

# CHALLENGES FACING US WITH A NEW GENERATION

**THE GENERATIONS COLLIDE WITH  
CULTURES CAUGHT IN THE MIDDLE**



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# Agenda (Challenges) For Today

- **Generational Values**
- **What it takes to change a culture**
- **Community Philosophy**
- **Engaging to Learn**
- **Business Challenges**
- **Wrap Up / Facing the Future**

# GENERATIONAL VALUES

LOOKING ONCE MORE AT A VIEW INTO  
THE MINDS OF TOMORROW

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# Generations: What Does It Matter?

- **Traditionalist:** Conformity, Authority, Believes in Rules and Logic. Defined sense of right and wrong. Honors loyalty and respect. Difficult understanding diversity and culture
- **Baby Boomers:** Individual choice, community involvement, Prosperity, Ownership, Self-actualizing, Health and wellness. Still struggles on cultural understanding and sensitivity
- **Gen X:** Contribution, Feedback and recognition, Autonomy, Flexible work time, Time with manager, Separation of Work and Family life. Respects culture and individuals, sensitive
- **Gen Y:** Enthusiastic, Highly adaptable, Respect must be earned; not freely granted, sets specific goals, works for lifestyle, not ownership. Sees and begins to live cultural inclusion.
- **Today's Students Generation (Millennials and beyond):** ?

# Generations: What Does It Matter?

## Our Faculty of Today

- **Traditionalist:** Co...  
Defined sense of right and wrong. Honors loyalty and respect.  
Difficult understanding... and culture
- **Baby Boomers:** Individual choice, community involvement,  
Prosperity, Ownership, Self-actualizing, Health and wellness.  
Still struggles on cultural understanding and sensitivity

## Our Students of Today

- **Gen X:** Contribution, Feedback...  
Flexible work time... it  
Family life... and individuals, sensitive
- **Gen Y:** Enthusiastic, Highly adaptable, Respect must be earned;  
not freely granted... specific goals, works for lifestyle, not  
ownership. See... begins to live cultural inclusion.
- **Today's Students Generation (Millennials and beyond):** ?

# Generations: What Does It Matter?

## Our Faculty of Today

- **Traditionalist:** Defined sense of right and wrong. Honors loyalty and respect. Difficult understanding of diversity and culture
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## Our Students of Today

- **Gen X:** Flexible work time. Family life. and individuals, sensitive
- **Gen Y:** Enthusiastic, Adaptable, Respect must be earned; not freely granted. specific goals, works for lifestyle, not ownership. begins to live cultural inclusion.
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# Generations: What Does It Matter?

- **Today's Students Generation (Millennials and beyond): ?**
- we know they are less tolerant for needs
- global, diverse
- perception of multi-taskers
- extremely connected
- specific goals a priority to maintain lifestyle
- embrace change for their progress
- short attention span
- Understand cultural competency and living in cultural inclusion

# Generations: What Does It Matter

- Addressing Diversity Is Just a Plain Step Now
  - ▣ The term “Diversity” is ancient; it is old news
  - ▣ “Inclusion” is the New Buzz Word
  
- Diversity: Getting an invitation to the dance
- Inclusion: Being asked to dance once you get there
  - ▣ Oklahoma Demographics
  - ▣ Advanced Standing Program 6 students
    - For Both: Not Diversity..... We strive for Inclusion



# Generations: Does It Matter?

## □ **Our New Customers (Patients)**

- Always Connected
- Highly Influenced by Opinions
- Choice Overload
- Destination services consumption; willing to pay more for efficient delivery of services and products
- They know what they want before they buy
- Places time constraints on services provided

# WHAT IT TAKES TO CHANGE A CULTURE

THE NEW LEADER

THE RIGHT PEOPLE

THE RIGHT LEADERS

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# The Way It Was.....And The Way It Is For Leaders of Today

## Leadership That Leads to a Culture Shift












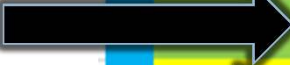


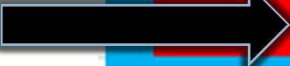
### **OLD Paradigm**

- ❑ Stability / Permanence
- ❑ Competition
- ❑ Uniformity
- ❑ Self-seeking
- ❑ Hero
- ❑ Individual
- ❑ Control / Micromanage
- ❑ Ultimate Goal

### **NEW Paradigm**

- ❑ Change/crisis mgt.
- ❑ Group effort
- ❑ Diversity
- ❑ Higher ethical purpose
- ❑ Modest
- ❑ Team Approach
- ❑ Empowering
- ❑ Primary Goal

**SELECTING ENGAGING PEOPLE  
FOR THE CHANGES THAT WE NEED**

	Attends Meetings On Time	0-10 Score / 0 Low 10 High
	Encourages Others to Contribute Ideas	Score
	Speaks to Issue / Not People	Score
	Volunteers to Help Out / Follow Up	Score
	Presents a Positive Way to Accomplish Goals	Score
	Listens Intently What is Being Said	Score
	Sees Meetings Positively to Accomplish Goals	Score
	Works With Others To Expand Ideas	Score
	Participates in Meetings as Problem Solver	Score
	Offers Opinions and Information	Score
	<b>TOTAL</b>	
	Solid Meeting Contributor	80-100
	Contributes / Workable Member	60-79
	Find Another Member Participant	41-59
	Figure Out Strong Game Plan	
	Get Out Your Leadership Skills	<40

**The Right Persons To  
Understand a Culture Change**

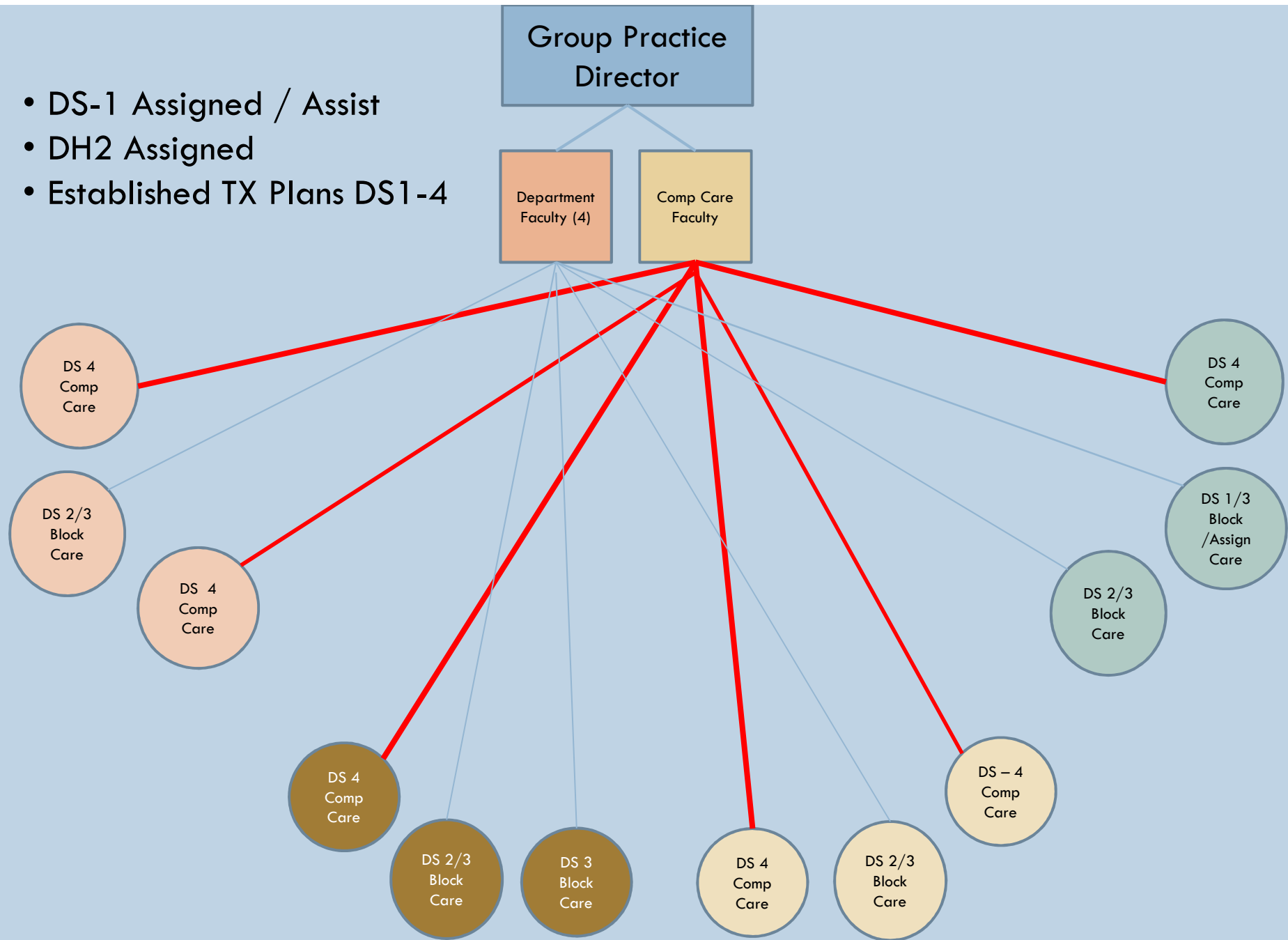
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<b>Figure Out Strong Game Plan</b>	
<b>Get Out Your Leadership Skills</b>	<b>&lt;40</b>

- You can **expand this format** for a group
- It gives you an idea of **how much “leadership”** is required
- Gives you a basic idea of **“work gauge.”**
- Simple; helps you to **re-evaluate methods** of achievement

Example for a group of 10, Total Score:

800+ (>80%) Home run, get going  
 600-799 (60-79%) Workable, Plan / Be Methodical  
 401-599 (40-59%) Uphill battle, It will drain you  
 <400, (<40%) Look at available drug options (preferably legal)

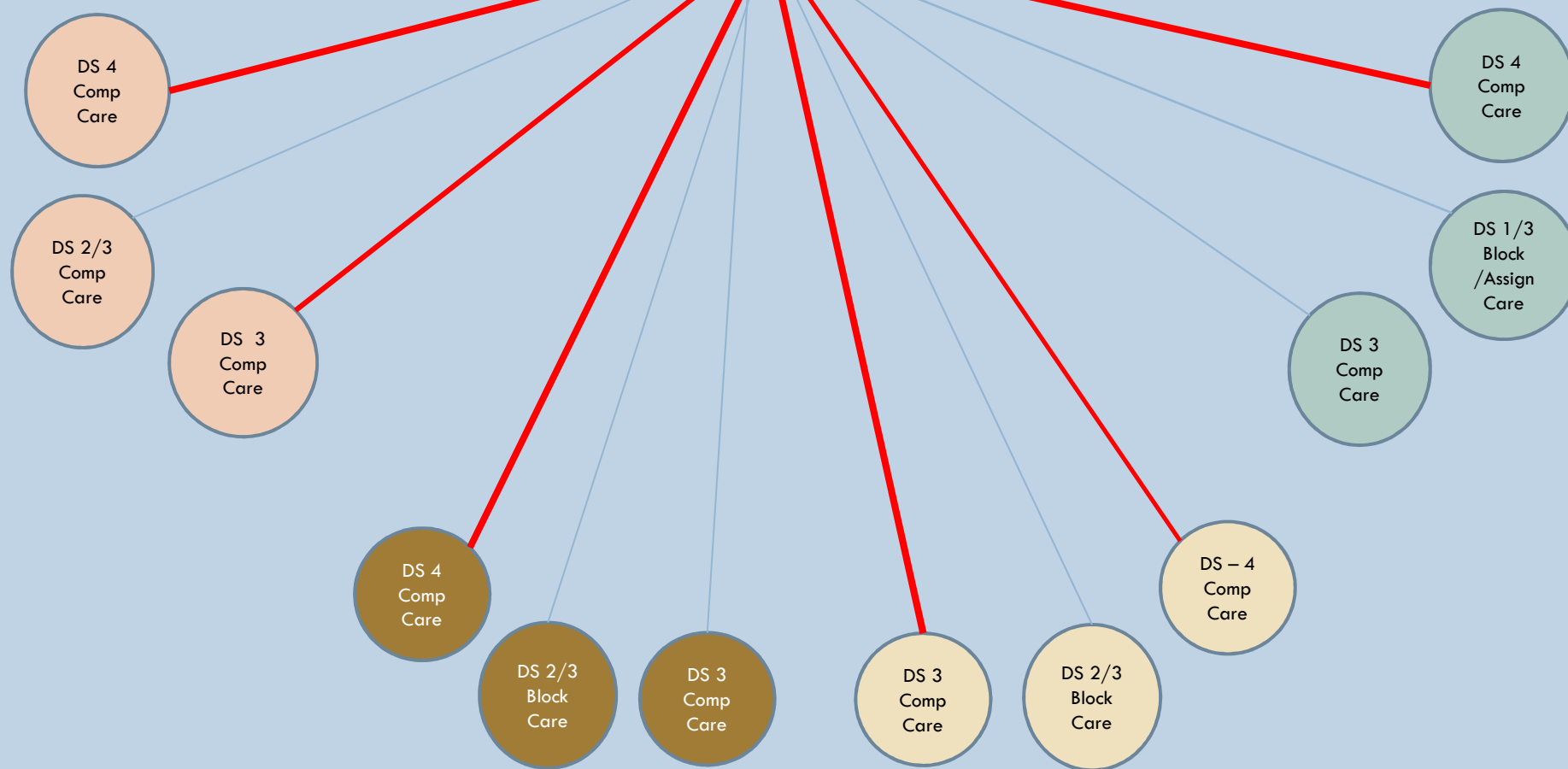
- DS-1 Assigned / Assist
- DH2 Assigned
- Established TX Plans DS1-4



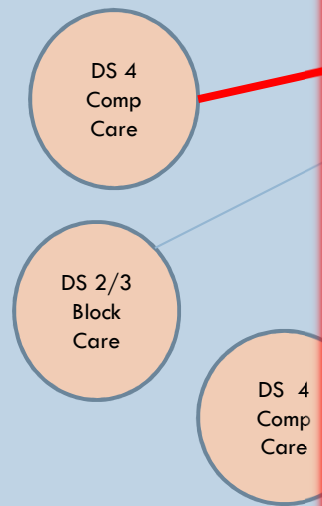
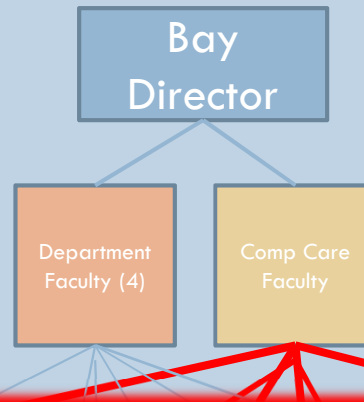
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Group Practice  
Director (s)

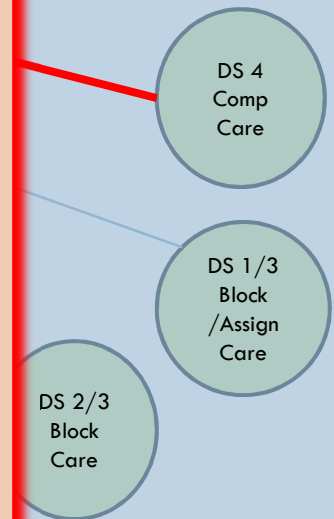
The Team



- DS-1 Assigned / Assist
- DH2 Assigned
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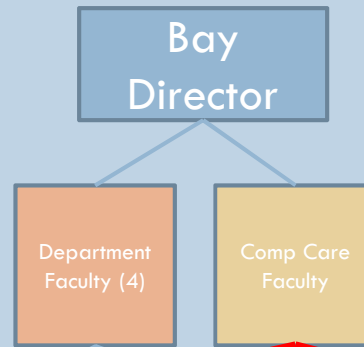


- Competency and Individual Based; Not Time Based
- Vertical Model Integration
- 4-3-2 Treatment Plans
- DS-1 Clinic Preparation from the start
- DH-2 Incorporation
- Dental Practice Seminars

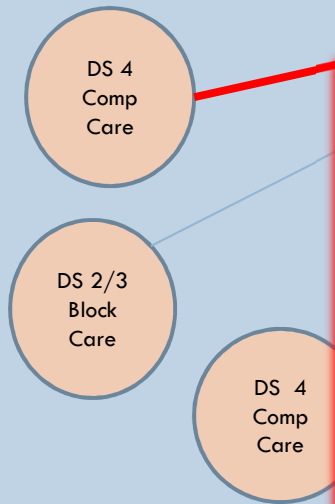
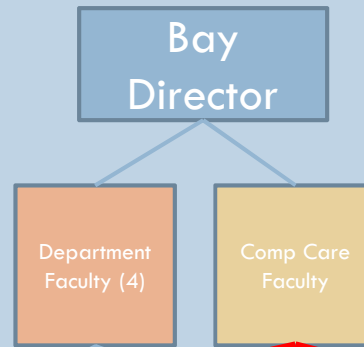




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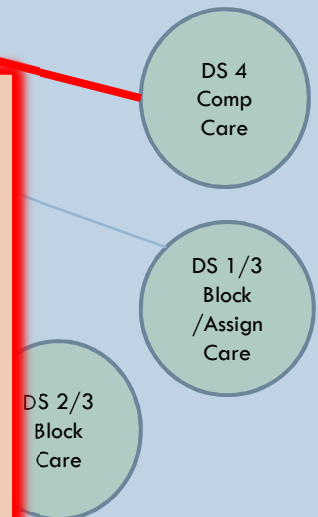


- DS-1 Assigned / Assist
- DH2 Assigned
- Established TX Plans DS1-4



- How are we doing?
- Comprehensive Care Course
  - 2013: 775\*
  - 2014: 846
  - 2015: 913
  - 2016: 617 avg to date through feb 29

\*not a complete year



# COMMUNITY PHILOSOPHY

INTERPROFESSIONAL EDUCATION

THE EPIC PILOT PROGRAM

EXTERNSHIPS / NOW.....FUTURE

LESSONS LEARNED FROM CDHC

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# The EPIC Pilot Program

**E** mpowering

**P** atients (through)

**I** nterprofessional

**C** ollaboration

***The Challenge: Create the Understanding of Our Needs***

# The EPIC Pilot Program

- Program began fall 2013
- Active Learning Sessions / Clinical Experiences at Good Shepard Mission
- 80 Students / 8 teams of 10
- Each Team is Students from Colleges of:
  - Medicine
  - Dentistry
  - Pharmacy
  - Allied Health
  - Public Health
  - School of Social Work (undergraduate)
  - Nursing
- Program Expansion Jan 2016

***The Challenge: Create the Understanding of Our Needs***

# Externships; Now.....Future

- **Adjunct Faculty Calibration - Pilot Program to Fund school based Faculty for training at Externship sites**
  - **First site Summer 2016**
- **Formal agreement with Externships to provide students during intercession.**
  - **Michigan Model**
  - **First site online now, second in process**
- **Working to move toward sites that offer additional services outside of dental – Inter-professional education and care delivery.**
- **Currently work with 23 sites**

***The Challenge: Create the Understanding of Our Needs***

# Lessons Learned from CDHC

- **Externships provide:**
  - **Community Experience / Cultural Competency**
  - **Opportunities of the Community / Awareness**
- **CDHC**
  - **Background / Understanding**
    - **Working to start program again**
  - **Lessons Learned**
  - **CULTURAL INCLUSION**
  - **New Pipeline Avenues**
    - **Student Admissions – Change of Methodology**

***The Challenge: Create the Understanding of Our Needs***

# ENGAGING TO LEARN

## THE GENERATIONAL THING BACKFIRES

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# The Generational Thing Backfires

- **A traditional faculty mindset of teaching in academia**
  - **Faculty Generations are in the way of learning**
- **Attention Span of Today**
- **Engaging the students in the classroom**
- **CE of Tomorrow**
- **Digital Environment**



# The Generational Thing Backfires



# BUSINESS CHALLENGES

THE CHEESE HAS MOVED  
CHANGING THE CULTURE

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# The Cheese Has Moved- Changing the Culture

- **A traditional faculty mindset in academia**
  - **Generation Gaps**
  - **Diversity and Culture Sensitivity Issue**
- **Partially State Funded – the battle**
  - **Changes since last summer.....**
    - **Goodbye money**
    - **Creation of the “3 in 3” initiative**
- **Self generating income**
  - **Group Sponsorships**
  - **Preceptorships and Certificates Programs**
  - **Externships**
  - **Clinic Revenue**
  - **Faculty Practice Model**

***The Challenge: Create Funding for Future Stability and Growth***

# WRAP UP

CHALLENGES ARISE FROM.....  
WORKING TO STAY GOAL DRIVEN

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# Lions, Tiger, and Bears; Oh My!

## Stay Goal Driven

- **Challenges Arise from:**
  - **Generations**
  - **An outdated academic model**
  - **Funding / Business Changes**
  - **Outside Demands of Student Preparation**
  - **Team Health Environment / Inter professional Education**
  - **Technology Demands**
  - **Engaging our Students in this new teaching environment**
  - **Adequate and Qualified Faculty Recruitment and Retention**

# Staying Goal Driven

Obstacles are what you see when  
you take your eyes off your goal

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# Staying Goal Driven

Obstacles are what you see when  
you take your eyes off your goal

***However.....***

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# Staying Goal Driven

“Obstacles are the **only thing you see when you don't have a goal**”

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# Staying Goal Driven

“Obstacles are the **only thing you see when you don't have a goal**”



*This is my challenge as a leader to the college...  
..... and profession*

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# Staying Goal Driven

“Obstacles are the **only thing you see when you don't have a goal**”



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