



2021 ADEA Fall Meetings  
October 28–29, 2021  
Virtual

ADEA Section on Business and Financial Administration  
ADEA Section on Clinic Administration

### Preliminary Agenda

Thursday, October 28  
(All times are Eastern Time)

11:00 a.m. – noon

**M&M Rounds 2.0: Meaning and Mindfulness for Distress, Suffering and Conflict: Joint Session With the ADEA Sections on Business Finance and Administration and Clinic Administration (ADEA BFACA), ADEA Council of Faculties (ADEA COF) and ADEA Council of Sections (ADEA COS) (Part 1)**

Presenter  
Janeta Tansey, M.D., Ph.D.  
Principal and CEO  
Virtue Medicine

Excerpted from her resilience curriculum for health care providers, Dr. Tansey's two-part presentation nods to the classic M&M Rounds, where we wrestle with human limits and fallibility. Her intra-professional focus explores the morbidity and mortality of our own attitudes, habits and choices, following the work of Dr. Viktor Frankl, who said, "I wanted to be a good doctor. I hope I was no bad doctor. But finally, I wanted to remain a human being. I still try." What does it mean to be a good doctor in the face of suffering, shame and mortality? A person of courage and justice in the face of inescapable tensions in health care, in education and in life? With applications to self-care, teaching and clinical practice, this meaning-centered approach helps participants identify their own signature strengths, normalize moral emotions and strategize responses that honor individual standpoints and the hope of authenticity through responsibility, resilience, and joy.

#### Learning Objectives

- Describe an integrated approach of character strengths and meaning-centered analysis to care for professional experiences of burnout, trauma and conflict.

- Identify the participant's own character strengths and their relevance to the cultivation of excellence and flourishing inside of tension and suffering, both professionally and personally.
- Apply a meaning-centered approach to manage the moral emotions of fear, shame and anger.

CE Credits: Participants must attend both Parts 1 and 2 to receive CE credits.

Noon – 12:30 p.m.

**Lunch/Joint Networking Break**

12:30 – 1:30 p.m.

**M&M Rounds 2.0: Meaning & Mindfulness for Distress, Suffering and Conflict: Joint Session With ADEA BFACA, ADEA COF and ADEA COS (Part 2)**

Presenter  
Janeta Tansey, M.D., Ph.D.  
Principal and CEO  
Virtue Medicine

See description and learning objectives under Part 1. Participants must attend both Parts 1 and 2 to receive CE credits.

CE Credits: 2.0

1:30 – 2:00 p.m.

**A Dental School's Collaboration in a Proactive and Innovative University Health System's Patient Care Enterprise Response to the COVID-19 Pandemic**

Presenter  
Gary F. Guest, D.D.S.  
Associate Dean for Patient Care  
UT Health San Antonio School of Dentistry

This presentation reviews how UT Health San Antonio School of Dentistry leveraged relationships with the Health Center's COVID-19 Task Force, Infectious Diseases, and Environmental Health groups to develop and implement clinic operations strategies. Through these interactions, the school developed and implemented comprehensive policies and procedures guidelines for providing dental care in a dental school clinic environment during the pandemic. Procedures and guidelines included patient screening and triage, masking and distancing, and training. Innovation played a key role through effectively establishing a supply chain for key infection control supplies, testing air quality, establishing temperature screening stations, acquiring aerosol reduction devices, implementing a pathology clinic to support pre-procedure PCR COVID 19 testing for patients having aerosol generating procedures, and a creating a vaccination hub that prioritized dental health care workers, health

center employees and active dental patients. Clinic operational protocols are continually reviewed and adapted to new data and regulations.

Learning Objectives

- Describe how a dental school can collaborate with a health center in the face of adversity to implement rapid changes that impact patient care and clinical education.
- Identify steps and specific patient care protocols for providing dental care during a pandemic.
- Explain how they apply principles and protocols at their own institutions.

CE Credit: 0.5

2:00 – 2:15 p.m.

**Break**

2:15 – 3:15 p.m.

**A Deeper Understanding of Policy and Education Research: Key Findings From the ADEA Surveys on U.S. Dental School Seniors and the COVID-19 Impact on U.S. Dental School Clinics**

Presenters

Omar A. Escontrías, Dr.P.H., M.P.H.  
ADEA Senior Director of Policy Research

Emilia Istrate, Ph.D., M.A.I.S.  
Senior Vice President of Policy and Education Research

This presentation provides findings from the latest ADEA research highlighting the impact of the COVID-19 pandemic on U.S. dental schools and senior predoctoral students. ADEA released new research on the journeys of the U.S. dental school predoctoral senior class of 2020, from influences on and their motivations to pursue careers in dentistry, to aspects of their dental school experiences, to plans upon graduation and the investment in their careers. The COVID-19 pandemic has complicated the delivery of oral health care in the United States, and ADEA also examined the impact of the COVID-19 pandemic on U.S. dental school clinics via the ADEA COVID-19 Impact Survey, conducted from November 2020 to January 2021.

Learning Objectives

- Summarize key findings from the survey of senior predoctoral dental students.
- Describe the impact of COVID-19 on dental school clinics' operations.
- Explain how to access the education and research policy resources made available by ADEA.

CE Credit: 1.0

3:15 – 4:45 p.m.

## Joint Plenary Session: The Future Direction of Oral Health Care

### Part 1: The Year in ADEA

Presenter  
Karen P. West, D.M.D., M.P.H.  
ADEA President and CEO

Dr. West looks at ADEA's impact on the issues and topics shaping the work of dental faculty and the profession.

### Part 2: The Future Direction of Oral Health Care

Presenter  
Rena N. D'Souza, D.D.S., M.S., Ph.D.  
Director, National Institute of Dental and Craniofacial Research

This fall, the National Institute of Dental and Craniofacial Research will release the new report, *Oral Health in America: Advances and Challenges*. In this session, Dr. D'Souza discusses the new directions in preventing and treating oral diseases, identifies disparities and inequalities in oral health care, and examines innovative strategies for ensuring all Americans share equally in the benefits of oral health.

#### Learning Objectives

- Identify one to two examples of innovative strategies for addressing oral health disparities and inequality.
- Describe how overall health is impacted by disparities and inequalities.

CE Credits (for Part 2 only): 1.0

4:45 – 5:00 p.m.

## Break

5:00 – 6:00 p.m.

## Organizational Resilience in Pandemic Times: The Story of NYULH AEGD's Successful Navigation of the COVID-19 Crisis

Presenters  
Anna D'Emilio, D.D.S., M.A.  
Vice President and Program Director, Advanced Education in General Dentistry (AEGD)  
New York University Langone Health

Amy Kim, D.D.S.  
Associate Director, NYU Langone AEGD Program  
New York University Langone Health

During the COVID-19 pandemic, all of academia faced a myriad of difficult challenges, including an abrupt switch to online formats for

continued delivery of curricular content while maintaining quality in education with accountability to accreditation standards. The NYU Langone Health (NYULH) AEGD Program faced an additional challenge due to the decentralized model of training residents in local community-based dental entities throughout a wide network distributed across the country. Layered onto these issues was the fact that the dental professions were in the top three most exposed disciplines due to the aerosolizing nature of many dental procedures. The NYULH AEGD Program developed resilience as we adapted and evolved to become a more nimble and financially successful model, even throughout this difficult period. This presentation provides leadership strategies for navigating such tumultuous waters, including fine-tuning organizational structures, leveraging existing human capital, innovations in curricular delivery and maintaining morale/camaraderie.

#### Learning Objectives

- Define and identify strategies for fine-tuning organizations and leveraging human capital.
- Identify strategies for innovating curriculum for online delivery, in compliance with accreditation standards such as those directed by CODA.
- Explain the importance of servant leadership during difficult times and develop strategies to implement morale/camaraderie boosting initiatives at home organizations.

CE Credit: 1.0

**Friday, October 29**  
**(All times are Eastern Time)**

11:00 a.m. – 12:30 p.m. **ADEA Council of Sections Business Meeting**

12:30 – 1:00 p.m. **Lunch/Joint Networking Break**

1:00 – 1:30 p.m. **Ethical and Legal Considerations for Mandating the COVID-19 Vaccine in Dental Schools**

Presenters

Pamela Zarkowski, J.D., M.P.H.  
Provost and V.P. for Academic Affairs  
University of Detroit Mercy

Pamela Jones, Ph.D.  
Associate Dean for Advanced Education  
University at Buffalo School of Dental Medicine

An assessment of the COVID-19 vaccine mandate in dental schools will be presented by applying an ethical framework to examine the factors that impact the values of autonomy, beneficence, utilitarianism, justice and non-maleficence. The mandate decisions will also be viewed through a legal lens, and as affected by practical and political considerations.

Learning Objectives

- Summarize the ethical considerations in mandating the COVID-19 vaccine in dental schools.
- Identify the legal considerations in mandating the COVID-19 vaccine in dental schools.
- Describe the practical and political considerations in mandating the COVID-19 vaccine in dental schools.

CE Credit: 0.5

1:30 – 2:00 p.m. **Merging Multiple Clinic Staff Teams Into ONE Revenue Cycle Team!**

Presenters

Doug Marshall, M.H.A.  
Director of Patient Financial Services  
The Ohio State University College of Dentistry

John A. Kuhar  
Chief Administrative Officer  
The Ohio State University College of Dentistry

The Ohio State University College of Dentistry (OSU COD) recently completed a \$95 million expansion project. The new facility includes new student clinics designed as eight individual group practices in a

vertically integrated model. The facility includes four separate check-in/check-out spaces, each supporting two group practices. Each check-in/check-out area supports scheduling, registration, check-in/check-out and all patient financial services functions. OSU COD is merging three separate teams (registration, clinic desk and patient financial services), all of which previously had separate touch points with patients, students and faculty, into one team whose members can perform all functions. This combined team will not only improve the efficiency of the revenue cycle functions, but also the patient and student experience. While this change is currently in process, the presentation will focus on the transition from the old model to this new model and the issues encountered along the way.

Learning Objectives

- Describe the reasons why OSU COD chose to combine their revenue cycle operations into one team.
- Explain how OSU is changing the governance structure of their staff to support this new direction.
- Engage the presenters and share your unique challenges at your own environments.

CE Credit: 0.5

2:00 – 2:15 p.m.

**Break**

2:15 – 2:45 p.m.

**ADEA Section on Business and Financial Administration Business Meeting**

2:45 – 3:15 p.m.

**ADEA Section on Clinic Administration Business Meeting**

3:15 – 3:30 p.m.

**Wrap-up and Adjourn**

The American Dental Education Association is an ADA CERP Recognized Provider.

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The American Dental Education Association designates this activity for up to 6.5 continuing education credits.

Continuing education credit is awarded for participation in individual designated educational sessions and not for overall 2021 ADEA Fall Meetings attendance.

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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 presentations.

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