

## Continuing Education Member Support Encouraged

Each year the Third District offers continuing education courses to help educate its members and to help them meet their mandated continuing education requirements. In order for the continuing education program to remain viable, to be competitive and to attract quality speakers, support from our members is vital.

Shortly, each member will receive a survey, either by

fax or e-mail concerning the continuing education program. Please take a few minutes to complete the survey and return it to the district office. With this input, we can better tailor the program to the needs of our members.

*Respectfully submitted,  
Michael Kane, DDS  
Continuing Education Chairman*

## District Endorses ProShred Security For On-Site Records Shredding

Dr. David Delaney is announcing his endorsement of ProShred Security as a new member benefit for Third District members.

ProShred Security is a locally owned and operated on-site mobile shredding company which provides healthcare providers with a cost-effective way to address the HIPAA requirement governing the secure destruction of Personal Health Information. ProShred Security provides two basic services: a regularly scheduled service program and a purge or cleanout service of archived medical records.

Every dental practice has accumulated inactive patient files and have eclipsed the 7-year mark allowing for their destruction. It is against the law to simply toss these in a dumpster, and ProShred Security's service guarantees that your practice is upholding HIPAA regulations and safeguarding your patients confidential information. Our specially designed shredding truck can destroy in one hour what it would take your staff literally weeks to destroy.

The records are placed into large 95 gallon bins and immediately brought up and inside the shredding truck where they are turned to confetti at a rate approaching 4,000 lbs. an hour. A signed Certificate of Destruction is provided as confirmation of the process.

For busier dental practices, our regularly scheduled service consists of providing security cabinets which are placed in the office where they are filled with the daily production of PHI related materials, including staples and manila folder material. The same destruction process then takes place, only we arrive on schedule at least once a month. If your practice has in-house shredders and allows front-office staff to treat the shredding as an administrative function, call us to learn more about this service program.

We look forward to the opportunity to provide our service to Third District Dental Society members. Please call us at (518) 452-4208 for pricing and service information.

Autumn Extravaganza 2004

Featuring Derek Hein, Associate Director of Clinical Research Associates  
on "Cutting Edge PRODUCTS for Clinical Excellence"

Dr. Mark Hillman - "Serious Harmony or Fatal Mistakes"

David M. Liebers, MD - Infectious disease topic to be finalized

Dr. Steven De Marco - "Overview of Local Anesthesia and Nitrous Oxide Administration"

Catherine Persoon from RPI's Archer Center - "High Performance Teams"



# Executive Committee Minutes for November 3, 2003

## Call to Order

The regularly scheduled meeting of the Third District Dental Society was called to order by President Dr. David Delaney, in the Conklin Conference room of Memorial Hospital, Albany, NY at 7:30 PM. A quorum was present.

## Secretary's Report

The minutes from the last meeting were approved as published. A moment of silence was held in the memory of Dr. Donald Abernathy who passed away on October 31 at the age of 81.

## President's Report

Dr. David Delaney reviewed the Annual Meeting, which was financially a great success, producing a profit of \$15.5K. Next year's meeting has the anticipation of Dr. Clifford Ruddle being in attendance.

## Executive Director's Report

Kathy Moore presented the following applicants for membership in the Third District Dental Society:

Linda Lee: 1995 Graduate of Univ. of Penn., practicing at 138 Pine Street in Kingston.

Kenneth Carsto: 1983 Graduate of Univ. of Penn., practicing at GHI, 1873 Western Avenue, Albany.

All applicants were accepted for membership.

The Executive Director wanted to express her gratitude to the Executive Committee for her participation in the San Francisco ADA meeting.

## Report of Delegates, Governors, Council and Committees ADA Delegate Report

Steve Essig: National membership up, good news in that no national dues increase anticipated for the next couple of years. New York State ADA PGY1 issue was passed. Continuing discussion on an alternative orthodontic curriculum in Florida was presented. The ADA is also looking into the development within Alaska's Indian Health Service of an alternative dental service for Native Americans there. There is some concern due to the minimal requirements of the trainees who would in essence practice dentistry as Certified Dental Technicians. Due to the sovereignty of the Indian Nations, the ADA is in essence trying to participate in the role of advisor.

Andrew Wood: Citibank is giving the ADA a \$10 M deal for the endorsement of its credit card. This influx will greatly alleviate much financial burden and is much anticipated.

## Governors Report

Mark Weinberger: The NYSDA dues rate change of \$75.00 per year passed, as did the no volunteer line for EDPAC on the 2004 dues statement.

## Old Business

David Delaney: Looking forward to having Dr. Cliff Ruddle at the annual meeting next year. Also wish to thank Dr. Goodcoff and Dr. Segal for their assistance at the meeting this year.

## New Business

Mark Weinberger: Please let Kathy know if you are going to the spring meeting in Connecticut for the Board of Governors. There are 122 rooms available for the state. A very good meeting and continuing education is anticipated along with much entertainment, thanks in part because of a large number of sponsors. Please contact Mark or Kathy regarding itinerary. If there are enough people interested, a bus may be rented to leave from here on the first night.

Doug Smail: not present. Kathy presented basic information regarding a proposal for a recruitment program for the Indian Dental Association. Pending further planning by Doug and the Membership committee.

## Committee Reports

### Council of Dental Benefits

John Bucher: CDT4 Codes to be modified every 2 years. ADA is adapting new radiographic parameters. These are to be developed/modified every 5 years. If members have problems with specific insurance companies, please forward complaints to the NYSDA. Medicaid continues to be a challenge in the state due to insurance companies (HMO S), patient's inability to receive care, and dentist's inability to negotiate with insurance. These have all contributed to no increase in Medicaid providers.

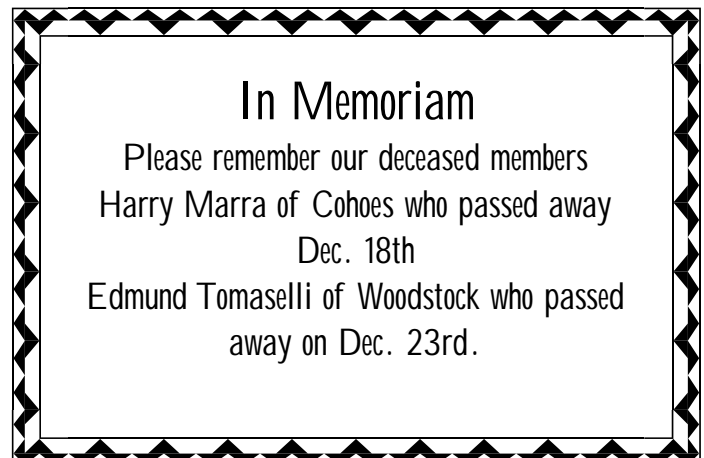
## Additional Notes

CDC new infection guidelines suggest that waterline controls will be coming soon.

MLMIC will have a 15% rate reduction in premiums with a proposal for 12.5% reimbursement for this year.

## Adjournment

Meeting adjourned at 8:30 PM.



## Accreditation Site Visit Scheduled at HVCC

The Dental Hygiene Program at Hudson Valley Community College is scheduled for an accreditation site visit by the Commission on Dental Accreditation of the American Dental Association on October 5-6, 2004.

An opportunity is available for third-party comments regarding the educational program. All comments must relate to the accreditation standards for dental hygiene. A copy of the standards may be obtained by contacting the Commission at 211 East Chicago Avenue, Chicago IL 60611, or by calling 800-621-8099, extension 4653. Third party comments must be submitted to the Commission by August 5, 2004.

## OSHA Requires Inventory of Chemicals in Dental Offices

It's been 12 years since we were first introduced to OSHA. We have since come to think of OSHA as being synonymous with infection control, but let's not forget our Hazard Communication responsibilities. I am specifically referring to the handling, documenting and labeling of the chemicals in our dental facilities.

OSHA requires that we have a list itemizing an inventory of chemicals in our office. There should be two copies of this list, one posted in a central area and added to as new products are acquired, and a second list, added to as well, in front of our manuals housing our MSDS's. This inventory should include all those chemicals deemed hazardous, that is, any chemical that has a section with health and safety warnings on the MSDS's.

For average GP's this list should contain approximately 75-125 products, and for specialists between 35 and 50 products. It is required that these MSDS's be organized in a fashion such that employees would know and understand how to readily access them in your facility. This usually requires some reference from the chemical itself to the appropriate MSDS.

In regard to labeling, we are required to label end-use containers only: that is, where we've taken the product out of the manufacturer's container and placed it into another end-use container (e.g., fixer, developer, ultrasonic cleaning solution, isopropyl alcohol, pumice stone, just to name a few of the more common ones).

*If you have any questions or need more information, call Dr. Harold Edelman, principal of the Professional Compliance Group, 631-928-6468. This article is reproduced with the permission of Dr. Edelman.*

## Welcome New Members

The following members were elected into membership between November 03 and March 04.

We welcome them and invite them to participate in Third District meetings and events.

Oscar J. Alvarez is a 1994 graduate of NYU. He is practicing at 123 Whitehall Road in Albany

Jolanta Drzymalski is a 2002 graduate of NYU. She is in general practice at the Whitney M. Young clinic in Albany

Stephen J. Conway is a 1975 graduate of Georgetown University. His practice is at 839 New Loudon Road in Latham. Transfer from the 4th district ?

Angela Q. Dong is a 1998 graduate of NYU. She is practicing at 596 Columbia Turnpike in East Greenbush

Nahla Elashker is a 1991 Graduate of Tanta Dental School in Egypt. She is practicing at 138 Pine Street, Kingston

George Habeeb is a 1999 of SUNY of Buffalo and 2002 post graduate of University of Connecticut with a certificate in Periodontology. He practices with his father Dr. Nassar Habeeb at 582 Hurley Avenue in Kingston

Nirmal K. Jain is a 1972 graduate of the Government Dental College of Bombay India with a 1980 residency in NYU program for foreign dentists. His practice is at 42 Fourth Street in Troy

Robert King is practicing at 840 Kenwood Avenue in Albany. Re-instatement

Gabriel McGarry is a 2002 graduate of SUNY Buffalo He is practicing at 576 Sand Creek Road in Albany

Myung Sook Moon is a 1998 graduate of University of Pennsylvania. She is practicing at 911 Central Avenue in Albany

# Executive Committee Minutes for December 8, 2003

## Call to Order

The regularly scheduled meeting of the Third District Dental Society was called to order by President Elect, Dr. Mark Pettrone, in the Conklin Conference room of Memorial Hospital, Albany, NY at 7:30 PM. A quorum was present.

## Secretary's Report

The minutes from the last meeting were approved as published.

## President's Report

Dr. David Delaney deferred to Kathy Moore, Executive Director.

## Executive Director's Report

Please be sure to send your completed room reservations for the NYSDA meeting. We must have completed forms on file to reserve rooms for the meeting. The brochures should be available in January.

NYSDA Foundation invited Dr. Delaney and myself in addition to the 4<sup>th</sup> district to meet with Healthy Capital District Initiative recently. HCDI has applied for and received part of a grant to offer access to care for school children in Albany, Rensselaer, and Schenectady counties. They have identified schools with low income children to provide screenings by hygienists and arrange to place sealants. They will be working with the district to coordinate volunteer dentists to offer some type of free services for children who need further treatment. This is in the planning stages. Phone conferences will be scheduled by NYSDA with the HCDI and the districts to discuss Medicaid reimbursement issues for these services and development of this program. Dr. Steve Essig, chair for Dental Health and Health Planning and Dr. John Bucher of Dental Benefits, will be invited to future meeting and phone conferences.

The NYS Environmental Conservation Department and NYSDA Foundation recently mailed post cards to dentists in the state regarding the new Recycling of Elemental Mercury and Dental Amalgam Law which took effect March 16<sup>th</sup>. The DEC is in the process of developing regulations to assist dentists with implementation. We will keep the members informed of any development in the law.

Dues update: 123 members paid to date with 23 re-directing EDPAC money to the general fund; 17 members using NYSDA's installment plan.

Dr. Delaney, update on fluoride: there appears to be a stop gap effort to finally catch up for years of non fluoride in the state capital. Mr. Roy Lasky will actually try to work with the mayor's office in order to finally accomplish this goal.

## Report of Delegates, Governors, Council and Committees

### Governors Report

Mark Weinberger: 2003 Distinguished Service Award was voted unanimously to Shari Albert. Went over some resolutions that appear in the Board of Governors report and can be requested at the district office. Some concerns over the pros and cons of accepting credit card payments for dues. The main concern is over the bank fees involved, which can be significant and merit consideration.

### Old Business

Brian Kennedy: EDPAC money can be seen on request as to where it goes. Everyone is part of it now and should take an active interest.

### New Business

Dr. Bennett Lax: Review of the upcoming year's continuing education being sponsored by the Third District. Brochures mailed out this week.

Meeting adjourned at 8:00 PM.

## CONTINUING EDUCATION CORNER

**Risk Management** - March 24th at the Century House 6:30 to 10 pm

**A Practical Approach to Oral Surgery for the General Practitioner** April 16th - Dr. Lawrence Gaumon at the Century House

Course descriptions are available online at [www.third-district.org](http://www.third-district.org) or by calling the district office. Pre-registration is appreciated.

# Systems Approach To Managing Your Private Dental Practices

Submitted by Dr. Gary Wadhwa

As dentists, we are swamped with advertisements soliciting us to management courses or continuing education programs in Cosmetic Dentistry, Implants, Practice Management etc. These courses claim to change our lives and convert our practices into successful multi-million dollar practices overnight.

Most small businesses including dental practices when they see a problem arise like decrease in profits; increase in overhead expenses; increase in patient complaints; increase in staff turnover, run to consultants or management courses to apply a quick short-term fix without regard to long-term consequences. For example, if the overhead expenses are increasing, the first gut response is to lay off staff members. This results in existing staff being overloaded and may further result in more staff to leave the practice. When you hire new staff, the existing staff has to train the new staff which puts more strain on the existing staff resulting in overall frustrations. This results in poor care for your patients, which eventually destroys your profits further. Same way if you learn a new technique of cosmetic dentistry and start pushing that technique on all your existing patients who might not have the resources to pay for those procedures, you might see a lot of patients leaving your practice with a bad feeling about you. This may result in the loss of your reputation. Some of the Knee jerk response fixes might take care of the problem initially but long-term consequences of these quick fixes are disastrous for the practice. We need to look at a specific problem in the context of the whole system, not just isolated incidents.

The tool that makes it possible is SYSTEM DYNAMICS (SD), a scientific methodology developed at MIT by Dr. Jay Forrester and now used extensively at NY Rockefeller Institute of Policy, Mckinsey Consulting Company, and several other larger corporations. Dr. Wadhwa worked with Rockefeller Institute of Policy, MIT System Dynamics program, Harvard University, Juran Institute, and the University of Tennessee to research the application of SD tools in dentistry and other professional practices. The following is an excerpt from a presentation made in NYC in July 2003 to SD society international meeting.

There are three important components of System Dynamics as applied to Dentistry:

1) Look at all key factors that contribute to success of the practice over time. Factors include cash flow, profits,

number of patients treated in the practice, their referral base, number of staff members, staff skill set, staff morale, staff retention rate, reputation of the company etc. Most practices may not have much data except for the collection numbers, number of patients seen and source of patient referral etc. Some of the data can be obtained from our management software packages others can be obtained by conducting informal interview of staff, patients, referrer s' etc.

2) The above factors are inter-dependent upon each other. The increase in staff or staff training increases the overhead expense initially but in the long run it helps in providing high quality care, eventually it leads to higher profits, higher patient satisfaction and higher quality of care.

3) There is time lag before you see results of any change implemented, and if we react too soon, we could do a great deal of damage to our practices. If you attend an Implant or cosmetic dentistry course and buy \$100,000 worth of equipment, launch a marketing campaign but neglect to spend money to train your staff, your receptionist may not know what to say when patients call for appointments, your assistants may not know how to use the equipment, your frustration may result in yelling and screaming resulting in loss of key employees. The overall result is nothing but frustrations and finally we all give up and start planning for early retirement. We need to prepare to control the dynamics that result during the lag period.

In conclusion, long-term success of any practice cannot be guaranteed unless we learn to look at the systems and discipline our minds to control the dynamics of change.

*Dr. Gary Wadhwa is a Board Certified Oral and Maxillo-facial surgeon with MBA. He has Fellowship and Master-ship in AGD, Fellowship in Dental Anesthesiology and in Implant Dentistry. He is a member of System Dynamic Society, American Society of Quality. He has earned Master Black Belt in six sigma quality and Lean systems. He has done extensive research at MIT, UT and Harvard in areas of practice management. He is a member of the Third District Dental Society practicing in Albany.*

## Clearing the Path to Retirement

Today, more than ever, planning for retirement is a necessity. The combination of Social Security and company retirement benefits is often insufficient to provide the necessary income to enjoy a comfortable retirement. That's why it's never too early to start thinking about saving for retirement.

Along your journey, you're bound to encounter an array of financial challenges. You must plan ahead by setting goals and deciding how they will be met. Retirement planning means not only getting ready for a lifestyle change, but also accepting a changing financial picture.

A successful financial strategy can mean the difference in placing your spouse of some fifty years in a nursing home with a pleasant, home like atmosphere and superior private care vs. being forced to choose a "no-frills" nursing home. Or, it could mean the difference between dining out more frequently vs. preparing more meals at home. Many retirees find themselves balancing between having a sufficient lifestyle and lacking some of the comforts that

make life easier. This "give and take" could be alleviated if the proper planning, savings, and investing are done ahead of time.

The fact that Uncle Sam allows tax-deferred accumulation to save for retirement through certain funding vehicles, such as IRAs and employer-sponsored retirement plans, provides an ideal stimulus for increasing the amounts going into them.

If you are financially independent at retirement, it will never be a period of boredom and disenchantment. Rather, it can become a time of new opportunities when you can try a second career, develop a new lifestyle, or pursue new dreams and goals. You can start now to make your retirement years your most stimulating, fulfilling time ever — truly your golden years.

For further information on how you can clear the path to retirement please contact Rich Pauli at 518-383-1238 Ext. 21, E-Mail: [rppauli@finsvcs.com](mailto:rppauli@finsvcs.com) or visit my website at [www.paulifinancial.com](http://www.paulifinancial.com)

## Oral Health For All: Medicaid Issue by HCDCI

HCDCI is a coalition of the country public health departments, hospitals, insurance companies and medical societies in the Capital Region of Albany, Rensselaer, and Schenectady County. The mission of HCDCI is working to collaboratively build healthy communities with cost effective and accessible health services to meet community needs, while bolstering consumer awareness of their personal responsibilities for a healthy life.

HCDCI recently received a New York State Health Department grant to provide free oral health exams and sealants treatments to kindergarten and second grade students in 50 elementary schools in lowest income communities in our region. We also received a second grant to help dentist practices overcome the barriers to accept and serve Medicaid beneficiaries. We are trying to expand the provider network for Medicaid and uninsured residents in the Capital Region so that low-income children and families approach the level of access to dental care of the more affluent.

### Understanding the problem-what's our analysis?

- Ø Low SES children were about twice as likely to have untreated caries and half as likely to experience preventive treatment in our service area (*NYS Children's Dental Summit, 2001*)

- Ø Medicaid eligible individuals have been continuously increasing for the past several years in NYS. More than 40% of the increase is children (*Medicaid Statistics, NYS DOH, 2003*)
- Ø Although dental services for Medicaid children has been increasing in the last few years, more than 75% of Medicaid children still fail to receive dental services annually (*ADA, 2003*)
- Ø About 3% of Third District members are participating in Medicaid (*provided by 3<sup>rd</sup> District*)
- Ø Traditionally, low participation of dentists with Medicaid has been attributed to low reimbursement rates, burdensome administrative process, bureaucratic program operation, and poor patient compliance with their appointments.
- Ø Medicaid patients have complained of difficulties finding dentists who accept Medicaid coverage. Even if they can locate dentists, they have long delays for treatment and available dentist offices are hard to get to. Finally, it is not rare that they disappointingly give up visiting the dental clinic because of an assortment of barriers.

Low dentist participation rates in Medicaid are likely to mean that access to dental care for beneficiaries will be limited. To get treatment in health centers in the Capital

*Continue on page 6*

# CLASSIFIED AD - MARCH 2004

*Classified Ads are placed free for members for 3 issues. A small fee is charged to non-district members  
The Third District is not responsible for ad content. All ad content @ Third District Dental Society  
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## DENTAL POSITIONS AVAILABLE

**Capital District:** Full time general dentist needed for group practice 20 minutes south of Albany. Excellent income with 401K. A great opportunity awaits. Call 518-421-1852 (leave a message) or fax resume in confidence to 518-966-4538

**Dentist Needed:** (General and Specialist) to join a modern, multi-doctor growing practice. Potential for partnership. Excellent salary and benefits. Call (518) 377-4431 or Fax 518- 377-4618

**Associate:** Part-time associate needed. Madison Dental, Albany, call 518-463-0004

**Dentist Wanted:** Practice brokerage looking to expand operations in New York area. Excellent interpersonal and communications skill necessary. Great opportunity for retired or semi-retired dentist. Call Baccari Cabral Group at 401-886-9898 or visit their web site [www. BCGdental.com](http://www.BCGdental.com)

## DENTAL POSITIONS DESIRED

Current resident at St. Peter s Hospital G.P.R. program seeks associate position beginning August 2004. Well trained, personable, 2003 Stoney Brook graduate looking for long term commitment and serious potential for buy-in. Call 518-229-5797

## STAFF POSITIONS AVAILABLE

**Hygienist Capital District:** Progressive group practice seeks hygienist FT/PT; 20 minutes south of Albany; Practice in modern office with friendly supportive staff. Will exceed any current salary for right applicant 401K; Call 518-421-1852 (leave a message)

**Hygienist:** Part time hygienist, Albany area. Call 518-210-1931

**Dental Assistant:** Part time every Monday afternoon and 2 Friday mornings per month. Excellent pay for experienced individual. Call Dr. Judy Purcell at 518-273-0737

**Dental Assistant:** Full time, Madison Dental, Albany. Call 518-463-0004

**Part-Time Secretary-Receptionist:** Monday, Tuesday, Wednesday, dental experience preferred. Contact 3<sup>rd</sup> District regarding ad OS1

## PRACTICES FOR SALE OR RENT

**For Sale:** Busy, modern practice for sale. Five operatories, private offices, lab. Ideal location, office park between Stuyvesant Plaza and Crossgates mall. Handicap accessible with excellent parking. Call 518-456-7546

## *Continued from page 5*

Region, new Medicaid or uninsured patients have to wait 3 to 6 months. The health centers are also struggling to find specialists who accept Medicaid whenever they refer patients. There are few substitutes for a private dental clinic. Public safety net providers need more dentists to participate in Medicaid.

In 1999, the New York State Dental Association brought a legal action against New York State regarding the Medicaid fee schedule and other structural impediments for dentist participation in the Medicaid program. In 2000, a legal settlement was reached to increase funding and to improve the processes and procedures for Medicaid dental services. The State Agency has implemented part of promised fund increases but has not addressed diminishing the administrative barriers.

We understand that raising reimbursement rates alone does not sufficiently attract dentists into the Medicaid program. Therefore, we are seeking for more innovative and comprehensive actions to help more dentists enter the Medicaid market.

## **Our plan includes the following:**

- Ø Hiring an outreach worker who will help with patient management;
- Ø Working with a senior dentist who will directly encourage dentists to participate the program;
- Ø Collaborating with the Dental Association to provide appropriate technical assistance and training to dentists and dental staff to ease use of the Medicaid administrative process.

Please consider committing a small portion of your practice and **accept 5 Medicaid beneficiaries as patients**. We will do all that we can to support you in this effort. Low income people in the Capital Region desperately need oral health care services and their oral health will only further deteriorate if everyone doesn't do their part.

Contact Kevin Jobin-Davis at HCDI for more information at 518-462-1459 or [jobdavis@nycap.rr.com](mailto:jobdavis@nycap.rr.com).

Third District Dental Society  
Officers for 2003 —2004

**President: David M. Delaney, DMD**

**President elect: Mark J. Pettrone, DMD**

**Vice President: Steven L. Essig, DDS**

**Treasurer: John H. Essepian, DDS**

**Secretary: Vladimir Cubano, DMD**

**Immed. Past Pres: Bennett I. Lax, DDS**

**Editor: Howard J. Bresin, DMD**

**Executive Director: Kathleen M. Moore**



## Check your Calendar

**Executive Committee** - Monday, April 5th at Memorial Hospital, Conklin Conference Room, on Northern Blvd. in Albany

**NYSDA Board of Governors**  
Mohegan Sun in Connecticut, May 13 - 15, 2004

**Study Group** meeting dates posted on the district web page [www.third-district.org](http://www.third-district.org)

**2004 Autumn Extravaganza** - October 8, 2004

**ADA Annual Session** Sept 30 - Oct 3 Orlando FL