

VETERANS

Mission of Mercy

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Nebraska Dental
FOUNDATION

Creighton
UNIVERSITY
School of Dentistry

University of Nebraska
Medical Center
COLLEGE OF DENTISTRY



789 County Road J, Yutan, Nebraska

Titan Army National Guard Readiness Center

Oct. 6-7, 2023

After Action and Dental Service Report

2023 Nebraska Veterans Mission of Mercy Dental Event
National Guard Camp Mead
05-07 October 2023
After Action Report

Project Partners:

NE DHHS Office of Oral Health (OOHD)
Nebraska Dental Foundation (NDF)
NE Dept of Veterans Affairs (NDVA)
NE National Guard (NENG)
UNMC College of Dentistry (COD)
Creighton University School of Dentistry (CU)
America's Dentists Care Foundation (ADCF)

Mission Background: Nebraska Veterans were identified as an underserved population group in the 2016 State Oral Health Assessment Report. More recently, several national conferences have presented documents that report only 15% of U.S. Veterans qualify for dental benefits through the Veterans Administration. In 2021, Dr. Craft began contacting NDVA leadership to discuss this issue in depth, one that affects almost 120,000 Nebraska Veterans. NDVA stated that access to dental care services was the most frequently expressed need by Veterans. The OOHD began to coordinate a Veterans charity event.

In 2022, Dr. Craft reached out to Nebraska Dental Association (NDA) leadership to see if their membership would be interested in assisting Nebraska Veterans with free dental services, in a manner like the Mission of Mercy events that had been held in the past. Dean Wallen and Dean Zetterman from the dental colleges were then contacted and both gave their pledge to provide volunteer faculty and student participation in such an endeavor. Armed with the support of the dental profession, the OOHD went back to NDVA leadership and proposed the concept of a Nebraska Mission of Mercy to be aimed at Veterans and their Spouses. Levi Bennet, Deputy Director from the NDVA, then conducted a state-wide survey of Veterans to see what their interest level would be to organizing such a public health activity. The results were overwhelmingly favorable and talks quickly proceeded to securing the funding needed to organize such a major operation. The Nebraska Dental Foundation, the 501 (c) (3) charitable arm of the NDA, then graciously offered to financially cover the costs and expenses for this activity in 2023, with an operating budget of about \$50,000. David O'Doherty, Director of the NDF, then contacted the ADCF and signed an event agreement to rent and transport ADCF equipment, located in Wichita, Kansas, to use in Nebraska.

Pre-Mission Activities: In early 2023, negotiations began with the National Guard (NG) to find a suitable location to hold the proposed dental event. LTC Raymond Philipps served as the NG Liaison Officer, and he set up multiple site surveys at various NG locations with Phil O'Donnel (NDVA) and the OOHD. The Titan Army Readiness Center at Camp Mead, 789 County Road J, Yutan was recommended due to its geographic position between Lincoln and Omaha and the advantages of its large open gym, loading docks and classrooms that were ideal to hold a 40 dental operatory set up. Additional meetings were held with NG leadership at the Guard Joint Headquarters in Lincoln to discuss the Concept of Operations and to gain legal approvals to use the preferred location and provide the proposed dental services to NE Veterans. This was a unique request because civilians had not utilized this specific National Guard location before.

Dr. Jim Jenkins, Associate Professor at the UNMC College of Dentistry, had organized many previous Mission of Mercy events and offered to be the overall clinical director for this new venture. The dates of October 5, 6 and 7, 2023 were selected because the Mead site was not in use by the NG for training, both dental colleges were in session, and there was not a home NU football game scheduled. Dr. Jenkins and Dr. Craft made several trips to the Titan Readiness Center and worked with NG member SSGT Corey Doorlag and facility manager Dean Bloom to develop a clinical floor plan with proper patient flow and safety. Dr. Jenkins quickly established the logistical requirements needed to line up equipment rentals, electrical & plumbing contractors, and dental supply support from many vendors. He developed a manifest of all pre-existing dental supplies and placed new orders with the Patterson Supply Company. He reached out directly to dental volunteers and selected section chiefs for the various treatment stations. He kept in constant communication with all team members to address planning and scheduling issues.

Levi Bennet worked with County Veteran Service Officers to promote this opportunity, created a Press Release, and verified Veteran eligibility. He partnered with David O'Doherty to set up registration and volunteer websites which eventually lead to almost 450 patient appointments and 250 dental volunteers. David designed the mission logo, patient treatment/consent forms and identified 117 NDA members who had military service. Dr. Craft successfully negotiated MOA/MOUs between National Guard, NDVA and the NDF. He obtained PPE supplies, ordered food and water delivery from the Hy-Vee grocery, and arranged for the presence of the "Remember the Fallen" exhibit that honors those Nebraskans who died during the Global War on Terror. Dr. Steve Anderson provided mission guidance and delivered a trailer of advance dental supplies to the site. Dr. Greg Bennet lined up Cerac scanners and 3D printers from both dental colleges and personnel from Dental Design Lab in Lincoln and Fuhrman Dental Lab in Norfolk to fabricate immediate dentures. Dr. Joe Franco coordinated numerous Creighton dental faculty, endodontists, and volunteer student participants. Dr. Jon Asbjornson lined up Panoramic radiological support from Dexis Imaging, Nomad digital units from the Ponca Health Services in Lincoln and Wi-Fi connectivity through the Farm Bureau. Bailey Kerr RDH and Jaimie Shopshire RDH assisted with the Hygiene coordination. Kip Kohl from Ameritas directed the critical infection control section and provided a music boom box. Dr. Monty Zysset oversaw the oral surgery section with numerous full mouth extraction cases and Tim Wilson provided EMT services. Jessica Ball headed up patient check and worked with Dr. Ken Tusha and Dr. Brett Thompson to manage patient triage. Levi Bennet and the VA team signed up Veterans for services and conducted an exit survey. Ken Carlson was present with the Veteran's Center van. Countless other people volunteered from private offices, dental companies, the NE Dental Hygiene Association, the Southeast Community College Dental Assistant program, the UNL Pre-Dental Club and numerous Veterans groups. There was even a couple that traveled from Alaska to assist in this event.

Active Mission Event: The dental equipment arrived from Kansas by semi on Tuesday, October 3rd with two ADCF technicians. Clinical set up was accomplished on Thursday October 5th starting at 0700 with assistance from key VetMOM personnel, contractors and about 10 local Veteran volunteers who manned pallet jacks and one who was able to drive the forklift. Completion of all plumbing, compressor and electrical sections was completed by 1800 and the site was secured for the evening by SSG Doorlag.

Day One: Dental volunteers arrived on site at 0700 Friday October 6th. Dental patients began to arrive at 0800 and 45 were scheduled every 90 minutes throughout the event. After some initial delays in the Triage and X Ray sections (Panorex overheating) the patient flow was soon well established and maintained with

all sections throughout the day. Due to the older age of many of the Veterans, 40% of the demand was for denture services. The Prosthodontic and Oral Surgery sections were particularly busy with impressions, full mouth extractions, digital scans, 3D printing and immediate denture insertions and adjustments. Radiology, Hygiene, Operative and Data Entry sections were all busy and fully staffed. The Endodontic section had fewer patients, possibly due to their older age. The Sterilization section was working hard to keep up with instrument demand, but adequate help prevented any backlogs. Volunteers had short breaks for breakfast and lunch. The last group of patients were scheduled at 1530 and by 1730 most services were completed, and patients were dismissed by 1800. Approximately 195 patients were treated on Day One. Everyone commented on how impressed they were with the NG facility and memorials. The Global War on Terror display brought great reflection to the military and civilians who viewed it.

Day Two: Volunteers again arrived about 0700, and food/coffee delivery was moved up to 0730 with patients coming at 0800. The clinical flow was well established at this point, but fewer patients had signed up for the early Saturday appointments, so the initial pace was less hectic than on day one. 16 people received their dentures back from the lab on the first day, but more (44) returned the second day for delivery as the labs stayed up Friday night making them. The pace started smoothly in all sections but slowed in hygiene and operative. About 158 patients were treated for a two-day total of 353 patient encounters. NG Public Affairs Officer Major Scott Ingalsbe toured the site as did NDVA Director John Hilgert. Holden Armstrong from the NDVA and Erin Wirth from the COD visited as did members of the local media. By 1630, the techs started to take apart the operatory sections that were not occupied. When the final denture cases were inserted, the remainder of the clinical equipment was boxed back up onto pallets and taken to the loading dock to be placed back in the semi. Dental materials were reloaded back in the trailer. Extra dental supplies will be given to PCM and CWAH programs. Extra PPE items will be utilized by VA Veterans Homes. The entire building was policed and secured by SSGT Doorlag at 2100.

Final Inspection: A final site inspection was held at the Titan Center on 10 October in the presence of SSGT Doorlag, Doug Bloom, Levi Bennet, and Dr. Craft. The facility was found to have no damage from the event.

Post Event Summary: The NDF purchased the use of a dental computer software program (\$500) designed by Dr. Kevin Conroy in Arizona specifically to track activities at Mission of Mercy events in other states. DHHS staff members Jessica Ball and Soliman Doza were trained in the program use and were able to adapt the existing program to meet the needs of the Nebraska Veterans Mission of Mercy event. Dental service data was entered at the mission site on both days but upon final review, it was noted much of the extraction and prosthetic data was missing. Jessica Ball and Dr. Craft spend several hours reviewing the charts and comparing them to the denture lab records and were able to verify the correct counts. The final mission totals were: #353 patient encounters, #225 Veterans and #84 Spouses, #2323 dental services and a total care value of \$406,512.14. Average age of the Veterans was 65.5 years. Douglas and Lancaster County residents made up 36% of the patients. Denture care represented 36% and Oral Surgery 23% of the total care value. Exit survey results indicate 85% of respondents were very satisfied with their treatment outcomes, 92% were likely to recommend other Veterans attend a future VetMOM. Over 62% did not have a dentist to visit on a regular basis and about 9% traveled over 250 miles to get to this event. Some of their comments to make the event better include: "Don't mess with success, I thought it was excellent", "Out freaking standing, it was ran great", "I don't know if it could get any better", "Provide transportation services", "Possibly have one more Xray machine" and "Very grateful for everything".

Lessons Learned: On 17 Oct a post event conference call was held with key VetMOM personnel, and the overall mission was discussed throughout the planning, execution, and completion phases. The overall team opinion was that the partner collaboration, mission coordination, the patient/volunteer participation, the services delivered and the honor of serving Veterans, all combined to make this a uniquely outstanding public health endeavor that all were happy to participate in. There are always ways to improve these activities, and these are some of the observations and suggestions mentioned:

- Initial NENG and NDVA partnership was very successful, Levi Bennet was crucial to this effort.
- Dr. Jim Jenkins superb clinical leadership was essential to the success of the mission.
- LTC Phillips and SSGT Doorlag were outstanding NG liaisons and should be commended.
- NG Titan site was exceptional, GWOT display well received, October date is good.
- Scheduled 45-minute appointments really made patient processing more manageable.
- Utilize two Panorex and 4 Nomads, if possible, to speed up patient flow.
- Establish reliable internet connections early, consider using "Starlink".
- Pros and OS most valuable sections, 40% of Pts needed dentures, more support in future.
- Internet needed for Cerec Primscan rather than USBs to speed up delivery by ½ day.
- Patients need to return for denture delivery...mark case/chart clearly with name and ##.
- Lab needs denture burs, soft reline kits, hot running water, student assistance.
- List of 46 patients still needing dentures given to VA for follow up Tx at dental schools.
- Conduct provider orientations to review forms, ensure critical dental data is recorded.
- Make sure patient consent forms are signed in Triage or by provider before Tx.
- Patient Treatment form will need to be adjusted and updated each year.
- Try to obtain 8-9 laptops to fulfill all mission computer needs.
- There were 70 cancellations, the dental team had capacity to treat more patients.
- Have coffee and food arrive early...0700 or 0730...more vegetarian options.
- Notify the NDHA early so more RDH participation is possible.
- Add photo permission into the patient treatment consent section.
- Ensure that written post-op and Pharmacy instructions are explained to patients.
- Consider having a wheelchair available to help some older patients.
- Sponsor Board was good, need more company names listed.
- Official NDF thank yous should be sent out to donors and sponsors.

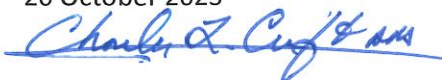
Future Consideration: The partnership between the Veterans Affairs, National Guard, Nebraska Dental Foundation, DHHS Office of Oral Health, UNMC College of Dentistry and Creighton University Dental School was unprecedented, and the results of this joint effort were truly outstanding. The opportunity to provide care to Veterans was an honor and a privilege. If the NDVA and NENG are pleased with this initial outcome, there could be discussion about another Nebraska Veterans Mission of Mercy event in the future. The Titan site was excellent, the clinic could be held yearly or biannually and maybe expanded to see more Vets. There would be many options to review if the parties are interested.

Respectfully Submitted

Dr. Charles F. Craft

Nebraska State Dental Director

20 October 2023

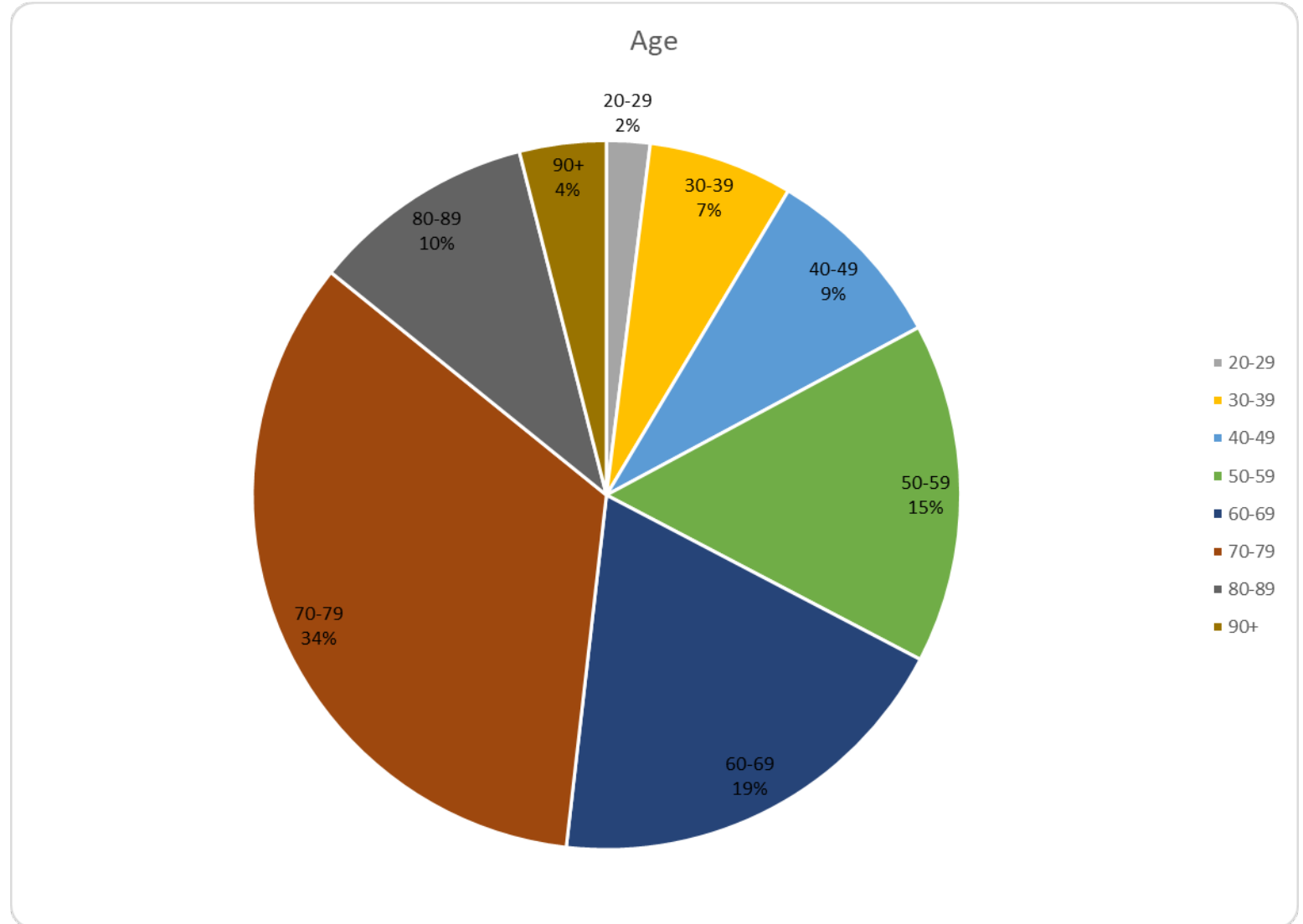


2023 Nebraska Veterans Mission of Mercy Patient Status and Age

Status	Number of People	Percentage
Veteran	225	73%
Non-Veteran	84	27%
Total	309	100%

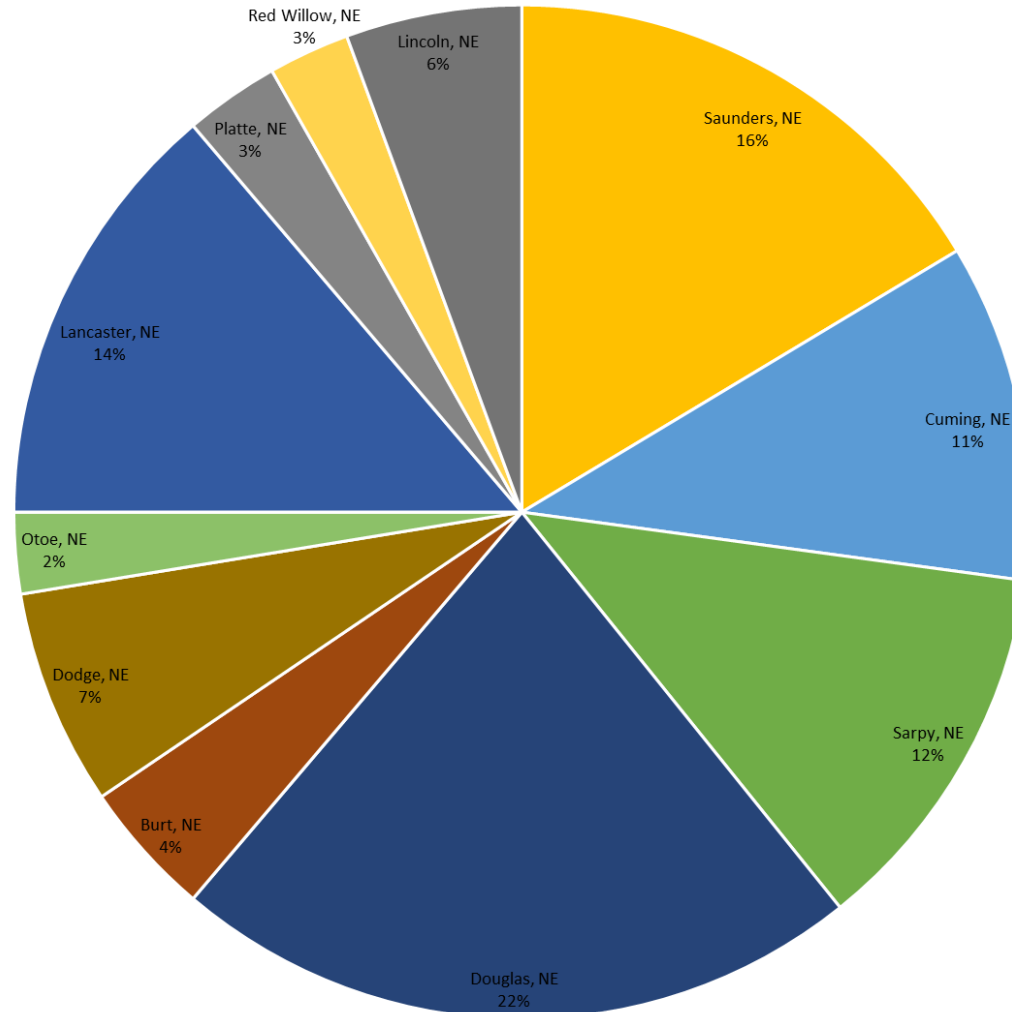
Age	Number of People
0-9	0
10-19	0
20-29	6
30-39	20
40-49	26
50-59	47
60-69	58
70-79	103
80-89	31
90+	12
Unspecified	6
Total	309

Average Age 65.57

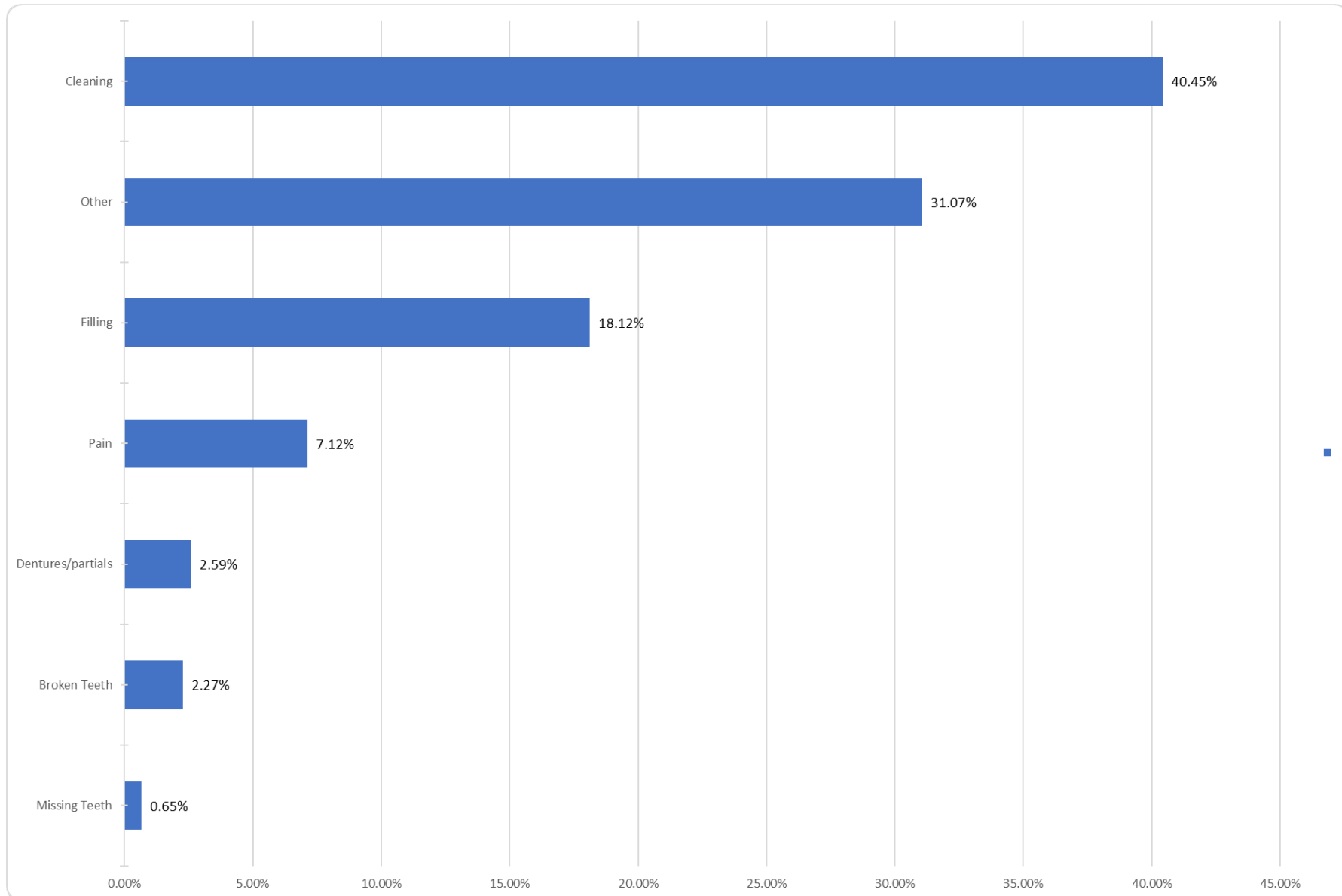


County, State	Number of People
Pottawattamie, IA	1
Mills, IA	2
Ellis, KS	1
Saunders, NE	38
Cuming, NE	25
Sarpy, NE	28
Douglas, NE	51
Burt, NE	10
Washington, NE	1
Dodge, NE	16
Cass, NE	1
Thurston, NE	2
Nemaha, NE	2
Gage, NE	2
Seward, NE	1
Saline, NE	2
Thayer, NE	1
Otoe, NE	6
Lancaster, NE	32
York, NE	1
Platte, NE	7
Boone, NE	2
Colfax, NE	4
Nance, NE	2
Polk, NE	1
Madison, NE	2
Boyd, NE	1
Wayne, NE	3
Antelope, NE	1
Dakota, NE	2
Hall, NE	2
Hamilton, NE	3
Custer, NE	1
Buffalo, NE	3
Valley, NE	2
Adams, NE	4
Clay, NE	2
Franklin, NE	1
Harlan, NE	2
Red Willow, NE	6
Dundy, NE	2
Furnas, NE	1
Hitchcock, NE	1
Hayes, NE	1
Lincoln, NE	13
Arthur, NE	1
Brown, NE	1
Scotts Bluff, NE	1
Unspecified	14

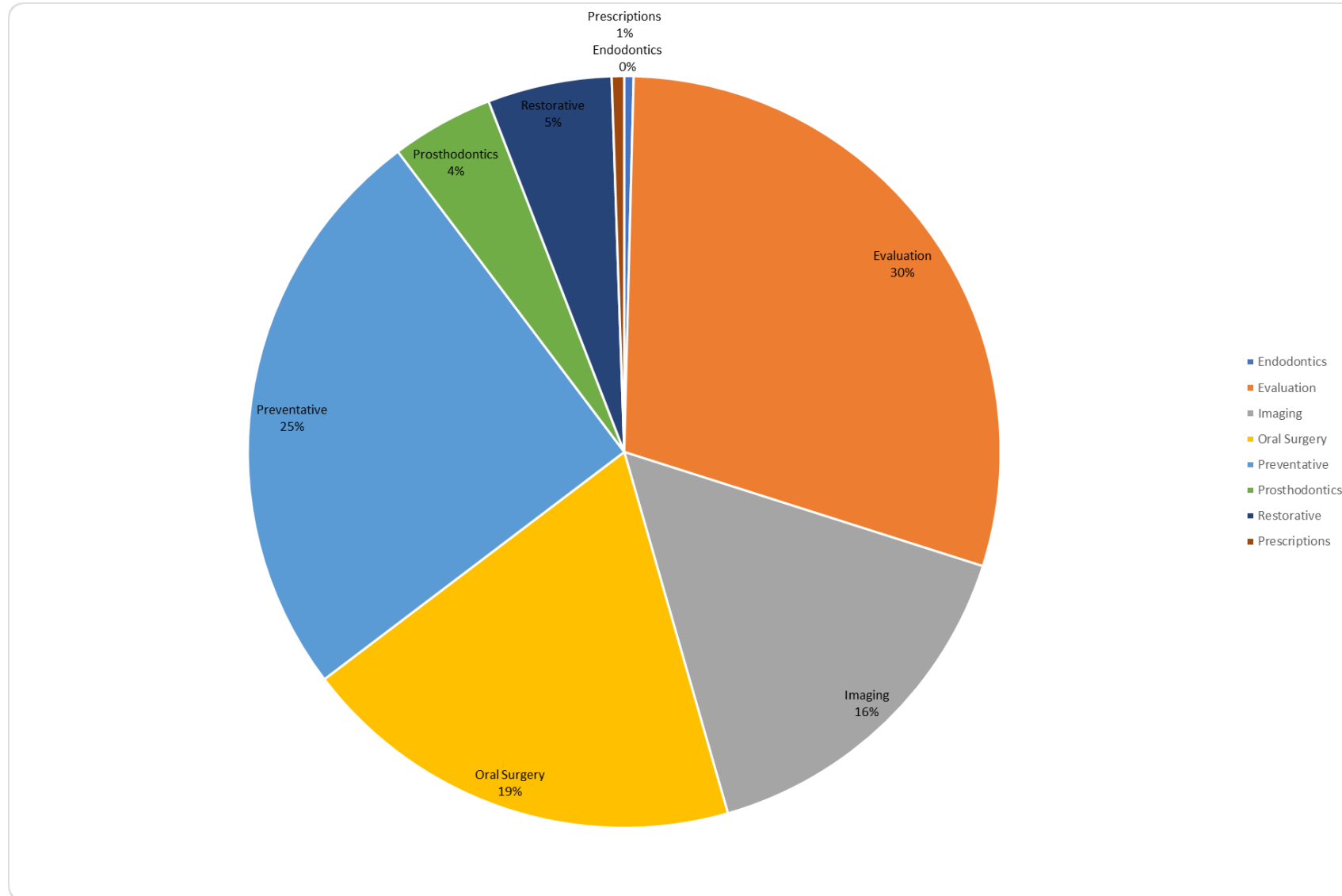
2023 Nebraska Veterans Mission of Mercy Patient Home Location by County



2023 Nebraska Veterans Mission of Mercy Chief Dental Complaint

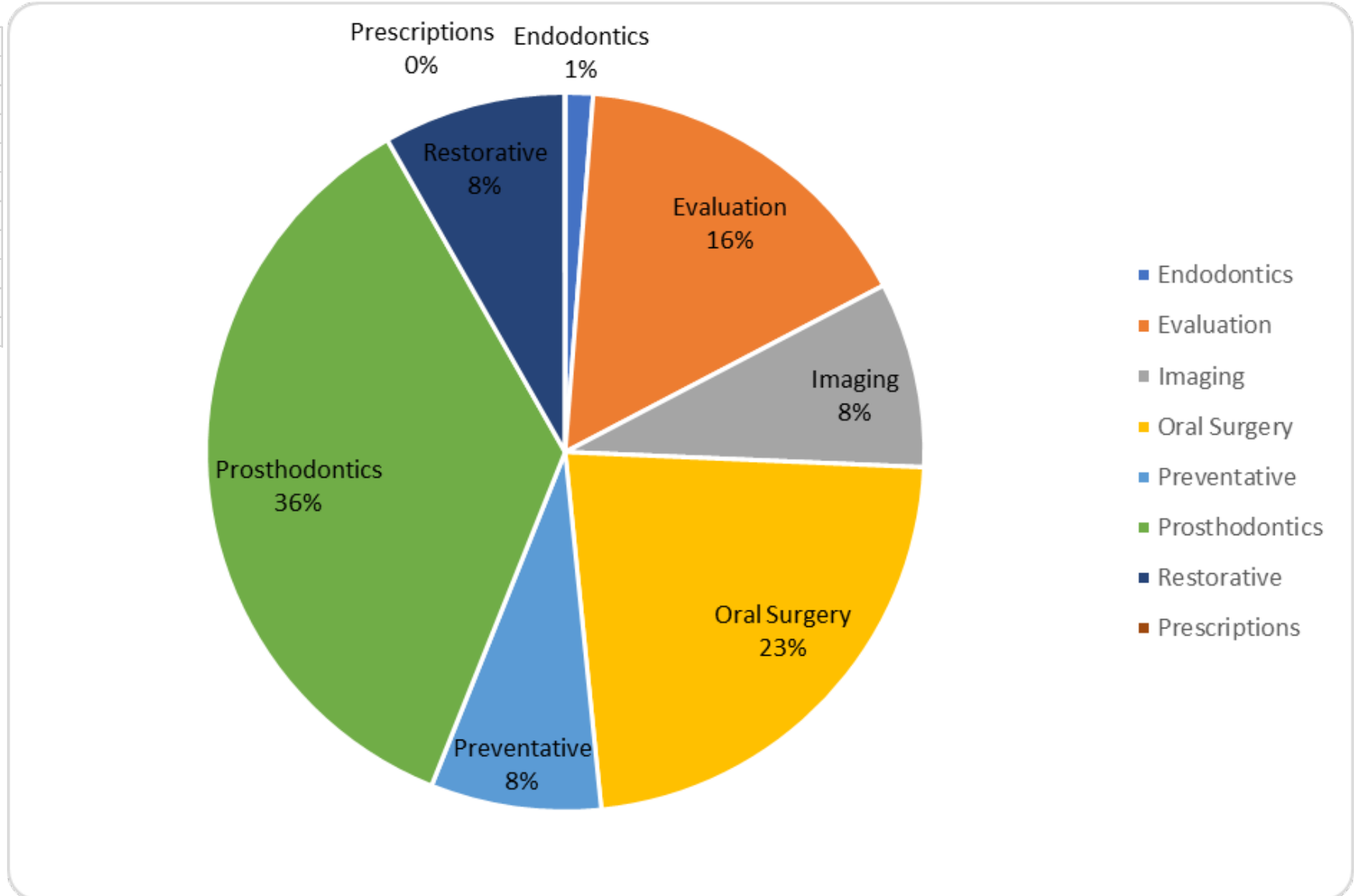


2023 Nebraska Veterans Mission of Mercy Dental Service Quantity by Department



2023 Nebraska Veterans Mission of Mercy Dental Service Value by Department

Department	Quantity	Value
Endodontics	9	\$5,170.00
Evaluation	664	\$57,217.37
Imaging	352	\$34,660.77
Oral Surgery	430	\$94,364.00
Preventative	564	\$31,880.00
Prosthodontics	99	\$148,195.00
Restorative	120	\$34,175.00
Prescriptions	85	\$850.00
Total	2238	\$405,662.14
Total w/ Prescriptions	2323	\$406,512.14



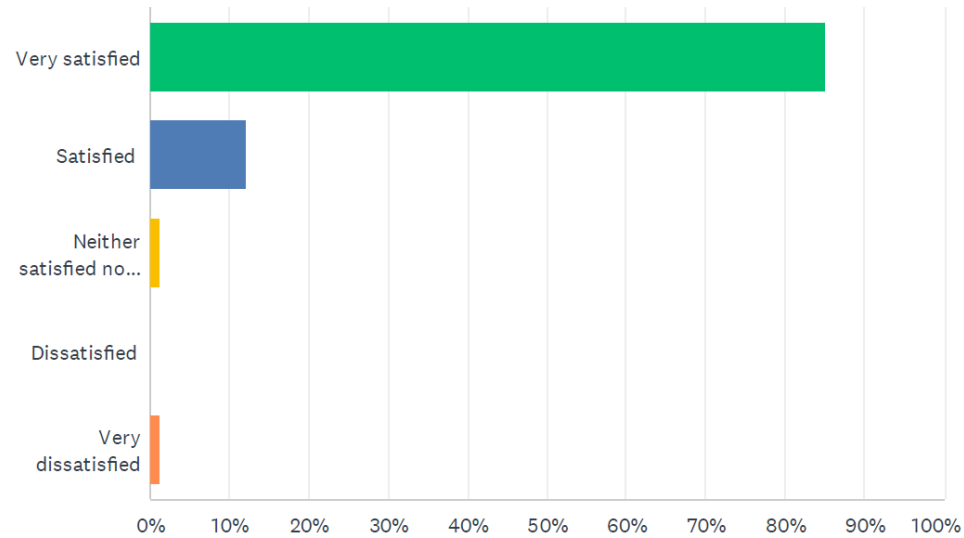
2023 Nebraska Veterans Mission of Mercy Service Codes

Dental Service Code	Code Description	Department	Rate	Quantity	Value
3220	Therapeutic Pulpotomy (Excluding Final Restoration)	Endodontics	\$265.00	1	\$265.00
3310	Anterior Endodontic Treatment (Excluding Final Restoration)	Endodontics	\$900.00	1	\$900.00
3320	Bicuspid Endodontic Treatment (Excluding Final Restoration)	Endodontics	\$1,025.00	1	\$1,025.00
3330	Molar Endodontic Treatment (Excluding Final Restoration)	Endodontics	\$1,250.00	2	\$2,500.00
3120	Pulp Cap - Indirect (Excluding Final Restoration)	Endodontics	\$120.00	4	\$480.00
191	Pre-diagnostic Services	Evaluation	\$80.00	309	\$24,720.00
9999	Return Visit	Evaluation	\$100.00	44	\$4,400.00
9997	No Treatment	Evaluation		2	
150	Comprehensive Oral Exam	Evaluation	\$90.93	309	\$28,097.37
220	Intraoral-Periapical - first film	Imaging	\$32.23	37	\$1,192.51
272	Bitewings - 2 films	Imaging	\$46.37	43	\$1,993.91
274	Bitewings - 4 films	Imaging	\$65.40	9	\$588.60
330	Panoramic Film	Imaging	\$122.00	248	\$30,256.00
230	Intraoral-Periapical - add'l film	Imaging	\$35.00	14	\$490.00
210	Intraoral - Complete Series (including bitewings)	Imaging	\$139.75	1	\$139.75
7140	Extraction, Erupted Tooth or Exposed Root	Oral Surgery	\$196.00	342	\$67,032.00
7210	Surgical Removal of Erupted Tooth Requiring Elevation & Removal of Bone	Oral Surgery	\$305.00	59	\$17,995.00
7220	Removal of Impacted Tooth - Soft Tissue	Oral Surgery	\$302.00	4	\$1,208.00
7250	Surgical Removal of Residual Tooth Roots (Cutting Procedure)	Oral Surgery	\$295.00	12	\$3,540.00
7310	Alveoplasty in Conjunction with Extractions - per Quadrant	Oral Surgery	\$350.00	12	\$4,200.00
7240	Removal of Impacted Tooth - Completely Bony	Oral Surgery	\$389.00	1	\$389.00
1330	Oral Hygiene Instruction	Preventative	\$32.00	309	\$9,888.00
1110	Prophylaxis - Adult	Preventative	\$94.00	142	\$13,348.00
1203	Topical Fluoride Varnish; Therapeutic	Preventative	\$53.00	98	\$5,194.00
4355	Full Mouth Debridement to Enable Comprehensive Eval and Diagnosis	Preventative	\$230.00	15	\$3,450.00
5820	Upper Interim Partial	Prosthodontics	\$816.00	5	\$4,080.00
5512	Repair Broken Denture Base, Maxillary	Prosthodontics	\$282.00	1	\$282.00
5110	Complete Denture - Maxillary	Prosthodontics	\$1,946.00	31	\$60,326.00
5120	Complete Denture - Mandibular	Prosthodontics	\$1,946.00	25	\$48,650.00
5650	Add Tooth to Existing Partial Denture	Prosthodontics	\$320.00	1	\$320.00
5821	Lower Interim Partial	Prosthodontics	\$830.00	4	\$3,320.00
9951	Occlusal Adjustment, Limited	Prosthodontics	\$245.00	5	\$1,225.00
5611	Repair Resin Denture Base	Prosthodontics	\$282.00	1	\$282.00
5640	Repair Broken Teeth, per Tooth	Prosthodontics	\$266.00	5	\$1,330.00
5212	Mandibular Partial Denture - Resin Base	Prosthodontics	\$1,715.00	10	\$17,150.00
5211	Maxillary Partial Denture - Resin Base	Prosthodontics	\$1,715.00	4	\$6,860.00
5751	Reline Complete Mandibular Denture (laboratory)	Prosthodontics	\$586.00	4	\$2,344.00
5740	Reline Partial Denture	Prosthodontics	\$664.00	1	\$664.00
5730	Reline Complete Maxillary Denture (chairside)	Prosthodontics	\$681.00	1	\$681.00
5731	Reline Complete Mandibular Denture (chairside)	Prosthodontics	\$681.00	1	\$681.00
2140	Amalgam - One Surface	Restorative	\$143.00	1	\$143.00
2160	Amalgam - Three Surfaces	Restorative	\$308.00	4	\$1,232.00
2330	Resin-Based Composite - One Surface, Anterior	Restorative	\$169.00	11	\$1,859.00
2331	Resin-Based Composite - Two Surfaces, Anterior	Restorative	\$206.00	10	\$2,060.00
2332	Resin-Based Composite - Three Surfaces, Anterior	Restorative	\$330.00	16	\$5,280.00
2335	Resin-Based Composite - Four or More Surfaces, Anterior	Restorative	\$413.00	14	\$5,782.00
2391	Resin-Based Composite - One Surface, Posterior	Restorative	\$190.00	13	\$2,470.00
2392	Resin-Based Composite - Two Surfaces, Posterior	Restorative	\$238.00	20	\$4,760.00
2393	Resin-Based Composite - Three Surfaces, Posterior	Restorative	\$369.00	18	\$6,642.00
2394	Resin-Based Composite - Four or More Surfaces, Posterior	Restorative	\$450.00	6	\$2,700.00
2920	Recement Crown	Restorative	\$143.00	5	\$715.00
2950	Core Buildup, Including Any Pins	Restorative	\$266.00	2	\$532.00
	Prescriptions		\$10.00	85	\$850.00
	Total Misson Value			2323	\$406,512.14

2023 Nebraska Veterans Mission of Mercy Exit Survey conducted by the NE Department of Veteran's Affairs

Q1 How satisfied were you with the treatment outcome and experience at this dental event?

Answered: 147 Skipped: 1

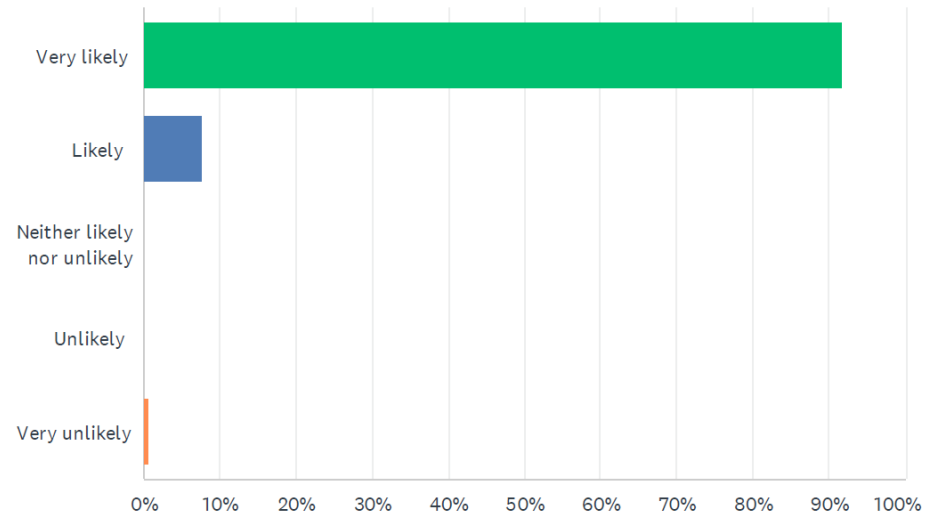


ANSWER CHOICES	RESPONSES	
Very satisfied	85.03%	125
Satisfied	12.24%	18
Neither satisfied nor dissatisfied	1.36%	2
Dissatisfied	0.00%	0
Very dissatisfied	1.36%	2
TOTAL		147

2023 Nebraska Veterans Mission of Mercy Exit Survey conducted by the NE Department of Veteran's Affairs

Q2 How likely are you to recommend other Veterans attend a future Mission of Mercy Dental Clinic?

Answered: 144 Skipped: 4

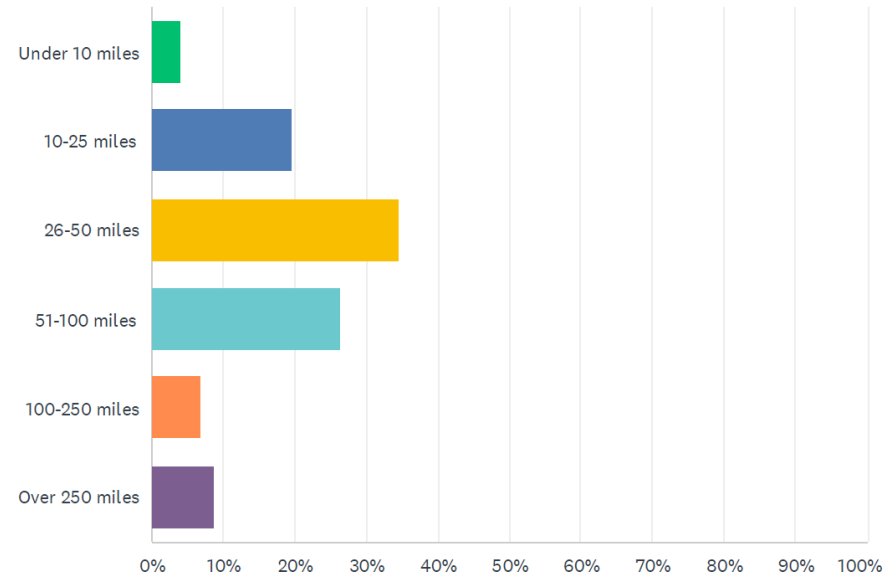


ANSWER CHOICES	RESPONSES
Very likely	91.67% 132
Likely	7.64% 11
Neither likely nor unlikely	0.00% 0
Unlikely	0.00% 0
Very unlikely	0.69% 1
TOTAL	144

2023 Nebraska Veterans Mission of Mercy Exit Survey conducted by the NE Department of Veteran's Affairs

Q4 How far did you travel to get here?

Answered: 148 Skipped: 0

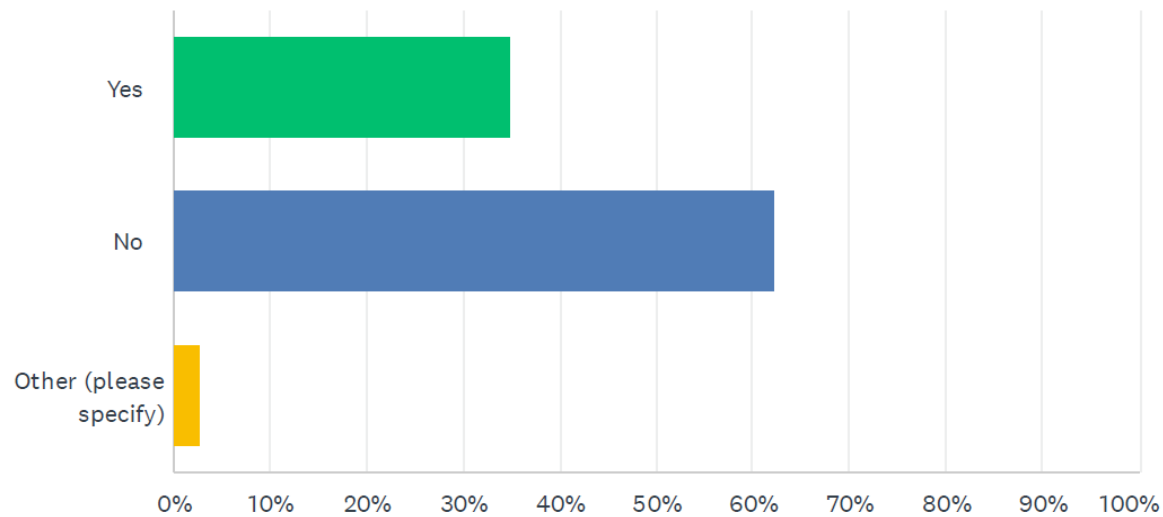


ANSWER CHOICES	RESPONSES
Under 10 miles	4.05% 6
10-25 miles	19.59% 29
26-50 miles	34.46% 51
51-100 miles	26.35% 39
100-250 miles	6.76% 10
Over 250 miles	8.78% 13
TOTAL	148

2023 Nebraska Veterans Mission of Mercy Exit Survey conducted by the NE Department of Veteran's Affairs

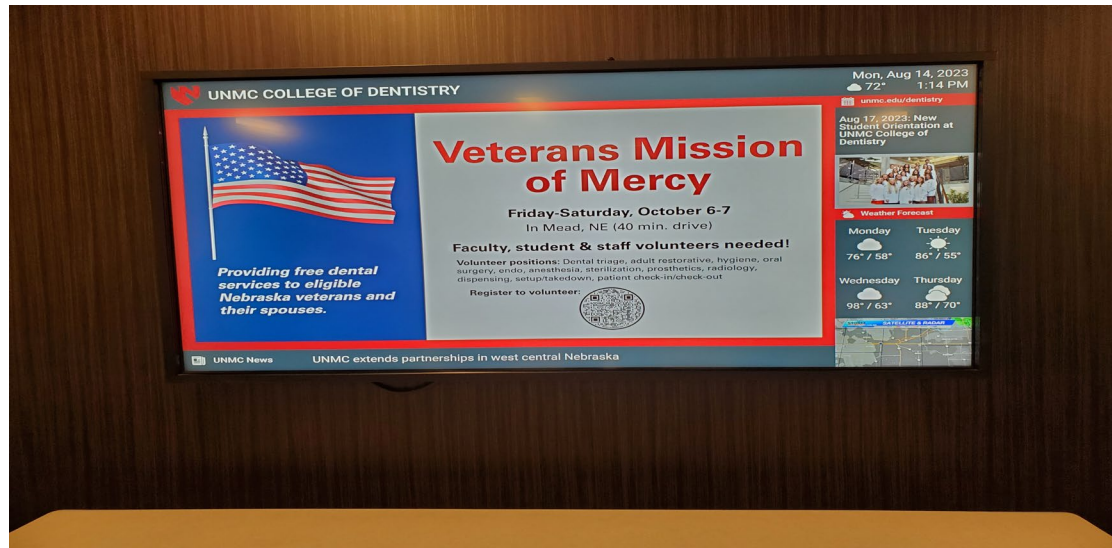
Q6 Do you currently have a regular dentist?

Answered: 143 Skipped: 5



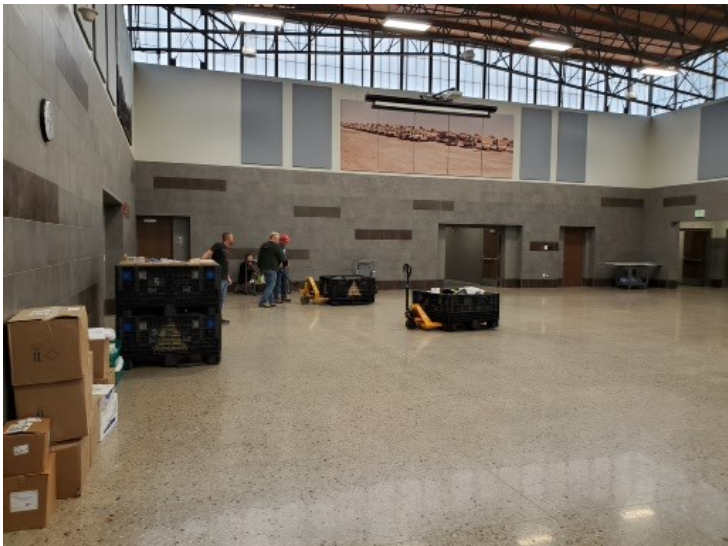
ANSWER CHOICES	RESPONSES	
Yes	34.97%	50
No	62.24%	89
Other (please specify)	2.80%	4
TOTAL		143

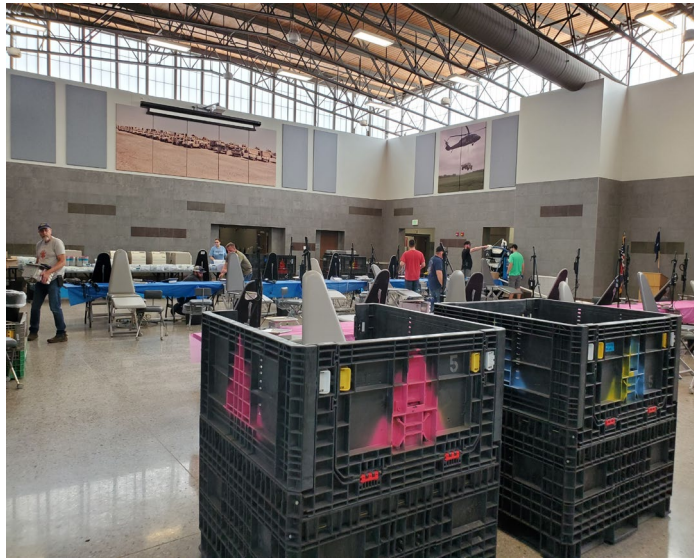
Nebraska National Guard Titan Readiness Center Camp Mead





Unloading ADCF Semi Truck and Initial Set Up





Connecting Electrical, Plumbing and Air Compressor Resources





Veteran Assistance To Set Up Radiology, Clinic Floor, Sterilization and GWOT Display

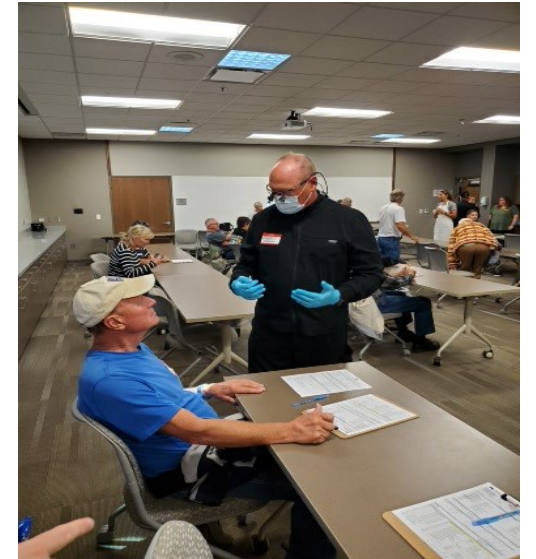




Patient Entrance, Veterans Affairs Office and Dental Triage

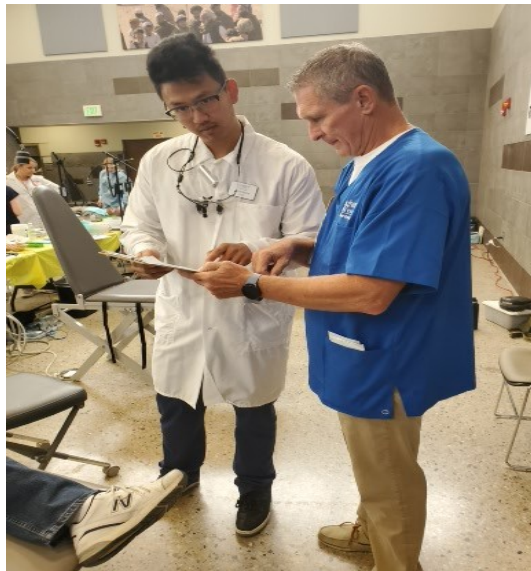


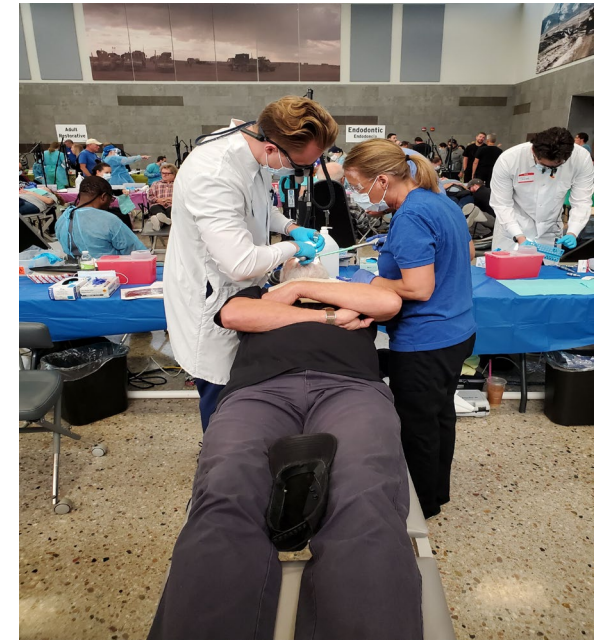
A clipboard with a dental form titled "Nebraska Dental". The form includes sections for "Patient Information", "PLEASE CHECK ALL THAT APPLY", "Medical History", "Allergies", "Medications", "Dental History", and "X-Rays". There are checkboxes and handwritten notes throughout the form.





X-Ray, Hygiene, Operative and Endodontic Sections





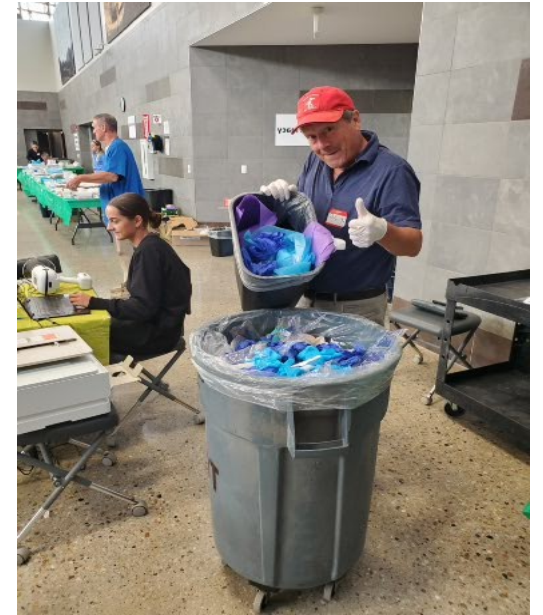
Oral Surgery, Central Supply and Sterilization Sections





Patient Denture Scan and Prosthetics Laboratory





Pharmacy, Data Entry, Food, Media and Site Clean Up

