2017 ADEA Sections on Business and Financial Administration and Clinic Administration Meeting

October 4–7, 2017

Hyatt Regency Mission Bay Spa and Marina
San Diego, CA

Preliminary Meeting Agenda

As of June 27, 2017

Overview

Join the “movers and shakers” of dental education in beautiful San Diego, CA, for Charting the Course and Setting SAIL—the 2017 ADEA Sections on Business and Financial Administration and Clinic Administration (ADEA BFACA) Meeting.

ADEA BFACA brings together the individuals who drive “the business end” of dental education in North America to collectively share knowledge and learn from one another and industry experts, with the goal of improving business and clinical operations at their dental institutions. This fall’s robust agenda has been organized to provide ample time for networking, and there is sure to be something for everyone—from our community of business and clinic administrators to all current and aspiring leaders in dental education. All those interested in business, financial and clinic administration, regardless of current role, are welcome to attend.

The meeting will stay true to this year’s theme, Charting the Course and Setting SAIL, by taking a deep dive into:

- **Success models** for new and updated programs, clinical assessment, faculty calibration and Lean/Kaizen CQI.
- **Administration essentials** including infection control, faculty and staff development, HR concerns and clinic income.
- **Innovations** highlighting new programs, patient screening, the role of mindset and technologies.
- **Leadership topics** including resilient leadership, change management and disruptive change.

Learning Objectives

After participation in this program, attendees will be able to:

- Discuss the need to address wellness and resilience in the health professions.
- Describe and practice actions to increase wellness and resilience in themselves and others.
- Summarize the use of the Lytle and Skurow Classification tool to analyze patient treatment needs rapidly.
- Recognize how feedback may affect the productivity and success of students.
- Explore “hot” topics in dental education as they relate to business, financial and clinic administration and consider possible solutions at their institutions.
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- Describe how precise national financial data reports on dental school clinics can lead schools to increased efficiency.
- Describe the infection control auditing process at one institution.
- Identify CDC recommendations for common infection control violations.
- Create a plan to incorporate practice management assessment into the clinical assessment of their own institutions.
- Explain the importance of communicating the “why” before starting a continuous quality improvement (CQI) journey.
- Describe the behaviors required to create a continuous learning environment that fosters long-term, sustainable results.
- Realize why disruptive change is needed in dental education.
- Gain techniques for leading positive disruption at their own institutions.

Wednesday, October 4

4:00 – 6:00 p.m.  Registration

4:00 – 6:00 p.m.  ADEA Corporate Meet and Greet and Welcome Reception
Don’t miss the opening reception for a networking opportunity with our corporate sponsors.

Thursday, October 5

7:00 a.m. – 4:00 p.m.  Registration

8:00 – 9:00 a.m.  Networking Breakfast

8:00 – 9:00 a.m.  First-time Attendees Workshop and Breakfast Meeting
Is this your first time attending the ADEA BFACA Meeting? Join us for this special session designed for first-time attendees. This session will provide you with information and best practices to help you make the most out of your time at the meeting.

9:00 – 9:15 a.m.  Welcome and Introductions

Nicole Kimmes, D.D.S., Chair, ADEA Section on Clinic Administration; Associate Dean, Curriculum Integration and Analytics Clinical Professor, University of New England College of Dental Medicine

Gail Parrigin-Clark, M.B.A., Chair, ADEA Section on Business and Financial Administration; Director of Finance, Texas A&M University College of Dentistry
Keynote: Smooth Sailing—Becoming a Resilient Leader
Sponsored by KaVo Kerr – Consumables, KaVo Kerr – Equipment

Denice Stewart, D.D.S., M.H.S.A., ADEA Chief Policy Officer

Concerns regarding stress, burnout, depression and suicide in the health professions have led to a variety of initiatives to identify and address contributing factors in health care education and practice. Mindfulness and wellness techniques and programs are demonstrating success in improving resilience of individuals, and to some extent organizations, by addressing the inherit stresses in health care settings. As leaders, it is critical to have developed a personal state of resilience and be able to recognize and address stress in our students, colleagues and organizations. This program will present information on the current state of resilience and wellness in the health professions (with emphasis on dentistry), factors influencing stress and anxiety levels, and programs and practices to foster resilience. The pathway to resilient leadership and the potential impact on our institutions will be demonstrated through small group and individual exercises by the participants.

Networking Break

Predoctoral Patient Screening Using the Lytle and Skurow Interdisciplinary Classification System

Sheila Brear, B.D.S., Associate Dean, Academic Affairs, University of California, San Francisco, School of Dentistry

Mark Kirkland, D.D.S., Associate Dean, Clinical Affairs, University of California, San Francisco, School of Dentistry

The Lytle and Skurow Interdisciplinary Classification System is an easy-to-use tool that can quickly classify patients into simple and complex categories. In a predoctoral clinic setting, this allows patients to be redirected to clinics that can provide care that is too complex for predoctoral students. With only four categories, this classification system is easy to remember. Using a hands-on demonstration, you will learn how to use this simple system. The differences that using this tool made to predoctoral patient screening at the UCSF School of Dentistry will also be presented.

Mindset and its Influence on Clinical Success and Productivity

Rita Parma, D.D.S., Assistant Professor and Director of the International Dentist Education Program, University of Texas Health Science Center at San Antonio School of Dentistry

Dr. Carol Dweck is one of the leading experts in the field of psychology. Her research has focused on what makes people
successful and how to foster success. She has identified “mindsets,” or belief systems, that her research has shown influence one’s likelihood of being successful. For example, the growth mindset is a belief that the mind is malleable. People with this mindset focus on learning new skills and accept failures as learning opportunities. The fixed mindset is a belief that intelligence is an innate characteristic. People with this mindset spend energy on looking smart. Based on her research, Dr. Dweck developed a tool for determining mindset, and UTHSCSA wanted to know if it could predict the clinical success of students. This presentation explores our own beliefs as educators and presents UTHSCSA’s findings when the tool was used with our students.

Noon – 12:30 p.m.  ADEA BFACA Members Forum

12:30 – 1:30 p.m.  Networking Lunch
Sponsored by The Procter & Gamble Company

1:30 – 2:30 p.m.  EXPRESS-ions!
This session will consist of five-minute presentations on current hot topics in dental education as they relate to business, financial and clinic administration. Presenters will share experiences from and lessons learned at their home institutions and how attendees can apply them to their standard practices. At the conclusion of all presentations, participants will engage in two rounds of small group discussions led by the EXPRESS-ions! presenters. Attendees will have the opportunity to ask more in-depth questions and explore solutions to matters taking place at their home institutions and beyond.

- ARE Ye SAILing? Faculty Calibration With Augmented Reality—Alexander Lee, D.M.D., Associate Professor and Coordinator of Dental Informatics, and Hubert Chan, D.D.S., Assistant Dean, Clinical Education, Western University of Health Sciences College of Dental Medicine
- Developing the Billing Staff You Wish You Could Afford—Patrick Rose, M.B.A., Financial Manager, University of Louisville School of Dentistry
- Landing the Perfect Employee: Using the Best Hook, Line and Sinker—Suzanne Adolphson, M.S.W., M.H.A., Director, Patient Care Services, Western University of Health Sciences College of Dental Medicine
- Diagnosis Code Required! A Study on Faculty Calibration in the Use of Diagnostic Codes—Jeanne Sutton, D.M.D., Associate Professor, University of Texas School of Dentistry at Houston
2:30 – 3:45 p.m. **EXPRESS-ions! Breakout**

Attendees will engage in the breakout discussions of their choice led by the EXPRESS-ions! presenters.

Round 1: 2:30 – 3:00 p.m.
Round 2: 3:15 – 3:45 p.m.

4:00 – 4:30 p.m. **Get Involved With ADEA BFACA!**

Every successful organization requires an active membership to achieve its goals. Not everyone is able to step up to an officer role. However, service in such a position is a wonderful way to get more involved, work with a great group of BFACA officers and ADEA staff, have a direct voice in the organizational activities of our section (such as planning the annual meeting) and give back in return for those who led before us. If you think you would like to serve as an officer, or are just curious about what’s involved, please join the current BFACA leadership team for a brief discussion about how to take the next step in influencing the direction of dental education. The rewards far outweigh the investment of time and effort.

4:00 – 5:00 p.m. **Free Networking Time**

Attendees may use this time to develop and activate relationships to increase your business, enhance your knowledge, expand your sphere of influence and shape the BFACA and dental education community.

5:30 – 7:30 p.m. **Networking Reception and Buffet Dinner**

*Co-sponsored by A-dec and Hu-Friedy Manufacturing Co., LLC*

**Friday, October 6**

7:30 a.m. – 4:00 p.m. **Registration**

8:00 – 9:00 a.m. **Networking Breakfast**

9:00 – 9:15 a.m. **Welcome and Introductions**

9:15 – 10:45 a.m. **Refining Data Collection to Optimize Clinical Operations and Net Revenue**

Bryan Cook, Ph.D., ADEA Senior Vice President for Educational Research and Analysis

John Reinhardt, D.D.S., M.S., M.P.H., Professor, University of Nebraska Medical Center College of Dentistry
This presentation and workshop is a follow up to last year’s presentation on how dental schools can better use data to drive decisions on clinical curricula and patient management to optimize clinical operations and revenue. This workshop will begin with a brief overview of findings from the 2015 ADEA Survey of Dental School Clinic Finances. Following the overview, participants will work in small groups to discuss ways to refine the survey instrument to provide more consistent responses. Groups will report out to share ideas and recommendations.

10:45 – 11:00 a.m.  Networking Break

11:00 – 11:30 a.m.  Infection Control: Do This, Not That

Cherri L. Kading, RDH, Director of Clinical Operations, Texas A&M University College of Dentistry

Adhering to all infection control measures can be daunting, especially for students, faculty and staff in a dental school. It takes a combined effort of several people to integrate recommendations from the CDC, OSHA and other relevant standards into a school’s clinic policies and then educate others to comply. This presentation will show several examples of common infection control violations seen at Texas A&M University College of Dentistry (TAMUCD). It is crucial to point out the violation to the clinician and equally important to educate all those involved. Each violation shown during this presentation will be followed by a reference to the CDC guideline stating the proper recommendation. The bigger picture will also be discussed by explaining the quarterly audits completed by the Infection Control Committee of TAMUCD. Both the form used and the procedure performed will be described. Throughout the presentation, you will be encouraged, through active participation, to disclose common violations you observe and how they are handled in your clinics.

11:30 a.m. – noon  How to Get an “A” in Chart Compliance

Shirley Kang, D.D.S., Assistant Professor and Clinical Team Leader, Western University of Health Sciences College of Dental Medicine

Every day, thousands of patients worldwide receive comprehensive care in the clinics of dental education institutions, and it is the institutions’ responsibility to ensure that quality care is provided. With such a large volume of patients, thoroughly auditing all the charts on regular basis for compliance becomes a burden. Integrating a periodic check system within the curriculum can ensure that all charts are audited regularly by both students and faculty. At Western University of Health Sciences College of Dental Medicine, checks are done by incorporating practice management grades into students’ clinic grades during their third and fourth years. Since this integration
began in 2014, chart compliance across the board has increased every year. This presentation will review the practice management categories used and the resulting outcomes for chart compliance. You will see how incorporating five categories of practice management into clinical assessments vastly improved chart compliance. Every dental education institution can tailor the categories based on where they are failing in chart compliance.

Noon – 1:00 p.m.  Networking Lunch

1:00 – 4:00 p.m.  Adopting Kaizen Principles in Dental Education: The Most Important Piece of a Lean Journey Is You!

Jennifer Ayers, Operational Excellence Manager, A-dec

Barbara Nordquist, Vice President, Academic Sales & Professional Relations, KaVo Kerr

In today’s fast-paced, cost-focused environment, dental schools can find it challenging to keep employees motivated and engaged while keeping their processes running efficiently. Kaizen (Japanese for “continuous improvement”) is a process where small, incremental changes are made to improve efficiency. Lean is a methodology that eliminates waste and boosts efficiency. Using Lean concepts allows you to develop more robust processes while creating a continuous learning environment and continuous feedback loops. However, applying these tools without a belief in their purpose will not create sustainable improvements. This workshop will focus on ways to create a culture of continuous improvement at your dental school where all employees are actively engaged in the process and empowered to make improvements. The presenters will also show you how to sustain change for the long-term benefits of the school, students and patients. You will also engage in discussions, share your experiences with Kaizen and/or Lean, and create a short action plan for improving efficiency within your clinic.

2:20 – 2:40 p.m.  Networking Break

4:00 p.m.  Evening and Dinner on Your Own

Attendees are encouraged to network with colleagues to foster and continue engagement within the BFACA community.
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7:00 – 8:00 a.m.  Networkig Breakfast

8:00 – 8:15 a.m.  Welcome and Introductions

8:15 – 10:15 a.m.  Positive Disruption: Making Dynamic Changes in Dental Education

*Man cannot discover new oceans unless he has the courage to lose sight of the shore.*—Andre Gide

As leaders in dental education during a period of rapid change, it is our responsibility to prepare our graduates for practice in the future and ensure that dentistry continues to be at the forefront of health professions education. Doing so requires us to be visionaries about the future of the dental profession. But is having the vision enough? How do we inspire our colleagues to be change managers that question, challenge and break free from tradition? The panelists in this session have made dynamic changes in their home institutions and will discuss their experiences exploring alternative possibilities and promoting positive disruption in dental education, practice and our profession. They will share what worked well with their change implementation; what they would “do over” if given the chance; and ideas for getting buy-in from students, faculty and staff, and for dispelling skepticism, hostility and perceived threats. We will hear how they captained their ships, let go of the shore and sailed into new and better waters.

Steven Friedrichsen, D.D.S., Dean, Western University of Health Sciences College of Dental Medicine

Denise Kassebaum, D.D.S., M.S., Dean, University of Colorado School of Dental Medicine

Frank Licari, D.D.S., M.P.H., M.B.A., Dean, Roseman University of Health Sciences College of Dental Medicine – South Jordan, Utah

Todd Thierer, D.D.S., M.P.H., Associate Dean for Clinical Affairs, University of Minnesota School of Dentistry, Moderator

10:15 – 10:30 a.m.  Closing and Farewell
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Continuing education (CE) credit is awarded for participation in individual designated educational sessions and not for overall 2017 ADEA BFACA Meeting attendance.

All speakers agree that neither they nor members of their immediate family have any financial relationships with commercial entities that may be relevant to their presentation.