



University of Florida College of Dentistry

Teresa Dolan, D.D.S., M.P.H.
Professor & Dean

August 2011

Class of 2013
White Coat
Ceremony
June 24, 2011



To: UF College of Dentistry,

As Florida and the nation continues to face a challenging economy, I thank everyone for their ongoing commitment to the college and their flexibility as we make adjustments in order to ensure a healthy and successful future.

One clear path we must take is creating a better, more effective business model for our clinical enterprise. There are several avenues we are exploring in an effort to increase our clinical revenues including:

- **Consolidating our incoming clinic calls to one call/scheduling center.**
UF Physicians launched a Gainesville call center several months ago that follows a model created at Shands Jacksonville. The call center in Shands Jax proved immediately effective at increasing access for patients that, in turn, increased clinical efficiency and revenues. We are in contact with the Gainesville and Jacksonville call center to learn more about their operations and how we might apply this strategy to our college.
- **Creating scheduling templates to increase clinical productivity.**
- **Investigating night/weekend clinic hours.**
We need to ensure that appointments are available that meet patient preferences and needs. Several UF clinics, including the Orthopedic Center, have initiated after-hours clinics to be more accessible for patients at convenient times. We are considering piloting something similar for the College of Dentistry's clinical practice.
- **Participation in GatorAdvantage and pursue other marketing opportunities to provide dental care to the Gator Nation.**

We joined the GatorAdvantage program on July 1. The program focuses on providing ease of access for UF and Shands employees to UF clinics. In addition, the program ensures that UF and Shands employees won't need to pay to park for their health care, since they're already paying to park at UF or Shands. In addition we are advertising in a booklet that is provided to 33,000 Shands hospital patients annually.

- Improving communications between our own clinics as well as with outside referral sources.
We need to ensure that people know how to refer patients internally and that we establish clear two-way communications within our college and with outside practitioners who refer patients to us for specialty care.
- Streamlining the DMD-clinic screening process.
In May, we streamlined the screening process. Interested patients complete and return an application which is available online (<http://www.dental.ufl.edu/Patients/files/dmd-screening-application.pdf>), or we mail it to them at their request. The application is reviewed and, if the patient is a good candidate for the student program, a screening appointment is scheduled. We expect that, due to a faster turnaround time on our end, we'll be able to maintain interest from patients who may choose to go elsewhere for care, rather than waiting for our process to be completed.

These are just some of the ideas we have for improving our customer service and financial stability. To be successful and competitive in today's world, we have to meet the service expectations of our patients while providing excellent quality dental care. People are busy, time is valuable and we have to be willing to change to attract a strong patient base. If you have any ideas that can help, please feel free to share them with me or with your department chair.

Patient Satisfaction Survey results



The results of our annual Patient Satisfaction Survey are very positive. Congratulations to everyone who participated and thanks to everyone who takes such excellent care of our patients each day.

The detailed results are posted on the Clinical Administration [web page](#) and show results from 2007 to 2011, plus a breakdown by clinics and a comparison of the DMD clinics. The results show that more than 75 percent of our patients rate their care as excellent. When asked what they like most about the college, the largest group chose "quality of care/trust."

The DMD teams in Care Groups 1A, 2B and the Endodontics Clinic are the "Patient Satisfaction Champions," having stood out in terms of participation and overall rankings. The team members will be treated to a pizza party on August 19 as a small recognition for this accomplishment.

Hot topic:

New dental schools in the state

For many years, we were one of only two dental schools in the state and the only dental school the State University System. The LECOM School of Dental Medicine will open in Bradenton, Fla. in 2012. In addition, FAMU and UCF will be requesting approval from the Florida Board of Governors to open new dental schools.

The Florida Board of Governors has been actively engaged in this topic and prepared a [background paper](#) on the subject. Issues to be considered included the size of the dental workforce, access to care and underrepresented minorities in the dentistry.

I was invited to present during the June BOG meeting and, if you're interested in viewing my presentation, you can access it on our [web site](#).

The BOG's next meeting is scheduled for September 14 & 15 in Miami, where they will consider proposals from FAMU and UCF, as well as a proposal to expand enrollment at UFCD. Their decision will likely be made during one of their subsequent meetings, which are scheduled every two months.

Patient privacy

Please remember that patient privacy is of paramount importance. When you are escorting patients from waiting areas to treatment areas, do not discuss their dental problems or treatment plans, directly or indirectly.





Renovations and remodeling

The lobby renovation is scheduled to begin in mid-September. While the West Entrance will remain open throughout the phased renovation, the project will certainly cause some disruption. In the end, we expect it will be well worth it when it's completed in February/March 2012.

In addition, Clinic 1A is scheduled for remodeling this Fall. The clinic will undergo significant work to create an integrated periodontics and prosthodontics graduate practice that will enhance the educational experience of the residents. The project is expected to take about seven months and should be ready for the incoming residents in July of 2012.

If you ventured into the Dean's Office area on the 4th floor recently, you will see we are undergoing a "face lift" including new paint and flooring that should take about six weeks to complete.

The 9th floor remodeling should be completed by the end of August and from there, the work crews will move to the 11th floor where they will paint and install new flooring. The 11th floor should be ready for the Pediatric Dentistry Department and the Office of Information Technologies (the director, administration, and desktop, clinical and network support services) by the end of October.

Space on the 3rd floor - D3-39 and D3-43 - will be renovated to accommodate the administrative offices for the School of Advanced Dental Sciences and the Office of Research, along with an expanded clinical research facility.



Renderings of Clinic 1A

Photograph releases for students

The university is considering adding another layer of privacy protection to the use of student photos. Currently, their I.D. photo is considered protected. A draft proposal would add protection for student photos taken in a classroom/learning situation. In our case, of course, clinics would be included. We are working to outline steps to be taken if you want to publish/use a student's photo. Rather than getting individual releases each time you raise a camera, the Office of Education is asking all students to sign a photo release, with the caveat that they can opt out of the release at any time.

The Office of Education will maintain a list of those who have not given permission to use their photo. The bottom line is that, if you want to use a photo

of a student, you should first check with the Office of Education to make sure it's permissible. Technically, permission isn't necessary to use photos taken outside the educational environment. Examples would include building a float for Homecoming or performing in the Acid Etch Talent Show. However it never hurts to err on the side of caution in the use of these photos as well.

Although the related proposal is still in draft form, we expect it to be accepted and would like make sure everyone in our college is aware of this new impending requirement to protect student privacy.

CLASS of
2013
100%
PASS RATE

Class of 2013 excels on national boards

All members of the Class of 2013 passed Part I of their National Board Dental Exam in June, an amazing accomplishment that reflects the quality of the class, their determination to excel and also on the quality of our faculty and staff, and overall learning environment. We are very proud, and celebrated with the students on July 28.

More college news sources

Office of Research

About six months ago the Office of Research launched a newsletter devoted to research topics and developments in their area of the college. The newsletter will be published once a quarter and emailed to the college as well as posted on our [website](#).

Clinic Administration

Not to be outdone, Clinic Administration also created a newsletter, the Clinical Composite, which focuses on clinical issues including quality, safety, privacy and best practices. The newsletter was emailed and available [online](#). If you have any items you'd like included in future newsletters, please email brobinson@dental.ufl.edu.

I hear that the Office of Education is already gathering content . . .



Planning begins for the 2011 UF Campaign for Charities

For the seventh consecutive year, the 2010 UF Campaign for Charities raised more than \$1 million to help 85 local agencies who help the homeless, protect abused children, save the environment, support disease research and more. The 2011 campaign begins August 29 with the Leadership Campaign and the General Campaign follows on October 3.

Our college always enjoys strong participation in the campaign. Our Special Event Planners annually coordinate a special event to help raise funding and awareness for the campaign. The past two years, a "media" sale raised more than \$1,000 by selling used books, music, movies and more in a one-day event in our lobby. This year's sale is scheduled on Tuesday, August 30, in our lobby. **To donate items, please take them to Terry Weber in D2-148.**

The focus of the campaign is asking faculty and staff to donate through payroll deduction. Last year, 141 of our employees gave \$38,289, placing our college sixth at UF for total donations. That reflects a 28 percent participation rate and an average gift of \$271.55. Lorie Primosch and Tammy Winkler will serve as our college representatives to the program. If you would like to offer assistance to the UFCC within the college, please email Lorie at lprimosch@dental.ufl.edu or Tammy at twinkler@dental.ufl.edu.

For more information about the campaign, and the organizations that benefit, please visit the [UF website](#).



GatorBookWorms Annual Media Sale

Tuesday, August 30

7 a.m. to 3 p.m.

Dental Tower Lobby

- ~ Books, music, movies, games and more
- ~ All items \$1
- ~ All proceeds to charity
- ~ Please donate items to Terry Weber in D2-148

Honors, Awards & Appointments

Wheeler appointed senior associate dean, director of new school

Timothy T. Wheeler, D.M.D., Ph.D., has been appointed Senior Associate Dean and Director of the School of Advanced Dental Sciences effective July 1, 2011.



This new position was created to lead the new School of Advanced Dental Sciences, and the chairs of Endodontics, Pediatric Dentistry, Periodontology and the graduate program director in the Department of Prosthodontics will be reporting to Wheeler as part of the new school's structure. He will also continue to serve as chair of the department of Orthodontics and is currently the college's Academy 100 Eminent Scholar.



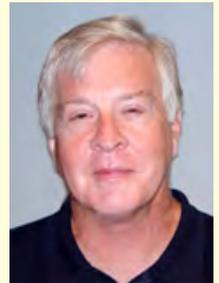
Shaddox wins Excellence Award for Professors

Luciana Shaddox, D.D.S., M.S., Ph.D., an assistant professor in the Department of Periodontology, was selected for a University of Florida Excellence Award for Assistant Professors.

Shaddox was one of only 12 selected for the award given by the Provosts Office. The award focuses on junior faculty and recognizes their potential for excellence in research. Each award is a one-time allocation of \$5,000 in support of research that can be used to fund travel, equipment, books, graduate students and other research-related expenses.

Walker selected for UF ALAP

Clay Walker, Ph.D., professor and associate dean, was accepted into the 2011-2012 University of Florida Advanced Leadership for Academics and Professionals Program (ALAP). Participants meet six times, for one to two days each time, during this year-long program that is designed to support ongoing development for faculty and professionals in leadership positions at the university. Emphasis is placed on exploring the UF Leadership/Management Competency structure and how it can be applied effectively to support leadership in the higher education setting.



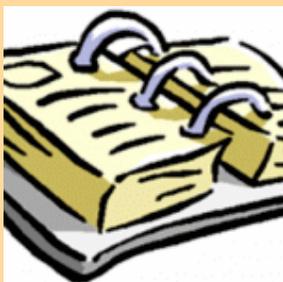
Ottenga appointed interim director of Operative Dentistry Division

Marc Ottenga, D.D.S., a clinical associate professor, has been appointed to serve as the interim director of the Division of Operative Dentistry, effective July 1, 2011.



His responsibilities will include providing leadership to the division faculty and staff during the transition of phasing in the new Department of Restorative Dental Sciences, continuing his active, insightful participation in the department planning process, overseeing all aspects of the D.M.D. curriculum in Operative Dentistry, and facilitating professional development for division faculty.

Save these dates



Faculty Assembly Meetings

Thursday, September 1; November 3
8 to 9 a.m., D3-3

Faculty Development Week

October 24 - 28
Contact: Mary Bennett mbennett@dental.ufl.edu

Dental Fall Weekend

November 4 & 5
[More info & registration](#)

For more info about these and other events, visit our [online calendar](#)

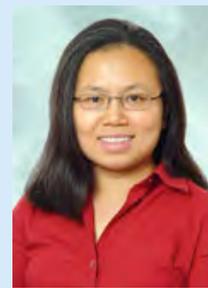
Promotions and Awards

Congratulations to four faculty members at the College of Dentistry who received notification of promotions from University of Florida President J. Bernard Machen, and three who were selected as senior faculty at the university and recognized for their contributions to the university.

Effective July 1, 2011, Robert Burne, was awarded the title of distinguished professor; Madhu Nair and Joseph Riley were promoted to professor; Fong Wong was awarded tenure and is being promoted to associate professor. Enrique Bimstein, Frank Catalanotto and Joseph Katz received the senior faculty award.



From left: Enrique Bimsten, Frank Catalanotto and Joseph Katz.



Clockwise from top left: Robert Burne, Madhu Nair, Joseph Riley and Fong Wong.

Student Summer Research Program

Each summer since 1995, the Student Summer Research Program provides incoming freshmen dental students with the opportunity to complete a ten-week intensive research experience. The students work under the direction of a

faculty member on a cutting edge research project. Participants receive valuable research experience while working with their mentors and fellow researchers.

On July 29, this year's eight participants presented their research results, which covered topics including orofacial pain, oral manifestation of glycogen storage disease and inflammatory responses in children with aggressive periodontal disease. For more info, please visit our [website](#).



Dolan to serve on NIH advisory council

Teresa A. Dolan, D.D.S., M.P.H., was appointed to serve a four-year term on the National Advisory



Dental and Craniofacial Research Council of the National Institutes of Health beginning December 2011.

The council advises, assists, consults with and makes recommendations to the secretary of Health and Human Services and the director of the National Institute of Dental and Craniofacial Research (NIDCR) regarding activities and policies of the NIDCR.