



Your COMMUNITY HEALTH CONNECTION

A Newsletter of Community Health Connect

2007 Annual Report
Spring 2008

Dear Friends of Community Health Connect,

2007 brought many changes to Community Health Connect, but we continue to provide the same quality care and services for which we have been known. The number of clients we serve continues to grow, and the number of appointments we schedule with specialists continues to increase. With help from our AmeriCorps members and staff we are able to serve many people in our local community as our programs expand to better serve our clients.

To help ensure that our dental clients are learning best practices for healthy oral care we started an oral health education class that they are required to take before going to the dentist. The class touches on many aspects of oral health that we believe are important for individuals, parents, and children. Patients leave the class more committed to good oral health habits and prepared to take care of their mouths and teeth.

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We began providing outreach services to migrant seasonal farm workers in May of 2007. The goal of the outreach is to let the farm workers know about health resources that are available to them throughout the community, providing additional services for them wherever possible. We are excited to continue this program in 2008 and reach out to the many migrant workers in our community who lack access to healthcare.

We have increased the capacity and involvement in Dia de Salud, the once monthly now weekly health forum that promotes healthy living among Hispanics through cooking classes, lectures on health topics, yoga classes, and more. We continue to provide dental and medical specialty care services as the basis of our organization, and still help patients get connected to other existing resources in the community.

Nearly ten years ago Community Health Connect started with a grant from the Robert Wood Johnson Foundation (RWJF). Since then, the foundation has funded CHC for two different start-up programs, and has helped us garner much-needed support from local funding partners through their matching grants foundation. In July the start-up funding for our dental program came to an end. We learned much from the partnership with Local Initiative Funding Partners (The RWJF national program office through which our grant was funded). We have looked to other local funding sources to compensate for the loss of revenue, and continue to work towards sustainable funding streams through private foundation grants, contracts, and local hospitals.

We continue to make new friends and partners in the community and our list of volunteers continues to grow with the growing need in the community for access to healthcare. We are grateful to the friends, collaborators, and committed volunteers who have worked hard to make our program successful over the past several years. As we continue to provide specialty medical and dental care to uninsured Utah County residents we acknowledge the amazing work and dedication of our volunteer healthcare providers, volunteer interpreters, and the many other volunteers whose donations of time, money, and services change lives daily.

Best Regards,

Starr Stratford
Executive Director

Lynn Hudgens
Board President

Tears of Gratitude



Martha Mantilla and Care Coordinator Jorgen Goodman

Martha Mantilla had been suffering from Carpal Tunnel Syndrome (CTS) in her right hand for years. She had tried rest and physical therapy, but without respite. Her last hope to relieve pain and enable full movement in her hands was surgery. But Martha was worried about having surgery for two reasons, she didn't think she could afford it, and in addition, she had surgery for CTS on her left hand five years ago in her native country of Peru and was unable to use that hand for six months while she recuperated. Martha's current job requires that she use both hands daily at work. Though work was painful now

with the CTS, she could not afford to miss work for six months because of surgery.

Martha came to Community Health Connect (CHC) and was sent to a plastic and reconstructive surgeon Dr. Mark Sanderson at Central Utah Clinic. He assured Martha that he could do the surgery free of charge and that her recovery time would be minimal—allowing her to return to work within a couple of weeks. Martha was thrilled.

The surgery went well. Only a small incision was necessary, allowing for little scarring. Martha came in to the CHC offices less

than a week after the surgery. She broke down in tears of gratitude for the kindness shown from all the medical providers involved. She felt little pain and was able to move her hand almost to its full extent!

Martha still cannot believe how wonderful everyone has been to her. She is especially grateful for the services rendered by Dr Sanderson. "Thanks, always thanks to all you good people. We feel your enormous spirit of charity and love towards your fellowman. Thanks to Doctor Sanderson, without whom this marvelous work and service towards us would not have been possible."

Volunteer Provider Network

Volunteer Interpreters

CHC volunteer interpreters on average donate **2 hours** of their time for each appointment for which they volunteer. In addition to their time, they drive an average of **18 miles** to appointments without reimbursement, collectively saving CHC roughly **\$2,000** during 2007 in gas costs alone. These volunteers provide a great service to our clients and facilitate the delivery of great care from our volunteer providers.

Patients Served: 459

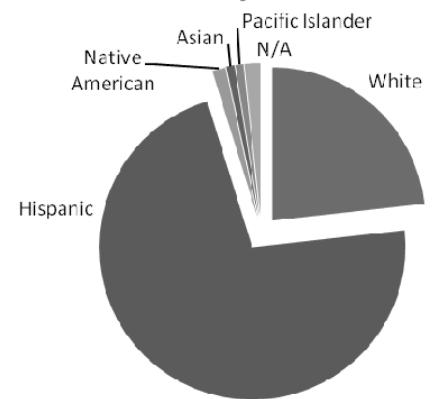
Appointments: 1430

Value of Donated Services: over \$806,591

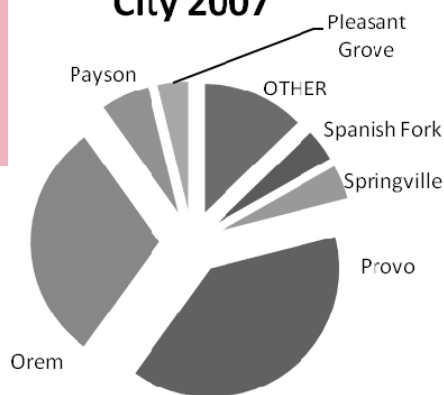
Volunteer Providers: 287

Interpreter Volunteer Hours: 1300

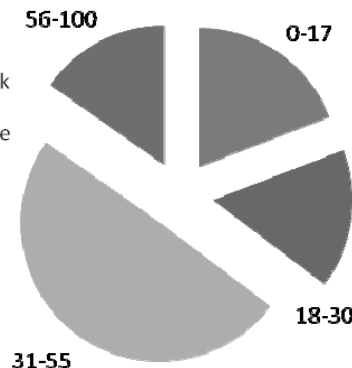
Ethnicity 2007



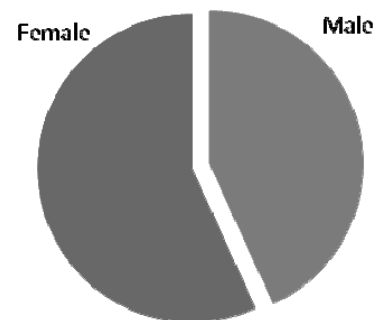
City 2007



Age 2007



Gender 2007



Program Outreach Services

Migrant Seasonal Farmworker Outreach

We run an outreach program where we provide information and support for Migrant Farmworkers in need of medical care. We help them get connected to very low-cost primary medical and dental care and also connect them to specialty services as needed. In addition we help distribute health education information to this population. During 2007 we had 230 farmworker contacts, and 29 farm contacts.

Dia de Salud

We run a weekly health forum at the local Hispanic outreach center. Weekly we provide blood glucose, blood pressure, and vision screenings to Hispanic attendees of the health forum. We also provide one-on-one mentoring

and assistance in disease control and management. In addition we have presentations on various health issues, cooking classes, and physical activities. During 2007 we served over 210 Hispanics at Dia de Salud, and had 63 volunteers help coordinate these activities.

Health Fairs

We regularly attend local health fairs to provide information on healthcare resources as well as specific information on oral health, diabetes, and other health-related topics. During 2007 we attended 18 health fairs and organized a "Cover the Uninsured" health fair for Utah County residents where we served over 300 people by providing health information and resources as well as screenings, physicals, and immunizations.

Title I School Oral Health Program

In conjunction with several other agencies and organizations we visit Title I schools two times a year to give an oral health presentation, apply fluoride varnish to children (with parental permission), and give all the kids in the school a kit including a toothbrush, toothpaste, and floss. During the fall of 2007, approximately 3,197 applications of fluoride were provided to Utah County children. Over 8,000 children attended the oral health education program.

Walking Strong Native American Community Coalition

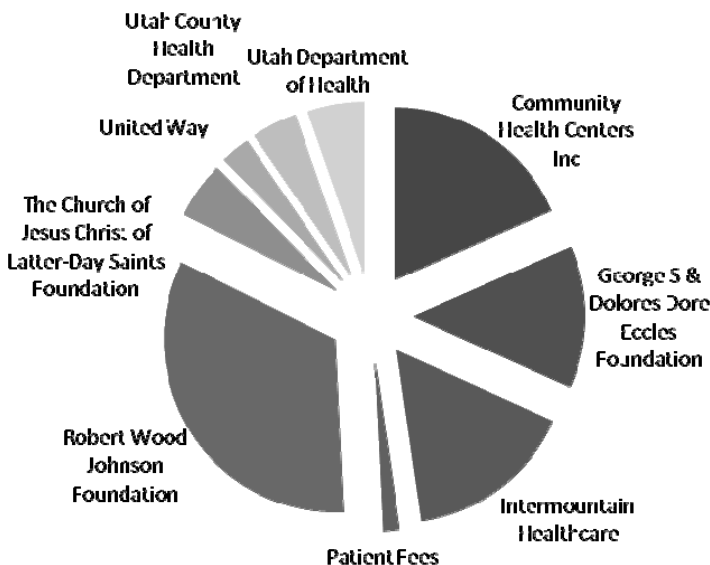
We support a diabetes initiative for Native American's through this community coalition with support, awareness, education, and activities.



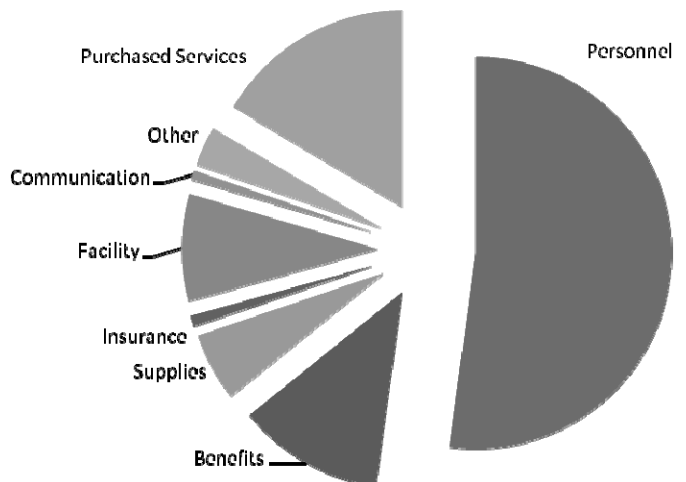
Mr. Happy Tooth teaches kids the importance of brushing and flossing daily at a Title I School Oral Health Program

Financial Information

2007 Revenues



2007 Expenses



Volunteer Provider Network

The generosity of the providers in our Volunteer Provider Network never ceases to amaze me. Every year they touch the lives of so many underserved residents of our community. With consultations, and surgeries, complicated procedures, and sometimes just a comforting word—their service will never be forgotten.

— Starr Stratford
CHC Executive Director

Abolnik, Igor	Carver, JA	Greenwood, Brandon	Lunceford, Troy
Abrams, Michael	Chamberlain, Darren	Greenwood, Dale	Marshall, Kent
Adam, Mitchell	Christiansen, David	Groves, Jeff	Maturlo, Sue
Adams, Linda	Clark, Albert	Gurau, Izabella	McAllister, Bruce
Ahlstrom, Nancy	Clark, Rob	Hadfield, Randy	McArthur, R. Ned
Allen, Douglas	Clegg, Jared	Haggard, Joe	McBee, William
Allen, Jason	Clemence, Kimberly	Hammond, Terry	Miller, Nate
Allen, Jeffery	Colledge, Alan	Hammoud, Ahmad	Monson, Jedediah
Allen, Marv	Collins, William	Hansen, Clarene	Mortensen, Brett
Alsolaiman, Mohammad	Cook, Craig	Harris, Michael	Nance, David
Anderson, Jim	Corniea, Robert	Hemmert, Wynn	Nelson, Devon
Anderson, Kirk	Cragun, David	Hendrickson, Heath	Nelson, Duane
Asay, Ronald	Crawford, Gary	Heras, Heidi	Nelson, Michael
Ashby, Clark	Crawford, J Chris	Hill, Jarel	Nguyen, Thu
Ashman, Tyler	Curzon, Sean	Hill, Von	Nielson, Paul
Bacon, William	Dahl, Charles	Howell, Bruce	Nilson, Jay
Badger, Rodney	Dana, Craig	Huddleston, Jason	Nobuhara, A.
Baily, Ernest	Davis, Brett	Hwang, Chun	Olsen, Richard
Banks, Alan	Dewey, Steve	Jackson, Richard	Olson, Paul
Barry, David	Dickinson, Tom	Jackson, Robert	Orrock, Thomas
Barry, James	Dodge, Donald	Jackson, Scott	Ostheller, Joseph
Biesenger, Chris	Donaldson, Mark	Jenson, Kraig K.	Park, David
Bingham, Scott	Duros, Peter	Johnson, Brett	Parker, E. William
Blair, T.J.	Edmunds, Frank	Johnson, Curtis	Parkinson, Richard
Blume, Dennis	Edwards, Byron	Johnson, Jeff	Patterson, Alan
Bodily, Kurt	Elliott, Betty Ann	Jolley, Chris	Payne, Glenn
Bonny, James	Ence, Kelly	Jones, Ryan N	Peterson, S. Ray
Bott, J. Cordell	Faux, Robert	Karnam, Umapasanna	Platt, McKay
Boyack, Mark	Fonsesca, Walstir	Koo, Jason	Radle, Nancy
Bradshaw, Brian	Francis, Paul	Kronmiller, Patrick	Rasmussen, Richard
Breyer, Wendy	Frischknecht, John	Lamoreaux, James	Rees, Scott
Bristow, Dean	Gardiner, Bart	Larsen, Mitch	Rees, Stehphen
Bromley, Richard	Gardner, Thomas	Layton, Brent	Reichman, Howard
Brown, Mark	Gee, Joseph	LeRoy, Bill	Reilly, Mark
Brown, Rick	Gibb, Randal	Lieshman, Richard	Reynolds, Christopher
Bucur, Sylvania	Gifford, Don	Lind, Brent	Richards, Ryan
Call, Richard	Gledhill, Kent	Ling, Yun	Richey, Joseph
Callahan, Michael	Gomez, Kelly	Linton, Christina	Ritchie, Paul
Carter, Eric	Green, Stan	Lorscheider, Michael	Robins, Kipp

Volunteer Provider Network Continued

Robinson, Paul	Stewart, Charles	Wright, Dalton	American Fork Hospital
Rogers, Thomas	Stone, Richard	Yeates, Henry	Orem Community Hospital
Rosvall, L. Craig	Taylor, Micheal	<u>Dental Labs</u>	Intermountain Home-care
Sanders, Mark	Thorpe, Brett	Alpine Dental Lab	Lenscrafters
Sanderson, Mark	Tittensor, Jennifer	Ameritech Dental Lab	Pediatric Anesthesia
Schiffman, Quinn	Tudor, Brian	Hafen Dental Lab	Primary Children's Hospital
Schmelzer, Dr.	Udodong, Ekaete	Hallam's Denture Lab	American Fork Surgical Center
Sellers, Terry	Valadez, Scott	Lakview Dental Lab	Central Utah Surgical Center
Sims, Sharon	Waldron, David	Stardent Lab	University of Utah-Parkway clinic
Sires, Mazen	Walker, Jerry	Webb Dental Design	Utah Valley Regional Medical Center
Smith, Andrea	Wallentine, Steve	<u>Other</u>	Mt West Anesthesia
Smith, Doug	Watabe, Bryan	American Fork Hospital	Utah College of Dental Hygiene
Smith, Greg	Watkins, Joseph	Central Utah Clinic	UVSC, College of Dental Hygiene
Smith, Jeff	Watters, David	Intermountain Vein Center	
Smith, Ronald	Watts, David	Lone Peak Anesthesia	
Soisson, Andrew Patrick	Weenig, Karl	Gappmayer Family Clinic	
Somasundaram, Porur	Wells, John	Mountain View Hospital	
Sorensen, David	Whittaker, Lisa		
Soutas, M. Kelly	Wiest, Gary B.		
Staheli, John	Wolsey, Brian		
Stephanz, Gerald	Wright, Bryan		

Provider Spotlight: Kelly Ence, MD & Randall Gibb, MD

Doctors Kelly Ence and Randal Gibb, Central Utah Clinic Otolaryngologists, have been providing for the low income, uninsured residents of Utah County through Community Health Connect's Volunteer Provider Network for over six years. They are both located at the Payson office most of the week, but also see patients in Orem once a week.

Dr. Ence graduated from St. Louis University's School of Medicine in 1985. He has been practicing in Utah County for 18 years now. Dr. Ence's undying love for service in the community helps him keep perspective of what really matters

in life. "All of us who have been blessed to be able to work and serve should give back."

Dr. Gibb attended medical school at the University of Utah, graduating in 1974. He has been practicing in Utah County for 25 years. Dr. Gibb has always believed that "all members of our community contribute to its being a wonderful place to live. I am glad to give something back." He has definitely given much back to our wonderful community.

Together they have donated over 200 appointments valued at over \$50,000, just through Community Health Connect alone. This is

incredible! They both feel that it is important to give back to the community as much as they can.

Among CHC care coordinators these doctors are known for their thorough patient care and never ending dedication to patient health, sometimes seeing patients for several years to address ongoing needs.

The need for medical providers like these two wonderful examples is ever growing. We thank them for their tireless efforts. Thanks Dr. Ence and Dr. Gibb.



Kelly Ence, MD & Randal Gibb, MD

THANK YOU Dr.'s Ence and Gibb!

Beyond Give Kids A Smile



Dr. Ashman and Perrero work on Jesus.

Jesus' mom says he loves to play, never sits still, and is a little mischievous just like any other seven year old boy. The Office Manager at Ashman Dental Group, Chelsea, tells a different story about Jesus. "He is so quiet and sweet; when he comes back he sits still and lets the dentist get the work done." Chelsea is so glad when Jesus comes for his appointment. "It feels so good to know we are helping such a sweet family. Jesus' mom was very concerned, but is now calm; you can tell she is relieved to see her son getting the help he needs." Jesus is secretly afraid of the dentist, but hides it well. He wants his work done so that the other kids at school will

stop making fun of his smile and decayed teeth. He proudly stated, "Now I can smile big and chew better!"

Jesus has already been in for three appointments with Dr. Ashman and Dr. Perrero, but he still has two or three appointments to go. His donated treatments will total over \$3000. Dr. Ashman just recently started volunteering with Community Health Connect and is really glad he did. He has a genuine concern for individuals in this community. He said, "Some people don't realize the need that exists in our community. I'm sure Jesus is not the only one in need; there are numerous children with-

out the means to get help and in need of care right here in Utah County."

Jesus was identified by his concerned school teacher for the Give Kids a Smile event. He showed up to the event, the dentist was able to do a little work, and he got some prophylactic treatment from the dental hygienists. Although he was off to a good start, the work that Jesus needed was beyond the scope of treatment that could be performed that day. Community Health Connect was able to step in and connect Jesus with some great dentists. Big thanks go to The Ashman Dental Group!

Support Community Health Connect

Community Health Connect is a nonprofit organization that depends upon the support of many people who have contributed both their time and financial resources.

Yes, I would like to support Community Health Connect

- I am a medical or dental care provider and would like more information about joining Community Health Connect's Volunteer Provider Network.
- I would like to make a tax-deductible donation to Community Health Connect. Enclosed is my donation of \$_____.
- I would like to help with fundraising, public relations, or another area. Please contact me.

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone Number: _____

Email Address: _____

Please return form to:

Community Health Connect
 250 West Center Street Ste. 111
 Provo, UT 84601

Volunteer of the Quarter: Danny Masters

Danny is from Sandy, UT and currently a Junior studying Business at BYU as a Pre-Dental Student. He plans to take the DAT this summer and enter dental school in the fall of 2009.

He has been volunteering with Community Health Connect for about one year. He has done much for CHC, including interpreting at appointments, helping around the office, and was one of our key volunteers in helping plan

our Annual Cover the Uninsured Health Fair in May. The thing he likes most about volunteering with CHC is being able to speak with people in Spanish and seeing all that goes into putting on the Health Fair.

"Danny has been Great! He did an outstanding job in preparing for the health fair," said Starr Stratford, CHC Director. "Volunteers like him are invaluable to our program."

Danny says that someday when he becomes a dentist he plans to be involved in programs like CHC. He said, "Many of the people I've translated for have really big problems with their teeth and through my experiences I've come to have a greater desire to do what I can when I am a dentist."

Thank you Danny for your Service. We can't wait until you come back and volunteer as a dentist!



Danny Masters

THANK YOU Danny!

About Community Health Connect

Mission

Our mission is to improve access to medical and dental care for low-income, uninsured, men, women, and children in Utah County. We accomplish this goal through the coordination of a Volunteer Provider Network, providing health education, and maximizing existing community resources

History

In 1997 the collaborative group Healthy Utah Valley, decided to develop a community-based medical program. Their purpose was to improve access to health care for the low-income, uninsured, to help them receive vital prevention and services before their health issues turned into emergencies. CHC's volunteer provider network of medical specialists emerged as a product of these collaborative efforts. In 2003 a grant from Robert Wood Johnson Foundation was secured to expand the medical specialty referral network to include dentists. With rising costs for even basic preventive care, dental services were out of reach for many individuals and families in Utah County. In late 2005, to increase funding opportunities available to its programs, CHC moved out from the Mountainlands umbrella to become its own nonprofit 501c (3) organization. The medical specialty and dental volunteer provider networks have continued to grow, and CHC continues to provide a valuable service to the Utah County community.

Staff

Starr Stratford, Director
Danelle Holdaway, Dia de Salud Coordinator
Kirsti Vogeler, Farmworker Outreach Coordinator
Liz Granados, Administrative Assistant
Nic Clow, Care Coordinator
AmeriCops Members:
Ross Cheesman DMD, Provider Relations
Jorgen Goodman, Care Coordinator
Eric Benson, Care Coordinator

Board of Directors

Bill Hulterstrom, United Way of Utah County
Carl Hansen, Brigham Young University
David Jimenez, Zions Bank
Kye Miner, Intermountain Healthcare
Lee Gallagher, Central Utah Clinic
Lynn Hudgens, Mountainlands Community Health Cntr
Salvador Fernandez, MD
Thomas Morgan, Zions Bank

Funding Partners

George S. & Dolores Dore Eccles Foundation
Intermountain Healthcare Foundation
LDS Church Foundation
Provo City CDBG
Marriner Eccles Foundation
Robert Wood Johnson Foundation
Utah Medical Association Foundation
Utah County Health Department
Utah Department of Health
Zions Bank



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Creating access to care one appointment at a time

Provider Spotlight: Gary L. Crawford, DDS and William L. McBee, DDS



William McBee, DDS & Gary Crawford, DDS

THANK YOU Dr.'s Crawford and McBee!

Community Health Connect is honored to highlight two brilliant oral surgeons who have contributed much to the people of Utah County. Not only are they brilliant, but they continue to do many other things for their profession and families.

Dr. Gary L. Crawford has been practicing oral surgery in Utah since 1992. After having a highly recognized and successful Residency at the University of Illinois Hospital, Chicago, he decided to join the practice of Dr. Niles Herrod in Provo, Utah. He is a fine example of leadership, having served as President of Utah Dental Association, and an Alter-

nate delegate to the American Dental Association. He now is the head of the Utah Oral Health Coalition where he directs the coordination of safety net dental programs and organizations in the state. Besides helping us at Community Health Connect, he goes twice a year to Honduras where he has served the people there for the past five years.

Dr. Crawford was joined by Dr. William McBee in 2006, after finishing serving as an associate with the Oral Maxillofacial Surgery, LLC. He fulfilled his residency at the University of Minnesota completing as Chief Resi-

dent in 2000. Dr. McBee has literary and scholarly contributions in his field where he has conducted many research projects and authored papers for publication. He is very excited to contribute to the CHC dental program and can add much expertise in the oral surgery and maxillofacial reconstruction.

We thank both of these great surgeons and hope that by introducing them to you all, you can appreciate their wonderful contributions.

Thank you Dr.'s Crawford and McBee!