

**Kansas Mission of Mercy — Garden City:
Patient Characteristics, Needs
and Satisfaction**

July 2008

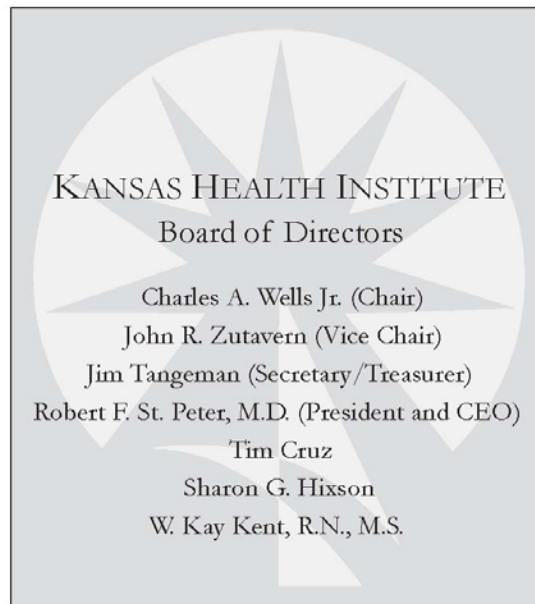
Final Report to the United Methodist Health Ministry Fund
KHI/08-09

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The Kansas Health Institute is an independent, nonprofit health policy and research organization based in Topeka, Kansas.

Established in 1995 with a multi-year grant from the Kansas Health Foundation, the Kansas Health Institute conducts research and policy analysis on issues that affect the health of Kansans.

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ACKNOWLEDGMENTS

The author thanks Gianfranco Pezzino, M.D., M.P.H., for his support and leadership on this project. He also thanks Nekol Rocha for data entry, Cathy McNorton for formatting, and Jim McLean for reviewing the final draft of the report.

Funding for this analysis was provided by the United Methodist Health Ministry Fund, a foundation based in Hutchison, Kansas, with the following mission: “Healthy Kansans through cooperative and strategic philanthropy guided by Christian principles.”

The author also would like to recognize the Kansas Dental Charitable Foundation for providing free dental care through the Kansas Mission of Mercy project.

EXECUTIVE SUMMARY

Kansas Mission of Mercy (KMOM), a project of the Kansas Dental Charitable Foundation, held a free dental clinic in Garden City, Kansas, on April 18 and 19, 2008. Staff collected 973 questionnaires representing 1,268 patients (patients who traveled together completed one survey together). The survey asked which services patients received, satisfaction with the services, unmet needs and most recent service use. The United Methodist Health Ministry Fund contracted with the Kansas Health Institute (KHI) to summarize and analyze the survey.

KEY FINDINGS

- Almost 78 percent of clinic patients had not visited a dentist in the past year and almost 46 percent had not visited a dentist in over two years. An additional 15.1 percent reported never having visited a dentist prior to the KMOM clinic, a significant drop from 27 percent reported at a previous Garden City KMOM in 2003.
- Financial barriers, including lack of dental insurance, are the primary reasons clinic patients had not seen a dentist. Though not a large number, a noteworthy result was that 5.2 percent of patients indicated they had not seen a dentist recently because a dentist had refused to see them.
- Most of the clinic patients (78.2 percent) reported that they did not have any kind of dental insurance.
- Less than half of the patients (39.8 percent) reported having pain prior to the clinic. Of these individuals, about a third had experienced pain for more than 30 days. This is a large reduction in patients with prior pain compared to a previous Garden City KMOM in 2003.
- Almost half of the patients traveled less than one hour to attend the clinic, though almost 25 percent traveled more than two hours.

INTRODUCTION

Oral health directly affects general health and well-being. Poor dental health can negatively affect overall health, can result in pain and suffering, and may lead to absence from work and poor nutrition due to modified eating patterns. Despite its importance, some Kansans do not have access to dental care. The lack of proper care disproportionately affects the poor, racial and ethnic minorities, and residents of rural communities. Kansas Mission of Mercy (KMOM), with funding from the United Methodist Health Ministry Fund, has attempted to reach out to the underserved populations of Kansas by organizing free dental clinics across Kansas annually since 2003. The purpose of this report is to summarize the experiences and characteristics of the clinic patients and to raise awareness of oral health issues among policymakers, opinion leaders, and the public in Kansas. The tabulations of the exit survey are not intended to evaluate the performance of the clinic itself.

METHODS

The sample consists of one respondent from each group that traveled together to the clinic, resulting in 973 responses and representing the experience for 1,268 patients. The clinic experience was assessed with a 20 item survey instrument developed by the Kansas Health Institute (KHI) specifically for the KMOM free dental clinic project. This same survey instrument was used in previous years after KMOM clinics in Topeka and Wichita, and contains only minor changes (additional questions) from the survey used previously at the KMOM free dental clinics held in Salina, Pittsburgh, Wyandotte County and the first Garden City clinic held in 2003. Clinic staff was available to answer questions or to help complete surveys when necessary. The survey was available in both Spanish and English.

Although patients were discouraged from completing more than one questionnaire, all repeat visitors may not have been identified due to promised confidentiality. The possibility that some surveys were completed by repeat visitors may introduce some bias in the results. Since only a few individuals attended the clinic both days (3.6 percent), it is doubtful that the number of people who possibly completed a questionnaire again on the second day would greatly change the results.

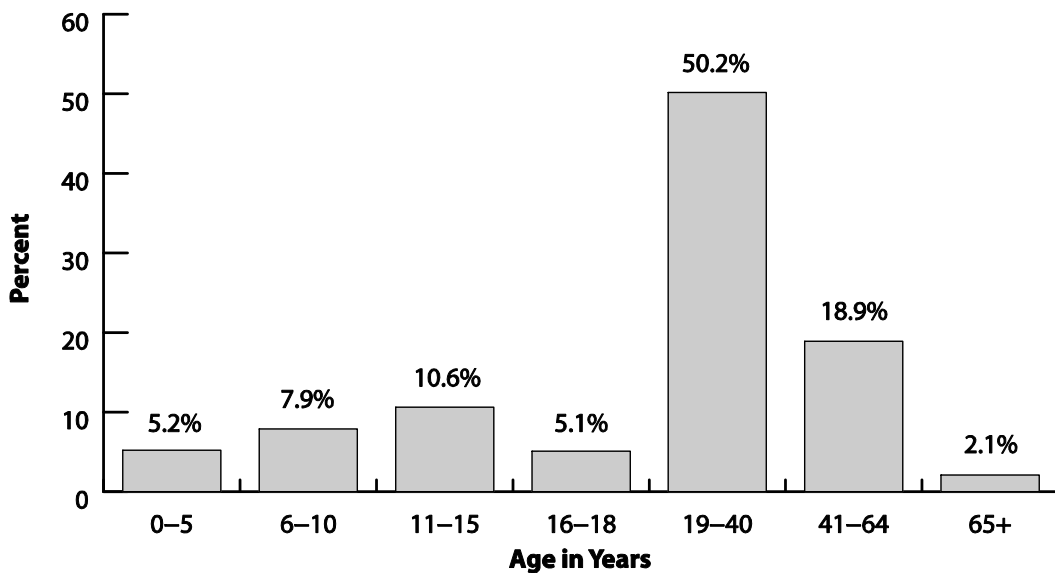
Data were entered into a Microsoft Access database and responses were grouped into categories for this report. Answers that contained clear errors, or responses that couldn't be understood, were excluded from the analysis. Missing responses for individual questions were similarly excluded from the analysis. A bilingual staff person translated all Spanish responses into English. The data were analyzed using STATA statistical software.

RESULTS

PATIENT DEMOGRAPHICS

More than half (58.9 percent) of clinic patients were female. The majority of clinic patients (71.2 percent) were adults over 18 years old (see Figure 1), but children represented an 8.8 percent increase compared to the first Garden City KMOM (28.8 percent were children this year compared to 20 percent in 2003). Given that children from low-income families can qualify for HealthWave (Medicaid and SCHIP), which provides comprehensive dental care coverage, the small percentage of children was expected.

Figure 1. Clinic Patients' Age Distribution

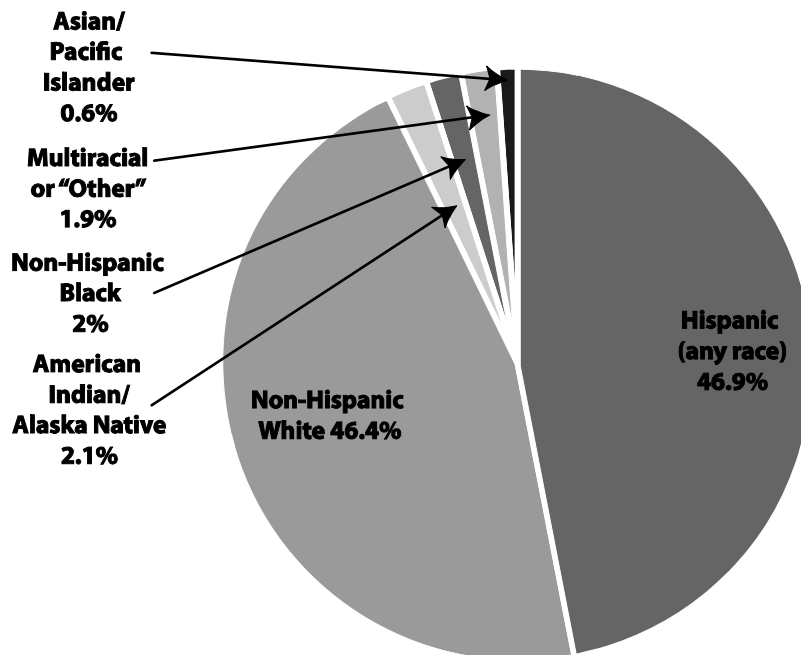


This year a large number of clinic patients were Hispanic (46.9 percent). Non-Hispanic whites¹ represented 46.4 percent, with 6.6 percent being non-Hispanic black, American

¹ Race and ethnicity are reported as separate questions. Any patient counted as Hispanic is excluded from the count of racial groups.

Indian/Alaska Native, Asian/Pacific Islander, or multiracial/“other” races (see Figure 2). This is a 16 percentage point decrease in the number of Hispanic respondents from the first Garden City KMOM in 2003. Though there were fewer Hispanic patients than in 2003, the percentage of Hispanic patients was closer to the racial and ethnic composition of the area (43.3 percent Hispanic) according to the Census for Finney County.

Figure 2. Clinic Patients’ Race and Ethnicity Distribution



DENTAL INSURANCE STATUS

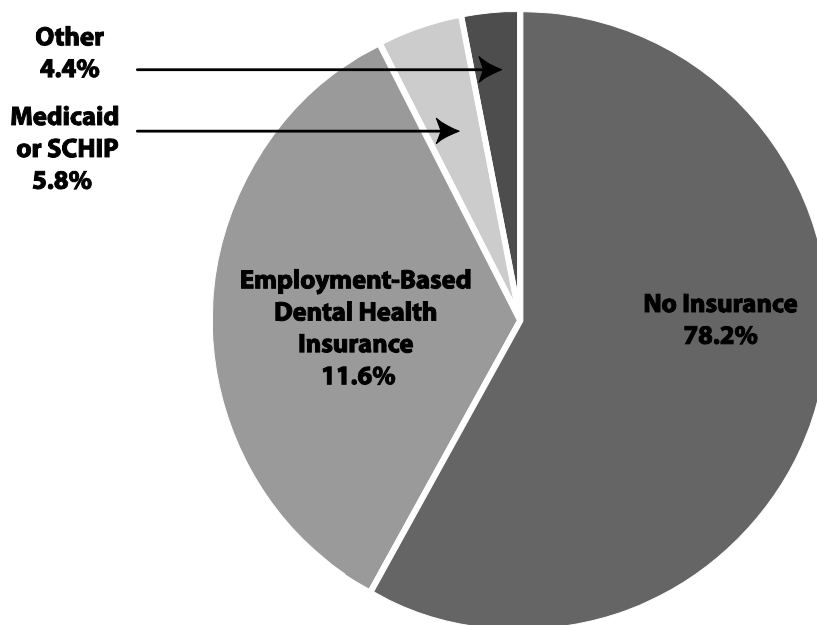
The majority of patients (78.2 percent) reported having no dental insurance (a similar finding to the previous Garden City KMOM in 2003 and to last year’s KMOM in Topeka), while 11.6 percent were covered by dental insurance through their own or their spouse’s job and 5.8 percent received dental coverage through HealthWave² (see Figure 3).

Non-Hispanic white patients had the highest proportion of individuals with employment-based dental health insurance (15.7 percent). This is almost double the proportion of Hispanics

² Note: HealthWave is a public health insurance program that provides comprehensive dental care coverage for children in families with incomes below 200 percent of the federal poverty level.

with employment-based dental health insurance (8.8 percent). The percent of Hispanics with employment-based dental health insurance has dropped from the 2003 Garden City KMOM (from 16 percent to the current 8.8 percent). While children were somewhat more likely to have some form of dental insurance than were adults, three out of four children participating in the clinic (74.6 percent) had no dental insurance. This is a decrease from the first Garden City KMOM in 2003 (80 percent), but an increase over last year's KMOM in Topeka (66.5 percent).

Figure 3. Reported Type of Dental Insurance

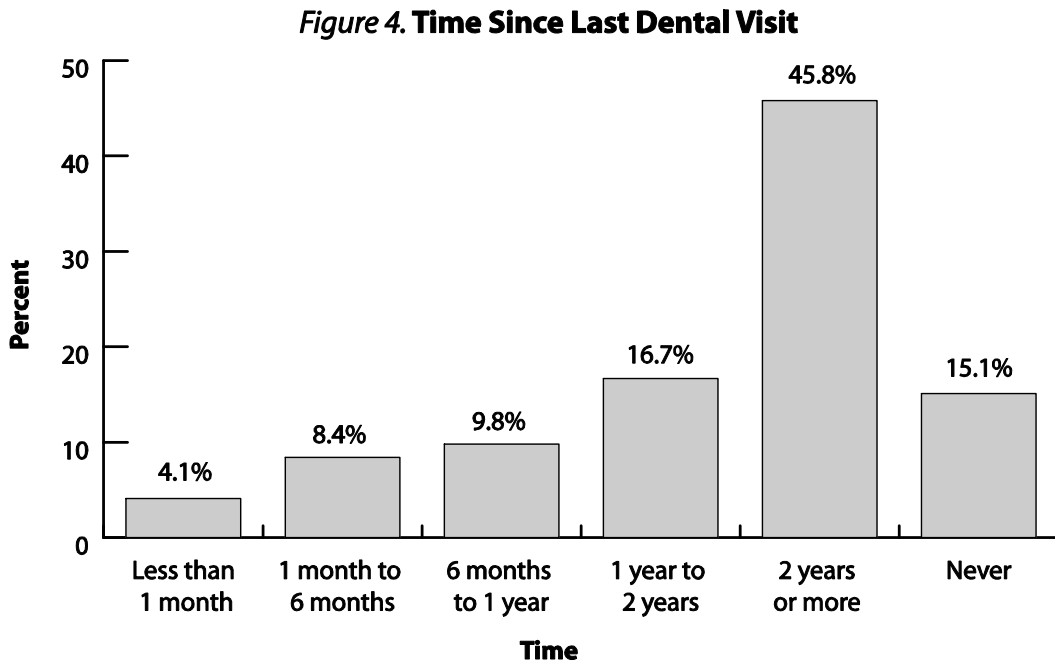


ACCESS AND NEEDS

Time Since Last Dental Visit

Most patients reported limited or inadequate access to care. Only 22.3 percent reported having seen a dentist within the past year, and only 12.5 percent reported a dental visit within the past six months. Almost 46 percent reported that they had not seen a dentist in two years or more; an additional 15.1 percent indicated they had never seen a dentist (Figure 4). Though that is a significant percentage, it represents a drop from the 27 percent of Garden City patients in 2003 who said they had never seen a dentist. Hispanic patients had the lowest proportion of individuals who had seen a dentist in the past year (19.8 percent), followed by non-Hispanic

white patients (24.8 percent). Non-Hispanic black patients had the highest proportion of individuals who had seen a dentist in the past year (35.3 percent). Though children were more likely to have seen a dentist in the past year than adults (28.2 vs. 19.8 percent, respectively), there were still a large number who had never seen a dentist before the KMOM clinic (24.6 percent).



The majority of those who had not received care within the past six months (86.6 percent) indicated the primary reason was lack of dental insurance and an inability to pay (see Table 1). A total of 5.2 percent reported that a dentist refused to see them, a lower number than last year’s KMOM in Topeka (6.9 percent). Further, 3.8 percent reported that there was no dentist available where they live, an increase over last year’s clinic (2.2 percent).

Table 1. Reasons Why Respondents Have Not Received Dental Care in More Than Six Months*

Reason	Percent
No insurance (cannot afford to pay)	86.6
Did not think I needed to go	8.6
Dentist refused to see me	5.2
Do not like receiving dental care	4.4
No dentist was available where I live	3.8
Dentist offered appointment, but I could not take it	2.2
Other	0.8

*Percentages total more than 100 percent because respondents were asked to “check all that apply.”

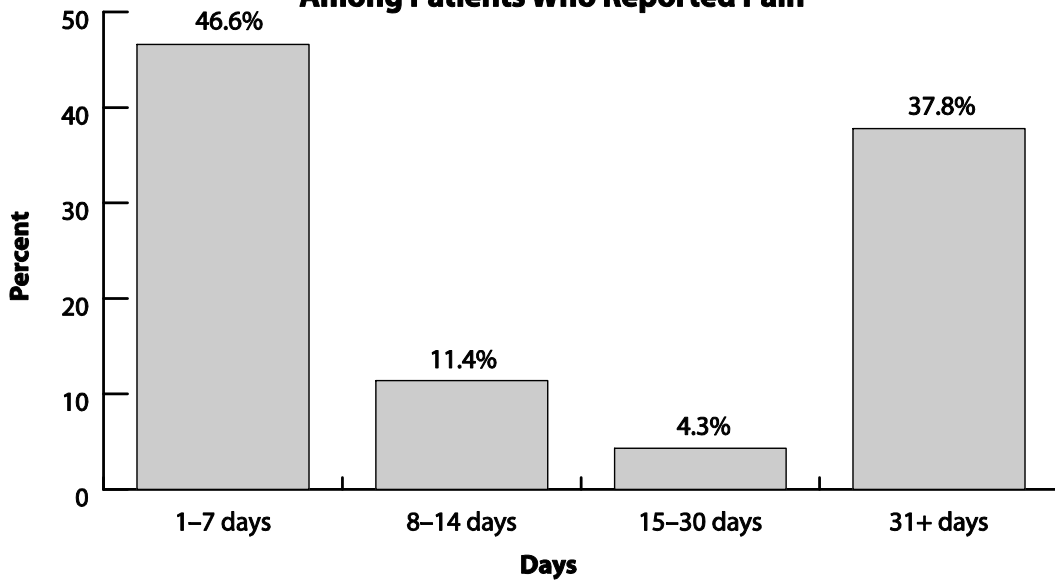
Required Further Care

Forty percent of patients reported that they were told at the clinic that they would require further care, a similar finding to the KMOM in Topeka last year. Of these patients, almost half (48.4 percent) reported not having a place to go for follow-up care. Children were less likely than adults to need further care, while Hispanics were more likely to need follow-up care than non-Hispanic whites (62.7 vs. 56.1 percent, respectively).

Pain and Duration

Less than half (39.8 percent) of clinic patients said they had experienced dental pain prior to the KMOM clinic visit. This is a rather large reduction in patients with prior pain compared to previous KMOM clinics (50 percent at the previous Garden City KMOM). Among these, almost half experienced pain for less than one week while more than one-third experienced pain for more than 31 days (see Figure 5). This is a reverse compared to several previous KMOM clinics. More adults than children who reported experiencing pain had pain that lasted more than 31 days (25.0 vs. 41.2 percent, respectively).

**Figure 5. Reported Duration of Pain Prior to Clinic Visit
Among Patients Who Reported Pain**



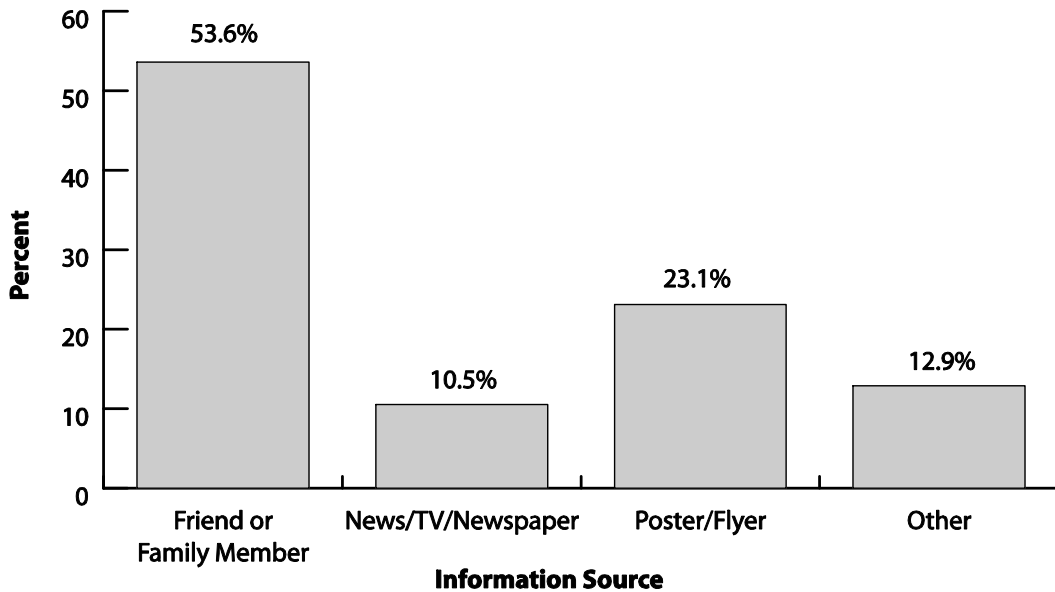
OUTREACH

More patients attended the clinic on Friday (54.6 percent) than Saturday (41.8 percent). A few individuals attended the clinic both days (3.6 percent).

How Patients Heard About Clinic

Clinic patients learned about the clinic from a variety of sources (Figure 6). They reported hearing about it from friends and family (53.6 percent), a poster or flyer (23.1 percent) and the news, TV, or newspaper (10.5 percent). An additional 12.9 percent indicated hearing about the clinic from some other place. Most often listed in this category were health-related businesses (e.g., physicians, dentists, health departments, mental health centers), churches, Web sites, schools and work. The percent of clinic patients learning about the clinic from friends and family has increased this year over the past few years. The percent of patients indicating they heard about the clinic from the news, TV, or newspaper has consistently dropped every year, including a large drop this year from last year (15.2 to 10.5 percent).

Figure 6. How Patients Heard About Clinic



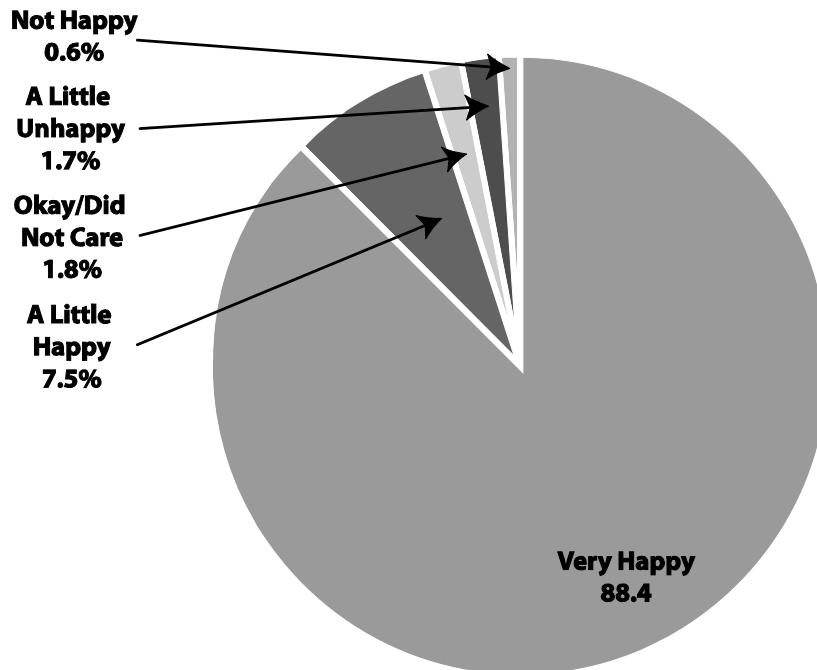
Education at Clinic

Almost sixty percent of those treated at the clinic reported that they received written information about what to do for their teeth following treatment and were shown how to brush/clean their teeth (57.7 percent and 57.1 percent, respectively), slight increases over last year’s KMOM.

Satisfaction With Clinic

The vast majority of patients (95.9 percent) reported that they were “very happy or a little happy” with the services they received (Figure 7). Just over 2 percent reported any dissatisfaction. This is a 5 percentage point increase in the amount of satisfaction compared to the first Garden City KMOM, and a 0.4 percent increase over last year’s KMOM in Topeka. Those who were dissatisfied cited wait times or said they did not receive all the services they wanted. Additionally, patients made comments about people cutting in line, difficult handicap accessibility and frequency of the clinic.

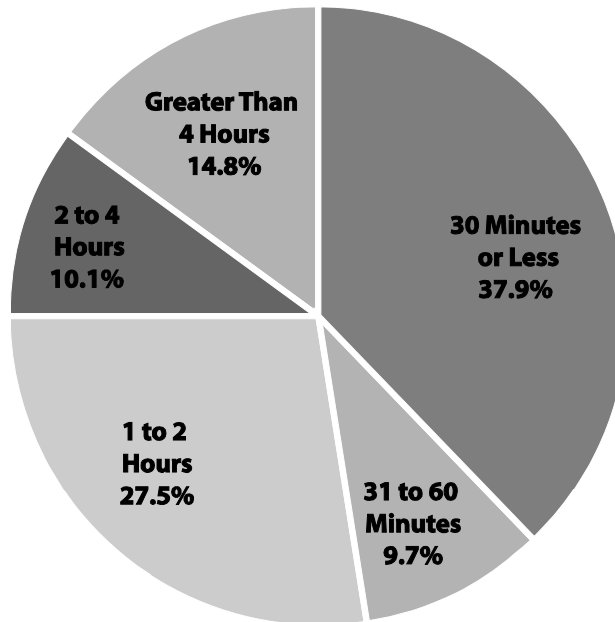
Figure 7. Level of Satisfaction With Clinic



Travel Time/Distance

Similar to the previous Garden City KMOM in 2003, some patients traveled great distances to attend; almost 25 percent traveled more than two hours (see Figure 8). Almost half of the patients (47.6 percent), however, reported having to travel one hour or less to attend the clinic. Additionally, it is noteworthy that 13.9 percent of the patients at this year's clinic had been treated at a previous KMOM clinic, and of these, a third were treated at the first KMOM in Garden City. The percentage of repeat patients from a previous KMOM is growing each year (up from 8.7 percent last year).

Figure 8. Travel Time Required to Attend Clinic



SUMMARY AND CONCLUSIONS

The Garden City KMOM clinic provided dental treatment to a large number of patients, many of whom reported high need for and poor access to dental care. Poor access to dental care was verified by the high level of chronic pain, the small proportion of patients with dental insurance coverage, and the substantial number of patients who had not recently visited a dentist. These findings highlight the need for improved access to quality dental care in Kansas:

- A substantial proportion of patients lacked dental insurance (78.2 percent), and this number appears to remain steady over the past KMOMs. The percent of Hispanics with employment-based dental health insurance has dropped from the 2003 Garden City KMOM (from 16 percent to 8.8 percent).
- Almost 78 percent of KMOM clinic patients had not visited a dentist in the past year, and 45.8 percent had not visited a dentist in over two years. An additional 15.1 percent reported never having visited a dentist prior to the KMOM clinic.

- Almost half of the children at the clinic had not visited a dentist in the past year. Additionally, 24.6 percent had never seen a dentist prior to the KMOM clinic.
- A number of patients experienced pain for more than 30 days, although this proportion appears to be going down.
- Almost half of the patients who required more dental care after the KMOM clinic did not have a place to go to receive the needed follow-up services.
- The percent of clinic patients learning about the clinic from friends and family has increased this year over the past few years. Fewer people are hearing about the clinic from the news, TV, or newspaper.
- This year's findings show that the problem of access to quality dental care in Kansas remains severe, and that for many people free dental clinics like KMOM represent an important way — sometimes the only way — to obtain at least some of the urgent care they need.

APPENDIX A

KANSAS MISSION OF MERCY PATIENT SURVEY

Kansas Mission of Mercy Patient Survey

April 18–19, 2008

Please take a few moments to complete this survey so that we can evaluate how well this clinic is serving the public. This information will be kept confidential and will not be used to identify you or your family.

1. What day did you attend the clinic? (Circle one):

- a.) Friday, April 18th b.) Saturday, April 19th c.) Both days

About what time did you arrive? (for example, 9 a.m.): _____

2. How did you hear about the clinic? (Circle one):

- a.) Friend or family told me
 b.) Saw in the news/TV/paper
 c.) Saw flyer/poster/information. Where did you see it? (write in): _____
 d.) Someplace else (write in): _____

Please mark the boxes in the columns that apply for you and any other family members (your spouse, children, or other relatives) who received services today. Please use an extra form if there are more than 5 people.

	You	Person 2	Person 3	Person 4	Person 5
3. Age					
4. Mark (M) for male or (F) for female					
5. Which race describes you and your family? (Check all that apply)					
a.) African American/Black					
b.) American Indian/Alaska Native					
c.) Asian/Pacific Islander					
d.) White					
6. Are you Hispanic? (Circle yes or no)	Yes / No	Yes / No	Yes / No	Yes / No	Yes / No
7a. Before coming to the clinic today, have you or other family members had dental pain? (Circle yes or no):	Yes / No	Yes / No	Yes / No	Yes / No	Yes / No
7b. If yes, about how many days were you in pain?					
8. Did someone at the clinic show you how to clean your teeth? (Circle yes or no)	Yes / No	Yes / No	Yes / No	Yes / No	Yes / No
9. Were you given <u>written</u> information about what to do for your teeth after today? (Circle yes or no)	Yes / No	Yes / No	Yes / No	Yes / No	Yes / No
10. Were you told today that you needed more dental treatment? (another cavity to be filled, a root canal) (Circle yes or no)	Yes / No	Yes / No	Yes / No	Yes / No	Yes / No
11. Do you have a place to go to be seen for dental care after today? (Circle yes or no)	Yes / No	Yes / No	Yes / No	Yes / No	Yes / No

	<i>You</i>	Person 2	Person 3	Person 4	Person 5
12. What, if any, insurance do you have that pays for dental care? (Check all that apply)					
a.) No insurance					
b.) Insurance from my job or my spouse's job					
c.) HealthWave or Medicaid					
d.) A plan I purchase myself					
e.) Other (write in):					
13. When was the last time you saw a dentist? (Select one)					
a.) This is the first time					
b.) 2 years or more ago					
c.) More than 1 year, but less than 2 years ago					
d.) Within the past year, but more than 6 months ago					
e.) Within the past 6 months, but more than one month ago					
f.) Within the past month / 4 weeks					

14. If you or one of your family has not been to a dentist in more than 6 months, what has kept you from getting dental care? (Check all that apply)

- a.) No insurance (and cannot afford to pay) _____
- b.) No dentist was available where I live _____
- c.) Dentist offered appointment, but I could not take it _____
- d.) Dentist refused to see me (because I could not pay, pay with Medicaid, etc.) _____
- e.) Did not think I needed to go _____
- f.) Do not like receiving dental care _____
- g.) Other reason (write in): _____

15. How long did it take you to travel to the clinic? _____ Hours _____ Minutes

16. What is the name of the closest town or city to where you live? _____

17. What county do you live in? _____

18. Have you been treated at a Kansas Mission of Mercy event before this one?

(circle one) No Yes If yes, where? _____

19. How happy were you with the services you received today? (Circle one)

Not happy ☹ A little unhappy OK/Did not care ☺ A little happy Very happy 😊

Please use the space below to provide any comments or suggestions for improving our services. Thanks!

APPENDIX B
COMMENTS FROM PATIENT SURVEY

1. All of the people were very nice and helpful. They were working very hard to keep a steady flow time wise—very entertaining—they all need to be commended for their services.
2. All of the waiting I did (7 1/2 hrs) including drive time was so well worth it. The only thing I would suggest is working something out for people going ahead of other people in line.
3. All the Drs were very friendly and let me know exactly what they were doing. It was great!
4. All the volunteers were very helpful & friendly. For future reference the program could be made more handicap accessible. The 1st night being able to go inside made it so much better. 2nd morning being outside was very difficult!
5. Anyone with a young child should be given quicker treatment. Also, the music and microphone for when they are talking can be a little loud/harsh. When it's so early some kids need to have less startling noises. Everyone was very friendly.
6. Appreciate all the effort.
7. Awesome experience.
8. Awesome program.
9. Be able to have more than one service provided after waiting in line all day. Have wheelchairs available for people!
10. Because I came to get my wisdom teeth pulled and they didn't let me cause they was not out for them to do it but I was here since 10pm last nite for all this. But I did get cleaning done.
11. Being handicapped all the walking & standing & cold was hard! I was very happy not to be out doors, if it had been I could not have braved the elements, cold & rain do not mix with all the joint replacements, fibral myalgia & arthritis.
12. Better advertisement.
13. Cold outside but very helpful & heart warming staff thank you.
14. Dr. X & his nurse were really great Thank you guys.
15. Did a great job, better then I expected.
16. Did not like long lines, but volunteers were wonderful.
17. Didn't receive rest of service. Had an extraction & not wanting to do my filling.
18. Didn't want to start all over for filling.
19. Doing a service like this is such a grand spectacle of care and devotion for your fellow man.
20. Dr X was probably the best dentist I've ever had do work (from Emporia) on my teeth. Thanks Dr. X.
21. Dr done it very professional work.
22. Everybody did a great job!! Thank you so much!
23. Everybody was great and kind. Keep up your caring work.
24. Everybody was great! Very patient and polite.
25. Everybody was very nice and the people that seen me really seemed to care about me and what they were doing!
26. Everyone dentist & volunteers everyone nice and friendly. Thanks for fixing my teeth.
27. Everyone here is very pleasant and very helpful. Thanks to all for your help God Bless.
28. Everyone was great & nice.
29. Everyone was great to me and my son.
30. Everyone was so friendly and my pain is gone thanks a lot.
31. Everyone was very nice, good breakfast, water, very helpful on teeth cleaning, very good volunteers!
32. Everyone was very courteous, friendly, and helpful.
33. Everyone was very friendly and it made the wait worth while.
34. Everyone was very helpful & very nice the Dr was excellent Thank everyone, God Bless.
35. Everyone was very kind.
36. Everyone was very nice & helpful even after being here all day! Thanks!
37. Everyone was very polite and very easy going. I was very pleased with everything.
38. Everyone was wonderful, so nice!
39. Everything is fine.
40. Everything is very good.
41. Everything was excellent for my visit today.
42. Everything was good.
43. Everything was just fine.

44. Everything was pretty good!
45. Everything was so good. Thank you so much. Hope you come again.
46. Everything was wonderful. The entertainment and service was wonderful. Thank you so much to everyone involved of such a wonderful thing.
47. Excellent.
48. Excellent.
49. Excellent service, thank you.
50. EXCELLENT SERVICE, Thank you!
51. Fine.
52. Fine.
53. First of all I like to thank everyone here today. I was so happy with the service it was all great. The dentist was so helpful. I love this caring, thank you all!
54. Give thanks to this organization for the help they provide
55. God Bless You!
56. God Bless You, Thank You!
57. God Bless you, this was good visit and God will Bless all that participated.
58. Good and helpful for low income citizens.
59. Good job.
60. Good job.
61. Good job.
62. Good job.
63. Good job and God Bless you!
64. Good opportunity for people to get teeth fixed.
65. Grateful for your services.
66. Great Dentist!
67. Great experience. Thanks for the help.
68. Great job.
69. Great job.
70. Great job thank you very much!
71. Great people.
72. Great service. Outstanding people there.
73. Great service, nice people, thank you for helping us.
74. Great service I appreciate it very much.
75. Great thanks.
76. Great work. Keep it up. May God bless you.
77. Great, thank you.
78. Dr. X was cool!
79. Happy w/everything.
80. Happy. Wrong about exactly what needed. Will be back tomorrow.
81. Have lots to say, forgive me, had all uppers & 4 lower pulled. I just need to go now. Great thing you do, well done.
82. He was very good with me & very nice
83. Helpful very special for me.
84. Holistically this is a service program that is worthy of copying by other states. The service was surprisingly very fast, warm, friendly and informative. The entire staff very friendly.
85. Hope you come back again I will look forward to coming back.
86. I am grateful. Thank you.
87. I am happy and would like to say thank you all for doing these services. I'm very grateful to everyone. Thanks, God Bless You!
88. I am pleased that they have this, because it is very helpful to people.
89. I am very glad that people take time and use their profession to care & help those who can't afford or have nowhere to turn.
90. I am very pleased with the service received from the clinic. Every volunteer was very kind and generous. Thank you much.
91. I am very thankful you guys treated me very good. Thanks a lot. God bless you guys.

92. I believe there is too many people requesting services and the clinic should provide more days of services.
93. I believe they done a good job.
94. I came in today thinking I needed a wisdom tooth pulled. The dentists informed me that it can't be done today but that it is important to have done in the near future. I did get my teeth cleaned for the 1st time in 3 years. Thank you so very much.
95. I can't thank you enough for what you have done for me today. May God Bless You ALL!
96. I enjoyed everything. Thank you!
97. "I give you thanks to the doctors for the help and I will visit you soon, and in the near future continue your program. That's about it.
98. I got a dental hygenist that I really enjoyed.
99. I got good care!
100. I greatly like the use of numbers know for the starting waiting line. The end treatment seems to me to be a little out of the first come first serve basis. I know that painful patients can be special, but thought I'd at least let you know about that.
101. I had a very good experience.
102. I hadn't been to see a dentist in about 10 years. They tried to make the cleaning painless as possible. I appreciated that.
103. I liked it because everyone was really nice and got the job done faster than a dentist office.
104. I liked that there is actually people that care enough to help all of these people. There is a song by Nickleback "if everyone cared" well this is a wonderful example of people caring. I wish I could have had gotten my fillings done though. But thank you.
105. I liked the dentist a lot, it didn't hurt.
106. I liked the way they treat everybody people were real good. God Bless You All!
107. I liked this place.
108. I like the way I was treated, thank you.
109. I lost my number. I think a child took it. Maybe you can put the #s on the paper for backup when lost.
110. I see a good job for everybody. Thanks to every person helping here. Appreciate what you are doing. Thanks.
111. I thank you all so very much and love ya too!!!
112. I think everything was perfect.
113. I think everything went smooth.
114. I think it was very thoughtful and gracious no suggestions ==-)
115. I think it went well.
116. I think that this service is one of the best things that could happen for a limited income family.
117. I think they did a good job.
118. I think this event and the people involved with it are a blessing to the people here, many of whom have nowhere else to turn. Thank to you all.
119. I think this is a great program. It sure does help a lot of people.
120. I think this is a great service because dental care is so important, but very expensive even w/insurance! Thank You! Thank You! Thank You!
121. I think this is a very good clinic thank you very much
122. I think this was an excellent thing for them to be doing. Dental care is a luxury and so hard to come by. This was a very greatly appreciated thing they are doing.
123. I think what you all are doing is wonderful!
124. I thought it would hurt worse than it did. And it didn't take as long as I suspected.
125. I want to thank everyone for their time and the kindness that everyone was.
126. I want to thank everyone that gave up their free time to take care of my teeth, THANK YOU!
127. I was glad to get this done, and the Dr was very nice and did a good job. Thanks Dr. X.
128. I was happy it was pulled out, and feels better.
129. I was happy with my dentist but not happy with my daughters.
130. I was hoping that I could receive a root canal surgery & caps but I wasn't able to do so. I wish the person who I spoke on the phone with could tell me I called a long time ago, like a month before I came here. It took 6 hrs to come.
131. I was impressed with the whole staff. They were very kind and did an excellent job. I will recommend the clinic.

132. I was treated with great passion, Great Job!
133. I was unable to get fillings after 6 hrs of waiting.
134. I was very impressed.
135. I wish I could get my cleaning done in my 1st time also.
136. I wish to thank everyone involved.
137. I wish you all would've been able to do denture plates.
138. I would just like to give thanks to all the volunteers today. Everyone was so polite and made me feel very comfortable. Thank you all!
139. I wouldn't change anything. They were the best.
140. If you need volunteers please call me.
141. I'm glad you had this clinic, wish you could do it more often.
142. I'm happy with the work that was done. I thank all those people who were working.
143. I'm very happy for the services that I got today. Thanks and God Bless!
144. I'm really glad about your job and I thank you very much.
145. I'm really glad you came to Garden City today everybody here today really thanks you & we appreciate what you are doing!
146. I'm very grateful for coming here today and bless with love and kindness from everyone was just beautiful, it just made the pain more bearable.
147. I'm very grateful for what you all are doing. Thank you.
148. I'm very thankful for everyone who helped today. Thank you.
149. I'm very thankful for everything that was done to my teeth.
150. In the name of Jesus—very happy.
151. It is a good thing.
152. It is great that you all do this. God bless you all.
153. It is great what you guys do, thank you.
154. It was a first time experience and I liked-loved a lot. I will continue to keep coming to these services. Thank you.
155. It was a great experience. This was my 1st time. All the volunteers were helpful and professional. The wait was long but that was to be expected. Overall it was great!
156. It was a long day. It would help if we could speed it up.
157. It was fine. Thanks.
158. It was good & I liked it. Thank you.
159. It was great. Keep doing a great job!
160. It was my 1st time so I can't say nothing but good for them.
161. It was ok.
162. It was okay.
163. It was very good because it was a quick process.
164. It was very good services.
165. It was very nice to have in KS.
166. It was very well organized. Things moved quickly. The people were very friendly & explained everything well.
167. It was well organized.
168. It went very good for me. I was very happy.
169. It would be nice if you could provide wheelchairs for those of us who are not able to walk so much.
170. It's a great opportunity for people to get dental service that has no insurance. Thank you.
171. It's ok!
172. Just say thank you very much.
173. Keep doing this it helps a lot, thank you.
174. Liked the work. Will try to come next time.
175. X was very concerned. Everyone was very nice & helpful.
176. Majority of the staff was patient & knowledgeable.
177. Maybe better instructions for parking and early morning times and check ins. Thanks to all the volunteers.
178. Mission of Mercy is a terrific program and all of the people working were friendly.
179. More dentists would allow quicker services.
180. Much thanks.

181. My dentist was great.
182. My dentist went up & beyond just giving free care. They were great. My daughter in Pedro didn't have as good experience. Dentist didn't talk to her & she was scared.
183. My fiancé had 6 teeth pulled yesterday & came back to get 7 cavities to fill today, so I do not exactly know what they told him. I think that KMOM is a great organization. Everyone here has been extremely nice and helpful in all aspects.
184. My husband needs 8 teeth pulled badly. He is a heart patient. He was not informed that he needed to stay off his blood thinner for at least 4 days. So he was not able to get help. I need a filling but they stopped already.
185. Need activities to keep smaller kids entertained.
186. Need more advertising. Need to help elderly people w/dentures. Overall pleased.
187. No comments, simply did a good job.
188. No teeth left.
189. None you did great thank you very much!
190. Not happy had to go thru line twice. Happy with the work that was done.
191. Numbers from the moment we lined up, so there is less line jumping outside.
192. Ok.
193. Okay. All of you guys are great!
194. Only thank you.
195. People were very friendly & helpful.
196. Dr. X dentist was very nice to me and would like to see him again here.
197. Please come back! I love you all.
198. Please stop people from cutting in line. I was the 55th person in line & by the time the doors open I was 135. Thank you.
199. Really good. I liked it very much.
200. Rough handle—Not Numb!!!!
201. Scared to death but very glad to have done it.
202. Should be coming at least twice a year. Would be great, it would really help us all. I was happy we all were treated very fair and was great.
203. Showed me a lot about cleaning
204. Some of the workers were talking about having hangovers while working on patients.
205. Speaks No English-German.
206. X was the best. Very, very pleased. God bless you all. THANKS for all you do!
207. Stopped doing fillings too early today—everyone very nice, very helpful.
208. Thank you for all of you guys. I had a good time and have clean teeth. Thanks to you people.
209. Thank you very much. You all are very kind for all these services. Once again thank you, and God bless!
210. Thank you! Thank you! I could not get this taken care of without your services! Thank you!
211. Thank all the dentists for their time.
212. Thank for the work that was done.
213. Thank Dr. X.
214. Thanks, this is a very good thing for people w/no insurance.
215. Thank you.
216. Thank you.
217. Thank you.
218. Thank you.
219. Thank you.
220. Thank you.
221. Thank you.
222. Thank you.
223. Thank you.
224. Thank you
225. Thank you a lot
226. Thank you a lot for having this dental KMOM project. It's nice to have this. The dentist did a good job.
227. Thank you all so much!! You are all angels.

228. Thank you and for the good tips.
229. Thank you especially for the meds.
230. Thank you for all that you have done today for me.
231. Thank you all for this wonderful job each and every one of you does. It really makes a difference.
232. Thank you for caring.
233. Thank you for cleaning my teeth and my family's teeth.
234. Thank you for doing everything that I needed this day! God bless you! Thank you!
235. Thank you for fixing my cavity.
236. Thank you for taking the pain away.
237. Thank you for taking your time and doing this!!
238. Thank you for the free service.
239. Thank you for working on my teeth.
240. Thank you for your services.
241. Thank you for your time and service.
242. Thank you for your time, I appreciated it.
243. Thank you —great job guys!!
244. Thank you much.
245. Thank you so much.
246. Thank you so much.
247. Thank you so much!
248. Thank you so much.
249. Thank you to all who gave their time for this good cause.
250. Thank you to the people who worked on me.
251. Thank you very much.
252. Thank you very much.
253. Thank you very much.
254. Thank you very much.
255. Thank you very much.
256. Thank you very much.
257. Thank you very much.
258. Thank you very much.
259. Thank you very much.
260. Thank you very much & everyone was nice & wonderful.
261. Thank you very much. Everyone was very nice.
262. Thank you very much for doing this for me. I was very self-conscious about my smile, and now I can smile and not worry about what people think.
263. Thank you very much for your help.
264. Thank you very much. God bless you!
265. Thank you very much. The service was great!
266. Thank you very much!
267. Thank you very much!! Wish it was more often.
268. Thank you very much!!!
269. Thank you very, very, very much Mission of Mercy!
270. Thank you!
271. Thank you!
272. Thank you!
273. Thank you!
274. Thank you! Will be asking to volunteer next time.
275. Thank you for everything.
276. Thanks.
277. Thanks.
278. Thanks.
279. Thanks for the dental work, I think what you guys are doing is a great thing for the community.
280. Thanks for what you have done.
281. Thanks. Good job.
282. Thanks to all!

283. Thanks to KMOM for this good service, especially to doctors and nurses.
284. Thanks to the ppl who helped w/this & to make this possible.
285. Thanks!
286. The Dental Assistants were really kind, polite; they were explanatory from detail to detail. I'm really proud of them. Good jobs ladies!
287. The dentist was very friendly and professional. Best dental visit I have ever had. Thank you so much for the wonderful work you have done for so many people.
288. The Dr that took care of me was very sure to check often that I was ok.
289. The Dr was good and nice to me. Thank you.
290. The Drs were great, their work was excellent.
291. The help was really well; this should be provided more often.
292. The people were great.
293. The people were wonderful and helped me learn how to take care of my teeth!
294. The people who volunteered were great, however, numbers should be given as people arrive before opening.
295. The service mercy gave to the people was a good opportunity for those who needed work to their teeth! Everyone who worked for mercy are really nice and willing to help one another.
296. The service was a God send. Been trying to get this done for years. People were fabulous. X did my fillings. Took hours, he was great!
297. The service was wonderful and hope you can help many, many others. Thank a lot.
298. The things you do are AMAZING! Thank you so much. God Bless!
299. The volunteers were wonderful and cheerful and made the experience better.
300. The wait was really long.
301. There was a lot of sitting and waiting, but once you were seen things were handled quickly & efficiently.
302. They are good.
303. They did good.
304. They did not tell me about some of the procedure.
305. They done a good job on my teeth.
306. They took out my teeth fast.
307. They were very helpful and friendly service.
308. They were very nice.
309. This is a good thing that you are doing for the community. Thank you so much.
310. This is an awesome service. Thank you very much.
311. This is awesome! Thanks guys.
312. This is good for people who cannot afford to have work done on their teeth. Thank you very much.
313. This is wonderful. Gave me back my smile.
314. This service is greatly appreciated by many who can't afford dental service, GOD BLESS YOU ALL!
315. This was a very nice gesture for people who don't have the money for dental care. I liked it very much. And my dad also.
316. This was better than the last time I went to a clinic.
317. This was very good experience. I am so glad they offer this service. Thank you so very much!
318. Three of my children were treated and all 3 were hurt by their dentist. All 3 cried during their service like it really hurt.
319. Very good.
320. Very good.
321. Very good.
322. Very good Drs.
323. Very good God Bless you all!
324. Very good keep it up.
325. Very good program, keep up the good work.
326. Very good service.
327. Very good service very polite and fast service.
328. Very grateful—means a lot.
329. Very happy for the help nice people—do the best they can.

330. Very happy that my front tooth was fixed! I was becoming very self conscious about it! So thanks to everyone!!
331. Very nice people but painful.
332. Very nice people. Helpful.
333. Very nice work. Thank you!
334. Very organized & pleasant people.
335. Very polite & smiles are great thank you much.
336. Very quick to pull teeth like that. No pain at all. Thank you.
337. Very satisfied with the dental care, and very friendly workers, also doctors and volunteers.
338. Very thankful for the hard work you do for community and hope you continue. Thank you
339. Very thankful. Very good.
340. Very thankful!
341. Very Thankful. This is a great organization, thanks.
342. Very, very good and quick service.
343. Very well organized. Wonderful event very needed. Great volunteers. Thanks, Thanks, Thanks Thanks!!!
344. Very wonderful experience! Great job to all.
345. Wait time & scare was good.
346. Was not told before extraction that they could not fill teeth, was told that both could be done.
347. Was told I have to start over for other services.
348. We had good treatment. It was better than others. Thanks!
349. We sincerely appreciate the through, professional service all of you rendered to us. It was done in a kind, personal way. You are angels of mercy!
350. We thank you guys for caring for our needs. Thank you for everything.
351. Web page needs to be updated to accurately inform about the lack of full range options/treatments available for each clinic. Overnight (from 12am–on) for prevention of line jumpers.
352. Well organized, I was finished quickly, thank you to the dentist that worked on me.
353. Went very good. Grateful for the services provided.
354. Who is really happy (haha) I was very impressed w/the work! Thank you!
355. Wife needed fillings and weren't doing fillings.
356. Wonderful.
357. Wonderful all the way thru.
358. Wonderful! God bless all of you. Best gift I could get.
359. Work was very much appreciated. Much help!!!
360. You all are great and keep up the good work. You all help out a lot of people.
361. You all are great!
362. You all are so awesome! I had a tooth missing on my denture plate and kinda skeptical if it could be fixed here, and you did with open arms! Thank you so very much, may God bless you all!!
363. You all did a great job. Very friendly. Thanks so much. It was more than worth the drive across the state.
364. You all did a wonderful job. Thank you & God bless.
365. You all did an excellent job.
366. You are a God send. Thank you so much.
367. You are doing a great job at helping people. THANKS.
368. You are doing a great service to the community, thank you very much.
369. You do very good.
370. You girls did really good cleaning my teeth. THANKS.
371. You guys are wonderful. God bless.
372. You guys do a great job.
373. You people are very friendly and kind, like to come again.
374. You're doing an excellent service to the community, especially to many people like me that don't have insurance. So thanks for what you're doing.
375. Your work was good, well organized. I'm happy I came. Thank you.