



# Seaway Valley Community Health Centre

*Working with you for a Healthier Community*

## Oral Health Care Pilot Project For Vulnerable Seniors Living on Low Income January to March 2019

### Introduction to Seaway Valley Community Health Centre

Seaway Valley Community Health Centre (SVCHC) is a community-governed, charitable organization delivering primary health care, health promotion and community development services to residents of Cornwall and Stormont, Dundas and Glengarry Counties (SD&G). The population of this catchment area is 113,429 (2016 Census) within a large rural area of Eastern Ontario.



SVCHC prioritizes service access to seniors, new immigrants, individuals and families living on low income, and those with long-standing issues accessing a health care provider. For more information on SVCHC refer to Appendix A.

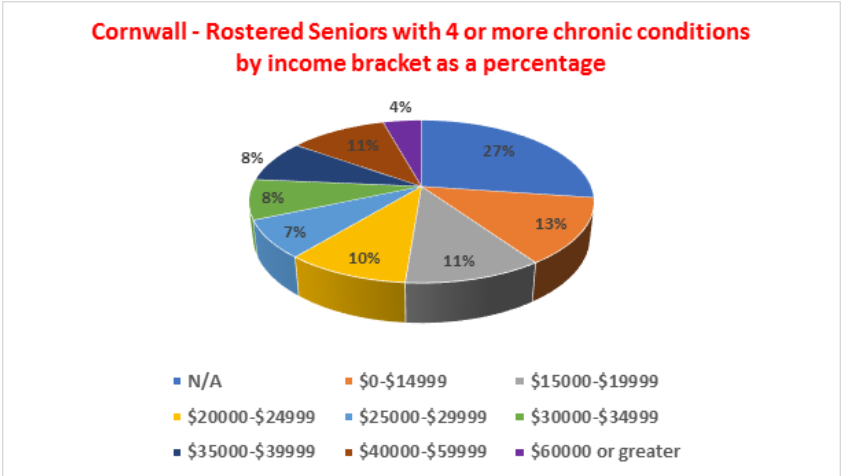
### The Oral Health Pilot Project

Good oral health is integral to overall health and wellbeing. Too many people experience pain and suffering because they do not have access to oral healthcare. Healthcare providers in Cornwall and area see how the lack of access to affordable dental care impacts people's overall health and wellbeing, by negatively affecting their quality of life and self-esteem and making chronic conditions such as diabetes, cardiovascular and respiratory infections and diseases and osteoporosis more severe.

As a result of the identified need, SVCHC embarked on an oral health care pilot project for low income and vulnerable seniors from January 30<sup>th</sup> to March 31<sup>st</sup>, 2019.

With the approval of the Champlain Local Health Integration Network (LHIN), SVCHC reallocated \$100,000 of in-year operating surplus funds (on a one-time basis) towards free oral health care for eligible, vulnerable seniors (eligibility as defined below).

SVCHC has 1146 seniors (or 41% of total clients) rostered (or registered) to primary care. Given the short period of time to administer the pilot project, and the large volume of potential clients on our primary care roster, SVCHC decided to restrict eligibility to the 175 clients most in need – those living on an annual income of less than \$25,000 per year, with 4 or more chronic conditions and residing in Cornwall. (Note: 27% of respondents refused to answer to the income question so the number of eligible clients may be much greater).



January 2019

Since the Centre’s opening in 2010, SVCHC has collaborated with the Eastern Ontario Health Unit (EOHU) to deliver oral health to children and youth through the Healthy Smiles Program. SVCHC provides the Centre’s infrastructure, including two fully-equipped oral health suites, while EOHU provides the staff to deliver the dental services. Unfortunately, given the short notice period, Public Health the could not accommodate the anticipated large added client volume and projected oral health needs/workload.



Seaway Valley Community Health Centre, Opened in 2010



One of two Oral Health Suites at Seaway Valley Community Health Centre

## **Private/Public Oral Health Care Pilot Project Partnership**

SVCHC teamed up with Seaway Family Dental, a local private dentist office in Cornwall, to deliver the oral health care pilot project. With eligibility, intake, referral, service pathways, direct service delivery, payment and evaluation processes established within a few days, the public/private partnership commenced.

Seaway Family Dental, the private dentist's office located at 1080 Montreal Road in Cornwall, took up the challenge to serve up to 175 eligible identified seniors within the 9-week period (from January 30<sup>th</sup> to March 31<sup>st</sup>, 2019).

With a team of four (4) dentists and one (1) dental surgeon, dental hygienists and dental assistants, Seaway Family Dental provided comprehensive dental care to 55 vulnerable eligible seniors over 9 weeks.

All clients received an oral assessment, cleaning, repairs and/or treatment as required, screening and referral to other health professional as needed, and a follow-up call from a retired Registered Nurse for evaluation purposes.

The high re-visit rate (averaging 3.16 visits per senior), to complete the required dental work for almost all clients was not anticipated therefore, fewer seniors received free dental care than originally projected.

### **Client and Financial Data**

The total one-time funding dedicated to the Oral Health Pilot Project was \$ 100,000.

The following provides a brief summary of the dental health services received during the 9-week pilot project for low-income seniors:

<b>Financials</b>		
<b>Total Cost</b>	<b>\$</b>	<b>100,000.00</b>
<b>Average Cost Per Client</b>	<b>\$</b>	<b>1,818.18</b>
<b>Average Cost Per Visit</b>	<b>\$</b>	<b>574.71</b>
<b>Max Cost Per 1 Client</b>	<b>\$</b>	<b>7,315.00</b>

Clients	
Total Days of Service	41
Total Visits (First Come, First Served)	175
Total Unique Clients	55
Average # of Clients Per Day	4.24
Average # of Visits Per Client	3.16
Max Number of Visits Per Client	7 (4 Cases)

Expenses	
Upper & Lower Dentures	\$3,200.00
Denture Repairs	\$270.00 - \$550.00
Crowns	\$1,050.00
Root Canals	\$700.00 - \$1,200.00
Fillings (Per Tooth)	\$180.00 - \$350.00

#### **Dental Services Provided and Average cost per Treatment**

- Cleaning/ Periodontal Maintenance – 37 patients from \$115 to \$400
- Extractions – 14 Patients from \$160 to \$247 each, and up to \$450 for impacted teeth
- Cavities and broken teeth treated by fillings – 29 patients from \$180 to \$350 each
- Root Canal Treatments – 3 patients from \$700 to \$1200 each
- Crowns – 8 patients at approximately \$1050 each
- Repairs to current dentures – 8 patients from \$270 to \$550 each
- New Denture sets – 16 patients at approximately \$3,200 each

#### **Interprofessional Team-Based Care**

During this pilot project, and in addition to dental care provided by the dental office, SVCHC's interprofessional team further supported the seniors' oral health needs beyond the issues affecting their mouth and teeth. SVCHC provided follow-up nutrition services from a registered dietitian (refer to Nutrition Screening Tool -Appendix C), smoking cessation programs with a nurse practitioner and respiratory therapist, access to primary health care as needed, and system navigation and referrals to the many CHC programs and community services offered.

## Registered Dietitian Summary Report – Oral Health Pilot Project, Jan – Mar 2019

Nutrition plays an important role in healthy aging and quality of life. Limited access to quality food choices, chewing and swallowing issues, and poor appetite are common issues among community-dwelling older adults, often affecting food intake, diet quality, nutritional status, and quality of life. Early identification of such problems by way of nutrition risk screening provides opportunity for intervention before illness or malnutrition occur.

All clients participating in the Oral Health Project were screened using the SCREENIIAb© nutrition screening tool (refer to Appendix B), and the completed screening form was uploaded to the client’s electronic chart for future reference.

The validated and reliable SCREENIIAb© tool stands for “Seniors in the community: risk evaluation for eating and nutrition, version II abbreviated,” developed specifically to identify at risk community-dwelling older adults. This self-administered tool has high sensitivity, specificity, and positive and negative predictive values, ensuring it is ethical and accurate, asking questions that help recognize risk factors such as isolation, ability/desire to cook and shop, and dysphagia, to identify specific problem areas that may lead to nutritional problems or poor nutritional status.

Regardless of risk level, all 55 clients were provided with an information package containing “A Guide to Healthy Eating for Older Adults” by UnlockFood, an educational handout on “Nutrition and Oral Health” developed by the SVCHC Registered Dietitians (RD), and a list of available SVCHC community programs. Clients identified at “high risk” were offered an appointment with the RD for further assessment.

Forty-three nutrition risk screening tools were returned (see Table 1 for percentages of seniors at nutrition risk). Twenty-four clients were identified as high nutrition risk, and of this group, four accepted RD services, three were already seeing an RD, and 17 refused an appointment.

Upon further assessment, risk factors including isolation, eating alone, low motivation and low food skills were investigated and individualized care plans were provided based on needs, lifestyle, income, and preferences (see Table 2 for income information). The RD’s contact information was provided to the four individuals for any future questions. The 17 clients who refused appointments will be followed-up with and offered telephone appointments with the RD.

**Table 1.** Number of Seniors at Nutrition Risk According to SCREENIIAb© (n=43)

	Low Risk (%)	Moderate Risk (%)	High Risk (%)
Seniors	11.6	32.6	55.8

**Table 2.** Income of Clients who Refused (n=17) and Accepted (n=7) Registered Dietitian Services

Income	Refused RD Services (%)	Accepted RD Services (%)
\$0-14, 999	35.3	14.3
\$15, 000-19, 999	17.6	42.9
\$20, 000-24, 999	17.6	14.3
\$25, 000-29, 999	11.8	0
\$30, 000-34, 999	0	0
\$35, 000-39, 999	5.9	0
Did not report	11.8	28.6
<b>Total</b>	<b>100</b>	<b>100</b>

*Information retrieved from UnlockFood and SCREEN© websites.*

### **Oral Health Pilot Project – Client Evaluation Summary**

Following the completion of the pilot project, all clients who participated were called within the first two weeks of April, 2019 by a Registered Nurse (RN) and asked a series of six (6) evaluation questions.

The evaluation garnered an 87% response rate with 48 of 55 clients responding to the evaluation questions. Refer to Oral Health Care for Seniors – Pilot Project 2019 Results of the Full Evaluation [OralHealth\\_Summary\\_APR2019\\_AppendixC\(002\).pdf](#).

The following is a synopsis of the evaluation responses to the questions asked:

**Q1: Has cost been a barrier for accessing dental services in the past? If yes, please explain.**

- 80 % indicated cost was a barrier due to low income.

**Q2: Have the treatments provided potentially avoided a doctor visit for dental issues?**

- 40% responded yes, and 60% responded no
- However, many responses indicated they visit their MD for dental issues in order to have OHIP cover the cost of dental work needed.

**Q3: What were your main barriers to accessing dental services in the past?**

- Finances/cost was the number one response
- Fear of dental pain was the second most common response.

**Q4: Was transportation an issue?**

- 17% said yes, 83% said no
- Paid taxi was included in the pilot and appreciated by those without transportation.

**Q5: How would you rate the services your received at Seaway Family Dental?**

- 75% rated the services as Excellent

- 12.5% rated the services as Very good
- 6.25% rated the services as Good
- 6.25% rated the services as Fair
- 0.00% rated the services as Poor

**Q6: Is there anything else you would like to share with us about your recent dental experience?**

- ✓ "This has been wonderful."
- ✓ "Very grateful for the program."
- ✓ "I am very thankful, they saved some of my teeth. This is a great program and I wish it would continue."
- ✓ "Happy with the denture adjustments – they worked on them till best fit reached. Tighter fit now and more comfortable."
- ✓ "Great program – dental plan like OHIP would be good. Many people just can't afford it. Good oral health helps prevent other problems with health."
- ✓ "It's time they (government) takes care of us (seniors) we've paid our dues. Really appreciate the opportunity – nice to be able to eat well again. They didn't make me feel like a charity case."
- ✓ "If anyone fears a dentist, this is the place to go. No rushing and everyone treated with respect."
- ✓ "I'd like to go back – my gums are receding and I want to keep my teeth."
- ✓ "Hope this is offered again in future."
- ✓ "I've never been treated so good as a senior."

We know people in our community are living with dental pain or infection and urgently need dental treatment but cannot afford the cost. We know that emergency room visits for oral health reasons are higher in people living on a low-income, and we know these dental conditions can be treated more efficiently in a dental office setting than in a hospital. The vulnerable seniors in need of publicly-funded oral health care and was the rationale for this oral health pilot project.

All stakeholders evidenced the clear benefits of offering free oral health care to vulnerable seniors living on low income. Unified in our view that the pilot project demonstrated great impact for improved oral health and cost savings to the health care system. Maintenance care, pain relief and covering the cost of dentures were the priorities identified.

**Future Opportunities**

Seaway Valley Community Health Centre is ready and willing to deliver this new seniors' dental program. We can provide the wrap around services to ensure low income seniors get the care they need, including help with transportation, interpretation and system navigation connecting them to other health and social services as needed. The evaluation shows a return on investment as many indicated they normally receive preventive care in their physician's office or in a hospital emergency room.

SVCHC is well positioned to continue to offer free dental care program for low-income seniors in the region, working in partnership with external private dental providers (such as Seaway Family Dental) and/or in a public partnership with the Eastern Ontario Health unit, provided on-going operating funding is secured from the Ministry of Health and Long-Term Care.

The Community Health Centre staff and the dental team staff worked collaboratively to ensure those seniors who are negatively affected by the social determinants of health had access to a comprehensive interprofessional team. The infrastructures and staffing models are in place and ready to continue this work. No capital funding is required.

We thank the Ontario government for the commitment of \$90M per year to invest in a public dental program for low income seniors. SVCHC offers this pilot project as demonstrated evidence that Community Health Centres (CHC) provide solutions and can demonstrate return on investment for preventative care. Public dental clinics in CHCs deliver cost-effective services and reduce dental visits to physician offices and hospital emergency rooms. (The right service, by the right provider, at the right time). Our public/private solution is efficient, works and client satisfaction is extremely high!

The Alliance for Healthier Communities reports that “public dental clinics deliver cost-effective services with salaried dental staff working within defined budgets. Over the past four years, four Community Health Centres in eastern Ontario have been providing dental services to adults and seniors on low incomes with funding from the Local Health Integration Network. Evaluation shows a return on investment of 178% as they provide preventive care and treat people who would have otherwise gone to a hospital emergency room.” (Adrianna Tetley, Alliance).

When the Ontario government is ready to invest in specific public dental programs to support free oral health care for low-income seniors, SVCHC is ready to take up the challenge. We offer a cost-effective public/private solution to this healthcare need.

**Contact:**

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## Seaway Valley Community Health Centre

*Working with you for a Healthier Community*

### APPENDIX A

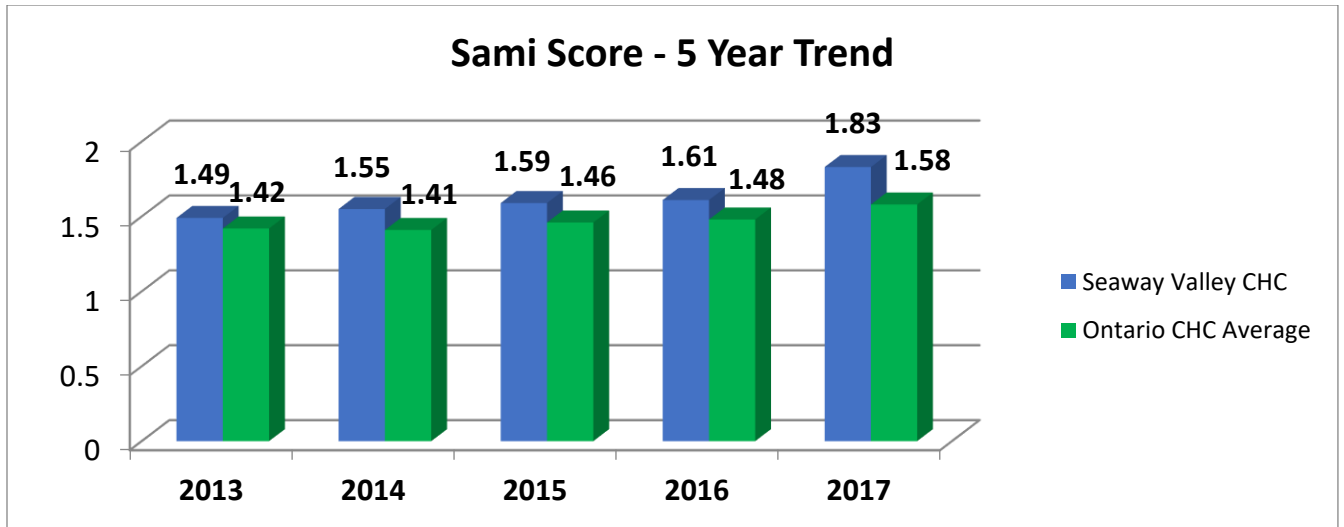
#### **About Seaway Valley Community Health Centre**

Seaway Valley Community Health Centre (SVCHC) is a community-governed, charitable organization delivering primary health care, health promotion and community development services to residents of Cornwall and Stormont, Dundas and Glengarry Counties (SD&G). The population of this catchment area is 113,429 (2016 Census) within a largely rural area. SVCHC prioritizes service access to seniors, new immigrants, individuals and families living on low income, and those with long-standing issues accessing a health care provider.

Since 2010, SVCHC's interprofessional team delivers team-based care working closely with community health providers and social service partners to improve the health and wellbeing of our community. At any given time, SVCHC provides primary care to approximately 3600 patients and serves an additional estimated 10,000 unique individuals a year in health promotion and community initiatives. SVCHC's annual budget is just over \$4M. For additional information on SVCHC's programs, services and partnerships refer to [www.seawayvalleychc.ca](http://www.seawayvalleychc.ca).

#### **Client Complexity**

The following score is a measure of health complexity provided as evidence that clients served at SVCHC are 83% more highly complex than the average patient in Ontario and, at 1.83 also the highest SAMI score of Champlain region Community Health Centres.



**Access to Primary Care: Panel Size and the Standard ACG Morbidity Complex (SAMI):**  
 Measures complexity of the panel size using the diagnosis in the clinical encounter.  
 SVCHC currently has a SAMI of 1.83

SVCHC partnered with the Eastern Ontario Health Unit (EOHU) from the outset to provide free oral health care to local children and youth living in poverty under the Healthy Smiles Ontario Program. SVCHC provides the physical space and infrastructure including two fully equipped dental suites, while the EOHU delivers the oral health care services with a dentist, dental hygienist and dental assistant. EOHU was unable to participate in this pilot project for seniors recognizing many barriers, including the timing of the pilot, human resource issues, scheduling, central intake issues, etc.

#### SVCHC’s Catchment Area: Sociodemographic Data

The need in our community for free dental care for low-income seniors is significant:

- Seniors (65 and older) make up 21% of the United Counties of SDG (24,685 of 113,429)
- 3,500 seniors (18%) in SDG are identified as living on low-income
- 29% of SVCHC’s active clients have a combined household income under \$35,000
- 1136 (32%) of SVCHC’s rostered clients are seniors with a combined household income under \$35,000
- In 2018, **5,897** clients attended Seaway Valley CHC groups in addition to an average of 3626 clients rostered to primary care and team-based interprofessional care at any given time throughout the year.

#### Use of Local Hospital for Dental Care

Our local emergency room is burdened with dental issues that could be better served by a dental clinic offered by SVCHC:

- In 2015, the Cornwall Community Hospital emergency room had 874 visits<sup>1</sup> for mouth and teeth related issues and ¼ of these visits were from repeat users. The cost of these visits alone is close to \$500,000.

<sup>1</sup> IntelliHEALTH ONTARIO Ministry of Health and Long-Term Care).

- Many people resort to going to the local hospital emergency room for dental pain management as there are no public dental programs to help them. The average cost to the emergency room to see a physician about a dental emergency is estimated up to \$513 per visit.
- In 2017, there were 261 visits from seniors (65 and older) for mouth and teeth related issues to the emergency room in the Eastern Counties (including Cornwall Community Hospital, Hawkesbury General Hospital, Glengarry Memorial Hospital and Winchester Memorial Hospital). The most common complaints were abscesses and dental pain.

**Other Important Messages and Facts:**

- An estimated two to three million people across the province do not visit a dentist because of the cost.
- This affects daily life – our residents cannot work or look for a job when they are in constant dental pain or missing front teeth.
- Many people resort to going to the local hospital emergency room for dental pain management as there are no public dental programs to help them.
- A prescription for antibiotics and/or painkillers does not treatment the problem.
- 
- Public healthcare dollars spent on emergency care for dental pain would be better spent on prevention and treatment through public dental programs for people living on low or fixed incomes without dental insurance.
- One in five people in Ontario cannot afford private dentists, and many end up in hospital emergency rooms.
- There are no public dental programs for people who can't afford private dentists.
- One of the Alliance for Healthier Communities strategic priorities is to expand access to oral health programs for vulnerable people with services delivered in CHCs, AHACs and public health units.

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April 2019

## APPENDIX B: NUTRITION SCREENING TOOL



SCREENIAB  
Score

Rate your eating habits.

Name:

Date:

- For each question, check **only one** box that describes you **best**.
- Your response should reflect your **typical eating habits**.
- Feel free to write **comments** beside any question.

1. Has your weight changed in the past 6 months?

- 0 Yes, *I gained* more than 10 pounds
- 2 Yes, *I gained* 6 to 10 pounds
- 4 Yes, *I gained* about 5 pounds
- 8 No, my weight stayed within a few pounds.
- 4 Yes, *I lost* about 5 pounds
- 2 Yes, *I lost* 6 to 10 pounds
- 0 Yes, *I lost* more than 10 pounds
- 0 I don't know how much I weigh or if my weight has changed.

*Comments?*

2. Do you skip meals?

- 8 Never or rarely
- 4 Sometimes
- 2 Often
- 0 Almost every day

3. How would you describe your appetite?

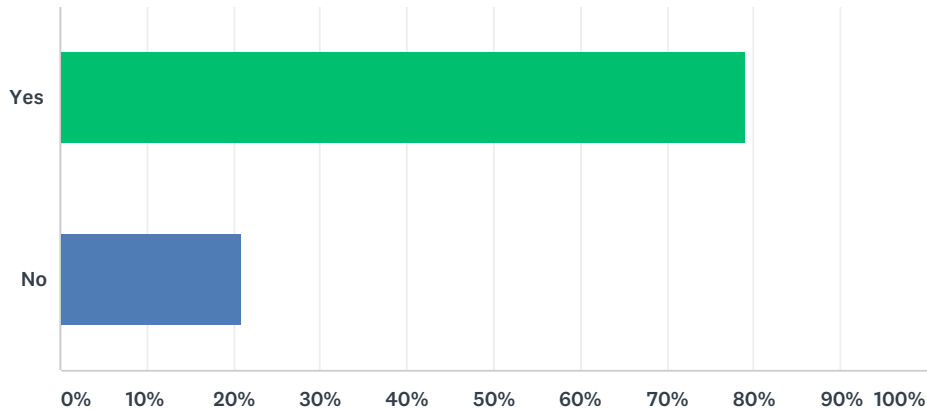
- 8 Very good
- 6 Good
- 4 Fair
- 0 Poor

4. Do you cough, choke or have pain when swallowing food OR fluids?
- 8 Never
  - 6 Rarely
  - 2 Sometimes
  - 0 Often or always
5. How many pieces or servings of fruit and vegetables do you eat in a day?  
*Fruit and vegetables can be canned, fresh, frozen, or juice.*
- 4 Five or more
  - 3 Four
  - 2 Three
  - 1 Two
  - 0 Less than two
6. How much fluid do you drink in a day?  
*Examples are water, tea, coffee, herbal drinks, juice, and soft drinks, but not alcohol.*
- 4 Eight or more cups
  - 3 Five to seven cups
  - 2 Three to four cups
  - 1 About two cups
  - 0 Less than two cups
7. Do you eat one or more meals a day with someone?
- 0 Never or rarely
  - 2 Sometimes
  - 3 Often
  - 4 Almost always
8. Which statement best describes meal preparation for you?
- 4 I enjoy cooking most of my meals.
  - 2 I *sometimes* find cooking a chore.
  - 0 I *usually* find cooking a chore.
  - 4 I'm *satisfied* with the quality of food prepared by others.
  - 0 I'm *not satisfied* with the quality of food prepared by others.

**Thank you for telling us about your eating habits.**

## Q1 Has cost been a barrier for accessing dental services in the past? If yes, please explain.

Answered: 48 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	79.17%	38
No	20.83%	10
TOTAL		48

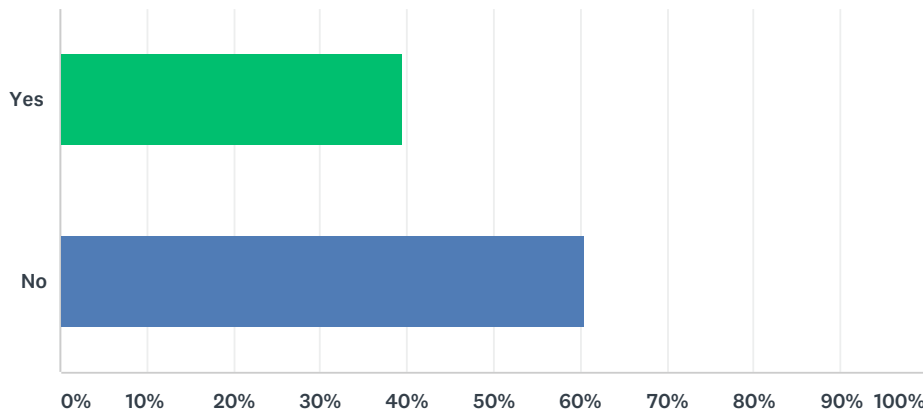
#	IF YES, PLEASE EXPLAIN.	DATE
1	Went regularly for cleanings but not other things.	4/12/2019 3:17 PM
2	"have little money".	4/12/2019 3:13 PM
3	even with coverage for a percentage of cost	4/12/2019 3:09 PM
4	"I can't afford it"	4/12/2019 3:04 PM
5	hadn't gone for 5 years - too expensive".	4/12/2019 3:00 PM
6	( sorry - no note)	4/12/2019 2:55 PM
7	" only went for cleaning every 1 - 1 1/2 years. Did own oral care ( brushing, floss)	4/12/2019 2:51 PM
8	" I have no teeth - only 5 on bottom, ODSP used to cover it, but since only a few teeth didn't think it was necessary."	4/12/2019 2:45 PM
9	No insurance so can't afford.	4/12/2019 2:40 PM
10	too expensive to get needed dentures	4/12/2019 2:35 PM
11	" couldn't afford extractions"	4/12/2019 1:20 PM
12	low income	4/12/2019 1:14 PM
13	" but I went anyway for cleaning despite low income".	4/12/2019 11:39 AM
14	went once a year for cleaning only - ( original answer was 'yes & no', he goes for minimal work yearly)	4/12/2019 11:33 AM
15	mostly finances	4/12/2019 11:14 AM
16	" I have dentures"	4/12/2019 11:10 AM
17	"Can't afford on a fixed income."	4/12/2019 11:06 AM
18	has a low income	4/12/2019 11:00 AM

## Appendix C - Oral Health Care for Seniors - Pilot Project 2019

19	"lost ODSP coverage at age 65"	4/12/2019 10:56 AM
20	" only went if a critical issue"	4/10/2019 4:23 PM
21	"would only go if an urgent need"	4/10/2019 4:09 PM
22	"Too expensive"	4/10/2019 4:05 PM
23	Could not afford since disability ended	4/10/2019 4:02 PM
24	' on a fixed income"	4/10/2019 3:55 PM
25	Mainly cost & some neglect as well	4/10/2019 3:51 PM
26	money is "tight"	4/10/2019 1:51 PM
27	Has insurance	4/10/2019 1:49 PM
28	"on a fixed income"	4/10/2019 1:42 PM
29	senior pension only	4/10/2019 1:40 PM
30	too expensive	4/10/2019 1:36 PM
31	too expensive to go - on fixed income.	4/10/2019 1:32 PM
32	Fixed income	4/10/2019 1:27 PM
33	Expensive & have to pay up front, no partial payment plans.	4/10/2019 1:23 PM
34	Went to dentist only when needed - "it's cheaper to just pull the teeth".	4/9/2019 1:22 PM
35	Dentist too expensive - can't afford it.	4/9/2019 1:15 PM
36	"on a fixed income" ( not keen to discuss financial details)	4/9/2019 1:11 PM
37	finances somewhat a factor, but went annually anyway	4/9/2019 1:06 PM
38	Though on a fixed income, went to dentist regularly.	4/9/2019 12:58 PM
39	" it's too expensive to go, I'm on a fixed income".	4/9/2019 12:46 PM
40	" I always go every year for a cleaning. I go where it's cheapest. Cost a Seaway Family Dental about the same, so I'll stay with him."	4/9/2019 12:40 PM
41	" it's a big barrier".	4/9/2019 12:30 PM
42	Only went when absolutely necessary & only did the minimum to resolve a problem - on a small pension.	4/9/2019 12:24 PM
43	" we're on a small pension. I needed new dentures ( mine are 40 years old or more, but I just can't afford them on my pension".	4/9/2019 12:16 PM
44	cost is "a big reason - I don't have the money for a dentist"	4/9/2019 12:03 PM

## Q2 Have the treatments provided potentially avoided a doctor visit for dental issues?

Answered: 48 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	39.58%	19
No	60.42%	29
TOTAL		48

#	PLEASE EXPLAIN:	DATE
1	Would go to dentist	4/12/2019 3:17 PM
2	would see MD 1st, then dentist if directed	4/12/2019 3:13 PM
3	1st choice for treatment due to OHIP coverage - would go to dentist if sent by MD.	4/12/2019 3:09 PM
4	due to OHIP would cover the cost	4/12/2019 3:04 PM
5	" would go there 1st or ER not to dentist".	4/12/2019 3:00 PM
6	" would try to see dentist"	4/12/2019 2:55 PM
7	If a dental problem, would go to a dentist.	4/12/2019 2:51 PM
8	If I had an emergency I 'd see an MD.	4/12/2019 2:45 PM
9	would go to SVCHC or ER 1st. Can't afford a dentist.	4/12/2019 2:40 PM
10	would consider it	4/12/2019 2:35 PM
11	Family MD intervened in past to get extractions done at SVCHC - would ask MD for help again".	4/12/2019 1:20 PM
12	would not likely see MD	4/12/2019 1:14 PM
13	More likely to go to dentist -" even if MD gave antibiotics, the problem would still be there"	4/12/2019 11:39 AM
14	"would have gone to MD if couldn't afford a dentist"	4/12/2019 11:33 AM
15	"never thought of it - would have had to go to a dentist" (& found some way to pay for it)	4/12/2019 11:14 AM
16	Never thought of it	4/12/2019 11:10 AM
17	" I never thought of that."	4/12/2019 11:06 AM
18	"I'd go to my family doctor 1st so OHIP would cover it."	4/12/2019 11:00 AM
19	"Would go to dentist "	4/12/2019 10:56 AM



## Appendix C - Oral Health Care for Seniors - Pilot Project 2019

20	MD would have sent me to a dentist"	4/10/2019 4:23 PM
21	(see # 1)	4/10/2019 4:09 PM
22	"but never had to do it"	4/10/2019 4:05 PM
23	"Would have tried to make an arrangement with a dentist".	4/10/2019 4:02 PM
24	"MD would send me to a dentist"	4/10/2019 3:55 PM
25	would not go to MD for dental	4/10/2019 3:51 PM
26	would not see MD for dental	4/10/2019 1:51 PM
27	Client recognizes a " direct connection to the heart through the teeth"	4/10/2019 1:49 PM
28	"only affordable choice on fixed income"	4/10/2019 1:42 PM
29	Client felt that just made sense - did not actually say she's go to MD for dental.	4/10/2019 1:40 PM
30	Had an oral infection & saw MD for treatment	4/10/2019 1:32 PM
31	It makes sense regular visits would improve overall health.	4/10/2019 1:27 PM
32	no explanation offered	4/10/2019 1:16 PM
33	No treatments done - unable to fix denture liner. Wouldn't see MD for denture issues.	4/9/2019 1:46 PM
34	likely prevented MD visit	4/9/2019 1:24 PM
35	Helps to prevent other illness that would need hospitalization	4/9/2019 1:22 PM
36	Had thrush once & saw MD for treatment	4/9/2019 1:15 PM
37	(oral care) " is important for overall health"	4/9/2019 1:11 PM
38	"Never thought of going to my MD"	4/9/2019 1:06 PM
39	Oral issues seen at dentist - not MD.	4/9/2019 12:58 PM
40	Self treated any blisters with salt water & leaving dentures out. Would not see M.D for denture issues.	4/9/2019 12:46 PM
41	Would go to a dentist, not M.D. for dental	4/9/2019 12:40 PM
42	Would not likely see a ( medical) doctor for an oral problem.	4/9/2019 12:30 PM
43	" Had 1 cavity filled before it was a problem". If any oral issue would see a dentist - would never go to a (medical) doctor for dental issues.	4/9/2019 12:24 PM
44	" I was getting sores in my mouth when I wore my dentures, so I couldn't wear them all the time".	4/9/2019 12:16 PM
45	" If it was my teeth, I'd go to a dentist, otherwise I just don't go."	4/9/2019 12:03 PM

### Q3 What were your main barriers to accessing dental services in the past?

Answered: 48 Skipped: 0

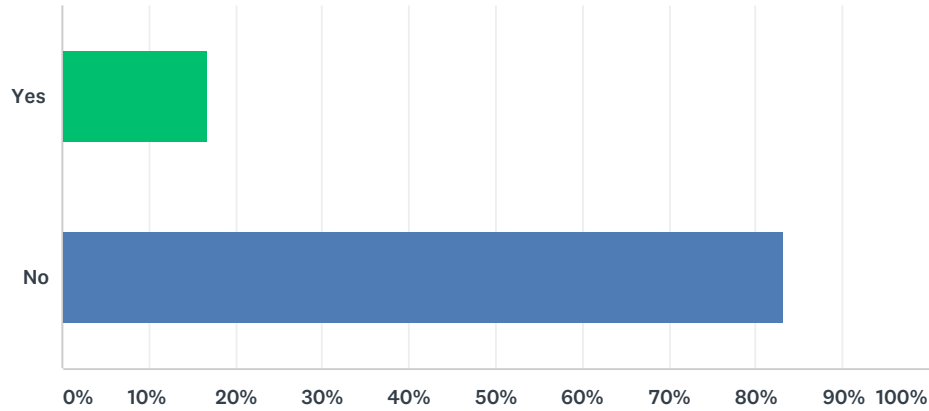
#	RESPONSES	DATE
1	finances	4/12/2019 3:17 PM
2	cost fear of needles - not fond of prep. for extraction fear of pain	4/12/2019 3:13 PM
3	Cost worries about being able to afford care gives rise to increased anxiety	4/12/2019 3:09 PM
4	just cost	4/12/2019 3:04 PM
5	cost only	4/12/2019 3:00 PM
6	cost only	4/12/2019 2:55 PM
7	Cost ( only went for minimal care at lower cost - more expensive stuff would not be done).	4/12/2019 2:51 PM
8	None - previous coverage & just a few teeth.	4/12/2019 2:45 PM
9	Cost only reason	4/12/2019 2:40 PM
10	cost nervous to go - flashback to a movie where drilling teeth was a form of torture	4/12/2019 2:35 PM
11	cost only	4/12/2019 1:20 PM
12	finances - " with a senior it's always price".	4/12/2019 1:14 PM
13	Mostly financial Fear of dentists - bad experience as a younger person	4/12/2019 11:39 AM
14	"Finances would be a barrier more major issues"	4/12/2019 11:33 AM
15	finances only	4/12/2019 11:14 AM
16	finances	4/12/2019 11:10 AM
17	Finances Fear of dentists	4/12/2019 11:06 AM
18	finances only - " money is even more tight since my wife died".	4/12/2019 11:00 AM
19	finances	4/12/2019 10:56 AM
20	Finance only	4/10/2019 4:23 PM
21	None - went regularly once a year	4/10/2019 4:09 PM
22	cost biggest thing	4/10/2019 4:05 PM
23	cost fear of dentists	4/10/2019 4:02 PM
24	Cost only - dentists expensive	4/10/2019 3:55 PM
25	finances has full dentures so not needed till denture started rubbing	4/10/2019 3:51 PM
26	cost	4/10/2019 1:51 PM
27	None	4/10/2019 1:49 PM
28	financial	4/10/2019 1:42 PM
29	Finances & cost of services	4/10/2019 1:40 PM
30	finances only	4/10/2019 1:36 PM
31	Finances.	4/10/2019 1:32 PM
32	Finances	4/10/2019 1:27 PM
33	Cost of service & payment 1st.	4/10/2019 1:23 PM
34	Mainly neglect on my part - I used to go regularly till last 2-3 years.	4/10/2019 1:20 PM

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35	cost of both transportation & cost of services	4/10/2019 1:16 PM
36	Cost	4/9/2019 1:46 PM
37	Finances " I felt other things were more important"	4/9/2019 1:24 PM
38	Financial - only go when problem & chose the cheapest form of treatment.	4/9/2019 1:22 PM
39	Finances mainly	4/9/2019 1:15 PM
40	finances	4/9/2019 1:11 PM
41	Dislikes dentists cost a factor in the amount of work done on any visit.	4/9/2019 1:06 PM
42	"Refused services by almost every dentist I tried, so I finally quit asking." ( Client has 2 knee & 2 hip replacements - usual dentist refused to work on her post- op, tried several other - all feared infection in the new joints & possible rejection, so refused to have her a s a client).	4/9/2019 12:58 PM
43	Mainly cost.	4/9/2019 12:46 PM
44	none noted - annual cleaning affordable - declined going every 6 months.	4/9/2019 12:40 PM
45	All cost - money is "tight & dental is expensive".	4/9/2019 12:30 PM
46	Financial - rare trips to dentist," only when problem couldn't be ignored"	4/9/2019 12:24 PM
47	Financial - "I couldn't afford new dentures".	4/9/2019 12:16 PM
48	!- fear - "I had a bad experience with a dentist, he wouldn't listen to me when I said I had pain, so I never went back. " ( Did see another dentist after a long time). 2 - finances tight, work is expensive.	4/9/2019 12:03 PM

## Q4 Was transportation an issue?

Answered: 48 Skipped: 0

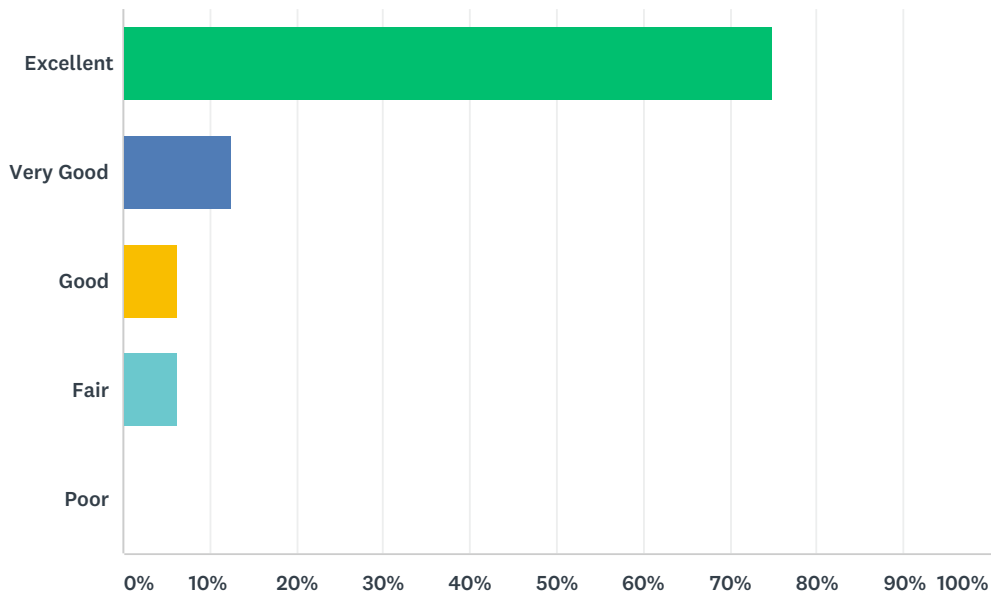


ANSWER CHOICES	RESPONSES	
Yes	16.67%	8
No	83.33%	40
<b>TOTAL</b>		<b>48</b>

#	IF YES, PLEASE EXPLAIN.	DATE
1	relies on bus & taxi voucher	4/12/2019 3:04 PM
2	family helps	4/12/2019 2:55 PM
3	Taxi was paid	4/12/2019 2:45 PM
4	relies on community bus. (happy taxi was covered as well).	4/12/2019 1:20 PM
5	husband drives	4/12/2019 11:10 AM
6	grateful taxis paid there & back.	4/12/2019 11:06 AM
7	regular dentist is in Quebec	4/10/2019 1:49 PM
8	More difficult to use public transportation in the winter. Doesn't go out much in winter.	4/10/2019 1:32 PM
9	only able to afford a limited supply of gas	4/10/2019 1:16 PM
10	Friends discouraged her from using Handi Transit - takes a taxi everywhere, cost to dentist was high, plans appointments around times when finances permit taxi.	4/9/2019 12:46 PM
11	Still driving.	4/9/2019 12:40 PM
12	Can always find someone to take her.	4/9/2019 12:30 PM
13	Son available to take to appointments	4/9/2019 12:24 PM
14	Son available for transportation.	4/9/2019 12:16 PM

## Q5 How would you rate the services you received at Seaway Family Dental?

Answered: 48 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent	75.00%	36
Very Good	12.50%	6
Good	6.25%	3
Fair	6.25%	3
Poor	0.00%	0
<b>TOTAL</b>		<b>48</b>

#	PLEASE EXPLAIN.	DATE
1	"the dentist insisted on doing things her way." ( Didn't seem to listen to client)	4/12/2019 3:17 PM
2	" so professional, they explain all before any procedures done".	4/12/2019 3:13 PM
3	" they were very compassionate - went over & above with me".	4/12/2019 3:09 PM
4	" they're pretty good."	4/12/2019 3:04 PM
5	The 1st dentist was excellent, after 2nd visit, got an infection ( blister on gum from drill) - told to take ASA - just had to wait till it healed (OK now)."	4/12/2019 3:00 PM
6	" cleaning very well done - waiting permission for extractions".	4/12/2019 2:55 PM
7	" Gave full explanation of procedure, repaired mouth guard, full discussion of crown repair".	4/12/2019 2:51 PM
8	They didn't answer a lot of my questions.	4/12/2019 2:45 PM
9	" the doctor was very good to me. ( Dr. George) He replaced broken upper plate I had called for an estimate at other dentists - they charge \$1000.00 to consult - final cost 1-3 thousand."	4/12/2019 2:40 PM
10	They were very good = it was painless! Got a full upper & partial lower plate.	4/12/2019 2:35 PM
11	"they took very good care of me - they treated me perfectly - very professional".	4/12/2019 1:20 PM

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12	" I had a chipped tooth & a cavity - all fixed. Dentist was great - work was excellent".	4/12/2019 1:14 PM
13	" - and beyond excellent! I had a previous bad (dental) experience, but they explained procedures fully & that helped to relax me."	4/12/2019 11:39 AM
14	" I found them aggressive & pushy."	4/12/2019 11:33 AM
15	" they did a lot of work in a short time."	4/12/2019 11:14 AM
16	"all good till now." ( more work pending)	4/12/2019 11:10 AM
17	" they were more than excellent, they rebuilt the tooth - he took a long time to fix it & I kept my tooth. They really calmed me down."	4/12/2019 11:06 AM
18	"They saved some teeth I'd have lost otherwise."	4/12/2019 11:00 AM
19	" The way I was treated, more attention than ever before, & went a lot further than I experienced before."	4/12/2019 10:56 AM
20	"they treated me so nice - they kept making sure I was OK."	4/10/2019 4:23 PM
21	"Good examination & cleaning"	4/10/2019 4:09 PM
22	They treated me really nice. Still waiting for new partial plates".	4/10/2019 4:05 PM
23	"the X-Ray showed everything - they were great - they encourage you. Gave me a pillow for my neck ( client has neck issue),	4/10/2019 4:02 PM
24	"Went 3 times - very kind & patient"	4/10/2019 3:55 PM
25	"Dr. very efficient at explaining & making you comfortable."	4/10/2019 3:51 PM
26	"Very nice & professional"	4/10/2019 1:51 PM
27	Exam was outstanding.	4/10/2019 1:42 PM
28	"Very professional"	4/10/2019 1:40 PM
29	"No pain - very polite, honest & professional".	4/10/2019 1:36 PM
30	Will continue on with them.	4/10/2019 1:32 PM
31	Very good staff.	4/10/2019 1:27 PM
32	Staff were nice.	4/10/2019 1:23 PM
33	Place very clean. X-Ray timely, showed 5 small cavities - all filled.	4/10/2019 1:20 PM
34	"some parts were good. I did not feel comfortable with the hygienist ( felt she was not experienced)	4/10/2019 1:16 PM
35	very disappointed no help for lower dentures & no possible implants. Told to " live with it". Gums too thin to make a new denture hold.	4/9/2019 1:46 PM
36	Very friendly - helped put me at ease"	4/9/2019 1:24 PM
37	very pleased with treatment	4/9/2019 1:22 PM
38	"great experience"	4/9/2019 1:15 PM
39	very friendly & polite	4/9/2019 1:11 PM
40	Very friendly.	4/9/2019 1:06 PM
41	" They were willing to give me services. Bonus- So very competent & nice - couldn't have asked for better. "	4/9/2019 12:58 PM
42	" They were great - been raving about it ever since".	4/9/2019 12:46 PM
43	"Very clean - I thought it was great."	4/9/2019 12:40 PM
44	" He was really good & explained everything as he was doing it".	4/9/2019 12:30 PM
45	Dr. George was "great ".	4/9/2019 12:24 PM
46	I loved Dr. George " Plans to recommend friends to Seaway Family Dental, has already sent 1 friend.	4/9/2019 12:16 PM
47	"pain free, went for cleaning only."	4/9/2019 12:03 PM

## Q6 Is there anything else you would like to share with us about your recent dental experience?

Answered: 47 Skipped: 1

#	RESPONSES	DATE
1	"This has been wonderful, but I found the dentist was stubborn, likely would not go to them if I was paying myself. The assistants are Very nice & very pleasant."	4/12/2019 3:17 PM
2	" they know what they're doing - & make you so relaxed. I'd go back again anytime".	4/12/2019 3:13 PM
3	" Made me feel very comfortable - I'm excited & pleased to have the opportunity to have free dental work."	4/12/2019 3:09 PM
4	" I appreciate the opportunity - need a surgical removal of a (root) stump. This is a good program - I hope they continue it".	4/12/2019 3:04 PM
5	" Everything was very good - I'd go again & I have another appointment with them for Aug. check-up."	4/12/2019 3:00 PM
6	" everyone there is so good - extremely professional. Overall a positive experience= 150 % satisfied - very grateful for the program".	4/12/2019 2:55 PM
7	"I was very satisfied. Hope the program continues as it's ( dental) too expensive on gov't pension".	4/12/2019 2:51 PM
8	"It was hard to breathe with 2 hands in my mouth. I was disappointed not to get dentures."	4/12/2019 2:45 PM
9	The whole staff were very good to me. I would go back anytime if I could afford to pay."	4/12/2019 2:40 PM
10	" I was shocked that it was free. It was great - came out of the blue."	4/12/2019 2:35 PM
11	" It's time they ( government) takes care of us (seniors) we've paid our dues. Really appreciate the opportunity - nice to be able to eat well again. They didn't make me feel like a charity case."	4/12/2019 1:20 PM
12	" Everything went well. On the 2nd appointment, 1 week later, I was in & out in 1/2 hour. All treated me very nicely. They accommodated my travel plans, made you feel at ease. Would definitely go back."	4/12/2019 1:14 PM
13	" They treat you well - I liked the explanations. I'd go to them again, even though I'm nervous with dentists".	4/12/2019 11:39 AM
14	" I cancelled the cleaning - I prefer my own dentist. I guess I didn't trust them - after I explained I preferred my own dentist, they called & pushed for me to come in. I felt they were money hungry - going to get the money one way or another."	4/12/2019 11:33 AM
15	" I'm very thankful, they saved some of my teeth. This is a great program I wish it would continue".	4/12/2019 11:14 AM
16	" they were very nice generally. One thing (negative) - the dentist did say the money they're spending on my denture could have been used for someone with a bigger need - I felt hurt by that."	4/12/2019 11:10 AM
17	" So happy to have it done! I expected them to pull the tooth. If I have a problem (in the future) I'll go there. I've never been treated so good as a senior."	4/12/2019 11:06 AM
18	Very appreciative ( of the program). (Thank you sent to SVCHC)	4/12/2019 11:00 AM
19	" These people treated me well as anyone else - not like a 'back-of-the -bus person ( charity case). This program would pay for itself in other health care costs ( like hospital stays)."	4/12/2019 10:56 AM
20	" The staff were great - all pleasant & willing to go the extra mile. They accommodated me for scheduling appointments - a 100% positive experience I'll always go to them".	4/10/2019 4:23 PM
21	" Only issue was I got a headache after the X-Ray. Don't recall how long it lasted".	4/10/2019 4:09 PM
22	" Still not done & all covered. Great for people on low income".	4/10/2019 4:05 PM
23	" They make you feel at home! If you have a fear, they know how to deal with it. The chair even had a massager in it. I'll go back if I can afford it " (Rave review by client very grateful!)	4/10/2019 4:02 PM

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24	"Happy with the denture adjustments - they worked on them till best fit reached. Tighter fit now & more comfortable".	4/10/2019 3:55 PM
25	" I'd go back if I had to. I'm happy to go - confident in them. Great program, lots of seniors need it."	4/10/2019 3:51 PM
26	"Good experience - will go to SFD if needed in the future".	4/10/2019 1:51 PM
27	" Very, very pleased - I'm now a client at SFD. They seemed really good with ones who had not had dental care or never see a dentist. Even when they knew the person would not be back, all were treated the same."	4/10/2019 1:49 PM
28	"Short wait at appointment. I switched to SFD to have 1 dentist - feel more comfortable with same person each time."	4/10/2019 1:40 PM
29	"Felt comfortable there - really appreciate it" (the opportunity to go)	4/10/2019 1:36 PM
30	" It was amazing to go & not worry about cost - 3 trips - for cleaning, cavities filled, teeth coated & new partial plate. I would never have done it on my own."	4/10/2019 1:32 PM
31	"It was great -repair of broken teeth too expensive".	4/10/2019 1:27 PM
32	Easy to get a second appointment, great place.	4/10/2019 1:23 PM
33	Very professional, no delays at appointments.	4/10/2019 1:20 PM
34	I think it's a great program" Client came to Cornwall 2 extra times - told them he was there for a cleaning but no appointment on the books. (Client did share he has the beginnings of dementia - may not have been all fault of the dentist, but he does blame them for a wasted trip).	4/10/2019 1:16 PM
35	As above.	4/9/2019 1:46 PM
36	Hope this is offered again in future.	4/9/2019 1:24 PM
37	Great program - dental plan like OHIP would be good. Many people just can't afford it. Good oral health helps prevent other problems with health.	4/9/2019 1:22 PM
38	Still going - treatment not done. Loved the program & wishes it was permanent, realizes cost to government would be high.	4/9/2019 1:15 PM
39	"I'd like to go back - my gums are receding & I want to keep my teeth".	4/9/2019 1:11 PM
40	Follow-up planned for next month (May/19).	4/9/2019 1:06 PM
41	" I'm so grateful - very good experience. Nice to find a service willing to do the work - they prescribed the antibiotics, told me how to take them, answered all my questions & did 2 extractions & 3 fillings. If anyone fears a dentist, this is the place to go. No rushing & everyone treated with respect."	4/9/2019 12:58 PM
42	Staff were great - a very positive experience.	4/9/2019 12:46 PM
43	" They welcomed me, very polite, any question answered, parking was easy."	4/9/2019 12:40 PM
44	" It prevented my tooth cracking after a filling & root canal - put on upper & lower crowns. I'm less nervous, He has a good manner - would recommend him to anyone. The program is a really good idea."	4/9/2019 12:30 PM
45	Grateful for the opportunity - "will recommend him to all our friends".	4/9/2019 12:24 PM
46	" Couldn't ask for a more beautiful place & friendly people. They should have had this ( program) long ago, I'm sure there's lots of people who can't afford a dentist. Grateful for the opportunity & I feel blessed to be getting new dentures. I'll recommend him to others too."	4/9/2019 12:16 PM
47	Goes for cleaning once a year, able to have work done at no charge this year, so cancelled appointment for later in the year -" I was shocked - I expected to pay but they said it's no charge. This was a good program, if it's done again I'm in."	4/9/2019 12:03 PM