to a patient's doctor. It's a steep learning curve, but we are very excited about the benefits to our patients' overall care.