

# Clinic Connections



## San Antonio Christian Dental Clinic 2012-2013 Annual Report



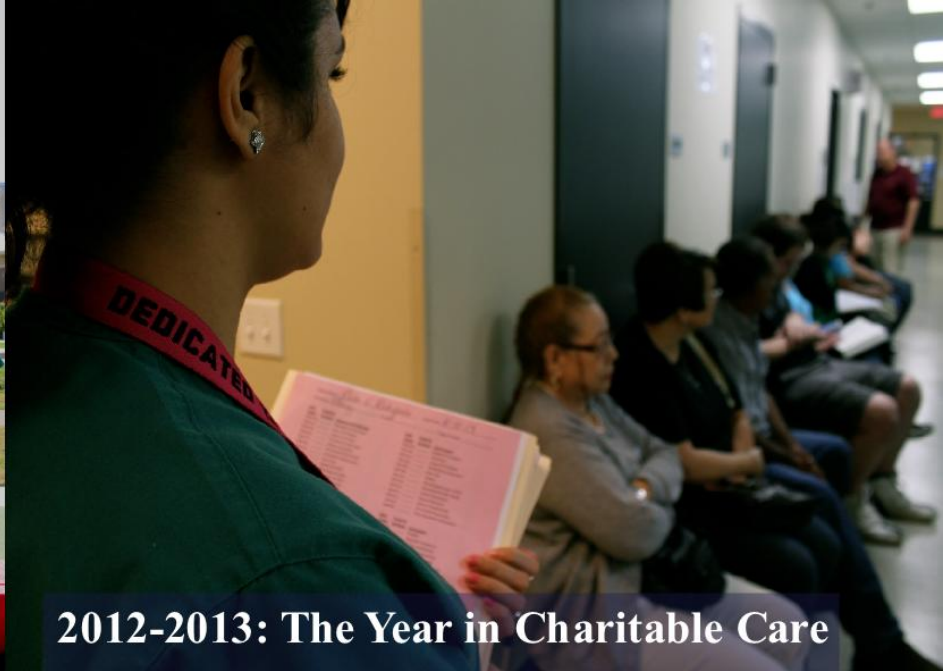
The Year in Charitable Care _____	3
Stories from the Clinic _____	5
Improvements in Patient Care _____	12
Clinic Support _____	14
Volunteers _____	18
Board of Directors _____	20

## Clinic Connections



The mission of the San Antonio Christian Dental Clinic is to provide charitable dental care to impoverished adults in keeping with Christian Ministry.





## 2012-2013: The Year in Charitable Care

### RDA Training Program

This year, SACDC was honored to receive funds from the Greehey Family Foundation to help us complete two cycles of our RDA (Registered Dental Assistant) training program aiming for 18 graduates in two cycles.

Our first cycle ended in September when, on the first try, all of our students achieved 100% pass rate on their state certification exams.

Our second cohort will be completed by February of 2014. This cohort includes 4 members of Haven for Hope and SAMministries communities.

The four stories highlighted in this section represent the breadth, diversity, and impact of care provided by the San Antonio Christian Dental Clinic. These achievements are by no means exhaustive, yet underscore some of our proudest accomplishments from this past year.

While each year presents its own unique challenges, given the financial shortfall we faced in 2013, we are particularly pleased with these accomplishments and thankful for our dedicated staff and volunteers who had a hand in making them all possible. We could never do this without you.



## Waitlist Reductions

One of our proudest accomplishments from 2013 was the complete elimination of a 3-month wait list for appointments and a 73% reduction in wait time for prosthetics.

Thanks to an improvement in eligibility determination, we now qualify patients more quickly, assure they return more frequently, and most importantly, expedite appointments so that our clients spend less time in pain.

## Electronic Records

One of the biggest shifts in clinic operations this year came from our transition to electronic medical records. This system relieves storage space and assures secured patient data.

This system is much more conducive to helping us manage the over 50,000 procedures we perform each year and it helps us better track the progress of our patients.

## UTHSC Dental Hygienists

While SACDC has proudly hosted the dental students and residents from the University of Texas Health Science Center Dental School we were excited this year to also introduce a hygienist rotation as well.

The 2013 rotation has enabled us to begin meeting the preventive needs of our patients in conjunction with issues of urgent care.





# Bringing Help, Healing, and Hope to Bexar County

*Imagine ...waking up every morning in so much pain you can't eat.*

*Imagine ...being rejected for a job because of broken teeth.*

*Imagine ...being afraid to smile because of what others might think.*

Approximately 41% of Bexar county residents lack access to even the most basic dental care. Staff, partners, and volunteers at San Antonio Christian Dental Clinic work tirelessly to bring healing, respect, and self-worth to the lives of nearly 9,000 homeless and impoverished San Antonio adults each year.

As a clinic that seeks to honor God by bringing health and healing to underserved and impoverished adults, one of the greatest gifts we receive is seeing the joy a new smile brings to our patients.

Over the next few pages, you will find some of our favorite stories and testimonials from this past year.

Photo by . Craig



Photo by Laurent Levi



## Monica's Story

This summer, we received a call from a corporate dental chain employee who asked if we would see a patient who needed twelve extractions. She told us Monica's insurance only covered three extractions and that corporate supervisors would not provide any additional care without compensation.

Normally, a patient with insurance would not qualify at SACDC, yet Monica was in such pain that she was unable to eat. The resulting malnutrition prevented her from reaching the healthy weight level she needed in order to proceed with treatment for multiple sclerosis. An executive decision was made and Monica was treated immediately.


Our staff juggled to squeeze in an appointment. Our dentist came in on an "off" day just to see Monica. Our volunteers processed her paperwork even as she was in triage. Thanks to the commitment and dedication of our volunteers and dental assistants, we were quickly able to respond to Monica with the care she needed.

In June, Monica sent us a lovely thank you note, joined our prayer circle, and blessed us all. She then made a personal donation that we are certain was excessive for her situation. Monica told us that the gift was the result of a calling from Christ.

"I am writing this letter of appreciation to all the staff of the Christian Dental Clinic. I want to let all of you know that you're making a difference in the very good job. As a former homeless citizen in the city of San Antonio Texas, I find myself so grateful today because I have my smile back and thanks to you all my self-esteem just returned to me. I want to acknowledge the people who went out of their way to help."

Thank you,  
Sergio G  
God bless you all





“My name is Tammy M. and I came to Texas to get my out-of-control life together and I arrived at haven for hope because I was concerned for my future. Add to the fact that my all my front teeth were missing.

My self-esteem was pretty low and that is why the doctors dentists and volunteers at the dental clinic have been such a wonderful blessing and inspiration. The staff is always nice and respectful to everyone and truly concerned for our wellbeing and I do not feel for one second I got taken for granted. They have fixed my teeth and working on the others as of this date.

I have had no charge and wonderful services.”





**"I don't know what your destiny will be,  
but one thing I do know: the only ones among you  
who will be really happy are those  
who have sought and found how to serve."**

*-Albert Schweitzer*



## Case Study: Excellence in Care

Over the past year, major progress emerged from a shift in the way we delivered care. In prior years, emphasis was placed on the numbers of patients who came through the clinic as opposed to the volume of performed procedures. However, we knew a significant level of non-compliance for patient visits existed, especially when it came to treatment plans requiring multiple visits.

Since our patients include many wage-earners, day-laborers, and transient people, we also knew that they have tough choices to make: “Do I bring home income and tolerate the pain? Or does it hurt too much to wait?” Pain levels were a big factor in this decision. To reduce the hardship of this choice, our dental team decided to extend treatment time to help dentists complete treatment plans over the course of fewer visits.

As a result, the number of patient visits over the past year decreased slightly, yet the number of procedures performed rose by 11%. This increased care means that our patients who are less likely to return for subsequent visits still receive the treatments they need without having to weigh their pain against their time at work.

Additionally, this new approach to care opens up more chairs for future growth, better reflects the actual value of care our agency strives to provide, and ensures our goals to restore dentition, relieve pain, prevent infections, and help our patients maintain good oral health.



## Partners in Care

as of September 30, 2013

### \$50,000 and over

CHRISTUS Fund  
First Presbyterian Church  
Greehey Family Foundation  
Kronkosky Charitable Foundation  
Methodist Healthcare Ministries  
The Meadows Foundation

### \$10,000-\$49,999

William Greehey  
Houston Harte  
Houston Harte Charitable Trust  
Pat and Ken Krueger  
Becca and Robert Price  
San Antonio Area Foundation  
St. Luke's Lutheran Health Ministries  
St. Mark's Episcopal Church  
The USAA Foundation  
WellMed Charitable Foundation

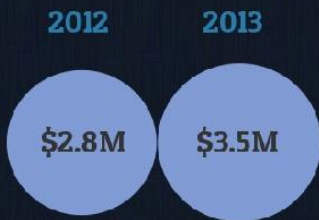
### \$5,000-\$9,999

Dixie Starnes Wenger Charitable Trust  
Frost Bank  
Littlestar Foundation  
Marcia and Otto Koehler Foundation  
The Trull Foundation  
Valero Energy Foundation  
Warthog Charitable Trust

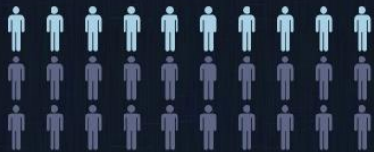
### Under \$5,000

Armstrong Family Charitable Foundation  
Bethany Presbyterian Church  
Birdies for Charity Foundation  
Christ Lutheran Alamo Heights  
Dela White Charitable Lead Trust  
Episcopal Diocese of West Texas  
First Baptist Church of San Antonio  
Nathalie and Gladys Dalkowitz Charitable Trust  
Novak Charitable Trust  
Snecker Family Charitable Foundation  
Texas Dental Hygienists Association  
TDA Smiles Foundation  
Orsatti Dental Group  
Alliance to the San Antonio District Dental Society  
Zachry Industrial  
Wells Fargo Bank  
South Texas Orthodontics

#### Value of Dental Care

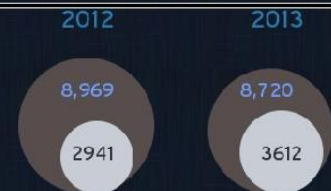


#### Haven for Hope



Over the past two years, Haven for Hope residents constituted 30% of our patient population.

#### Patient Visits



In 2012, 33% of our patients were unduplicated.

In 2013, that number rose to 41%.

#### Volunteer Data



Number of hours volunteered at SACDC since 2012

## Individual Supporters

### Over \$1,000

John and Gabriela Beckelhymer  
Glen and Ruth Cameron  
Juan J. Cruz, JD  
Laura Davis  
Dirk DeKoch, DDS  
Tracy and Stephen Hennigan  
Susan and John Kerr  
Pat and Ken Krueger, DDS  
Vicky LePere  
Milton McFarland  
Jo Lynne Meador  
Jack and Carolyn Meyers

John Jones and Norma Partida, DDS  
Ricardo and Anita Ramirez  
David Rogers  
Marilyn and Doug Storment  
Clifford S. Waller  
Frances Warrick  
Laura and John Watson  
Edward E Whitacre, Jr.  
Dela W. White  
John H. White, Jr.  
Mark H. Wright

### \$500-\$999

Joseph Boyle, DDS  
Denise and Brad Bruchmiller, DDS  
Patricia and David Cappelli, PhD  
Patricia Johnson  
Ellen and Michael Lueck  
Betsy and Shawn McElroy, DDS

Cindy Muir  
Kirti and Mahendra Patel, MD  
Judy and David Rickey, DDS  
Cynthia and Charles Robinson, MD  
William Terhune  
Nancy and Jim Zachry



## Memorials

John D. Cochran, DDS  
 Barbara Haveman  
 Richard Jurek, DDS  
 Harry Possell  
 Frank Sammis Jr., DDS  
 Jean Barber Smith  
 Adlyn Wilson



## Tributes

Jane Burnett  
 Vicky LePere  
 Ken Krueger, DDS  
 Milton McFarland  
 Becca and Bob Price  
 Frances Warrick

## Individual Supporters—under \$500

Loren Alves, DDS  
 Constance Aust  
 Sue Bain  
 Mary Jeanne and Ronald Baker  
 Vidal Balderas, DDS  
 Bank of San Antonio  
 Henri Louise Battle  
 Susan Beardslee  
 Gary Becker  
 Wanda "Katy" Bedunnah  
 Sam Bell  
 Constance Bell  
 Cecelia Bentz  
 Arlene Bidgood  
 Glenn Biggs  
 Sue and Lloyd Booth  
 Warren Branch, DDS  
 Leticia Bresnahan  
 Boyd and Lushile Bruchmiller  
 Tod and Laura Bruchmiller  
 Michael Brunsvold, DDS  
 Sharolyn Burkoth

Gloria and Quico Canseco, JD  
 Betty Carpenter  
 George and Kiki Carroll, JD  
 Angel Celedon  
 Daniel Clark  
 Jane McRoberts Cobb  
 Eileen and Devin Cochran, DDS  
 John (†) and Deneen Cochran, DDS  
 Margaret and Bob Coleman  
 Mary Coleman  
 Taliaferro Cooper  
 Sarah and Billy Coulson  
 Lucy and LK Croft, DDS  
 Kathryn Crone  
 William Crump III  
 Judith Cullen  
 James Daniell  
 Grace and Robert Daubert  
 Alejandra Davalos  
 Martha and David Davy  
 Elaine Dippel  
 Suzan and Jeff Dodd, DDS

Joseph Dondero  
 Julie Dylla, PA  
 Beverly Edwards  
 Mary and William Edwards  
 Thomas Egbert  
 Mary Ann Eichler  
 Huard and Marilyn Eldridge  
 Edward Elizondo  
 Lois and Dean Elso  
 Brent Farrimond  
 Lou Ann Fletcher  
 Bette C. Flindall  
 Paul David Fogleson, DDS  
 J.A. and N.H. Fowler, DDS  
 John Frakes  
 Craig Franklin, CPA  
 Kelly and Pat Frost  
 Cathy Garison  
 Genevieve Giles  
 Matthew Gish  
 Richard Goldsmith  
 Donna Gottwald, DDS

Beverly Purcell Guerra  
Robin Bruno Hall, DDS  
Susan Hallmark  
Rebecca Hammer  
Ben Haney  
Gail and Jay Hanger  
Lloyd Lee Harris  
Sue Harrison-Floyd  
Patricia Palmer Hartley  
Jane Hathaway  
Stanley Justin Hausser  
Karen and Carl Haveman  
Minor Helm  
Peggy and Doyle Henderson  
Mr. and Mrs. C.D Hollandsworth  
Darla and Brent Hollandsworth  
Cecile Cox Holman  
James Hopper, CPA  
Molly Houck  
Mary and Ray Jacobson  
Robert James, DDS  
Danielle Jassaud  
John Jockusce  
Patricia Jordt  
Robert Kesl  
Laura and Weir Labatt III  
Mr and Mrs. Rick Lane  
Sarah Lemessurier  
Patricia Bridwell and John Lewis  
Elizabeth Leyendecker  
Helene Littleton  
Letti and David Lloyd  
Elizabeth and Andrew Lockwood  
Joseph LoConti  
Willma and Ken Long

Sharon and George Long  
Joan Dreher and Ernest Luce, DDS  
Kathy Lyles  
Bill Lyons  
John and Shirley MacNaughton  
Glory Marshall, MD  
Nolan Martin  
Gracie Martinez  
Noel and Wilbur Matthews  
Hazel Mayfield  
Martha Maynard  
Marquel and Seth McCabe  
Helen and William McCrae  
Martha and David McCulloch  
Bette and John Meador, MD  
Patrice Meany  
Christine Meiners, DDS  
Kay Mijangos  
Diana Morehouse  
Antoinette & Joe Murgo, MD  
Carl and Dana Nagel  
Bart Nichols, DDS  
Alton Norman  
Jon P. Oeffinger, DDS  
Gregory Osborne, DDS  
Susan Pamerleau  
Willeta Peckham Parish  
Paula and Richard Peacock  
Emily and David Peeples, JD  
Pamela and George Person, JD  
Amy and David Phipps  
Becca and Robert Price  
Anita and Ricardo Ramirez  
Harriet Raney  
Kelly M. Ranson

Bill and Lucy Rasco  
Norma Reyes, DDS  
Leo Roan  
Marilyn and Rafael Rovira  
Betsy Ruckman  
Maitland and Marian Rutledge  
Margery Rymer  
SA Dental Assistants Society  
Anthony Sabino, DDS  
Joan and Thomas Schmitz  
Sheri and Ben Schoenbaum  
Janice and Michael Schott  
David R. Seuin  
Shavano Family Practice  
Beth and Gregory Shaw  
Lois and Fred Shockley  
Marsha and David Singleton, DDS  
Charles Smith  
William and Michael Smith  
Anne and Paul Smith  
Jean Smith  
Sally and Lawrence Smith  
William Smith, DDS  
David Snyder, DDS  
Barbara Specht  
Louise Spoor  
Wanda Stailey  
Suzanne and Kent Starr, DDS  
Anne Stevens  
RE Stevens  
JC and Eleanor Stromberger  
Mary Stumberg  
Margaret and Charles Susebary  
Mary Anne Svetlik  
Teresa and Bill Swanger



Patricia Swann  
Frankie Ann and Harold Tamplen  
Ben Taylor, DDS  
John Thomas  
Michelle Thompson  
Becky and Lucky Tomblin  
Blane Trautwein, PhD  
BR Trimmier  
Maria and Jeffery Turner  
University of the Incarnate Word  
Lisa Walker  
Karen and John Walker  
EP Waller, Jr., DDS  
Jane Watson  
Frances West  
Reni Westbrook  
Beverly and Robert Westbrook  
Paul Wiegand, DDS  
Kaye E Wilkins  
Courtney and Karl Williamson  
Barbara Wood  
Stephen Wood, DDS  
William Wood  
Eugenia and Francis Wright, MD  
Barbara Wulfe  
Laura and John Zachry  
Lewis and Kip Zbinden  
Amy and Hal Zesch



# 2012-2013 Volunteers

## Volunteer Partners

Bitty Battle  
Paula Bondurant  
Betty Carpenter  
Mary Coleman  
Grace Daubert  
Beverly Edwards  
Rosemary Engstrom  
Glenda Jennison  
Pat Johnson  
Virginia Koehl  
Nancy Kosub  
Vicky LePere  
Leslie Little  
Martha McCulloch  
Betsy McElroy  
Carolyn Meyer  
Bryant Monig  
Diana Morehouse  
Toni Murgio  
BJ Neal  
Ann Nelson  
Emily Peeples  
Becca Price  
Ricardo Ramirez  
Nancy Reed  
Smitty Rucas  
Ann Stevens  
Frances Warrick  
Laura Zachry  
Kip Zbinden

## Dentists and Dental Hygienists

Alfonso Aguilera, DDS	Gino Garza, RDH	Tricia McCue, DDS
Martha Aranda, DDS	Donna Gottwald, DDS	Christine Meiners, DDS
Crystal Aspiras, DDS	Danielle Guillory, RDH	Sandra S. Mendoza, RDH
Vidal Balderas, DDS	Mike A. Guzaldo, DDS	Greg Osborne, DDS
Christopher Bates, DDS	Mark Haverkorn, DDS	Norma Partida, DDS
Boulos Bechara, DDS	Jeff Hicks, DDS	Juanita Pineda, DDS
Sheryl Beltrane, DDS	Jodi Hostetter, RDH	Diego Ramirez, RDH
Olivia Bernal, DDS	Shiva Izzadoust, DDS	Frank Ramos, DDS
Vesta Broumand, DDS	Sonia Jennings, DDS	Norma Reyes, DDS
Robin T. Bruno, DDS	David A. Kaiser, DDS	David N. Rickey, DDS
Robert J. Busch, DDS MD	Randall Klint, DDS	Jennifer Rodriguez, RDH
Armita Bushong, DDS	Kristen Kunz, RDH	Noel F. Roebuck, DDS
Perry Bushong, II, DDS	Kelly Lemke, DDS	Alesia Roland, RDH
Paulette Cain, RDH	Frank B. Lewis, DDS	James W Rominger, DDS
Mickey J. Calverley, DDS	Andy Lopez, RDH	Cesar Rotter, DDS MD
Lina M. Cardenas, DDS	Margaret Lovett, DDS	Anthony Sabino, DDS
John Carey, DDS	Ernest Luce, DDS	Alex Salinas, DDS
Richard Carnahan, DDS	Iman Marashi, RDH	David Singleton, DDS
Virginia Carrillo, RDH	Rocky Mariscal, DDS	Paul Slattery, DDS
Rebecca Davenport, DDS	Belinda Martin, DDS	William Smith, DDS
Faith de la Garza, RDH	R Martin, DDS	David E. Snyder, DDS
Angela Ettipio, RDH	Yvonne Martinez, RDH	Adam Sumner, DDS
Moshtagh Farokhi, DDS	Starr Mayen, DDS	Katherine Timlin, DDS
Richard A. Finlayson, DDS	Marcel McCabe, DDS	James W. Warren, DDS
Monica A. Flynn, DDS		



If you pour yourself out for the hungry and satisfy the desire of the afflicted, then shall your light rise in the darkness and your gloom be as the noonday.

-Isaiah 58:10

## 2013 Board of Directors

<b>President:</b>	Dr. Brad Bruchmiller, DDS
<b>Vice-President:</b>	Mr. Glen Cameron
<b>Secretary:</b>	Mrs. Cynthia Robinson
<b>Board Member:</b>	Mr. George Carroll, JD
<b>Board Member:</b>	Mr. Brent Farrimond
<b>Board Member:</b>	Mr. Milton McFarland
<b>Board Member:</b>	Mrs. Cindy Muir
<b>Board Member:</b>	Dr. Norma Partida, DDS
<b>Board Member:</b>	Mr. Robert Price
<b>Board Member:</b>	Dr. Norma Reyes, DDS
<b>Board Member:</b>	Mrs. Frances Warrick

## 2013 Advisory Council

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Mrs. Kip Zbinden