



## SOD at ADEA

OHSU will have a strong presence at the ADEA annual meeting. **Phyllis Beemsterboer, M.S., Ed.D.**, associate dean for academic affairs, **Denice Stewart, D.D.S., M.H.S.A.**, associate dean for clinical services, **Mark Mitchell, M.S.**, associate dean for student affairs, and **Jeff Stewart, D.D.S., M.S.**, associate professor of pathology, are among those attending the meeting, which is in Dallas this year from March 29 to April 2. Third-year dental student **Alan Chen** and second-year dental student **Rhinelle Torres** will represent OHSU on the ADEA's Council of Students.

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## SOD Launches LEAN Approach

As part of an ongoing Service Excellence initiative, the School of Dentistry is integrating LEAN thinking into its operations to boost efficiency and, ultimately enhance dental education and patient care. LEAN is a decades-old business strategy that combines operational excellence with value-based strategies to improve processes and outcomes.

OHSU is one of the first dental schools in the nation to formally implement LEAN thinking.

"This is everybody's project," said Dean **Jack Clinton, D.M.D. '64**. "We want everybody to know how great LEAN can be. I am truly ecstatic about the LEAN journey on which we are about to embark."

A-dec Sales Manager, School and Government, **Alan Grobey**, and Sales/Marketing Continuous Improvement Specialist **Jill Richards** recently helped an SOD team with their first LEAN training.

"LEAN is a mindset you indoctrinate into your culture," said Alan. "With the recent curriculum changes, the way is paved for other changes."

The first charge for the SOD LEAN team, which included **Craig Galloway**, material coordinator; **Kate Boyle**, Hawthorne group leader; **Sandee Valentine**; support services supervisor, and **Rose McPharlin, D.D.S.**, assistant professor of operative dentistry, is to boost efficiency of the dispensary.

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## SOD Expands Rural Outreach

The first batch of fourth-year dental students electing to participate in the AHEC- (Area Health Education Centers) sponsored community partnerships are spending time in rural Oregon caring for low-income patients.

AHEC provides education in partnership with academic institutions and health care agencies to meet the state's health workforce needs. The goal is to increase the number of health providers who ultimately practice in underserved areas. The rural outreach effort is

part of SOD's strategic plan to increase educational offerings outside of the pre-doctoral clinic.

The students assigned to the program so far include: **Jon McNeil**, who spent March 24 to 28 at La Clinica del Valle Community Health Center in Medford; **Brooke Hikade**, who was at Siskiyou Community Health Center in Grants Pass March 24 to 28; and **Kariana Peters**, who spent March 17 to 21 at the Virginia Garcia Memorial Health Center Dental clinics in McMinnville, Cornelius, and Hillsboro.

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## SOD Provides Dental Outreach to Southern Oregon

OHSU School of Dentistry was all over southern Oregon this spring, hitting nine cities in five days to talk with dentists, alumni, and donors, and to provide care for low-income children.

Between March 3 and 6, Dean **Jack Clinton**, D.M.D. '64, and Development Director **Pat Regan** attended four dental society meetings: Southwestern Oregon Dental Society in Coos Bay, Umpqua Dental Society in Roseburg, Rogue Valley Dental Society in Grants Pass, and Klamath County Dental Society in Klamath Falls. They visited dental offices in Lakeview (**Patrick Sabin**, D.M.D. '79 and **Michael Sabin**, D.M.D. '81) and Medford (East Main Dental Clinic and **Jim Catt**, D.M.D. '97, the Oregon Dental Association president-elect). And they met with alums, dentists, and donors in Florence (**Tom Hunt**, D.M.D. '76 and **Brian Holmes**, D.M.D. '92), Bandon, and Grants Pass. In all, Dean Clinton and Pat touched about 80 individuals.

"We talked about the success of our integrated group practice structure, our upcoming rural outreach program for dental students, the importance of PROH (practice-based research for oral health) to local dentists, the School of Dentistry's budget, the emphasis of philanthropy for student scholarships and professorships, and the school's growth plans for the future," said Dean Clinton. "People were very engaged in the conversations."

Dean Clinton noted that the East Main Dental Clinic in Medford, Ore., turned out to be an excellent real-world example of a successful group practice. "The integrated group practice structure that we're now using to teach at the School of Dentistry obviously works and can be a very useful concept outside of school," said Dean Clinton. "It was a good reminder that group practices here at the school aren't just an educational exercise. If the five dentists at the East Main Dental Clinic (**Greg Miller**, D.M.D. '79, **Randy Wooten**, D.M.D. '79, **Greg Pearson**, D.M.D. '89, **Hal Borg**, D.M.D. '91, and **Andrew Oas**, D.M.D. '00) are any indication, group practices are a viable and energizing way of doing dentistry."

On March 6 and 7, Pediatric Dentistry Residency Director **Weston Heringer Jr.**, D.M.D., took second-year pediatric residents **Cynthia Pelley**, D.M.D. '05, and **Shahram Fazilat**, D.D.S., to the ODS School of Hygiene in La Grande, to provide care for low-income children. This is the third trip OHSU has made to La Grande in the past two years for such training and care. (The only available pediatric dentists east of Hood River or Bend are in Hermiston and they work part-time).

During their two-day visit, Drs. Pelley, Fazilat, Heringer, and ODS dental hygiene students cared for 96 young people, providing 36 amalgams, 16 extractions, seven composites, 14 pulps, 14 crowns, 48 sealants, 42 prophylaxis, 55 fluorides, and numerous radiographs.



*Second-year pediatric dentistry resident Cynthia Pelley, D.M.D. '05 (right) cares for a child at the ODS Dental Hygiene Clinic in La Grande. (Photo courtesy Dr. Heringer)*

"It was a great day of training not only for our two pediatric dentistry residents, but also for the dental hygiene students at the ODS School," said Dr. Heringer. "This is a partnership that we are enjoying and is helping us with a core part of our educational mission."

## LEAN Launch (continued from page one)

“The dispensary works great, but we think the service—like every SOD service—can be improved,” said Dean Clinton. “It’s important to note that the dispensary is our first LEAN project, but certainly not our last. Every single day for as long as we’re here, we’ll be fine-tuning this project and others using LEAN, so that we are always maximizing our efficiency. These are all projects without an end—we’ll be looking to improve forever.”

The OHSU LEAN team spent three days in February with the help of a-dec leaders in a Kaizen event, mapping the current state of the dispensary, brainstorming and designing a future state by prioritizing suggested improvements.

Initial recommendations from that event include streamlining dispensary ordering from the clinic store and possibly eliminating the currently redundant second floor storage; making some supplies available within the group practices; developing a visual cue for re-stocking group practice supplies; convening a materials review committee to assess what materials are needed prior to any changes in materials ordered; creating an online ordering log accessible to all stakeholders; and evaluating current sterilization requirements. The recommendations now will be fleshed out by a group consisting of LEAN team and dispensary representatives.

“I think it’s a great goal,” said **Tim Allison**, clinic store supervisor. “If we can improve efficiency, I’m open for it.”

As outcomes to this process, in July, dental students will be given an overview of LEAN and involved in ways to improve efficiency in the clinic. In mid-August, dispensary personnel will begin reorganizing the dispensary to maximize space and increase efficiency.

“If we can help dental students gain experience in business operations, it will only help them when they graduate,” said **Denice Stewart**, D.D.S., M.H.S.A.,

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associate dean for clinical services. “We really appreciate a-dec helping us to get going and being part of our team.”

Added a-dec’s Alan: “A strong dental school in our backyard is definitely helpful to a-dec. This group was so positive about the LEAN process that it will be fun to see what you do with it. We hope to make you an even stronger dental school and then you can help other schools.”

## Employee Update

Two oral and maxillofacial surgery employees are now fulltime. **Valerie Mathews** and **Linda Byers** are patient access services specialists in OMFS, and became fulltime employees March 3.

## Dr. Heringer to Honduras

**Weston Heringer Jr.**, D.M.D., ’79, pediatric dentistry residency director, heads to Moroceli, Honduras, this month (April 11 to 19) to provide oral care for children and their families. Dr. Heringer is traveling with a group of Portland Community College health care providers.

## Dr. Rosenstein on Board

**David Rosenstein**, D.M.D., M.P.H., professor emeritus of community dentistry, recently was appointed to the National Commission on Vision and Health. The 10-member commission collaborates with experts in science and health policy to ensure informed analysis and policy recommendations, in hopes of preventing blindness, improving vision function, and eliminating health disparities.

*Editor’s Note:* In the March *Dental Bites*, the dates of Lou Terkla’s tenure as dean were inaccurate. Dr. Terkla, a 1952 OHSU graduate, was School of Dentistry dean from July 1, 1967 to November 1, 1984. We regret the error.

## SOD'ers on a Mission for Spring Break

A number of School of Dentistry students and faculty elected to provide oral care to children and their mothers in rural India during spring break.

In the spirit of OHSU collaboration, the School of Dentistry contingent was joined by OHSU physicians and medical and nursing students, as well as health care providers from Auckland University of Technology in New Zealand and Dashmesh Institute of Research & Dental Sciences School of Dentistry in Punjab, India. The global team provided care to about 800 children and pregnant women in northern India, primarily Punjab and Faridkot.

Partial funding for the India mission was provided by OHSU's Global Health Center, the SOD Alumni Association, and the pediatric dentistry department. The OHSU group was led by **Prashant Gagneja**, D.D.S., chair of pediatric dentistry.

Dental caries is a public health problem in India. Sixty-to 80 percent of children have dental caries due to lack of awareness about dental disease. The goal is to educate parents and pregnant women, especially nursing mothers, about oral health.

"Besides dentists, physicians and other health care personnel play an important role in preventing dental caries," said Dr. Gagneja. "A multi-team approach is needed to bring about changes in the health care delivery system and improve the overall standard of care for pregnant women and young children."

The India team included Dr. Gagneja; wife, **Monisha Gagneja**, B.D.S.; second-year pediatric dentistry resident **Sheena Kalia**, D.D.S.; **John Hanna**, D.D.S., assistant professor of pediatric dentistry; third-year OHSU pediatric resident **Laurel Steinmetz**; OHSU Family Medicine Instructor **Ann Tseng**, M.D.; first-year dental student **Vishal Panchmatia**; third-year dental students **Annalisa Taylor**, **Veronica Powers**, **Spencer Campbell**, and **Cameron Clark**; ; first-year medical students **Kaitlin Masarie** and **Jesse Schonau-Taylor**; second-year medical student **Jessica Knowles**; nursing student

**Tonja McGill**, R.N.; and radiologist **Raman Kansal**, M.D., who is in private practice in Portland. The Auckland contingent was led by OHSU periodontist **Theresa Madden**, D.D.S., who splits her time between New Zealand and Oregon. Dr. Madden was joined by two dental hygiene students and two faculty.

### Rural Outreach *(continued from page one)*

During their rural outreach, Jon and Brooke provided oral care in private practices and dental vans, and also talked to children at local schools. Kariana provided oral care to children and their families, conducted infant and family screenings, and helped with other community-based prevention programs.

This month, Jon will go to Siskiyou Community Health Center in Grants Pass, Kariana will head to Roseburg's Umpqua Community Health Center, caring for patients and spending time at the Ford Family Foundation to gain understanding of rural health advocacy and the importance of private/public collaborations, and **Agnes Wawra** will provide oral care in Hood River at La Clinica del Carino.

"This is a small sample of the types of comprehensive community activities that we'll be offering dental students in the future," said **Michael Plunkett**, D.D.S., M.P.H., assistant professor of community dentistry. "In August, all fourth-year dental students will have the opportunity to complete an elective rotation in a rural setting," he said.

Dr. Plunkett noted that by 2009 when all OHSU dental students will be required to complete rural community rotations, "we hope to have rotation sites in every region of Oregon with a balanced mix of private practice, community health centers, and school/community based sites."

## Scenes from National Children's Dental Health Month ...



School of Dentistry Dean Jack Clinton, D.M.D. (right) chats with Portland Mayor Tom Potter (left) on Feb. 29 at Give Kids a Smile day. Pediatric Dentistry Department Chair Prashant Gagneja, D.D.S., and Multnomah County Dental Society president Jeffery Stewart, D.D.S., M.S., associate professor of pathology, are at rear, with Potter aides.



Fred Kreutzer, D.M.D. '64, assistant professor of operative dentistry (left) talks with Craig Baumgartner, D.D.S., Ph.D., endodontology chair and professor (center) and Officer John Clinton during Give Kids a Smile day. Officers Clinton, Jason Wolf, and Aubrey Robinson, and Sergeant John Holbrook visited with the children receiving care and handed out stickers.



Sharon Walker, dental team educator, and Pediatric Dentistry Department Chair Prashant Gagneja, D.D.S., at Give Kids a Smile day.



Mary Ann Haisch, R.D.H., M.P.A., coordinator for outreach services (white coat) talks to Buckman Arts Elementary students in the Dr. and Mrs. Carl Rietman Pediatric Dentistry Clinic on Sealant Day Feb. 16.



OHSU dental students performed a skit, "Scrub the Bugs" at the Feb. 19 Celebration of Smiles at the Portland Children's Museum, which was attended by 1,100 children and their families. "We had a lot of volunteers from the first- and second-year dental students, along with the Portland State University pre-dental society and local hygienists, dentists, and orthodontics," said second-year dental student Olesya Salathe, who coordinated the event with second-year students Amanda Tinkle, Cyndi Lehnertz, and Lindsey Brown, and first-year students Vishal Panchmatia and Amanda Stickney. "The event went great!"

**All photos on this page are by Dan Carter**