Hints for Success: New Program Directors Deanna Stentiford Ed.S., RDH, CDA College of Central Florida Rebecca L. Stolberg, RDH, MSDH

Eastern Washington University

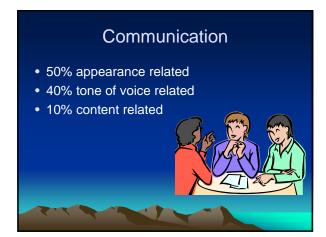
Introductions

- Name
- School
- Length of time in your current position
- One challenge you have already encountered (in one sentence)

Helpful Resources

- <u>The Department Chair Primer</u>, Don Chu, Anker Publishing, Bolton, Massachusetts, 2006.
- The Teaching Professor Newsletter, monthly Magna Publications, Reading, PA.
- The Department Chair Newsletter, Wiley Online, quarterly.
- <u>Five Dysfunctions of a Team</u>, Patrick Lencioni, Josey Bass, San Francisco, 2002.
- Tools for Teaching, 2nd ed. Barbara Gross Davis
- Become a member of professional organizations.

Personnel Issues Academic Affairs Human Resources Legal Team State Ethics Laws What is the campus climate?





Budget

- Student fees for clinics and lab
- Patient fees—75% less than average for private practices in your area
- Electronic billing of insurance
- Leasing program for expensive equipment





Student Issues

- Student Handbook
- Signed Letter of Agreement (approved by legal department)
- Letter re-signed each year
- Department Honor Code
- Strong academic integrity statements
- Dental Profession Oath
- Medical history for students

Some faculty can make you sick

Good Teams:

- Mutual trust
- Mutual support
- Communication
- All members utilized
- Minimal control by leader
- · Respect each other
- Leave ego at the door



Great Team Members:

- Are not afraid to air dirty laundry
 Have good debates and good conflict
 Know what everyone else is doing and helps others

- Commits to group decisions Holds peers accountable Focus on results of team, not themselves
- Do not have prejudice
- Do not have to fix or heal others
- Are non-controlling



Source: Patrick Lencioni, <u>The Five Dysfunctions of a Team.</u> Josey Bass, San Francisco, 2002.

Conflict

- Perspective crucial:
 - If you are a woman, and flowers are delivered to you at the office, you may feel any of the following:
 - Happy
 - Suspicious
 - Angry

People spend more energy defending their view than being open

Conflict

- Retreat
 - Rules of Engagement
 - What is said never leaves the room
 - Must be open communication
 - Address the behavior/incident, not the individual
 - Have people come with written thoughts—and a copy for everyone present
 - Food?

Rules of Engagement

- Respect each other as individuals and professionals
- Maintain confidentiality
- Talk to other team members, not about them
- Focus our discussions on ideas and issues—not people
- Be open to all points of view and perspectives
- Take personal responsibility to build trust
- Focus discussions that will move us forward to actions
- Disagree in private; support decisions publicly

You won't be best friends with everyone!

- If the offense is small, just do nothing
- Move away from the situation
- Take deep breaths before speaking
- Take a 10 minute break
- Think: "What are the facts?"
- Separate the person from the offense
- Never send an email as a reaction....wait
 24 hours, reread then send

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Decide how serious the situation is...

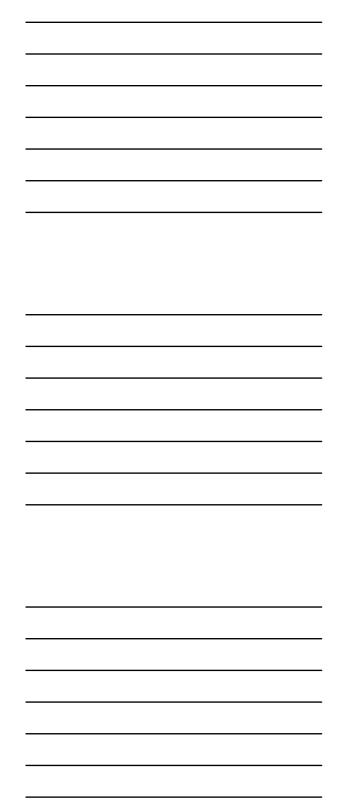
- If worse offense, or multiple offenses: have a conversation with the person
- If you have a conversation, cc an email to the person, documenting that the conversation occurred
- Touch base, a day later after the conversation, to make an extra effort

Few more thoughts on conflict...

- It's okay to have a different opinion than someone else!
- If someone's relationship with you improves, then give them a clean slate
- GRACE!

"I" Statements

- Use "I" messages—this way YOU take responsibility and don't place blame
- Use 'I want" statements
- · Avoid labeling
- I felt hurt when you said that
- I feel bad because of what you said
- I want you to stop saying that
- I want you to sit down and listen to me



Something to Ponder... • 2% of the people you meet won't like you in your lifetime.

Stress!

- The way we react physically, mentally and emotionally to change...
- Middle-aged people under emotional stress had a 50% increase in death rate over a 15-year period than those not under stress (UK 2003)
- Atherosclerosis
- Hypertension
- Increased diabetes
- Decreased immune response

Career Stress This stress is the single greatest health problem for adults This stress is more stressful than family and financial combined Remember Stress and Busy are not defined the same way.

Stress Makes you Stupid!

- Uncontrollable stress causes "deterioration cognitive processes (Seligman, 1972)
- Our ability to learn is severely compromised (Rose, 1985)
- People revert (downshift) to more primitive, aggressive, territorial patterns (Berstein, 1989; Hart 1983)

People who effectively resist stress:

- Learn to say "NO"!
- Ask for help!
- Make friends with non-worriers.
- Manage your time effectively.
- Do something for yourself, but don't overindulge or over-spend.
- LAUGH: Kids 500x daily vs. 6x adults

People who effectively resist stress:

- Look at problems positively, as challenges to be met.
- Have personal goals that are well defined.
- Engage in a sensible lifestyle that includes regular exercise and methods of relaxation.
- Are socially involved with others.
- Plan—if you fail to plan, you plan to fail.

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To avoid the effects of stress...

- Avoid high caloric foods, deep fried foods
- Take care of your health
- Minimize caffeine, stimulants, and alcohol
- · Take short breaks when studying
- Relax and unwind once in awhile
- Muscle relaxation exercises
- Exercise
- Make sure they are getting plenty of Vit. C
- Eat enough protein

Remember...

Some Thoughts to Ponder...

- Never make a decision until you have to
- You've got to get the fundamentals down, or the fancy stuff isn't going to work
- Know what you don't know and admit it
- Not everything/everyone needs to be fixed
- You might have to find a new normal
- You can change your plan, but only if you have one
- Are you spending your time on the right things?
- Don't complain, just work harder
- Experience is what you get when you didn't get what you wanted. And experience is the most valuable thing you have to offer.
- No job is beneath you
- All you have to do is ask

Quotes from the late Dr. Randy Paush,

6 Great Stress Lessons From Your Dog

- Live in the present and celebrate everyday
- Trust your instincts—pay attention to body language, tone of voice, and energy
- · Communicate clearly
- Listen carefully—don't try to fix others
- Resolve disagreements and then move on
- Live with purpose—how can you make the world a better place?

Reflections from my 1st year as director:

- I can walk away from a messy desk
- I love my job, but it's not my life
- Multi-tasking is the norm
- I still have a lot to learn
- I am not responsible for other people's happiness
- Students have amazing life stories
- Not everything is urgent/not everything is a crisis
- I can't let email enslave me
- Some people just don't get it
- I worry too much about letting people down
- I like my work

Are you balanced?

• Social: 1 hour

• Health: 1 hour

• Career/Education: 11 hours

• Family: 1 hour

• Spiritual: 1 hour

• Self: 1 hour

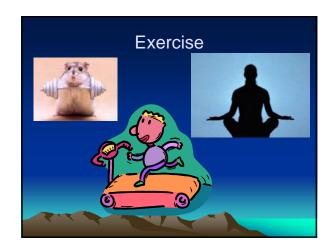
• Sleep: 7-8 hours

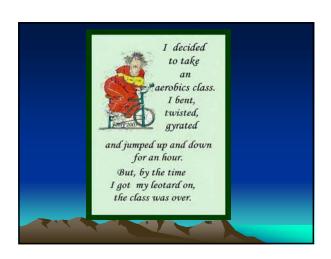
Insanity

- Einstein defined insanity as:
 - Keep doing the same thing and expecting a different result!









Time Management

- · Work hard while at work
- Leave work at work, unless under severe circumstances (like accreditation)
- Take time for you—
- Make a strict policy as to when faculty and students can contact you
- Don't waste time at work—minimize chitchat. Stay away from gossip groups

Curriculum Management

- Retreat each summer, or end of spring
- All syllabi look the same
- Every didactic faculty member MUST attend
- Main document maintained by director

Curriculum Outlines/Topics

- -Process of care (ADPIED) with emphasis on assessment and diagnosis/Intro to clinical standards of practice
- -Asepsis/standard precautions
 -WISHA/OSHA regulations
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 -Medical history/Stages of disease/AS/ Classifications
- -Vital signs
 -Basic anatomy of the oral cavity
 -EO/IO & Intro to lesion description
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 -Occlusion
 -Principles of instrumentation
- -Periodontal charting/probing
 -Intro to periodontology (Lisa guest lecture)
 -Dental charting
- -Exploring/calculus detection
 -Client homecare/team homecare product presentations (library research skills)
- DNHY 330 Clinical Activities
 -Clinic paperwork/chart signature protocol
 -Asepsis/unit prep/standard precautions/PPI
 -Clinic assisting responsibilities
 -Clinic maintenance
 -Morficel bistensibility since
- -Medical history/vital signs
 -Instrument processing/sterilization
 -Drug Book/Lexicomp website intro
 -Ergonomics intro/positioning
 -Intraoral landmarks
 -Ileo of HVE AM syrings mirror.
- -Use of probe/periocharting
 -Use of explorer/calculus detection
 -Dental charting
 -Homecare aids/PASS score/CASEY video sys
- -Intro to computerized dental charting/perio charting /health history/PASS Score -Students are practicing the dental hygiene process of care on student partners
- -Peer assisting/evaluation -Communication project with senior -IPE & Service Learning Activities

Accreditation Start EARLY 12-24 months Receive notification that site visit is due 12 months Develop a plan 10 months Assignments 6 - 8 month Review first draft

Accreditation 5 months Institutional Review Final Self Study Third Party Comments Self-study to team

Accreditation

- 1 month
- Confirm Schedule with Staff Rep
- Confirm concerns with team
- Final details for advisory committee
- Arrange room
- Review with faculty and administration
- Arrange dental office visits

Accreditation

- Elicit help from ALL: staff/faculty/students
- Keep one document as master—everyone submits to that
- If you do it all—then no one else will no what's in it, nor will they appreciate its magnitude or the successes of the program.

Frequent Citations

- VISIT THE CODA WEBSITE!
- Outcomes and assessment processes
- Educational Methodology
- Faculty Credentials
- Quality Assurance

Accreditation resources

- New standards in place for DA and DH
- Frequent Citations
- Ask questions of your colleagues
- Recommendations are NOT the end of the world
- No more commendations

