

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

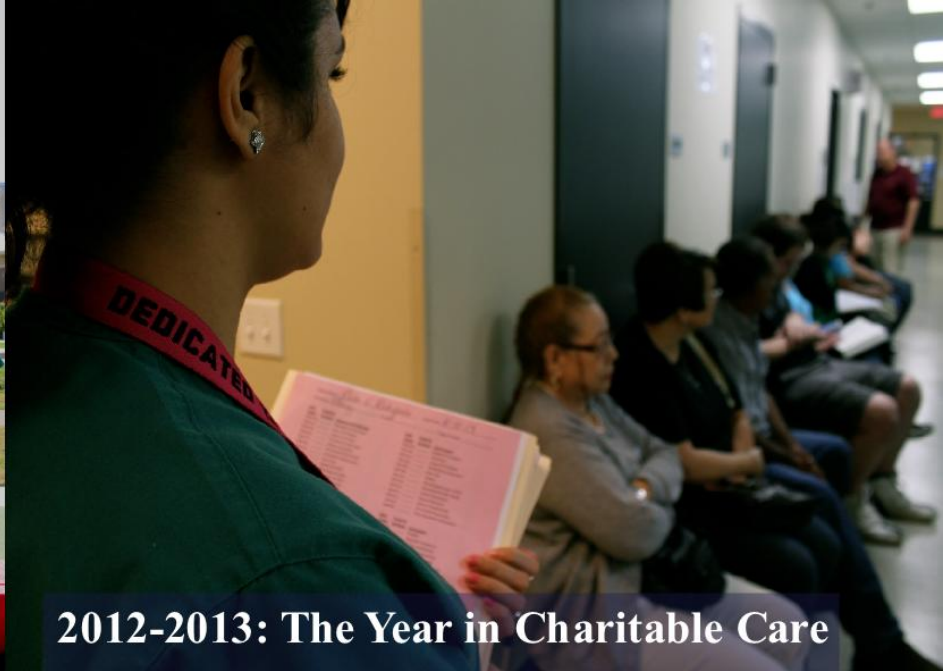
Volunteers _____ 18

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

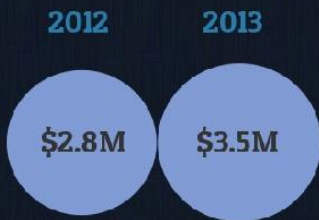
\$5,000-\$9,999

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

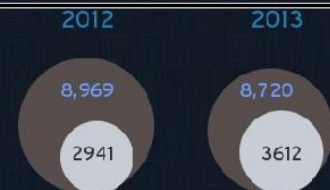


Haven for Hope



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

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

2013 Advisory Council

Mrs. Vicky LePere, Director Emeritus
Mrs. Pat Bridwell, JD
Dr. Robin Bruno, DDS
Dr. David Capelli, PhD, DMD, MPH
Dr. William Dodge, DDS
Dr. Gary Guest, DDS
Ms. Marion Lee, CFRE
Mrs. Leslie Little
Mrs. Pilar Oates
Mrs. Lady Ray Romano
Ms. Linda Shafer
Mrs. Kip Zbinden