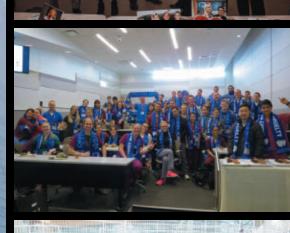


Membership Matters

A publication of the Oregon Dental Association • June/July 2021

OREGON HEALTH & SCIENCE UNIVERSITY SCHOOL OF DENTISTRY

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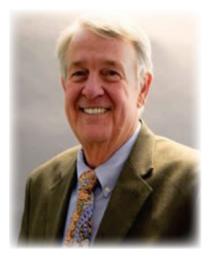
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FROM THE EDITOR

Who Are We?



By Alayna Schoblaske

The opinions expressed in this editorial are solely the author's own and do not reflect the views of the Oregon Dental Association or its affiliated organizations.

WHAT AM I? HOMO SAPIENS. DAUGHTER. DOG-LOVER. Cisgender

woman. Sister. Runner. Heterosexual. Polish. Irish. United States citizen. White. Leader. Reader. Friend. Employee. Editor. And, of course, I am a dentist. All of these words answer the question of *what* I am. Some of them may also give you an idea of the individual behind the words, but they leave out the feeling of joy I experience each morning with my first sip of coffee, or how much I love dancing at weddings. The process of sharing *who* I am is a lot harder than identifying *what* I am.

I started thinking about this when a friend shared with me Glennon Doyle's conversation with Adam Grant on the WorkLife podcast.¹ The two of them discuss the power of identities that we use to label ourselves. Ms. Doyle shared that, "I don't identify as anything anymore. Because the second you have an identity, you have to have a dogma or list of rules that allows you to keep that identity. [...] Anything I put after the phrase 'I am' is a promise that I don't want to be stuck with my entire life."

While I am not sure I completely agree with Ms. Doyle - because many of my identities have connected me to amazing communities and an immense amount of pride – I have been thinking a lot lately about what it means to identify as a dentist, who created that particular "list of rules" and how that might impact my life. As an unmarried young woman working in a public health setting who rents my home and has no intention of owning my own practice, I do think that I defy many of the societal stereotypes of what it means to be a dentist. I take a lot of pride in my unique perspective, and I feel a lot of gratitude for the welcoming environment that the

Oregon Dental Association has created for my particular version of being a dentist (including joyful coffee consumption and exuberant wedding dancing).

I wonder what it would mean to say that, "I work as a dentist" instead of saying, "I am a dentist."

I wonder how we might all examine our relationship to our identity as dentists. Of course, there is no one right way to be a dentist, and I am excited by the prospect of a version of organized dentistry where all the ways of being a dentist belong. Where we show up as a group of individuals that share an occupation and then bask in the vibrant diversity of everything else that makes up the rest of *who* we are.

I also wonder if our wellness might improve if we reorient our identities a little bit. If your primary identity is "dentist," how would it feel for it to be "golfer" or "parent" or "yogi" instead? What if you didn't love your crown margin one day and could instead take comfort in the way you hugged your friend after she got difficult news? I believe that this is part of the work that our ODA Wellness Initiative can support you in doing. If you are feeling overwhelmed or dissatisfied with your dentist identity (overwhelm, burnout, stress mismanagement, grief, depression, or anything else), one of our Wellness Ambassadors would love to talk to you and connect you with resources to support you and bring you back to a place of celebrating all of the beautiful, vibrant, and necessary facets of who you are.

Reference

 Grant, A (Host), Doyle, G. "Glennon Doyle Wants you to Abandon Identity." *WorkLife*, Transmitter Media, 27 April 2021, https://www.ted.com/podcasts/ worklife/glennon-doyle-wants-you-to-abandonidentity-transcript.

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Welcome New ODA Members

UP FRONT

Welcome to our newest members! Please reach out to these new members and welcome them into the ODA community.

Dianne Applegate, DDS Multnomah County Dental Society

Nicholas Brammer, DDS Washington County Dental Society

Tylor Brekke, DMD Washington County Dental Society

Susan Chou, DMD Washington County Dental Society

Jonathan Gold, DMD Multnomah Dental Society Craig Johnson, DDS Southwestern Oregon Dental Society

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Kevin Larson, DMD Washington County Dental Society

Ruiwei Liang, DMD Washington County Dental Society

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TRANSITION POINTER

WHAT ARE THE ADVANTAGES OF MY PRACTICE TRANSITION SERVICES?

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- **Recruiting the perfect associate and/or buyer** is the key to the continuity of your patients' dental care.
- If you already have a potential buyer or associate for a buy-in, then my transition services coordination can complete your sale or buy-in.
- Negotiating a Letter of Intent completes the major details of your sale, such as:
 - Sale price
 - Financial terms
 - Timing
 - Covenant-not-to-Compete
 - Future employment contract, partnership, or expense sharing details (if any).
- My liaison with your attorney and CPA enhances the legal and financial planning.
- My qualified Financial Resources insures that the buyer can obtain 100% financing.
- My 49 **Point Transition Checklist**, reviewed with yourself, your staff, and the buyer details the administrative and clinical tasks necessary for a successful transition.
- Sample Patient & Referral Source Letters of Introduction assist you in writing your own letter.
- If you are to be employed by the buyer in the future, my **Employment Agreement Questionnaire** will outline specific details.
- If this is to be a partnership or solo/group practice entity, my **Management Operating Agreement Questionnaire** outlines management roles and how income will be shared.

If a practice transition is in your future, give the expert a call.



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PRACTICE TRANSITIONS MADE PERFECT!™

Events & Education Component CE Calendar

CONTINUING EDUCATION

Calendar provided by Mehdi Salari, DMD This calendar is current as of May 10, 2021.

Due to the COVID-19 pandemic, events may be altered or postponed. Please visit the host dental society website for the most up-to-date information.

Date	Host Dental Society	Course Title	Speaker	Hours CE	Location	More Information
09/15/21	Multnomah	Prosthodontic Course	Dr. Larry Over	2	TBD	Register: www.multnomahdental.org

Find this calendar online at www.oregondental.org. Click "Meetings & Events" > "Calendar of Events".

Due to the COVID-19 pandemic, many component meetings were canceled or postponed. Looking for additional ways to get CE? The American Dental Association has a large collection of webinars and on-demand video learning opportunities available, many of which are free to members. Visit **adaceonline.org** to catch up on the latest offerings on your own schedule.

SAVE THE DATE For the 2021 oda House of delegates!

The 2021 ODA House of Delegates will take place virtually on

September 25, 2021. All ODA members are welcomed and encouraged

to attend — mark your calendars and plan to serve as a delegate for your

local component society. We look forward to "seeing" you there!

Dental Shade Photography Basics: Tooth Dehydration



Mitch Bourgeois, CDT Ceramist, O'Brien Dental Lab

Let's talk about dehydration. Arguably, shade matching is one of the most challenging aspects of what we do. It's a lot easier to tell if a margin is closed or a crown is in occlusion, but shades are nuanced.



Does it match, does it blend, or is it entirely off? Sometimes shades are just completely off, but sometimes there are simple ways to help correct that.

When you do a lot of work with shade photography, it isn't long before you notice some things that just need a little adjustment. When to take the

shade is one of those easy adjustments that can make a big difference.

When we see photos with shade tabs next to a fully prepared tooth, we know this was an at-the-end-of-the-procedure shade choice.

Shade photos taken at the end of the preparation procedure are great for giving us the prep shade but not so good at giving us the shade that we need to match for the natural teeth. Teeth dehydrate rapidly, and when they do, the shade will jump one to two shades lighter, maybe more.



This isn't an issue if we are

matching existing crowns, but natural teeth react quickly and dramatically during the preparation procedure.

When the patient's mouth is open and the teeth are exposed to air for however long it takes to do one or more preps, everything is changing. All that exposure to the air is drying the teeth out. During that time, the shade is getting lighter and lighter.

When we look at a shade photo, we look at comparisons between the shade tab's known value and what we are asked to match to.

As the tooth dehydrates, the natural translucence is lost, making the tooth look more opaque and higher in value. The surface of the tooth may take on a cloudy appearance that is easily mistaken for surface character. Then, you take the shade, and we fabricate the crown. However, when the patient returns for the seating, their teeth are fully hydrated, with greater chroma and translucency, and you end up with a shade that doesn't come close.



(A) hydrated, before procedure (B) dehydrated, after procedure

If you find your restorations coming back too light, especially in the anterior position, take a moment and think about where in the preparation procedure the shade is taken.

If you are taking it at the end, consider moving the shade determination to the very beginning of the appointment and see if that helps.

Seeing shade tabs next to unprepared teeth gives us greater confidence that what we see compared to the shade tabs isn't going to change when you see the patient at the final seating.

We hope you found this article helpful. If you have any questions or comments, please email us at <u>customerservice@obriendentallab.com</u>. To subscribe to our educational videos and articles, please visit <u>obriendentallab.</u> <u>com/subscribe</u>.





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Board of Trustees Meeting Highlights

Oregon Dental Association Board of Trustees Meeting Saturday, March 6, 2021

UP FRONT

- Dr. Mark Miller was elected to serve as the 2021-2022 ODA President Elect.
- Dr. Bruce Burton and Dr. Mark Mutschler were elected to serve as alternate delegates at the 2021 ADA House of Delegates.
- Dr. Terrence Clark was appointed to a second term on the Annual Meeting Council.
- Dr. Stacy Geisler was appointed to a second term on the Regulatory Affairs Council.
- Office Depot will be added to ODA's co-endorsements through ADA Member Advantage.

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MEMBER BENEFIT OF THE MONTH

New Co-Endorsed Vendor: Office Depot

ODA MEMBERS NOW HAVE ACCESS TO

EXCLUSIVE member-only discounts at Office Depot. The co-endorsement through ADA Member Advantage allows members to save up to 75% on a range of products from the Office Depot Best Value list, which includes items such as coffee, paper, cleaning supplies, office chairs, ink, batteries, and trash liners. Members will also receive free next business-day delivery.

"Dental offices often don't order the kind of supplies carried by Office Depot in great enough quantities to take advantage of bulk discounts," said ODA Executive Director Dr. Barry Taylor. "Through this program, our members, as well as their staff and family, have access to preferred pricing and can realize real cost savings."

Through its banner brands Office Depot and OfficeMax, as well as others, ODA members get access to the tools and resources needed to help run your business through approximately 1,200 retail stores, an online presence, and thousands of dedicated sales professionals.

To register an account and start receiving member savings, visit **ADA.org/officedepot**. From your account, you can download the Office Depot store purchasing card and use it during checkout when making purchases. For specific questions, contact Office Depot at 1-855-337-6811 ext. 12654.

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Multnomah Dental Society Speaker of the House

Passion for Helping Others Guides Dr. Ron Sakaguchi, Dean of OHSU School of Dentistry



OHSU

By Melody Finnemore

"MY MISSION STATEMENT IS SIMPLY, 'TO HELP.'" For

Dr. Ron Sakaguchi, DDS, PhD, MBA, who became interim dean of the OHSU School of Dentistry last October, life is all about relationships and helping people. His interest in helping people drew him to the dental profession, and academics, in particular. When he was in high school, a family friend and dentist invited him to observe in his practice. For his high school career guidance project, Dr. Sakaguchi chose two careers, biophysics and dentistry, and went on to earn degrees in both.

After completing his dental degree at Northwestern University in Chicago, he practiced in a hospital-based clinic in the south side of Chicago. He developed an oral medicine rotation for medical residents and worked on a dental public health community research project studying oral health disparities in communities with and without fluoridated water.

Through these experiences, Dr. Sakaguchi decided to pursue a career in academics. For his master's thesis in the graduate prosthodontics program at the University of Minnesota, he worked with an oral surgeon and a professor in electrical engineering to invent a device to measure temporomandibular joint displacement using acoustics. This was his entry into dental research.

He continued at the University of Minnesota as a member of the Minnesota Dental Research Center for Biomaterials and Biomechanics in the Dental Research Institute and advanced from research associate to assistant professor, then to tenured associate professor in the Department of Oral Sciences, where he was able to earn a Ph.D. and secure research grants from the NIH/NIDCR.

In 1994, he was recruited to establish a laboratory in dental biomechanics and joined the OHSU School of Dentistry. He was promoted to tenured professor in 1999 and served in several dental school leadership roles over the years, including associate dean for research and innovation from 2007-2011. One of his most memorable projects was to work with the faculty group that supported the blue ribbon panel chaired by Dr. Robert Gootee to design the plan for the new School of Dentistry building at the South Waterfront.

After completing an MBA degree from Babson College, Dr. Sakaguchi then joined the Division of Management in the School of Medicine. Here he led graduate courses in innovation, project management, strategic decision making, and the Capstone Program in the MS and MBA Healthcare Management Programs.

Dr. Sakaguchi brings extensive academic, clinical, financial, operational and research experience to his role as interim dean. He has written numerous publications, was awarded NIH grants, and is the senior editor of a textbook in dental biomaterials used in dental schools internationally.

Early in the COVID-19 pandemic, Dr. Sakaguchi was asked by Scott Page, chief of OHSU operations, and Mike McCaffrey, associate vice president of logistics, to start up and lead a manufacturing team within OHSU's logistics and supply chain. His team coordinated the production of PPE with industry partners, which include A-dec, BMP America, Nike Inc., HP and Intel, along with several other, smaller vendors.

"The most gratifying part was the generosity and graciousness of the people in the community who offered their help to healthcare systems so healthcare providers could continue caring for patients," said Dr. Sakaguchi, whose team worked to maintain a supply of PPE for OHSU Healthcare throughout the crisis.

A member of the American Dental Association and Oregon Dental Association for several years, Dr. Sakaguchi has recently been a guest on the Regulatory Affairs Council and said the experience taught him just how broad ODA's advocacy role extends.

"I'd like to see more of our faculty and students become active in the ODA," Dr. Sakaguchi said, noting that when he was a dental student he did not learn how legislation and advocacy impact organized dentistry.

In addition, he wants to promote more partnership between the School of Dentistry and the ODA to work on common mission areas such as providing safety nets of dental care for underserved communities throughout the region."Many people don't have sufficient access to oral healthcare. I hope we can improve the access to care and work on the integration of oral health and primary medical care,"Dr. Sakaguchi said.

"I've learned a lot from my recent increased involvement in the ODA. I didn't fully appreciate the scope of ODA's work," he said, adding he sees many areas where OHSU can expand its partnership with the ODA.

The Oregon American Student Dental Association

OHSU

By Jon Goddard and Taylor Glovsky



Jon Goddard



Taylor Glovsky

BECOMING A COMPETENT DENTIST CAN

SOMETIMES FEEL like a daunting task. At OHSU, students dive into DS1 year with cadaver dissections, wax-ups, and countless histology slides. Treating patients seems like a distant goal; however, the American Student Dental Association, ASDA, provides an opportunity to learn more about "real life" dentistry, collaborate with upperclassmen and local dentists, and hone leadership skills. ASDA consists of more than 23,000 students, and according to their mission statement, ASDA "protects and advances the rights, interests, and welfare of dental students. It introduces students to lifelong involvement in organized dentistry and provides services, information, education, representation, and advocacy."

Oregon ASDA consists of an executive board containing a president, vice president, secretary, treasurer, pre-dental chair, a community service chair, a legislative chair, three Oregon Dental Association liaisons, a chapter development/vendor relations chair, and a wellness chair. Each chair position oversees a committee which includes volunteers from the entire school. Interviews for our executive board are conducted each spring, and we just had the opportunity of electing our new 2021/2022 board from an amazing pool of applicants. With a new executive board comes new ideas and fresh enthusiasm, and here is a look back at some of our favorite memories.

Pre-Dental

The pre-dental team plans events such as mock interview nights, application and personal statement workshops, and a yearly Dive into Dentistry event. Dive into Dentistry allows prospective students to get hands-on experience alongside current students and faculty. This includes crown preps, diagnostic impressions, cast fabrications, diagnostic wax-ups, and anterior restorations. Many students choose to participate on this committee because they once received similar mentorship and are grateful for the opportunity to give back.

Community Service

Community service focuses on volunteering within the local Portland community. A student favorite is Give Kids a Smile Day, which is a national program through the ADA and local partners. Third- and fourth-year students complete intraoral exams, while first- and second-year students gain experience assisting. Previous events have also included compassion clinics, trash cleanups, food bank volunteering, participation in sealant day activities, donating oral health supplies, and local dental van volunteering.

Legislative and ODA Liaisons

ASDA is all about advocacy, and this is where our legislative team and ODA liaisons shine. This branch of our chapter is involved in State and National Lobby Day, and they also help plan events such as ODA House of Delegates, National Signing Day, and the Oregon Dental Conference. Our DS3 ODA liaison is even a voting member on the ODA Board of Trustees! Some advocacy issues that are near and dear to our ASDA heart include administering vaccines, licensure reform, fluoridation, and dental school debt.

Chapter Development/Vendor Relations

The chapter development team maintains relationships with community partners and other sponsors interested in working with Oregon ASDA. Lunch and learns engage students on topics including practice management, loan repayment, technology in dentistry, and much more. Vendor fairs took a hit with COVID this year, but we are looking "ASDA has been and continues to be one of the most important parts of my dental school experience. It has brought me friends, colleagues, opportunities to learn, fun adventures, and a passion for dentistry that I didn't even know I had before starting dental school."

forward to bringing back our fall and senior vendor fairs in the future. Our virtual trivia night this year was a huge success and included 14 teams and more than 50 dental students.

Wellness

Our wellness events focus on the five pillars of wellness: emotional, physical, intellectual, occupational, and environmental. Over the past few years, we have organized an outdoor running/biking/hiking challenge called "Smiles for Miles," countless group fitness classes, meditation classes, outdoor photo challenges, roller blading events, and talks from local dentists about the very real aspect of addiction and mental health in dentistry. Dentistry can be isolating, but participating in organized dentistry is a fantastic way to support each other and promote wellness.

Communications/Social Media

This team helps spread everything ASDA including events, legislative updates, and district/national updates. We have a blog, the Periodic Examiner, and Instagram (@oregonasda), which is constantly updated. This year we held an Instagram pet challenge with students and faculty and donated all proceeds to Black Lives Matter.

What ASDA Means to Our Members

Rachel Meek, a current DS3 and longtime ASDA leader (2019-2022

ODA Liaison, 2020-2021 District 10 Communications Chair, 2019-2020 District 10 Advocacy Chair) said, "ASDA has been and continues to be one of the most important parts of my dental school experience. It has brought me friends, colleagues, opportunities to learn, fun adventures, and a passion for dentistry that I didn't even know I had before starting dental school." In regard to organized dentistry, Rachel stated, "It's what makes our career a profession. Organized dentistry gives us a voice, a community, and a purpose! I can't imagine not being involved in organized dentistry in my future career."

Elisa Herman, a current DS3 and 2019-2020 community service co-chair, reflected on her ASDA experience and said, "Throughout my dental school experience, ASDA provided resources and a community that helped my development as a dentist and professional. Participating in Annual Session and the National Leadership Conference provided opportunities to form connections with students from across the country, collaborate with peers from my school, and engage in continuing education opportunities early on. In the future, I look forward to continuing my involvement in organized dentistry."

Our 2021-2022 goals for Oregon ASDA are to bring back ASDA fever to OHSU and ignite passion for our profession. We want to slowly begin hosting in-person events and instill our members with new leadership qualities that will help them succeed.

We would like to thank the ODA along with all of our sponsors for continuing to support Oregon ASDA. We are looking forward to a great year!

Jon Goddard (2020-2022 Chapter Development/Vendor Relations Co-Chair) Taylor Glovsky (2021-2022 President, 2020-2021 Vice President)



Phone: 503-289-3105 | www.DSIpnw.com Service@DSIpnw.com DENTAL FOUNDATION OF OREGON

The Dental Foundation of Oregon

ASSOCIATION

Dear ODA Members, Colleagues & Friends,

On behalf of our charitable partner, The Dental Foundation of Oregon, we write to enthusiastically endorse and invite your support of their **Tooth Taxi 2.0 – A Campaign for Kids Oral Health**.

As leaders in the dental provider community, the ODA is proud to be part of this campaign, and we think you will be too! This exciting and transformational endeavor has its sights set on raising \$1,000,000 to:

- Replace their aging, outdated, and increasingly unreliable Tooth Taxi.
- Create multi-lingual and culturally specific educational materials for children and families.
- Provide every child, and their family members, with dental kits.
- Ensure robust, ongoing support for The Dental Foundation of Oregon.

If every ODA member made a \$250 gift today — that is only \$21 per month — we could fund half of the entire campaign! As dentists who represent every geographic region in Oregon, your support for this effort is critical. Whether your practice is in the Portland Metro Area, along the Oregon Coast, in the Rogue Valley, or in Central or Eastern Oregon, you have seen the terrible consequences of untreated dental decay and disease in childhood.

Oregon's kids are counting on The Dental Foundation, and they are counting on us. Please consider how you and your practice, or you and your family, could be part of the **Tooth Taxi 2.0** – **A Campaign for Kids Oral Health**. Together, we can provide Oregon's children with the dental care they need and deserve.

Sincerely,

BIT

Barry Taylor, DMD Executive Director/Board Member Oregon Dental Association/ The Dental Foundation of Oregon

Sitt

Brad Hester, DMD President Oregon Dental Association

P.S. For more information about the *Tooth Taxi 2.0 – A Campaign for Kids Oral Health,* please call or email: Amber Fowler, Executive Director, 503.594.0881 or **afowler@smileonregon.org**

Erin Kane, Development Consultant, 971.678.7960 or erinelizabethkane@icloud.com

THE DENTAL FOUNDATION OF OREGON



Dear ODA Members:

We are delighted to announce to you, the members of the Oregon Dental Association (ODA), our plans to launch a fundraising campaign to replace our aging Tooth Taxi, which has been on the road since 2008. In fact, in its service to Oregon children and Oregon communities, the **Tooth Taxi** has travelled more than 85,000 miles — that's more than double the circumference of the earth. It's time for Oregon's first Tooth Taxi to retire!

As ODA members, oral healthcare providers, and residents of communities across our beautiful state, the Tooth Taxi is very much yours. Its service to the most vulnerable children and families in Oregon represents your shared commitment and collective concern for the oral health and overall well-being of every child in our state. You're with us as we roll into Oakridge and walk a 6-year-old through her first dental appointment or spend a week at Parklane Elementary, where three siblings departed the Tooth Taxi smiling and dancing because they were free of the pain that was interfering with their ability to eat and learn. Thank you.

We will officially launch the **Tooth Taxi 2.0 – A Campaign for Kids Oral Health**, right here in these pages in the August edition of *Membership Matters*. We can't wait to share our plans with you. Thanks to the incredible stewardship of our board of directors, we enter this campaign from a place of strength and are excited to champion this campaign because, as Drs. Taylor and Hester said, "Oregon's children are counting on us."

Warmly, and with excitement for the future,

TesBel

Teri Barichello, DMD DFO Board Chair

Imber Tasler

Amber Fowler, MPA DFO Executive Director

smileonoregon.org | 503-594-0881 | 8699 SW Sun Place Wilsonville, OR 97070-2448

OHSU School of Dentistry Faculty Profiles

OHSU

THE OREGON DENTAL ASSOCIATION IS PROUD to have so many members teaching and mentoring new generations of dentists! Learn more about some of our members currently on faculty at OHSU School of Dentistry below.



Department: Endodontics

Emily Case, DDS

Where did you go to dental school? University of Iowa College of Dentistry What is the most rewarding part of your job? Helping patients overcome their fear of dentists.

What is the best advice you have given to your students? Communication is extremely important and will help you in all aspects of dentistry. Explaining what and why you are doing things to patients will help ease their fears, and making sure you listen to your employees, dental assistants, or other doctors will help your practice run smoothly.



Department: Restorative Dentistry

Bryan Guthrie, DMD

Where did you go to dental school? OHSU class of 1983 What brought you to your current position at OHSU? I have always been involved in continuing education. The academic side and how to constantly improve has been very important to me and my success. Once I retired from private practice, I had the time to "give back" to the next generation of dentists. Initially was a day or two per week volunteering. Getting a taste of the energy and excitement the students and fellow faculty have gave me the impetus to accept a 4 day/week position. The students are incredibly supportive of each other, and the faculty are there for the students with equal enthusiasm.



Department: Periodontology

Jim Katancik, DDS, PhD

Where did you go to dental school? Emory University What is the most rewarding part of your job? Working with students! What is the best advice you have given to your students? Keep an open mind about your future. You may have come to dental school with a preconceived expectation to be a

general dentist or to specialize, but you may change directions as you are exposed to all areas of dentistry.



Department: Orthodontics (Predoctoral Program Director)

Sohyon "Michelle" Kim, DMD, MS

Where did you go to dental school? University of Pittsburgh, both for dental school and ortho residency

What is the most rewarding part of your job? Interaction with students. It motivates me to keep up my work. By interacting with students, I feel that I also learn from their perspectives. Also, as an orthodontist, a lot of times I learn from students about recent advancements in other fields of dentistry, which I really appreciate.

What is the best advice you have given to your students? Don't fear technology. Embrace it and keep learning new technologies. They are here to stay and one of the critical keys to your clinical success!



Robert Kravitz, DDS

Where did you go to dental school? University of Maryland What is the most rewarding part of your job? Being able to have a positive impact on the next generation of dentists.

What brought you to your current position at OHSU? I'm from the East Coast. I had sold my practice then retired before I moved out West. But I missed my passion for dentistry and was able to secure this part-time position at OHSU that keeps me mentally challenged.

Department: Site Director–General Practice Residency



Department: Department of Restorative Dentistry

Mark A. Miller, DMD, MAGD

Where did you go to dental school? I graduated from the "old school" OHSC School of Dentistry, now OHSU, in 1979.

What is the best advice you have given to your students? The best advice I give to the students is to tap in to all the resources that the school has to offer. Ask all the questions and seek out the answers form our diverse faculty and staff. Work together, striving always for the ideal and realizing that often you must settle for the practical. Dentistry is about time management and decision making in a rather short amount of time. And when you encounter a roadblock in treatment, look for options to overcome the obstacles to providing optimum care for your patients. Always try your best, go that extra mile, and do what's best for your patients.



Department: Pediatric Dentistry

Mark Mutschler, DDS, MS

Where did you go to dental school? UCLA

What is the most rewarding part of your job? Although I supervise the pre-doctoral students in their SIM lab and in the pre-doctoral pedo clinic, most of my day is teaching an orthodontic seminar and clinical orthodontics to the pediatric dentistry residents. The residents tell me their prior exposure to orthodontics was not very hands-on, so I try to emphasize practical methods addressing the common space and alignment problems they will see in practice.

The most rewarding part of teaching is my interactions with the students. Students seem to appreciate learning about orthodontic diagnosis during their routine examinations. My greatest rewards come from sharing their excitement about dentistry. They are especially excited when they can do some orthodontic procedures.



Department: Oral & Maxillofacial Surgery

Daniel Petrisor, DMD, MD, FACS

Where did you go to dental school? I attended OHSU, class of 2003. What is the most rewarding part of your job? The most rewarding part of my job is the opportunity I have to make a difference in my patients' lives. There is nothing better than following up with one of my post-surgical cancer patients and hearing how well they are recovering and returning to their normal lives. It is a privilege to be able to help them during one of the most difficult times in their lives.

What is the best advice you have given to your students? Stay humble, work hard for your patients, and never stop learning.



Department: Oral and Maxillofacial Pathology/IBD

Nasser Said-Al-Naief, DDS, MS

Where did you go to dental school? Marquette University School of Dentistry What is the most rewarding part of your job? Helping, making a difference in people's lives, this is my hobby, my life, and I never worked a day in my life.

What is the best advice you have given to your students? Do good, be genuine and sincere always, treat your patient as yourself, never stop learning – this is your strength.



Department:

Integrative Biomedical and Diagnostic Sciences

Saulo L. Sousa Melo, DDS, MS, PhD

Where did you go to dental school? I received my DDS degree from the Federal University of Sergipe, Brazil. I also completed a 3-year residency in oral and maxillofacial radiology at the University of Iowa College of Dentistry.

What is the most rewarding part of your job? Helping our future generation of dentists to understand and appreciate the art of diagnosis through imaging.

What is the best advice you have given to your students? A solid foundation makes a great general practitioner.



Department: Office of Academic Affairs

Gary L. Stafford, DMD

Where did you go to dental school? Southern Illinois University School of Dental Medicine What is the most rewarding part of your job? Witnessing the student learners' personal and professional growth and development.

What is the best advice you have given to your students? Be prepared, manage your time, and pay attention to detail.



Department: Department of Endodontology

Marat Tselnik, DDS

Where did you go to dental school? UCSF dental school 1996-2000; OHSU endo fellowship 2002-2003; OHSU endo residency 2003-2005

What brought you to your current position at OHSU? I immensely enjoyed the collegial and collaborative atmosphere within the endo department so much I wanted to remain a part of it. And since I have always enjoyed teaching, this provided me with an opportunity to satisfy my passion for teaching in the best environment at a great school.

What is the best advice you have given to your students? Never stop learning! Don't ever say "I already know," because science, materials, and our understanding of all things change and evolve all the time. What we think is the truth today can be obsolete or incorrect tomorrow. And also, always ask questions! Don't buy into something automatically just because a senior faculty told you so. What if s/he is wrong? Ask for explanation. Be curious!



Department: Oral and Maxillofacial Surgery

Carlos M. Ugalde, DDS, MS

Where did you go to dental school? Latin American University of Science and Technology What is the most rewarding part of your job? Up to this date, I still remember my first dental extraction experience and how rewarding it felt once the procedure was completed. After having done thousands of these procedures, I still go back to that memory. For me, the most rewarding part of my job is to see the students' face reflecting accomplishment once they have completed their first extraction. I know that from now on, that memory will always stay with them. It brings me a lot of joy to know that I was part of that experience.



Department: Endodontics

Ken Wiltbank, DMD

Where did you go to dental school? Right here at home! OHSU when it was "up on the Hill." What is the most rewarding part of your job? The thing I feel best about being an endodontist is doing a great root canal and having the person fall asleep during treatment, or at least feeling zero pain.

What is the best advice you have given to your students? I like to tell them not to worry about being fast, just get things done right.



Department: Oral and Maxillofacial Surgery

Caroline Zeller, DDS

Where did you go to dental school? University of Missouri — Kansas City What is the most rewarding part of your job? In an academic institution, there is always space to learn and grow, students and teachers alike. Hungry learners create great energy. What is the best advice you have given to your students? Have a reason for every single thing you do.

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MENTOR PROGRAM

ODA Mentor Program

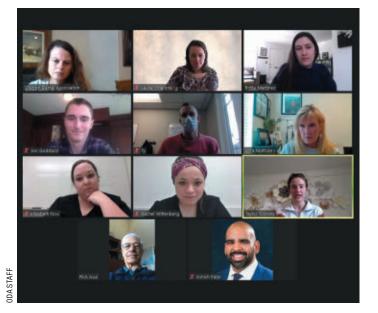
ESTABLISHED IN 1999, THE ODA

MENTOR PROGRAM has always served as a bridge to connect OHSU dental students and practicing dentists, providing students with invaluable insights about the profession including practice types, dental techniques, patient relations, and the business side of dentistry. Though the program has been around for more than twenty years and has taken on a variety of forms, its mission was primarily carried out through the annual mentor dinner. Since 2016, the mentor dinner has been held at OHSU School of Dentistry in May with an average of 60 attendees (one-third dentist attendees, two-thirds student attendees). Mentorships have organically developed from the events' conversations, but the mentor touch points were often singular and/or short-term.

In 2019, under the direction of the New Dentist Council, the program was modified with the goal of creating a long-term mentor-student connection beyond the mentor dinner event, adding additional opportunities for dentist and student members to connect at ODA-sponsored events such as the House of Delegates Reception held in September. The goal of these additional gatherings is to give mentors and students the opportunity to meet up in a relaxed atmosphere. It also allows students to network with other dentists and key stakeholders, directly experiencing the value of the tripartite and organized dentistry.

In 2020, the Mentor Program was placed on pause due to COVID-19 restrictions and the inability to hold in-person events. This pause provided the ODA with an opportunity to bring together key stakeholders to discuss the future of this valuable and long-standing benefit.

In February 2021, a Mentor Program summit was held, bringing together past program participants, current



OHSU students, and the ODA New Dentist Council. Attendees discussed the current needs of students, how to encourage participation throughout the state, and other ideas to move the program forward. One idea that resonated with all attendees was the concept of establishing small pods for ongoing engagement. A mentor pod would consist of 10-12 people including established dentists, new dentists, retired dentists, and OHSU D2-D4 students. Pods would meet every other month, attend ODA-sponsored events, and have a text group for casual communication. Meetings could take place virtually, enabling established and new dentists to participate throughout the state. Although not included in the pod structure, D1 students would be invited to larger events such as the mentor dinner for early exposure to the program.

The New Dentist Council along with the ODA staff look forward to further investigating the mentor pod concept and securing a beta group this fall to move the Mentor Program forward. Dr. Britta Martinez, chair of the ODA New Dentist Council commented, "The new mentorship model is built around the concept of collaboration. It is so exciting to bring together dentists all across the career spectrum to learn from and support one another!"

If you are interested in participating or learning more about the ODA Mentor Program, please email Melissa Juenger, Membership Specialist at **mjuenger@oregondental.org**.

OREGON DENTAL CONFERENCE

The ODA Hosted Its First Virtual Oregon Dental Conference, Attracting 2,640 Participants!

DUE TO THE CONTINUING EFFECTS OF THE COVID-19

pandemic, the 2021 Oregon Dental Conference® (ODC) was held 100% virtually for the first time in the event's 128-year history. Starting on Thursday, April 8 and lasting on-demand through Saturday, May 15th, this 38-day virtual conference saw strong participation. In total, the 2021 ODC drew 657 dentists 1,317 hygienists, 231 dental assistants, 4 Laboratory Technicians, 64 OHSU Dental Students/Residents, 8 Non-Dental Students/Residents, 9 Pre-dental Students, 42 hygiene students, totaling 2,640. The conference saw a wide range of attendees from different locations — from here in Oregon to all the way from India!

The 2021 ODC offered attendees 44 on-demand CE courses adding up to 93 hours of continuing education credit each attendee could earn. The virtual conference also offered a virtual *Solutions Marketplace*, which featured 53 exhibitors. Attendees had the opportunity to chat with exhibitors live via video or text chat. The 2021 ODC had 19 sponsors. The ODA is grateful for working with such wonderful sponsors, as they helped to make this virtual conference possible.

The first three days of the virtual conference offered live events. On Thursday, April 8, the 2021 ODC was kicked off by the live streaming of the general session featuring keynote speaker Jessica Rector, MBA. A total of 295 attendees logged in and participated in the live general session broadcast. Advantage Dental sponsored the General Session along with Starbucks gift cards that were provided to all who watched the session live! On Thursday, April 8th, the President's Toast & Happy Hour event, which was sponsored, in part, by Delta Dental of Oregon, drew in 35 attendees. Although a small event, attendees got to enjoy a demo by Freeland Spirits to learn how to make the first ever ODC drink, the ODC Quencher! ODA President Dr. Brad Hester gave a toast to our wonderful ODC community and to the year ahead, followed by networking breakouts that allowed attendees to connect with friends and colleagues! The event ended with a raffle drawing of an ODC Quencher drink kit!

Attendees were able to join the final live ODC event on Friday, April 9 for the virtual game night, featuring dental bingo, which was also sponsored, in part, by Delta Dental of Oregon! This two-hour event drew in 60 participants. The bingo hosts brought fun and laughter to this event, and prizes (including gift cards, Bose headphones and a Kindle) were awarded to 14 lucky attendees. Congratulations to all of the prize winners!

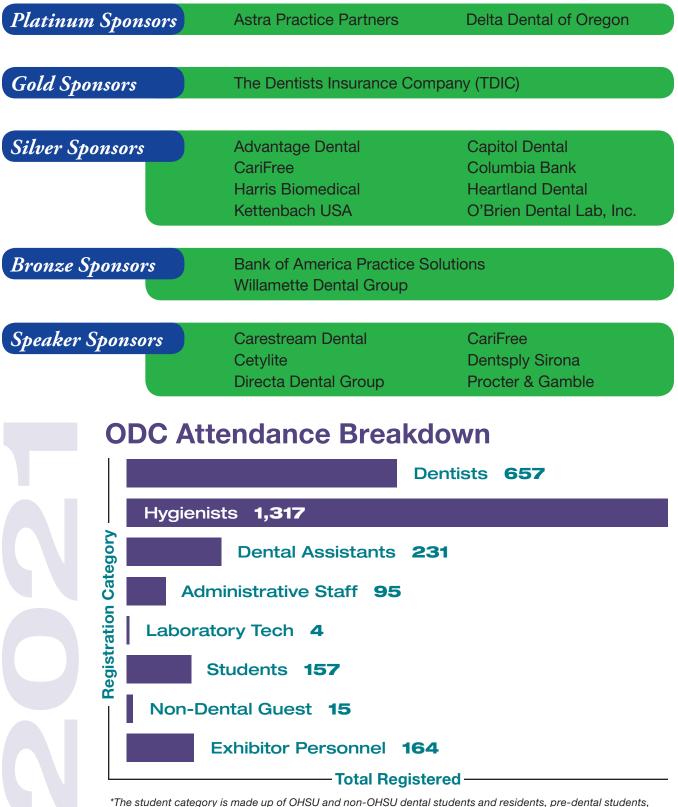
The virtual ODC platform offered live Q&A sessions with 19 of the conference's esteemed speakers on Friday April 9th and Saturday, April 10th. Attendees also had the opportunity to chat with other attendees and exhibitors throughout the duration of the conference. A gamification feature added to the fun, awarding the three top earners with Visa gift cards.

The Oregon Dental Association plans to return to the Oregon Convention Center in Portland, Oregon for the 2022 Oregon Dental Conference[®], April 7-9, to allow our wonderful dental community to connect, learn, and grow in person. Please mark your calendars and plan to join us!



PHOTO CREDIT: OREGON CONVENTION CENTER OREGON DENTAL CONFERENCE VIRTUAL PLATFORM DESIGN CREDIT: ELEVENTH & GATHER

Thank you to our 2021 Oregon Dental Conference Sponsors!



dental hygiene students, dental assisting students, and laboratory tech students.

SCARF

ODA Scarf Initiative

THOUSANDS OF ODA "FIGHT ENAMEL CRUELTY"

SCARFS have been distributed to members during the past few years. The scarf signifies a sense of community and communicates the mission of the ODA to be champions of oral health within the state of Oregon. The ODA scarf has been photographed on members all over the world and with celebrities such as Carrie Underwood.

This year we set out to reinvent the ODA "Fight Enamel Cruelty" scarf design and give it new life supporting member engagement. Our intent was to continue to build upon our strong relationship with OHSU by partnering with ASDA to launch an art design contest. We received many designs and put the designs out for a vote to our membership. A big thank you to all the talented students who participated. The design below was selected by our membership and is currently in production. Please help the ODA congratulate the artist, Michelle Bloemers.

Michelle Bloemers is a third-year dental student at OHSU School of Dentistry. She is originally from Michigan, and moved to Oregon in 2016 with her husband, Jonathan, and their dog, Elliot. She was a dental assistant for many years prior to studying to become a dentist. In her free time, she enjoys drawing and painting, running, and exploring the beautiful nature that Oregon has to offer.

Please stay tuned for more details on distribution of the new ODA scarf and how you can share your scarf pictures and stories with your ODA community!



Michelle Bloemers





Unit or Spoon It?

UNIT DOSING

By Paul Casamassimo, DDS, MS, American Academy of Pediatric Dentistry

THE COVID-19 VIRAL PANDEMIC

has brought infection control front and center in dental practice. Most attention has been with viral transmission through contact and aerosol in our dental world; but in the public sector, the longevity of virus contamination on various surfaces has been a concern, and hand and surface cleansing have partnered with social distancing in efforts to control spread. In dental practice, surface disinfection is a standard protocol, but an area that has gained less attention has been dental material packaging, distribution, and handling. This brief article talks about how we use, disinfect, and minimize cross-contamination of dental materials.

Some dentists continue to use materials dispensed from bulk stores. The obvious benefit is cost-savings. Use of bulk materials is on an as-needed basis at point of use, or in increments prepared ahead of time and packaged by staff for use when needed. Hopefully, the practice of



replacing dispensed, but unused, bulk materials is not common, if done at all, due to the risk of wider contamination. Yet, bulk use can still have contamination risks all along the use chain. The first risk is with the material container itself. We may naively believe that suppliers clean and sterilize containers and packaging, but that is not always true. In a small study I did several years ago, almost half of bulk packaging yielded pathogens. As we have learned with COVID-19, the supply chain offers ample opportunity to add contamination even if supplies leave the manufacturer in a clean state. Dispensing in the office requires strict attention to surfaces, instruments, personnel barriers, sterile receptacles, and storage. Expiration of self-packaged materials, and insurance of packaging barrier effectiveness add to the challenges. Unless a practice can assure all of these, there is the assumption of contamination and possible transmission of infectious agents.

Unit dosing is growing in acceptance in routine dental care, for obvious reasons of convenience and greater assurance of contamination control. The downsides are cost and waste, and, if you are environmentally conscious, addition of still more plastic to our environment. Even unit dosing has its risks if not done properly. Some unit dosing is not really "unitized" and is really just packaging for easy dosing for multiple patients. Some unit dosing still requires decontamination prior to use. Don't assume that a dispenser in a plastic container is sterile, unless so stated. Unit dosing often also has expiration dates, which need to be accounted for in storage and utilization. Cleaning and disinfecting can be challenging; by definition, unit dosing means "one-and-done," and most are not meant for reuse. Dentists may want to salvage remaining material and use what's left for another patient, but in an absolute sense, that isn't intended. The recent furor over aerosol in the COVID-19 crisis suggests that if material is to be saved for later use, rigorous decontamination and preferably separation from the active treatment area be in place, which may not be possible for all materials. A best practice has to be to "choose and use" only single-use, single-patient materials. While manufacturers may claim that post-treatment disinfection is possible, it is technique-sensitive, and effectiveness can't be assured.

As a result of the pandemic, we may be required to adhere in the future to a medical-surgical standard for cleanliness that includes mandated one-use products, and the era of bulk-dispensing may end. My advice to dentists reading this is to begin a thoughtful process of introducing unit-dose materials into your practice and analyzing what it means from a safety, efficiency, and cost standpoint. The question of tighter control over potential transmission of minor and major infectious diseases inadvertently via vectors known to be controllable, is one of when not if, as a result of the COVID-19 pandemic.

COMPLIANCE CORNER

Prescription Drug Monitoring Program

ALL OREGON LICENSED DENTISTS WITH A DEA number are required to be registered with the State's Prescription Drug Monitoring Program (PDMP). The ODA strongly encourages all dentists who hold an active DEA license to ensure that their PDMP registration is up to date.

I am retired or about to retire - do I still need to register? Yes - state law does not at this point have an exception for retired licensees. If your DEA license is active, state law requires that you register with the program.

I don't prescribe often/ever — *do I still need to register?* Yes — according to state law, all providers with an active DEA number are required to register, regardless of your actual opioid prescription rate.

I hold multiple DEA licenses — do I need to register all of them? While you do not need separate accounts for each DEA number, you must add all of your DEA numbers to your existing account. You can do this under the "My Profile" tab.

If you have not yet registered with the PDMP, please do so as soon as possible. You can access the registration portal at **http://www.orpdmp.com**. If you need assistance in confirming your registration, or have issues with the registration process, please contact PDMP staff at **pdmp.health@state.or.us** or 971-673-0741.

RESUBSCRIBE NOW!

Are you receiving the most current ODA information? Frequent updates, action items, and important resources are emailed to all current ODA members. If you are not receiving these updates, you may have unsubscribed from ODA emails. If you would like to resubscribe to ODA emails, please contact Melissa Juenger, ODA Membership Specialist, at **mjuenger@oregondental.org** to learn how.

MEMBER RESOURCES

COVID-19 Resources

IN AN EFFORT TO KEEP MEMBERS INFORMED during these uncertain times, the ODA has compiled a list of COVID-19 resources on our website. We have information on a wide variety of COVID-19 topics including:

- Guidance from the Oregon Health Authority and the Centers for Disease Control and Prevention
- Access to ODA's COVID-19 Hot Topics webinar series
- Access to free ADA Webinars
- COVID-19 Vaccine Access Opportunities and Information
- CARES Act resources
- Wellness tools and resources
- · Human Resources and Business Management

The ODA continues to update these resources are the COVID-19 situation

develops. Visit oregondental.org/government-affairs/regulatory-

information/coronavirus for a full list of updates and resources.

Apply or Nominate a Colleague to Be Part of the

ODA Leadership Academy!



et the Oregon Dental Association guide you on your journey in continued excellence and leadership growth. Apply today to be part of the 2022 Leadership Academy. This program provides you with a unique backstage pass to ODA offerings and experiences, while developing and enhancing your leadership and interpersonal skills. Customized to each participant, depending upon the indicated area of interest, the Academy guarantees a deeper understanding and growth where it matters most to you!

For additional information on the Academy and how you can be part of the **2022 program visit bit.ly/ODALeadership**

RISK MANAGEMENT

Handling Conflicts with Confidence: Tools to Reduce Tension and Risk

By The Dentists Insurance Company

IN 2020 ALONE, THE DENTISTS INSURANCE COMPANY'S Risk

Management Advice Line received **18,018 calls** from dentists seeking support to navigate practice challenges. It's a number that illustrates the myriad conflicts dentists navigate today as well as the profound need for tools to help them expertly de-escalate potential crises.

Through the Advice Line, experienced analysts provide guidance to TDIC policyholders and members of dental associations in the states the insurance company serves - consulting on everything from COVID-19 pressures to employment concerns to problematic patient situations. Regardless of the topic, a common theme across the thousands of calls is a lack of confidence or comfortability in resolving conflicts. In fact, dentists sometimes ask the Risk Management analyst if they would be willing to speak to a patient or employee on their behalf. However, it's the analyst's role to provide the education, support, and preventive advice to empower the dentist to independently engage in those conversations.

The ability to resolve conflicts comes more naturally for some than for others, but many people avoid, delay, or, at the very least, greatly dislike disagreements.

What's keeping you from conflict resolution?

The pull of procrastination

When we hold the false premise that all conflict is bad, of course we want to avoid it. However, the absence of conflict isn't harmony, it's apathy. When patients or staff speak their minds, it's usually because they care. As Advice Line calls, claims, and cases illustrate, avoiding conflict only allows the conflict to grow. We must understand that conflict will not resolve on its own.

"Non-procrastinators focus on the task that needs to be done," volitional



psychologist Joseph Ferrari, PhD,¹ explained in an interview with the American Psychological Association. "They have a stronger personal identity and are less concerned about what psychologists call 'social esteem' — how others like us — as opposed to self-esteem, which is how we feel about ourselves."

The aspiration to be agreeable

It's natural to want to be nice and kind, especially when sustaining relationships with staff and patients over many years. However, a dentist or office manager will often support an agreement or compromise that is not in the practice's best interest, simply to preserve their likeability. When approaching a situation with an intention of a resolution, rather than a win, it's possible to disagree without being disagreeable. As author Max Lucado said, "Conflict is inevitable. Combat is optional."

The lack of psychological safety

Trusting relationships among practice teams and between practices and their patients are built over time. Have you fostered an environment where staff can disagree without fear of hostility² or being seen as disloyal? High-performing teams provide channels for feedback, encourage conversation, value reliability, and hold each other accountable.

The tendency to take things personally

In the heat of conflict, we can be so busy disliking each other that there's no energy left for productive debates. The truth is that when a personal

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conflict exists, every conflict large and small is seen in a negative light. Evaluate conflicts with objectivity: Is the issue centered around a task or issue, a pattern of behavior, or truly the relationship? When every issue is interpreted as personal, our egos and esteem affect our ability to successfully resolve them.

Strive for these five principles to mitigate and de-escalate conflict:

Be clear.

Overgeneralization can increase drama. For example, "You're always late to work," is a broad statement that invites defensiveness. "I'm concerned that you've been about 30 minutes late the past three Fridays" is a specific, facts-based example. Alternately, to preserve likeability, communications may be so vague that both sides are left with different interpretations. If the dentist remarks on the employee's lateness, even if there's no specificity or follow through, the dentist may feel like they've addressed the issue and the employee may feel like they're off the hook. This lack of clarity means a conflict is likely to occur in the future if the employee is late again.

With patients, clarity comes with listening to concerns firsthand, not deflecting issues or delegating them to staff. Patients, just like everyone else, want to feel heard. Allow them to voice their concerns without interrupting or speculating on what may be driving the issue. Listen attentively to the patient and then repeat back your understanding of their concern so there is no misunderstanding about the source of conflict.

Be empathetic.

Whether at home, in the practice or out in the world, we tend to judge others by their actions and ourselves by our intentions. Others do the same. In the case of an employee who is late to work, the dentist judges the action and the impact to the schedule. The employee judges their own intentions and everything they've done fighting traffic, getting kids to school, skipping breakfast - to try to make it to work on time. While the intention doesn't excuse the action, an attempt to see both sides will facilitate more productive, solution-oriented discussions. Empathy also extends to saying thanks to employees for positive contributions of every size and offering sincere apologies when you're in the wrong.

Be patient.

Living with unresolved conflict can be stressful, but rushing to a solution rarely bears long-term gain. When a patient or employee has made a demand or offered a solution that you may not be able to accept in its current form, explain that you will need time to consider their request and return your decision. Understand that the individual with whom you're working through the conflict may also need time to consider their answer to your proposed solution. However, if a patient's demand is unreasonable, such as never scheduling a specific staff member on the day that they come in for their appointments or demanding exorbitant compensation, it is fair to answer at the time. Give a measured response that keeps the discussion open to reasonable demands, such as, "I understand that you are unhappy, but I don't feel that your request is truly a fair assessment of the events," or "I don't feel it's reasonable to ask me to make adjustments that would create a disruption for my practice as well as other employees or patients."

Be objective.

Easier said than done, isn't it? How the message is being delivered and who it is delivered by often determines how we'll engage more than the content. Taking a calm, respectful approach and, if needed, finding a private place to talk helps create the space for an objective discussion. When struggling to approach or engage in a conflict, start with the facts. No need to disparage others' character or values or to bring up past conflicts unless there is an established pattern of issues. View the situation as an opportunity to analyze the point of conflict, share your observations and listen to the other perspective before pursuing a resolution.

Be curious.

Empathy doesn't mean making assumptions about others' experiences. Listen first, engaging the patient or employee with questions to understand their perspective. Your curiosity can help de-escalate rapid escalation of conflict. For the late employee, an approach could be, "I've observed that you're on time for most of your shifts, but not for the last few Fridays. Is there something going on that day that we can talk about?" Once you've heard the employee's side, invite their input in finding a solution.

Conflicts in the dental practice are inevitable, and the pressures of the past year have amplified disagreements in financial, scheduling, employment, clinical protocol, and health issues. By addressing conflicts early and reframing them as an opportunity to productively address unresolved issues, you can better protect your practice.

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