

To better understand and evaluate patient needs, we needed to track healthcare outcomes, to detail demographics, to identify the impact of provider groups and to evaluate data between years. Results illustrated ways in which the clinic could expand our reach through community clinics, increase recruitment of dentists with specific expertise, and refine patient data to better track our effectiveness. It also demonstrated the need for systems that could measure the impact of care outside the realm of dental health, which led to development of quality of life instruments and new patient orientations. Find below a comparison of patient, treatment and volunteer data for the periods Jan.1, 2015-June 30, 2015 (Q1-Q2 2015) and Jan. 1, 2016-June 30, 2016 (Q1-Q2 2016).

	<u>1/1/2015- 6/30/2015</u>	<u>1/1/2016- 6/30/2016</u>	<u>% Change</u>
<b>PATIENT CARE:</b>			
Total Unduplicated Patients	1,015	1,310	29%
Unduplicated Haven Patients	314	573	82%
Total Patient Visits	3,514	3,625	3%
Haven Patient Visits	1,096	1,526	39%
Procedures	26,810	30,518	13.8%
Appointment Compliance Rate	71.7%	73.8%	3%
Dental Service – Retail Value	\$1,374,534	\$1,467,810	7%
Total Agency Expense	\$646,246	604,584	-6.45%
Agency Cost per Patient Visit	\$183.90	\$167	-9.19%
<b>NEW PATIENT APPLICATIONS:</b>			
Total Patient Applications	133	149	12%
Qualified	112	139	24%
Partner Referrals	105	98	-6.67%
Ineligible	21	10	-52%
	<u>1/1/2015- 6/30/2015</u>	<u>1/1/2016- 6/30/2016</u>	<u>%Change</u>
<b>VOLUNTEER COUNTS:</b>			
Total Volunteers	188	214	13.8%
UTHSC Dental School	111	136	22.5%
Community Clinical	47	43	-8.5%
Community Business/Admin	30	35	16.6%
Business/Admin Hours	2,744	1,604	-41.5%
Dentist Visits	1,730	1,443	-16.6%
Dental Hygienist Visits	51	186	264.7%
<b>HAVEN PATIENT DETAIL:</b>			
Haven Patient Visits	1,096	1,526	39%
% of all Visits	31.2%	42.1%	34.9%
Unduplicated Haven Patients	314	586	86.6%
Treated by UT Providers	42%	65%	54.76%
Treated by Community Providers	54%	30%	-44.4%
Treated by Hygiene Director	3.4%	7.1%	108.8%
<b>TOP 6 PROCEDURE TYPES:</b>			
Extractions	1,162	1,100	-5.34%
Composite Fillings	631	609	-3.49%
Scaling/Root Planing	423	566	33.8%
Amalgam Fillings	207	240	15.9%
Dentures	39	29	-25.6%
Crowns, Bridges, Partials	70	56	-20%