

Nevada Health Centers, Inc.

Legislative Meeting – Senior Citizens & Veterans

Presented by: Linda L. Costa, Chief
Administrator/CFO

March 18, 2008

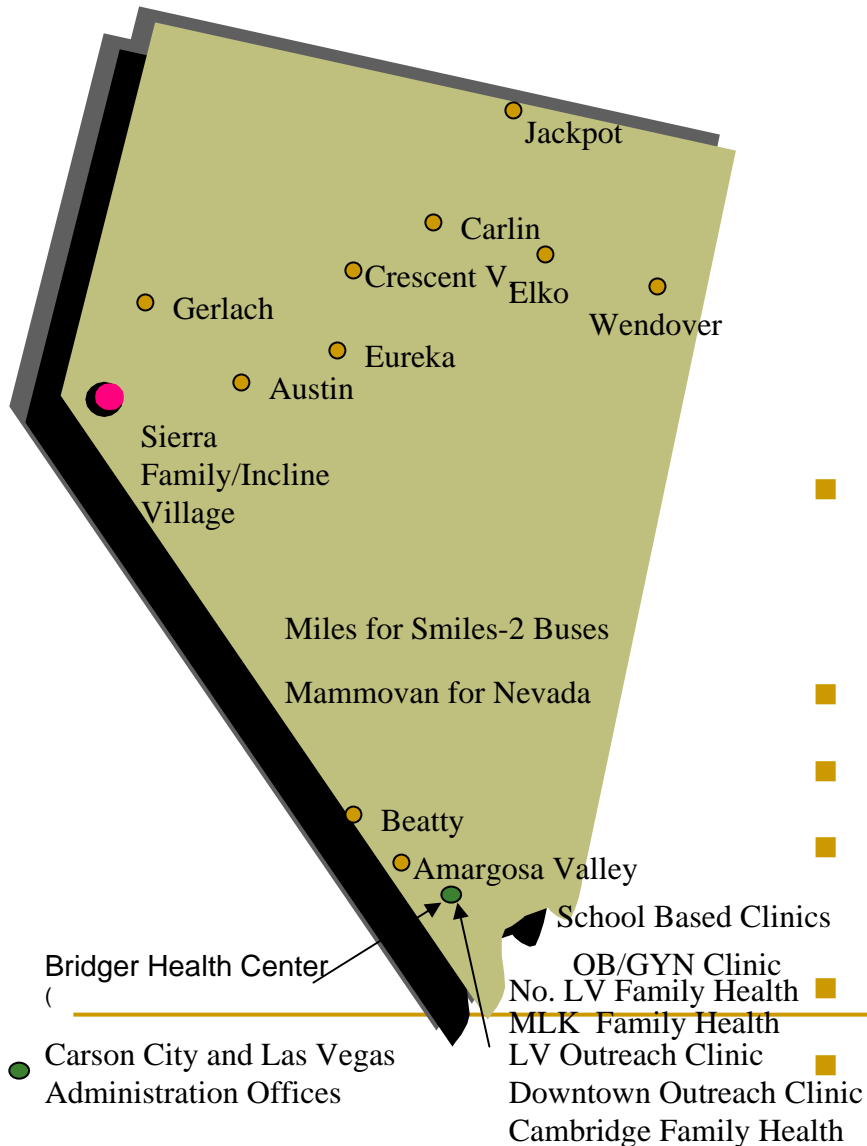
EXHIBIT R – Senior Citizens and Veterans
A.C.R. 35)

Document consists of 13 pages.

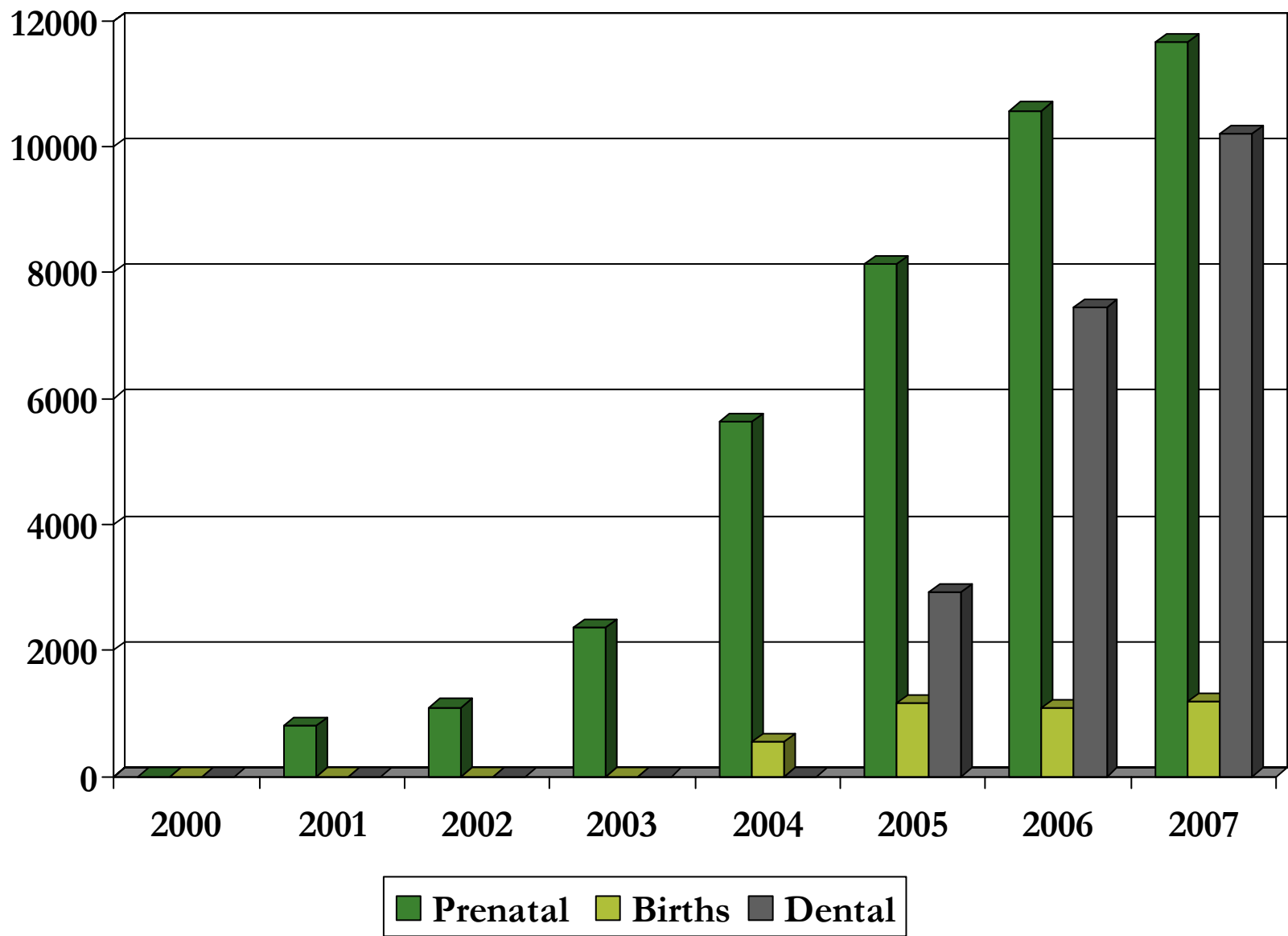
Entire exhibit provided.

Meeting Date: 3-18-08

Nevada Health Centers, Inc.



- Twenty-seven Health Facilities
 - 17-Basic Centers (Services on a Sliding Fee)
 - 2-Homeless Centers (free Services)
 - 1-OB/GYN Center (100 births per month)
 - 1-Dental Clinic, Elko
 - 3-Las Vegas School Based Clinics
 - 1-Mobile Mammography Van
 - 2-Mobile Dental Buses (Miles for Smiles)
- Service Sites- Child Haven, Carson Mental Health, Vitality Center, Public Health Services.
- 7-WIC Clinics (Las Vegas) 252,000 lives
- Internal Pharmacy Program
- Administrative Offices in Las Vegas and Carson City.
- 332 Employees
- 132,851 patient visits and 50,079 patients 2007



Nevada Health Centers - Dental Program

- Miles for Smiles joined Nevada Health Centers, January 2005
 - Service sites include two mobile vans: One located in Elko and one in Las Vegas
 - Elko Medical and Dental Center opened in January of 2006
 - Eastern Family Medical and Dental Center opens May of 2008
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NVHC RECEIVES GRANTS FROM THE DIVISION FOR AGING

- October 2005 Received Geriatric Health & Wellness Grant \$150,000
 - Total Unduplicated Patients Seen 218
 - Total Treatments Provided 1,099
 - Total number of dentures 78
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Dental Program Continued

- October 2006 Received Grant for \$142,500
 - Total Unduplicated Patients Seen 729
 - Total Treatments Provided 3,426
 - Total number of dentures 149

 - October 2007 Received Grant for \$142,500
 - Total Unduplicated Patients Seen 1st Qtr 263
 - Total Treatments Provided 1,202
 - Total number of dentures 70
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Dental Program Continued

- The high cost of dental care continues to be the main reason most seniors do not get the immediate and preventative dental care they need.
 - 42% of those surveyed this quarter had not been to the dentist in five or more years.
 - 80% of the patients surveyed said that the main reason they last visited a dentist was because something was wrong, bothering or hurting them.
 - Regular dental check-ups are not a priority to the majority of seniors who are on a fixed or very limited income.
 - The Grant allows seniors to get the routine dental care, hygiene instruction and the treatments needed.
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NEW RESEARCH INDICATES DENTAL CARE IS MORE IMPORTANT THAN ORIGINALLY THOUGHT!

- As the relationship between the mouth and the rest of the body becomes clearer, it is changing the way dentists, doctors and patients view oral health.
 - Infection and inflammation in the mouth have been linked to a variety of systemic conditions including pregnancy complications, type 2 diabetes, heart disease and stroke. Some evidence indicates cancer and arthritis can also be related to oral health problems. (Scientific American Presents Oral and Whole Body Health, 2006)
 - Nevada Health Centers health care model includes providing both oral and physical health care under one roof so patients become aware of the importance of oral health to their physical health.
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Dental Program Continued

Challenges of working with the senior population include complicated medical histories that occur with aging.

Determining the best course of dental treatment when seniors have deteriorating health issues.

The length of time that a senior patient can sit in the dental chair for a complicated procedure.

Teaching seniors about proper oral hygiene is challenging when their manual dexterity is compromised or when they are unwilling to change the lifelong habits

Dental Program Continued

- **A satisfaction survey is sent to senior patients upon completion of their dental work. It was heartwarming to read some of their comments:**
 - **“It really uplifts your feelings knowing you can keep your mouth clean & teeth taken care of. The dentist and her assistants were very gracious & truly concerned. It was wonderful to have such good care. Thank you again. Also I now don’t feel like an old shoe to be thrown away. Someone cares.”**
 - **“Thanks to all the nice people on your staff. I feel very grateful for the help I received and it costing me not one cent. I never thought to live long enough to get this help.”**
 - **“I can’t thank you enough for providing this service. I live on a fixed & limited income. This has been a God send. Thank you.”**
 - **Without exception, our senior patients are so grateful for the dental services that they are able to receive because of this Grant.**
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Dental Program Continued

One of the senior patients that completed her treatment this quarter who was undergoing chemotherapy for breast cancer. The chemotherapy had caused her teeth to crumble. Our dentist consulted with her medical doctor and oncologist about the proposed dental treatment plan prior to starting.

When asked to share any comments she had to help us to improve the program, she writes:

“I can’t think of improvements...the office staff, dental assistants and doctors were all caring and competent and treated me with very professional, cheerful, and competent treatment. I appreciate their kindness and top notch help all through my treatment and list of agencies that was provided may be able to help with other problems as well”.

Senior Podiatry Grant

- Nevada Health Center received the Grant in July 2006, 2007 – Bridger Location 310 9th Street, Suite 110

While many of us take for granted the fact that we can take care of our own feet and cut our own toe nails, this task can be extremely difficult if not impossible for some. Limitations in taking care of their feet occur in seniors due to balance problems, flexibility problems, vision problems and coordination problems.

Senior Podiatry Grant

- Improper care of the feet can result in circulation problems, infection and other problems that can seriously compromise mobility.
 - Foot care for diabetes is particularly important because their blood flow is already compromised. Physicians oversee the foot care for diabetic patients.
 - Nevada Health Centers, thanks to the Division for Aging Services offers the only foot clinic that does not charge seniors for toenail cutting and basic foot care.
 - Foot care helps seniors maintain their mobility and thus their independence!
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