**WELCOME to 2019 ADEA Sections on Business and Financial Administration and Clinic Administration (BFACA) Annual Meeting in Minneapolis, MN!**

Minneapolis is known as one of the “Twin Cities,” and is larger than its sister city, St. Paul. Home to the Mall of America, Minneapolis also prides itself on its modern and contemporary art such as works featured at the Minneapolis Institute of Art and the inspirational Minneapolis Sculpture Garden at the Walker Art Center. Minneapolis celebrates its innovative engineering by way of the Skyway System, an indoor pedestrian walkway that is the largest in the world. It is in this setting that the ADEA BFACA ties this year’s meeting theme, “Celebrating Innovative Technologies.” Be prepared to be energized, inspired and motivated as we challenge ourselves to move out of our comfort zones and meet new, like-minded clinical and business leaders in a dental education workspace.

We encourage our new ADEA BFACA attendees to start their meeting by attending the “New Bee” breakfast. This has become a lauded opportunity and tradition to meet new colleagues and learn more about the overall meeting program while nourishing your body and soul. First-time attendees will also meet the ADEA BFACA officers and learn about ADEA and our sections as well as opportunities and the benefits of serving on the Council.

The meeting kicks off with a high-energy keynote speaker, Srinivas Rao, M.B.A., Founder and Chief Creative Instigator of Unmistakable Media. He has authored several books on change management, organizational behaviors and other topics. His keynote address is “Becoming More Effective and Attentive in the Modern Workplace.” As workplaces evolve and new technologies emerge, protecting your time and learning how to navigate through your workday becomes more challenging. You will learn skills to strengthen your attention span by strategically using tools to leverage technology and make it work for you. You will also engage in a self-learning activity that will highlight where your time is most spent during the workday.

You will be fully charged and ready to take on day two of our meeting, which is full of robust and relatable presentations for both ADEA Sections on Business and Finance and Clinic Administration. Our theme “Celebrating Innovative Technologies” is woven into topics such as practice management, data analytics, effective communication skills and applied finance techniques. Day two also includes icebreaker activities to promote participant interactions and stimulate the mind through networking.

We also want to reach out and sit with you during lunch. This year, we are introducing “Lunch Table Topics” where BFACA officers will facilitate a topic and host a roundtable discussion to ignite conversations. The Table Topics will be posted on the lunch tables. The afternoon is organized with breakout sessions for the clinical and financial tracks. These are intimate sessions meant to foster collaboration and provide learning opportunities centered on topics common to our dental schools as well as innovative solutions.

Another celebrated program tradition is the Deans Panel—and you don’t want to miss this! Their topic this year is “Keeping Pace With New Technology.” We are delighted and honored to have some of our trailblazing Deans from the amazing dental schools University of Minnesota School of Dentistry, Midwestern University College of Dental Medicine-Arizona, and University of Texas School of Dentistry at Houston. Bringing their unique expertise, these Deans will share how they identify goals, address the challenges of funding as well as how they acquire, implement and maintain new technology. With your participation, we will also explore financial models to build strategic alliances in incorporating new technology. Together and individually, our guest Deans will share insightful views on what dental educational institutions must do in order to strategically sustain technological changes that impact and reshape dental education.

With a tradition of collaboration, practical and quickly applicable tips and lots of networking opportunities in a world-class city, BFACA is poised to provide you with a fun and unforgettable experience. We appreciate your attendance. Enjoy the meeting!
<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>WEDNESDAY, OCT. 16</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11:00 a.m. – 3:00 p.m.</td>
<td>Corporate Sponsor Set-up for Corporate Meet and Greet</td>
<td>Northstar Ballroom, 2nd Floor</td>
</tr>
<tr>
<td>1:00 – 2:00 p.m.</td>
<td>ADEA BFACA Planning Committee Meeting</td>
<td>Skyway Suite, 2nd Floor</td>
</tr>
<tr>
<td></td>
<td>This meeting is for members of the 2019 ADEA BFACA Planning Committee only.</td>
<td></td>
</tr>
<tr>
<td>3:00 – 6:00 p.m.</td>
<td>Registration and Information</td>
<td>Northstar Promenade, 2nd Floor</td>
</tr>
<tr>
<td>4:00 – 6:00 p.m.</td>
<td>Corporate Meet and Greet and Welcome Reception</td>
<td>Northstar Ballroom, 2nd Floor</td>
</tr>
<tr>
<td></td>
<td>Don’t miss the opening reception for a networking opportunity with our corporate sponsors.</td>
<td></td>
</tr>
<tr>
<td>6:00 p.m.</td>
<td>Dinner on Your Own—or Join a Colleague</td>
<td></td>
</tr>
<tr>
<td><strong>THURSDAY, OCT. 17</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7:00 a.m. – 2:00 p.m.</td>
<td>Registration and Information</td>
<td>Greenway Promenade, 2nd Floor</td>
</tr>
<tr>
<td>7:30 – 9:00 a.m.</td>
<td>First-time Attendees Orientation and Breakfast</td>
<td>Mirage Room, 2nd Floor</td>
</tr>
<tr>
<td></td>
<td>Is this your first time attending the ADEA BFACA Meeting? Join us for this special session 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.</td>
<td></td>
</tr>
<tr>
<td>8:00 – 9:00 a.m.</td>
<td>Networking Breakfast</td>
<td>Regency Room, 2nd Floor</td>
</tr>
<tr>
<td>9:00 – 10:30 a.m.</td>
<td>Keynote Address: Becoming More Effective and Attentive in the Modern Workplace</td>
<td>Northstar Ballroom, 2nd Floor</td>
</tr>
<tr>
<td></td>
<td><em>Sponsored in part by KaVo Kerr – Consumables and KaVo Kerr – Equipment</em></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Srinivas Rao, M.B.A., Founder/Chief Creative Instigator, Unmistakable Media</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Our attention is something we have in limited supply, but we spend it as if the supply is infinite, shifting it from one stimulus to another—clicking, scrolling, surfing and responding until we’ve depleted it. Between emails, text messages and social media, modern knowledge workers have to navigate a minefield of distractions that prevent them from being effective and productive. We wonder why we can’t get anything done, when we’ve used up the very currency that makes our accomplishments possible. In this session, participants will learn effective methods to train their attention spans. By leveraging the power of behavioral psychology, attendees will learn how to develop a mindful and deliberate relationship with technology that increases their productivity and ignites their creativity.</td>
<td></td>
</tr>
</tbody>
</table>
10:30 – 10:45 a.m.  
**Networking Break**  
Greenway Promenade, 2nd Floor

10:45 – 11:15 a.m.  
**A Team Approach for Implementing Digital Dentistry in an Education Environment**  
Northstar Ballroom, 2nd Floor  

- **John Won, D.D.S., M.S., FACP**, Head, Division of General Dentistry, Loma Linda University School of Dentistry  
- **Jessica Kim, D.D.S.**, Director, Assistant Professor, Hugh Love Center for Research and Education in Technology  
- **Jonathan Williams**, Director, Dental Computer Services  

Implementing digital dentistry into an educational institution presents many challenges. A key to making a successful program is collaboration among members from various parts of the school, including Business and Finance, Clinic Administration, Information Technology (IT) and Clinical Education. This presentation will help the audience identify the key characteristics of the team leading this charge, recognize that IT plays an essential role in this process, and understand how the electronic health record must be modified to implement a successful program.

**LEARNING OBJECTIVES**

- Explain the institutional decision-making process from a team-based perspective.
- Identify the IT infrastructure and support systems required.
- Describe the integration of the digital workflows into the electronic health record.

11:15 a.m. – 12:15 p.m.  
**ADEA BFACA Members’ Forum**  
Northstar Ballroom, 2nd Floor

12:15 – 1:30 p.m.  
**Networking Lunch and Table Topics**  
Regency Room, 2nd Floor  
*Sponsored by The Procter & Gamble Company*

1:30 – 4:30 p.m.  
**Tour: University of Minnesota School of Dentistry**  
Transportation will be provided.

1:30 – 4:30 p.m.  
**Network With Colleagues**  
Northstar Ballroom, 2nd Floor  
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.

5:00 – 7:00 p.m.  
**Sponsored Networking Reception and Dinner**  
Pinstripes  
3849 Gallagher Drive  
Edina, MN 55435  
*Co-Sponsored by A-dec and Hu-Friedy Manufacturing Co., LLC*  
Join us at Pinstripes, a unique dining and entertainment venue featuring a bistro with exceptional Italian/American cuisine, bowling and bocce, and a year-round outdoor patio and fire pit. Round trip transportation will be provided.
FRIDAY, OCT. 18

7:30 a.m. – 3:00 p.m.  
Greenway Promenade, 2nd Floor  
Registration

8:00 – 9:00 a.m.  
Regency Room, 2nd Floor  
Networking Breakfast

9:00 – 9:45 a.m.  
Northstar Ballroom, 2nd Floor  
Sidewalks and Paths: Clinic Process Mining  
Gregory Olson, D.D.S., M.S., Chair and Professor of Pediatric Dentistry, University of Texas School of Dentistry at Houston  
Udochukwu Oyoyo, M.P.H., Assistant Professor, Dental Education Services, Loma Linda University School of Dentistry  
Efficiency, calibration, quality assessment and safety ring in the ears of every clinic administrator. Furthermore, with shrinking margins comes increased pressure to understand the processes within clinical education and patient care. With the prevalence of electronic data, process mining—a relatively new analytic—can provide insight useful for those who manage clinical education. This presentation is an introduction to the potential of process mining analysis.

9:45 – 10:30 a.m.  
Northstar Ballroom, 2nd Floor  
Practice Management Successes: From Classroom to Clinic to Practice  
Kim Capehart, D.D.S., Dental College of Georgia at Augusta University  
Alexander Carroll, D.D.S., M.B.A., M.H.S.M., Associate Dean for Clinical Education, Midwestern University College of Dental Medicine-Arizona  
This presentation will outline a robust practice management curriculum that starts in the first quarter of the D1 year. The curriculum progressively teaches students the skills necessary to successfully transition into the clinic setting and apply the theoretical principles. Using the building blocks from the D1, D2 and D3-year curriculum, students are prepared to lead their own professional teams and have all the tools necessary, if desired, to run their own private practices.

10:30 – 10:45 a.m.  
Greenway Promenade  
Networking Break
10:45 – 11:15 a.m.  
Northstar Ballroom, 2nd Floor  
**Effective Communication in Dental Education Through Technology and Teledentistry**

*Sandra Phillips, M.P.A., Director of Clinic Operations, University of Washington School of Dentistry*  
*Amy Kim, D.D.S., Associate Director for Regional Initiatives in Dental Education, University of Washington School of Dentistry*

Some people seem to have a “magic touch” that enables them to become effective communicators, inspiring their patients, team members, friends and family. Actually, there is no magic involved—the secret weapon is a simple skill set that can be developed by anyone who is motivated! This interactive, energizing approach toward interpersonal communication skills development will help improve teamwork and patient satisfaction. It is designed to provide participants with fresh insights and tangible tools to create win-win outcomes in both straightforward and difficult interpersonal settings. With over 10 years of experience in designing and implementing a distance learning program, we will share lessons learned and best practices for use through technology, including teledentistry, teleconferencing and other approaches for enhanced communication modalities for dental education.

11:15 – 11:45 a.m.  
Northstar Ballroom, 2nd Floor  
**The Good, the Bad and the Data**

*Alexander Lee, D.M.D., Associate Professor and Coordinator of Dental Informatics, Western University of Health Sciences College of Dental Medicine*

Dental administrators are enamored with dashboard technology because it is user friendly, provides real-time information and can be customized. Dashboards are powered by data, and data gathering, collation, and securing are complex, intense tasks. When the individuals using the dashboards are not the individuals curating the data, communication gaps form and expectations are not met. This presentation will demonstrate how dental administrators can overcome these gaps by attaining a cursory understanding of data, critically assessing the questions to assure they are answerable and providing clear guidance so data specialists are put in positions in which they can succeed.

11:45 a.m. – 12:15 p.m.  
Northstar Ballroom, 2nd Floor  
**Measuring the Future: Data and Analytics in Value-based Payment and Interprofessional Practice**

*Eric Tranby, M.A., Ph.D., Manager of Data and Impact in the Analytics and Evaluation Team, DentaQuest Partnership for Oral Health Advancement*

The oral health industry is in the midst of reforming care delivery and payment models to improve outcomes and reduce costs. Over the last several years, the medical field has moved toward an integrated and value-based care reimbursement model, and dentistry is starting to follow suit. Traditional dental care incentivizes high-cost and complex procedures, focuses on volume and treating dental disease after it occurs and limits interaction with other health care disciplines. In contrast, value-based oral health care emphasizes prevention-focused and risk-based care, incentivizes providers to keep patients healthy and offers incentives for medical-dental integration. The intelligent use of data, analytics and health information technology is key to successfully managing the transition into this new paradigm. Relevant to the discussion of student assessment transformation, this session will focus on how providers and health care administrators can use data from their practice and other sources to improve care for patients and maintain the financial sustainability of their dental program.

12:15 – 1:15 p.m.  
Regency Room, 2nd Floor  
**Networking Lunch**
1:15 – 2:45 p.m. **Afternoon Concurrent Breakout Sessions**
Participants will select one session to attend from each time block. There will be a five-minute break between each round to allow time for transition.

**ROUND 1:** 1:15 – 1:45 p.m.

**ROUND 2:** 1:45 – 2:15 p.m.

**ROUND 3:** 2:15 – 2:45 p.m.

---

**ROUND 1**

**1:15 – 1:45 p.m.**

**OPTION 1 Clinical Administration Track: Chart Audit Automation**
Northstar Ballroom, 2nd Floor

Robin Reinke, D.D.S., M.P.A., Assistant Dean for Clinical Services, University of Nevada, Las Vegas, School of Dental Medicine

The University of Nevada, Las Vegas, School of Dental Medicine recently developed and implemented an EHR-produced (axiUm) chart audit report that students and faculty can use to assess compliance with various parameters of patient management. Ongoing customization of the report and ability to mine data will help track students’ progress in managing patients and following policies/protocols as well as patient outcomes.

**OPTION 2 Business and Financial Administration Track: Haptic Technology and the Bottom Line**
Greenway Ballroom, 2nd Floor

Richard Callan, D.M.D., Ed.D., Professor and Chair of the Department of General Dentistry, Dental College of Georgia at Augusta University

Kevin W. Cain, Ph.D., M.B.A., C.M.A., Associate Dean for Finance and Strategy, University of North Carolina at Chapel Hill Adams School of Dentistry

Haptic Simulation is a developing technology that has been introduced and integrated into dental education over the past decade. Many dental schools have incorporated the use of virtual technology into the pre-clinical courses to enhance the conventional simulation component of their curriculum. This presentation will investigate how different schools have implemented this technology and present additional insight into the impact this technology might have on the bottom line of schools that take full advantage of its potential.
OPTION 1 Business and Financial Administration Track: The Utilization of axiUm to Support Clinical Enterprise Analysis of Key Metrics for Patient Volume, Revenue and Capacity
Northstar Ballroom, 2nd Floor
Gary Guest, D.D.S., Associate Dean for Patient Care, UT Health San Antonio School of Dentistry

In today’s dental academia environment, clinical care enterprises have had to transform themselves from a business perspective. There are now too many competing entities for every dollar expended. Effective management depends on having the right information at the right time, in the right hands and the ability to act on it. This presentation will discuss one institution’s perspective on these issues and promote dialog upon conclusion. Components of the presentation include driving factors, data needs to support enterprise analysis and transforming data analysis into action.

OPTION 2 Clinic Administration Track: Development of a Student Dashboard in axiUm
Greenway Ballroom, 2nd Floor
Susan Rowan, D.D.S., Associate Dean for Clinical Affairs, University of Illinois at Chicago College of Dentistry
Nish Shivnani, Director of Health Informatics and Technology, University of Illinois at Chicago College of Dentistry

The presentation will describe the process of creating measurable clinical and practice management objectives for students in a dental education program. The presenter will discuss the clinical aspects of measuring essential experiences in varied disciplines of patient care and the implementation design process. The electronic health record specialist will present the logistics relative to creating a dashboard and the reports that can be generated. Participants will share the measures their institutions include in student assessment, which will be used via web-based technologies.

ADA CERP® Continuing Education Recognition Program

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

ADA CERP is a service of the American Dental Association to assist dental professionals in identifying quality providers of continuing dental education. ADA CERP does not approve or endorse individual courses or instructors, nor does it imply acceptance of credit hours by boards of dentistry.

The American Dental Education Association designates this activity for 9.75 continuing education credits.

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.
**ROUND 3**

**OPTION 1** Business and Financial Administration Track: Transforming Person-centered Care With Utilization of a Social Worker

Northstar Ballroom, 2nd Floor

Kristen Flick, M.S.W., Social Worker, The University of Iowa College of Dentistry & Dental Clinics

Hiring a social worker has been instrumental in advancing interdisciplinary collaboration and expanding person-centered care as patient populations shift. Learning to identify and remedy social barriers to care expands the skill sets of students and providers, allows them to connect people to dental treatment and fills students’ patient chairs. This seminar will outline how the social work position began, the main activities of the social worker and cases in which dental care was made possible by facilitation of resources and collaboration with a social worker.

**OPTION 2** Clinic Administration Track: eRx: Our Journey

Greenway Ballroom, 2nd Floor

O. Fields Farrior, D.M.D., M.S., Associate Dean of Clinical Education and Patient Care, University of New England College of Dental Medicine

This presentation will explore the process of implementing eRx at the University of New England College of Dental Medicine. It will highlight the obstacles met through this process and how they were overcome. Additionally, participants will see how this implementation has influenced the prescribing habits within the college’s Oral Health Center.

**2:45 – 3:15 p.m.**

Small Group Discussions: Ask the Presenter

During the small group breakouts, attendees can further discuss and share their experiences about one topic of their choice.

**3:15 – 3:45 p.m.**

Get Involved With ADEA BFACA

Every successful organization requires an active membership to achieve its goals. While not everyone can fill an officer role, 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 the 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.

**3:45 – 4:30 p.m.**

Network With Colleagues

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.

Dinner on Your Own—or Join a Colleague
# SATURDAY, OCT. 19

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30 – 8:30 a.m.</td>
<td>Networking Breakfast</td>
</tr>
<tr>
<td></td>
<td><strong>Mirage Room, 2nd Floor</strong></td>
</tr>
<tr>
<td>8:30 – 8:45 a.m.</td>
<td>Welcome</td>
</tr>
<tr>
<td></td>
<td><strong>Northstar Ballroom, 2nd Floor</strong></td>
</tr>
<tr>
<td>8:45 – 10:45 a.m.</td>
<td>Deans Panel: Keeping Pace With New Technology</td>
</tr>
<tr>
<td></td>
<td><strong>Gary C. Anderson, D.D.S., M.S., Dean, University of Minnesota School of Dentistry</strong></td>
</tr>
<tr>
<td></td>
<td><strong>P. Bradford Smith, D.D.S., Dean, Midwestern University College</strong></td>
</tr>
<tr>
<td></td>
<td><strong>of Dental Medicine-Arizona</strong></td>
</tr>
<tr>
<td></td>
<td><strong>John Valenza, D.D.S., Dean, University of Texas School of Dentistry at Houston</strong></td>
</tr>
<tr>
<td>10:45 a.m.</td>
<td>Synthesis and Wrap-up</td>
</tr>
</tbody>
</table>

Advances in dental technologies keep moving at a fast pace in the private practice world. Dental schools constantly balance a desire to incorporate technologies within a uniquely complex environment often challenged by funding, implementation, patient care and educational requirements. The use of various technologies in dental schools varies widely, both in the types of technologies and their incorporation within the curriculum, and ultimately, its measure of success.

Exploration. Awareness. Self-Discovery. In today’s world of new technology, changing pedagogy, fluctuating budgets and expanded scientific knowledge, is your career future-ready?

Evolutions in technology, health care and higher education are transforming the skill sets required by oral health professionals to deliver person-centered care in an increasingly diverse society.

Today’s dental educator must understand the nuances of rapidly changing organizational structures and principles of inclusion. Each of us can help create institutional cultures that foster individual well-being and resilience, elevate advocacy on behalf of the oral health team, further academic and administrative advancement of faculty and staff, and promote stewardship and fundraising skills among active and emerging leaders.

120+ Sessions. With more than 120 sessions tailored to dental educators’ needs, ADEA is poised to support your professional pathway of choice. Don’t miss dental education’s premier event, March 14-17, 2020, at the Gaylord National Resort & Convention Center near Washington, DC.
ADEA THANKS OUR SPONSORS FOR THEIR GENEROUS SUPPORT OF THE 2019 ADEA BFACA MEETING

GENERAL SPONSORS
Air Techniques, Inc.
Bien Air USA
Brasseler USA
Colgate-Palmolive Co.
Dental Services Group
DentalEZ Integrated Solutions
Dentsply Sirona
GlaxoSmithKline Consumer Healthcare
Henry Schein, Inc.
Kahler Slater
Komet USA, LLC
Medicor Imaging

NSK America
PDT, Inc. - Paradise Dental Technologies
PLANMECA USA, Inc.
Secure Innovations, Inc.
Ultradent Products, Inc.

EDUCATIONAL GRANTS
KaVo Kerr - Consumables
KaVo Kerr - Equipment

EVENTS
A-dec
Hu-Friedy Manufacturing Co., LLC
The Procter & Gamble Company