This report represents MY COMMUNITY DENTAL CENTERS INC's responses to Charting Impact, a joint project of BBB Wise Giving Alliance, GuideStar USA Inc, and Independent Sector. Charting Impact uses five simple yet powerful questions to encourage strategic thinking and help organizations share concise information about their plans and progress toward impact.

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<th>MY COMMUNITY DENTAL CENTERS INC</th>
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<td>One Water Street Ste 200 , Boyne City, MI</td>
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<td>49712</td>
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<td>231 -547-7674</td>
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<td><a href="http://www.mydental.org/">http://www.mydental.org/</a></td>
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**Mission:**
Our mission is to improve the lives of our patients and enhance community health by setting the highest standard of oral health care. Our goal is to create and expand access to ever improving quality dental care for all who seek care. The care we provide is customized to meet the appropriate needs of each patient, and is offered in a patient-centered atmosphere with exceptional customer service. MCDC is committed to continuous quality improvement with this "patient first" perspective.

The content of this Charting Impact Report is the sole product and responsibility of MY COMMUNITY DENTAL CENTERS INC. This report does not in any way represent an endorsement from Independent Sector, BBB Wise Giving Alliance, or GuideStar, nor does it represent fulfillment of the BBB Wise Giving Alliance's *Standards for Charity Accountability*. For more
information on Charting Impact, visit www.guidestar.org/chartingimpact
1. What are we aiming to accomplish?
To improve the lives of patients, extend care to the underserved, and enhance community health, My Community Dental Centers will grow to serve 200,000 patients annually by 2020. Our vision - An improved quality of life for our patients which enhances and benefits the local communities we serve. We believe our vision can be achieved by caring for one smile at a time. - Increased access to high-value oral healthcare (exceptional care at fees below the market average -To provide oral healthcare in a manner consistent with improving the quality of life for the patients we serve -The ability to recruit and retain exceptional health care talent -Foster an environment which encourages the personal and professional growth of our team -Develop and train future dental professionals with our educational partners -Lead the dental profession toward continuous improvement and patient safety -Cultivate an environment of political and social relevance with regard to the needs, outcomes, and benefits of dental public health -Collaborate with all healthcare professionals to create an awareness of the importance of oral health

2. What are our strategies for making this happen?
MCDC utilizes a Social Entrepreneur Model – utilizing business concepts focused on innovation and sustainability with a social mission and desire to provide worth in our local communities. MCDC model focuses on efficiencies for sustainability through the use of technology – utilizing electronic patient records, digital radiography, formulary for supplies and instrumentation, as well as state of the art dental equipment. Economies of scale are achieved with centralized IT, HR, billing, patient registry. Provider compensation methods encourage productivity, efficiency, and cost control. In 2012, a quality department was developed with dedicated resources for standardization of policy and procedures within the organization. MCDC also entered into a partnership with Press Ganey to measure patient satisfaction with the goal of improving the patient experience by creating continuous, sustainable improvement. All quality improvement initiatives support the organization's relentless pursuit of excellence in providing oral health care services with a patient centered perspective.

3. What are our organization's capabilities for doing this?
MCDC provides quality, compassionate dental care for adults and children covered by Medicaid, Delta Healthy Kids Dental, and MiChild, as well as low-income uninsured patients throughout the state of Michigan. In addition, MCDC offers a dental plan that provides dental services utilizing a sliding fee schedule based on the Federal Poverty Limits, to patients without dental insurance. There are a significant number of Michigan residents who require dental care that is provided in a hospital setting. They typically include developmentally disabled adults and children under the age of six, with significant dental decay. Care for these individuals usually cannot be provided in a traditional dental office setting. Our hospital dentistry program has served these individuals in our ten hospital program sites.

4. How will we know if we're making progress?
The organization will measure progress by tracking the following indicators; -Continuous growth in patients served -An increase in treatment plans completed -Improvement in the organization mean patient satisfaction scores which are currently above 88.8% as measured by Press Ganey. -New center development and expansion- - Strong relationships maintained with our community partners.

5. What have and haven't we accomplished so far?
MCDC continues to provide access to comprehensive dentistry delivered in an efficient fashion with outcomes of ever-improving quality and appropriateness of care. We have provided a dental home for over 83,000 individuals in Michigan, 36% of which were children. We continue to pursue initiatives to further expand access to oral healthcare throughout Michigan and other states, including the addition of new centers and community partnerships.