Priority Area: Dental Care – Mobile Dental Van

Target Population: Low income children, homeless individuals, older adults, persons with disabilities, low income families.

Goal: To improve the oral health of vulnerable populations.

Performance Measures:
- Percentage of missed appointments will decrease/production will increase.
- Percentage of clients who report using van as their dental home will increase.
- Percentage of clients who complete plan of care (0 diseased teeth) will increase.
- Dental residents report satisfaction with Mobile Dental program.
- Reduce number of diseased teeth (a tooth with decay and/or significant periodontal diseases defined as pockets of ≥ 5mm).
- Improve oral health quality of life.

Objective #1: Operate the Mobile Dental Van on a full five-day a week schedule.

Accomplishments:
- The Mobile Dental Van was staffed to work on a five-day a week schedule all year except during Jan – March 2014 when sub-zero temperatures and snow caused school and other organizational closings. Summer is also slower because the schools are not in session.
- The Dental Van served clients 161/201 working days for January 1 – October 15, 2014, or 80%. The van did not go out on 40 working days in this period because of downtime for repairs, weather, site closures and staff days off. During this time period, the Dental Van staff provided 1,034 visits to 465 unduplicated clients.
- In examining these same records, the number of patients who reported that they used the Dental Van as their primary dental office increased from 35 to 67, a 91% increase.
- The number of diseased teeth is a program measure used to demonstrate progress that is being made toward completing needed dental care. In examining the records as provided by the examining dentists, of the 144 patients who filled out an initial survey and an end-of-care survey between January 1, 2013 and June 30, 2014, results showed that the number of diseased teeth fell by 86%—from 303 to 42.
- In examining these same records, results showed that the number of clients saying that the overall health of their teeth and gums was very good or excellent nearly doubled, from 29 to 53 individuals; at the same time, the number of clients claiming that the overall health of their teeth and gums was fair or poor fell by 33%, from 54 to 36 individuals.
### Objective #2: Complete Implementation of the Dental Electronic Medical Record (EMR).

**Accomplishments:**
- Hardware and software were installed.
- Phase I of the EMR transition was completed with the conversion of a Unix based system to Windows. All administrative staff members were trained on charge entry, payments, scheduling and billing in October 2014.
- Phase II of the conversion to occur in December will include training of residents, dental assistants, faculty and some support staff on the clinical uses of the EMR.
- Scanning of already existing patient records began in December 2014 and will continue through 2015.

### Objective #3: Increase hospital support, external fundraising and partnerships for the Mobile Dental Van.

**Accomplishments:**
- Eight external grant proposals and two external vendor proposals were submitted by Advocate Charitable Foundation (ACF) for Mobile Dental funding. The ACF awarded one grant from an internal endowment to an external organization serving families who are homeless. This grant paid for discounted laboratory fees on the Mobile Dental Van for partials, crowns and full dentures.
- The program began visiting a Thresholds site at 47th Street in 2013; a second Thresholds site on north Ravenswood will be added in 2014.
- Altogether, the Mobile Dental Van program has worked with 19 sites—3 high schools, 5 elementary schools, 3 organizations serving the homeless, 4 community health centers, 2 agencies serving individuals with mental illnesses, one serving seniors, and one serving people with developmental disabilities.

### Next Steps for 2015

- Continue operation of the Mobile Dental Van five days a week.
- Complete scan of returning patient files into the Electronic Medical Record.
- Assess capacity to improve collection of production and evaluation data through the EMR.