

# ACP MESSENGER

THE NEWS SOURCE FOR MEMBERS OF THE AMERICAN COLLEGE OF PROSTHODONTISTS

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Featuring the best and brightest in the specialty

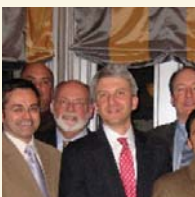
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## San Diego sure to please for 39th Annual Session Plan to attend Nov. 4 – 7, online registration available soon

BY JONATHAN P. WIENS, D.D.S., M.S.D., F.A.C.P.  
ACP VICE PRESIDENT AND 2009 ANNUAL SESSION CHAIR

The 39th Annual Session of the ACP is only a few months away, and the 2009 Annual Session Program Committee has worked meticulously to develop a cutting-edge conference to suit all of your interests. You should plan to arrive early and stay later in San Diego as the unique combination of this outstanding venue and an expanded program has been created to deliver more in-depth learning, while offering exciting opportunities to relax before and after the meeting.

From Nov. 4-7 you will have a variety of workshops, Scientific Sessions, exhibits and Technology Forum presentations to attend while at the Manchester Grand Hyatt San Diego hotel, which is hosting the conference. An early bird Scientific Session in the afternoon on Wednesday, Nov. 4 will focus on Advances in

The 39th Annual Session of the ACP is only a few months away, and the 2009 Annual Session Program Committee has worked meticulously to develop a cutting-edge conference to suit all of your interests.

Maxillofacial Prosthetics, while an evening reception on the U.S.S. Midway will be sure to delight on Wednesday evening. You won't want to miss this special event, which features private access for ACP attendees on the hanger deck and flight deck with spectacular views of downtown San Diego, the coast and the ocean.

On Thursday and Friday speakers will discuss topics including: Occupation Hazards – Practitioner and Wellness; Infections in Immune Compromised Patients; Bone Physiology; Implant



Prosthodontics – Beyond Osseointegration; Prosthodontic Realities; Advances in Occlusion; and more.

A new Poster Session and reception with Exhibitors will be a highlight Thursday evening, as well as a new Annual Awards Dinner on Friday evening. The Annual Luncheon and the President's Dinner have been combined into one special event on Friday, Nov. 6. Celebrate the achievements of your colleagues, congratulate the new Fellows of the College and connect with

your leadership from the Board of Directors.

In addition to the Technology Forum on Saturday morning, a program focusing on dental laboratory advances is planned along with an



afternoon for private practitioners geared towards surviving and succeeding in a flatter economy.

Online registration is coming soon at the ACP Web site. Visit [www.prosthodontics.org/AS](http://www.prosthodontics.org/AS) for all of the latest Annual Session news. See you in San Diego!



<b>June 25</b>	Final slate of nominations is published to membership.
<b>June 25 to July 19</b>	Candidate campaign period.
<b>July 20 to August 18</b>	Election opens electronically to membership for voting.
<b>August 20</b>	Election results announced to membership electronically.

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CHARLES J. GOODACRE,  
D.D.S., M.S.D

## Enabling the dreams of others

When accepting the privilege of serving as your President this year, I delivered a brief acceptance speech at the annual luncheon in Nashville. The comments were focused on the aspects of a career that provide personal and professional satisfaction. I told the story of Dr. Randy Pausch and it is worth repeating for those who were not able to attend the luncheon.

Randy Pausch was a Professor of Computer Science at Carnegie Mellon University. He specialized in teaching virtual reality and educated many of the leaders and executives in the companies that produce animations and computer programs used in the entertainment industry.

One of the traditions at Carnegie Mellon University is to have an annual lecture entitled "The Last Lecture." The purpose of this lecture is to recognize an outstanding faculty member and have that individual present a lecture as if it were the last lecture they would be giving at the university. Randy Pausch was selected for this honor. However, between the time he was asked to present the annual lecture and the date of the lecture he was diagnosed with pancreatic cancer. All the attempted treatments were unsuccessful and he knew he would not live very long. Therefore, for Randy, this would indeed be his last lecture.

When someone is facing death, the really important aspects of their life come into clear focus. His presentation of "The Last Lecture" can be viewed on "You Tube" and hundreds of

thousands of people have accessed his lecture.

Following the actual lecture, he wrote a national best-selling book and produced a set of four compact discs. In the CDs, he tells listeners about the things that were important in his life and experiences that were special and helped mold his life. There is one section that he entitled "Enabling the Dreams of Others" because that was his attitude toward the education of his students. For me, that title says it all. As a lifelong educator, one of my greatest sources of personal and professional satisfaction has been the achievements of students I helped to educate. Enabling the dreams of others is indeed a most appropriate focus in life. For those of us in the ACP who are educators, our goal should be to enable the dreams of our students. As practitioners, our focus should be on enabling the dreams of our patients. As your President this year, I will do my best to enable the dreams of the American College of Prosthodontists and all of you as members.

As this editorial began to take shape, it occurred to me that all the ACP members might enjoy reading about the factors that have created personal and professional satisfaction for the current members of the ACP Board of Directors. Therefore, I asked each Board member to provide me with the aspect of their career in prosthodontics that has provided them with the greatest satisfaction. I was inspired as I read their responses and I wanted to share them with you.

1. The incredible impact we have on the lives of our patients, and the generations of patients in our communities.
2. Sitting at the intellectual edge between art and science.
3. Knowing that you helped the student "get it."
4. Seeing that your demonstration ignited a student's enthusiasm.
5. The one-on-one relationships with patients and their interest in what I can provide – communication, integrity, and quality of care.
6. Recognition of the potential present in students and facilitating achievement of their goals.
7. The personal interaction with and caring for patients.
8. The critical thinking, innovation and technology present in an academic environment.
9. The actual recognition by some of our patients of the truly special level of sustained dedication required to develop our skills.
10. The "ah-ha" moment when an intelligent student recognizes something truly remarkable, identifies something important, makes a discovery, or clearly sees mastery at a level of absolute (not relative) perfection for themselves.
11. The impact of our work on those we treat.
12. Seeing our "past" discoveries relived daily as "new" discoveries by students.
13. Restoring patients to good general health and creating beautiful smiles.
14. Being able to turn student failures into potential discoveries, fresh realizations and higher accomplishments.
15. When a patient I treated is pleased with the services that I have rendered and then refers a friend or relative. When the patient I treated is pleased with the services that I have rendered and then refers all of his/her friends or relatives and then they do the same.
16. The profound quality of life difference between patients before treatment and after treatment.
17. The personal interaction with and mentoring of students. Creating opportunities for our students.
18. The ability to make life-changing improvements for complicated patient conditions.
19. The impact we have on the lives of students, the practice community and generations of practitioners.
20. As I approach the end of my career, I have come to realize how much I value the people and the relationships I have developed. Prosthodontic treatment often spans many months or in some cases years, and we spend a great deal of time with our patients. During that period of treatment, my patients become my friends. We share personal experiences and concerns – our conversations extend far beyond dental treatment. At recall appointments, we always have a nice "reunion."
21. Since the mouth is such a charged area affecting appearance, communication, mastication, intimacy and self-esteem, we have the possibility of making a broad, positive and enduring transformation difference for our patients.
22. Seeing residents complete their training program and be pleased they chose prosthodontics as a specialty. Seeing them become comfortable with their knowledge and ability, recognize their need for continuing professional improvement, and recognize they have talents and abilities that will provide personal value and fulfillment in their life.

There is a strong synergistic relationship between the sources of satisfaction of your ACP leaders and that of Randy Pausch. Such attitudes, were they more

broadly embraced, would do much to improve the world we live in. May we all work together to "ENABLE THE DREAMS OF OTHERS."

# Reflections from a Past President



## Share a highlight from your term as President of the College.

About a third of the way into my presidency our Executive Director resigned and we had major staff turnover. To keep the ACP functioning, I had to take on the role of the Executive Director and had to become the “Interim Executive Director” as we searched to fill the position. Our main goal of that time was to simply keep the doors open. I was the first and only volunteer, unpaid

Executive Director of the College.

## What goal were you unable to achieve during your Presidency that you would like the College to accomplish in the future?

During my presidency to see the College reach 3,000 members was an

enormous, unattainable goal. The fact that we have exceeded this today is a milestone that both the ACP leadership and staff should be proud of. Also during my year in office projects such as a renewed membership drive and a marketing project had to be put on hold because of staff shortages.

## DR. THOMAS TAYLOR, ACP PAST PRESIDENT (1998-99)

## What are your dreams for the College and the future of our specialty?

I would like to see every prosthodontist who finished training in the U.S. become an active member of the ACP. I would also like to see 100 percent of our membership become Board Certified. There’s no better way to strengthen our specialty.

# 39th annual session schedule

## Tuesday, November 3

AAMP CE Workshop	1:30 – 4:30 p.m.
Attendee Packet Pick-up	4:00 – 7:00 p.m.

## Wednesday, November 4

Registration Open	8:00 a.m. – 6:00 p.m.
Mentor/Educator Workshop Predoc	7:00 a.m. – 4:00 p.m.
Mentor/Educator Workshop Postdoc	7:00 a.m. – 4:00 p.m.
Board Preparation Course	7:00 a.m. – 4:00 p.m.
ACP-AAMP Oral Health Cancer Screening Event	8:00 a.m. – 12:00 p.m.
Prosthodontics Diagnostic Index™ (PDI™) Calibration Seminar – Basic	9:00 a.m. – 12:00 p.m.
Prosthodontics Diagnostic Index™ (PDI™) Calibration Seminar – Intermediate	1:00 – 4:00 p.m.
Writers’ Workshop	1:00 – 4:00 p.m.
Advances in Maxillofacial Prosthetics (included in general registration)	2:00 – 5:00 p.m.
U.S.S. Midway Reception	6:30 – 8:30 p.m.

## Thursday, November 5

Registration Open	7:00 a.m. – 5:00 p.m.
Continental Breakfast with Exhibitors	7:00 – 7:45 a.m.
Exhibit Hall Open	7:00 a.m. – 5:30 p.m.
General Session	8:30 a.m. – 4:30 p.m.
John J. Sharry Research Competition	9:40 – 10:15 a.m.
Coffee Break with Exhibitors	10:15 – 10:45 a.m.

Spouse Event: San Diego Zoo	10:00 a.m. – 2:00 p.m.
Lunch with Exhibitors	12:30 – 2:00 p.m.
Table Clinics Competition	12:30 – 2:30 p.m.
Poster Session and Reception with Exhibitors	4:30 – 6:00 p.m.
Army, Navy, Air Force Dinner	6:30 – 9:00 p.m.

## Friday, November 6

Registration Open	7:00 a.m. – 4:00 p.m.
Continental Breakfast with Exhibitors	7:00 – 7:45 a.m.
Exhibit Hall Open	7:00 a.m. – 2:00 p.m.
General Session	8:00 a.m. – 4:30 p.m.
Coffee Break with Exhibitors	10:15 – 10:45 a.m.
Lunch with Exhibitors	12:30 – 2:00 p.m.
Student/New Prosthodontist Reception	4:30 – 5:30 p.m.
ACP Annual Awards Dinner	6:30 – 9:00 p.m.

## Saturday, November 7

Registration Open	7:00 a.m. – 1:00 p.m.
Veterans Administration Breakfast	7:00 – 8:00 a.m.
Regional Meetings	7:30 a.m. – 9:00 a.m.
Continental Breakfast	8:00 a.m. – 9:00 a.m.
Technology Forum	9:00 a.m. – 12:00 p.m.
Dental Technology Workshop	9:00 a.m. – 3:00 p.m.
Private Practice Workshop	12:30 – 5:00 p.m.

## Sunday, November 8 – Wednesday, November 11

ABP Board Exams



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# Calling all residents

## ACP Research Fellowship Applications due October 15



Dr. Mary P. Walker, Chair,  
ACP Research Committee

The American College of Prosthodontists Education Foundation is committed to assisting the dental profession in its quest for continuous improvement in clinical care. This fall, the ACPEF will be awarding research fellowship grants up to \$6,000 to support meritorious research proposals that seek to advance basic scientific and applied clinical knowledge in the area of prosthodontics.

The ACPEF wishes to support promising research conducted by dental scientists-in-training. Any investigation relevant to prosthodontic care is

**The ACPEF wishes to support promising research conducted by dental scientists-in-training. Any investigation relevant to prosthodontic care is appropriate, including all disciplines in prosthodontics: fixed, implant, maxillofacial and removable prosthetics.**

appropriate, including all disciplines in prosthodontics: fixed, implant, maxillofacial and removable prosthetics.

This competition is open to all U.S. dental students, residents, and fellows, as well as to graduate students in dental-related fields (e.g., Oral Biology, Biomaterials, etc.). The ACPEF is grateful to Procter & Gamble for its ongoing, generous support of the ACP Research Fellowships.

### What is the intent of the Research Fellowship?

The ACPEF supports promising research conducted by dental scientists-in-training. The awarding of a fellowship grant obligates the grantee to submit a manuscript based on the work to the *Journal of Prosthodontics* or an abstract based on the work to a dental research meeting within two years of the award. The grantee will be required to submit two brief progress reports per year until the previously stated obligations have been met.

### What are appropriate areas for investigation?

Any investigation relevant to prosthodontic care is appropriate. This would include all disciplines in prosthodontics: fixed, implant, maxillofacial and removable prosthetics.

### Who can apply?

This competition is open to all U.S. dental students, residents, and fellows, as well as to graduate students in dental-related fields (e.g., Oral Biology, Dental Materials, etc.).

### How will grants be reviewed?

The American College of Prosthodontists Research Committee will review each application.

### Evaluation Criteria:

- 1.) Clearly defined clinical or translational research question.
- 2.) Relevance to prosthodontics and the Fellowship Program.

- 3.) Hypothesis-driven application with a clearly defined purpose/objective.
- 4.) Methods and materials are relevant and state-of-the-art.
- 5.) Reasonable research plan, scope of research design with timeline of productivity.
- 6.) Background and support from research mentor and institutional commitment.
- 7.) Organization and conciseness of application.
- 8.) Budget relevance.

### How does one apply?

The application should take the form of an abbreviated research proposal of no more than fifteen (15) pages in a single document and should include:

- 1.) **Title Page:** include project title and investigator's name, address, e-mail, telephone number, academic affiliation, and research advisor. The address and e-mail of the research advisor must also be included.
- 2.) **Project Rationale:** devote no more than two (2) pages to the justification and significance of the project with necessary reference support. Also, describe the clinical relevance of the project to the field of prosthodontics.
- 3.) **Project Protocol:** devote no more than two (2) pages to a description of the proposed project

and specify the particular role of the investigator in the project. Also address study design/sample size, anticipated findings, overview of data analysis, and project time line. For human subject or animal studies, funding is contingent on institutional review board (IRB) approval; IRB/IACUC approval or exemption documentation should be sent as a separate attachment.

- 4.) **Institutional Description:** devote no more than one (1) page to a description of the facility (ies) in which the project will be conducted.
- 5.) **Project Budget:** briefly indicate the expenses anticipated in conducting the project. Funds cannot be used for standard, non-consumable laboratory equipment, any travel, or for institutional overhead or indirect costs. If the proposed budget is more than \$6,000, please include an explanation of how additional costs will be covered.
- 6.) **Curriculum Vitae:** include one for the applicant and the research mentor (no more than 2 pages for each; NIH biosketch format is acceptable).
- 7.) **Letter of Support:** The application must be submitted with a letter of support from the research mentor.

**What is the application deadline?** Oct. 15, 2009. Please note: all applications must be sent electronically to [acpef@prosthodontics.org](mailto:acpef@prosthodontics.org). To ensure that the application e-mail is received successfully, the ACPEF requests that each student send a test e-mail with the subject line: Research Fellowship Test E-mail to [acpef@prosthodontics.org](mailto:acpef@prosthodontics.org) on or before Oct. 8, 2009 so each individual's e-mail address may be added to the "safe senders" list.

### What is the timing of the award competition?

Award decisions will be communicated to all applicants by early December. Payment is made in two installments, the first in January and the second following approval of 6-month progress report.



### Mark Your Calendars

**October 15, 2009** – Deadline for application submissions

**December 2009** – Awards announced via e-mail

**January 2010** – First installments distributed

## RESEARCH LUMINARY



### Joseph Kan, D.D.S., M.S.

Dr. Joseph Kan is a Professor at Loma Linda University School of Dentistry in the Department of Restorative Dentistry. He also maintains a private practice limited to prosthodontics and implant surgery. He earned his D.D.S. degree from Loma Linda University in 1990 and

also earned his Prosthodontics Certificate from Loma Linda in 1995.

Dr. Kan's current research includes: esthetic immediate implant provisionalization; bone changes around platform shifting and switching implants; gingival biotype evaluation; biotype conversion with connective tissue grafts around implants; and implant design and stability.

# Young Stars

The Annual Session's Table Clinic Program in Nashville, Tennessee featured 64 table clinicians. Presenters included faculty, private practitioners, residents and dental students. The presenters offered insight into unique cases, techniques, studies, protocols and research. All of the presentations were exceptional. Attendee support of the table clinic program was phenomenal. Thanks to all that attended and supported the presenters. Two competitions took place, one for prosthodontic residents and one for dental students. The winners were asked what most inspires them and what they appreciate the most about the ACP. Here are the winners' responses:

## The resident competition

### First Place

**Paul Cashman, D.D.S., University of Iowa, expected graduation date 2009**



#### What inspires you?

I am inspired by the example provided by others in life. Amongst all the role models I should recognize, I must take this opportunity to thank my parents, Pat and Paula Cashman, for leading by example in how to live life and providing endless love and support.

#### What do you appreciate the most about the ACP?

The ACP, more than any other organization, actively provides the opportunity to become acquainted and form friendships with fellow prosthodontic residents. I think that the effort invested in this endeavor now will return a handsome dividend to the specialty of prosthodontics as our generation of the profession grows and develops.

### Second Place

**Mark Danbe, D.M.D., Montefiore Medical Center, expected graduation date 2010**



#### What inspires you?

I am inspired by my ability to make a difference in the lives of my patients. I derive a great sense of satisfaction when I am able to devise an original comprehensive treatment plan for a patient who has not been able to obtain successful treatment previously. I find pleasure in the constant challenges that arise in the execution of a treatment plan and in working out the solutions.

#### What do you appreciate the most about the ACP?

As a prosthodontic resident, I have been fortunate enough to attend the last two annual sessions of the American College of Prosthodontics. This experience has given me a great appreciation for our professional organization. Mostly, I appreciate the opportunity to meet with and learn from very accomplished prosthodontists and from my fellow residents and future colleagues. I have enjoyed the science and technology forums and feel that these forums have provided me with insight into the future of our profession. Lastly, I am extremely grateful for the reimbursements and stipends that the ACP provides which enable residents to become involved at such an early stage in our careers.

### Third Place

**Caroline Nguyen, D.M.D., University of Maryland, Baltimore, expected graduation date 2009**



#### What inspires you?

Throughout the years, my inspiration has come from many distinguished individuals. One of these is my mentor in the Dental School, Dr. Daniel Kandelman, who had such flame that he is the one who inspired the passion for teaching in me. In the residency program, my inspiration came from two mentors: Dr. Carl Driscoll and Dr. Radi Masri. They inspired me to be kind, encouraging, rigorous and patient. My patients are also a great source of inspiration for me. After witnessing the difficulty prosthodontic and maxillofacial patients go through and then to see a satisfied smile on their face is the greatest reward I could get. More importantly, my biggest inspiration comes from my family, with their unwavering support and constant encouragement. They are truly my heroes and they will continue to be my inspiration as I continue to finish my graduate studies.

#### What do you appreciate most about the ACP?

I appreciate that the ACP works hard to raise awareness of Prosthodontics among the general public. I also enjoy the scientific meetings organized by the ACP that discusses all aspects of the specialty and gives me the opportunity to meet other residents and prosthodontists from all over the country. I also appreciate the generous support by the ACP Education Foundation and their help in defraying the costs for students attending the annual scientific session. Without their support, it would have been difficult for me to attend the meeting and present my table clinic, and I know that all the other prosthodontic residents that I talked to share this sentiment.

## The dental student competition

### First Place

**Matilda Dhima, University of Pennsylvania, Philadelphia, expected graduation date 2009**



#### What inspires you?

I am inspired by the dedication of my mentors to the advancement of the field of prosthodontics. Their commitment to the research, teaching, and practice of dentistry encourages me to never stop learning. The support of my family inspires me to be the best in everything I do.

#### What do you appreciate most about the ACP?

What I appreciate the most about the ACP is its commitment to increase the presence of

prosthodontists in the predoctoral dental education. Their mentorship can have such a vital role in identifying dental students who have the desire and skills to pursue a career in prosthodontics.

**Marisa Zarchy, Harvard University, expected graduation date 2011**



#### What inspires you?

As I continue throughout dental school, using art has helped me overcome challenges that science alone would not have been able to solve. However, this has not been my only inspiration. A lot of my motivation comes from my mentors at school. Dr. Wright has been incredible and I know without him, my experiences would not have been the same.

#### What do you appreciate most about the ACP?

I really appreciate all of the opportunities! This was my first conference and how amazing. If it wasn't for the ACP, I wouldn't have had the chance to network with so many wonderful people in addition to learning more about the field.

### Second Place

**Lauren Mills, New York University, expected graduation date 2009**



#### What inspires you?

I am inspired by the many doctors I have met over the past few years, no matter what the specialty, that are truly passionate about their career and choose to give back, whether it be through community efforts or by education.

#### What do you appreciate most about the ACP?

The ACP is a great way to learn of new advances in prosthodontics, keep in touch with colleagues, and to meet new people from whom I can learn.

### Third Place

**Sara Hahn, Harvard University, expected graduation date 2011**



#### What inspires you?

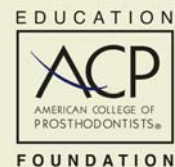
I aspire to be like my mother who is a prosthodontist. I have learned from her that the most important thing in life is to love what you do. I admire her energy and enthusiasm for her patients and their families.

#### What do you appreciate most about the ACP?

The ACP has been so generous in sponsoring an undergraduate second year dental student! I feel so welcomed by everyone in the ACP, even before I met them in Nashville... the emails we exchanged were so friendly.

# HEARD HERE

## ACP Education Foundation sponsors student member Annual Session registration fees



The ACPEF is pleased to welcome ACP student members to the 39th Annual Session at the Manchester Grand Hyatt in San Diego on Nov. 4-7. The ACPEF will pay the entire \$150 registration fee for the first 235 qualifying ACP student members who register for Annual Session. To qualify, you must be a 2009 student member of the ACP and you must register for the meeting before August 15. Online registration is coming soon at [www.prosthodontics.org](http://www.prosthodontics.org). The ACPEF will also provide \$150 travel stipends to 91 qualifying ACP student member registrants to offset some of the expenses of attending Annual Session. To collect the travel stipend, students must attend the student reception and the Technology Forum during the conference.

## Call for ABP Examiner nominations

The Council for the American Board of Prosthodontics (ABP) is responsible for the annual recruitment of nominations for election of a new examiner to the ABP. In addition to the internal recruitment process, members of the Council invite nominations for ABP examiner to be submitted by a petition signed and endorsed by 25 Diplomates. The petition, the nominee's letter of intent and Curriculum Vitae must be received by the ACP Executive Director by July 1, 2009.

Send the petition and supporting documentation to:  
Ms. Nancy Deal Chandler, Executive Director  
American College of Prosthodontists  
211 East Chicago Avenue  
Chicago, IL 60611-2688

For questions or additional information please contact Carla Baker, associate executive director, by phone at (312) 573-1260, ext. 222 or by e-mail at [cbaker@prosthodontics.org](mailto:cbaker@prosthodontics.org).

## Prosthopedia™ Coming Soon

The ACP's new online resource library, Prosthopedia™ is set to launch this summer! The site will provide clinical and instructional content contributed by expert practitioners and educators as well as provide a convenient and enticing opportunity for members to search through a variety of videos, images, courses and documents. Please consider sharing your best case images, videos and prosthodontic curricula content. Materials shared in Prosthopedia™ include best practices in the specialty, clinical procedures from the major disciplines in prosthodontics and educational curricula. Submit content or direct questions to Lauren Dethloff, associate executive director of communications and marketing, at [LDethloff@prosthodontics.org](mailto:LDethloff@prosthodontics.org).

## ACP Education Foundation names annual appeal chair



The ACP Education is pleased to announce that Dr. Gregory N. Guichet was appointed to serve as the 2009 ACPEF Prosthodontic Appeal Chair. "I'm excited about the opportunities the Foundation has to advance our specialty this year," Guichet said. "It's a vital activity that we all receive direct benefit from. I look forward to working with our members in achieving the goals of our organization." Dr. Guichet has held positions on the ACP Board of Directors including Treasurer and has served as ACP California Section President. In addition he is a member of several other organizations including the Academy of Osseointegration, American Dental Association, California Dental Association, Orange County Dental Association and North Orange County Implant Group. He maintains a private practice in Orange County, California.

## ABP Certification Spotlight: Dr. Stephen Wagner

### New Fellow shares insights

ACP Fellow Dr. Stephen Wagner recently became certified by the American Board of Prosthodontics. Dr. Wagner joined the ACP in 1978 after finishing his prosthodontic program training at the University of Texas MD Anderson Hospital in Houston. To help ACP members who are considering Board Certification or preparing to become certified, Dr. Wagner shared the following insights:



Dr. Stephen Wagner

### What influenced your decision to become Board Certified?

We are in a Renaissance period of prosthodontics and I want to be part of it. Not only do we benefit from the accumulated knowledge found in the prosthodontic literature, we now have sophisticated materials and techniques that prosthodontists of the past could only imagine. I feel that the study required to pass the board makes contemporary dentistry more available to me.

**How do you think the certification process will help you professionally?** Preparing for the board has made me a much better

prosthodontist. After 30 years of practice, I did not need the board for economic reasons. Even so, having Board Certification has given me more confidence. I feel that I can provide better care for my patients. That in itself makes it worthwhile.

### Any words of wisdom or advice for your colleagues considering Board Certification?

Take advantage of the teaching materials available from the American Board of Prosthodontics and the ACP. Get a copy of the Board Prep CD-ROM Study Guide & Manual and attend the Board Preparation Course offered by the College during Annual Session. Also, make sure you track down a prosthodontist who recently took the board (like me, for instance!). The new Scenario Based Oral Examination (Section C) has made the board exam more approachable for many prosthodontists, and it will help if you can find someone to tell you about it. Finally, know that the members of the ABP want you to pass. The atmosphere they create at the testing venue is collegial, non-threatening and friendly.

## AROUND THE PROSTHODONTIC FORUM

### ACP members save on AAED annual conference fees



As a member of the Prosthodontic Forum, all College members are eligible for \$200 off registration fees for the 6th World Congress of the International Federation of Esthetic Dentistry, hosted by the American Academy of Esthetic Dentistry, on Aug. 2-5 at the Bellagio Resort in Las Vegas. The interdisciplinary conference, "Passion, Esthetics, and New Technology: The Future of Dentistry," will appeal to the broad spectrum of dental esthetics, including prosthodontics. The international speaker lineup includes more than 40 of dentistry's brightest stars. Visit [www.ifed2009.org](http://www.ifed2009.org) to register online or for more information.

## APS elects new officers



Dr. Salvatore Esposito,  
President

The American Prosthodontic Society is pleased to announce its newly-elected 2009-10 Executive Council: President Salvatore Esposito, D.M.D.; President-Elect Carlo Ercoli, D.D.S.; Vice President Carlo Marinello, D.M.D., Ph.D., M.S.; Immediate Past President Baldwin Marchack, D.D.S., M.B.A.; Second Past President Lee Jameson, D.D.S.; Executive Director Gerald Graser, D.D.S., M.S.; and Council Members: John Ball, D.D.S., Frank Lauciello, D.D.S., Todd Fridrich, C.D.T., James Hudson, D.M.D., Patricia E. Daley, D.M.D. and Steven Sadowsky, D.D.S. Congratulations to the new Executive Council. For more news and information from the APS visit [www.prostho.org](http://www.prostho.org).

## Special Thanks to Table Clinic Chair, Judges

Special thanks to Dr. Ivy Schwartz for her continued dedication to the Table Clinic Session and to the 2008 judges for volunteering their time: Lino Calvani, M.D., D.D.S., C.D.T., Tufts University, John Chang D.M.D., M.S.D., Private Practice, Belmont, MA, Heather J. Conrad D.M.D., M.S., University of Minnesota School of Dentistry, Steve R. Curtis D.D.S., M.S., United States Air Force, Tony Daher D.D.S., M.S., Private Practice, La Verne, CA, Georgia Dounis D.D.S., M.S., University of Las Vegas at Nevada Dental School, Louis De Santis, D.D.S., Private Practice, Staten Island, NY, Robert Flinton, D.D.S., M.S., University of Medicine and

Dentistry of New Jersey, Daniel A. Givan D.M.D., Ph.D., University of Alabama at Birmingham School of Dentistry, Barry M. Goldman D.D.S., M.S., Nova Southeastern University College of Dental Medicine, Edward E. Hill D.D.S., M.S., University of Mississippi School of Dentistry, Wenyi Jia D.D.S., M.S., Private Practice, Portland, OR, Ajay K. Ojha, B.D.S., M.S., University of Detroit Mercy School of Dentistry, Cynthia S. Petrie D.D.S., University of Missouri-Kansas City School of Dentistry, Donald W. Sheets Jr. D.D.S., M.S., University of Michigan, Marianella Sierraalta D.D.S., M.S., United States Air Force and Henry Y. Wu D.D.S., Private Practice, Oakland CA.



# A courtesy check-up: a key component for a successful dental practice

BY KATHLEEN M. ROMAN  
MEDICAL PROTECTIVE

## Manners – an important component of the communication process

Patients who have good working relationships with their dentist are more likely to comply with recommended treatment protocols. In turn, they are more likely to have satisfactory results, and to avoid preventable complications. Numerous studies in the past 20 years have concluded that the risk of lawsuits is heightened when a doctor and patient have poor communication and the patient suffers a bad result. The results of these studies show consistency as to the liability exposures – regardless of the provider and regardless of the environment of care. The benefits of effective communication apply in the dental practice, the medical office, the ambulatory care center, the nursing home, the hospital – anywhere that patients look to highly-trained professionals for healthcare services.

Analysis of dentists' requests for risk management consultation support the contention that poor communication is often a factor in litigation. Patients who sue are often displeased with the way their dentists and dental staff communicate with them. Patients are especially upset if they feel that they have been treated disrespectfully or rudely. The perception of bad manners is consistently high on the list of trigger points that turn patients into plaintiffs. A February 2009 Google search found more than 800 articles published in U.S. journals and healthcare media (excluding a slew of blog commentary) discussing the need for courtesy in the healthcare environment.

While dentists – and other healthcare professionals – are often criticized for bad manners, their employees also play an important role in establishing a doctor's reputation – and a practice's success.

## Are members of the dental team sending the right messages?

Following are some tips to help dentists and their staff improve their customer satisfaction skills – and prevent misunderstandings from turning into full-fledged disputes.

**1. Teach, encourage and require the common elements of good manners.** Up until World War II, it was common practice for most Americans to be taught etiquette, either in school or in special programs, sometimes referred to as cotillions. Reinforced in the home, many of the elements of old-fashioned manners have fallen by the wayside. But some of the basics remain and are used by patients to determine whether or not they are being treated by someone they see as a professional and as an outstanding citizen. Included in this group of niceties are: a) the ability to introduce one's self in a courteous manner; b) the inclusion of others in conversation, including introducing staff and explaining the individual's role in the dental practice; c) modeling the use of "please" and "thank you" as an important element of team work and interactions with patients; d) encouragement of staff to say "you're welcome" rather than "not a problem" or any of the other unsatisfactory responses to someone's expression of gratitude; e) use of notes and other forms of written communication to express gratitude – for a patient's patronage, for referrals, etc.

**2. Develop skills that help defuse potential conflicts.** Customer service education programs offer a variety of ways to improve patient retention and to build morale among members of the dental team. The American Dental Association offers a number of such programs and texts. Also, state and local dental societies frequently engage guest speakers to offer tips on this important skill. From a risk management perspective, dentists may not realize that they have a communication problem until a patient they thought they had a good relationship with leaves the practice because a member of the staff – or the dentist – mishandles a misunderstanding or complaint.



Especially in tough economic times, can any dentist afford to lose good customers because of inadvertent bad manners?

**3. Focus on improving communication skills by encouraging the entire dental team to listen to one another as they interact with patients on the telephone and in person.** Also pay attention to the way that doctors and staff discuss patients. Impatience, sarcastic comments, and antagonistic commentary are signs that an individual – or sometimes the entire group – have lost the vision of professionalism, ethics, and respect that are so critically important to a successful healthcare practice. Use team meetings, case studies, guest speakers, and individual employee counseling as may be necessary to ensure that respectful communication is part of the fabric of every activity in the dental office.

**4. Use job descriptions, annual evaluations, personal counseling and whatever other tools may prove helpful to make sure that good manners are part of the culture of the office.** Most dental practices have fewer than 20 employees. In such a small environment, one individual's inappropriate behaviors can have a detrimental effect on the entire group. When repeated attempts to repair the situation have not worked, the doctor owes it to her patients and to her other staff members to jettison that employee.

## Effective communication results in success

Effective communication is important to the success of any healthcare service. Good manners are an important component of communication. Research has shown that patients are less likely to sue, even in the face of an unsatisfactory outcome, if they feel that they have been treated with courtesy and respect by those charged with their care. Dentists and their office staff members need to focus as much attention on the way they interact with patients – and with one another – as they dedicate to the provision of excellent clinical care. Like the old song about love and marriage, good dental care requires a combination of positive working relationships and good dentistry. "You can't have one without the other."

*Kathleen M. Roman is Risk Management Education Leader for Medical Protective, the nation's oldest professional liability insurance company, founded in 1899. She may be reached at: [kathleen.roman@medpro.com](mailto:kathleen.roman@medpro.com). Treloar & Heisel is an ACP Affinity Program offering products and services to ACP members at a discount. Login to the Members Only area of [www.prosthodontics.org](http://www.prosthodontics.org) for more information.*



Nancy Deal Chandler,  
MA, RHIA, CAE

Executive Director's Corner

## College built to last, remains strong in weak economy

Despite a difficult economic environment, your College remains strong and resilient. Our most recent membership retention rate was more than 95 percent and exceeds that of comparable professional organizations. We are a financially strong, we are managing our business conservatively, and we are focused on keeping the ACP healthy.

That said, we are cleaning out the cobwebs and buffing up our brand. Everything we do for you is being reevaluated. No stone will go unturned in our search for better ways of providing "best in class" services and support for our members, and in advocating for the specialty. We are challenging our thinking at the Board of Directors table and inside the walls of the Central Office more than ever before – with the goal of delivering the highest value to ACP members and influencing the policies that impact the specialty.

Deal Chandler may be reached by e-mail at [dchandler@prosthodontics.org](mailto:dchandler@prosthodontics.org).

We understand how tough this time is for you. And we recognize that most of us had plans for the future that have likely been altered. But your College is "built to last," and we will work on your behalf long into the future. Imagine it's the year 2014. Our world may look strikingly different, and all of us will have changed. And the ACP will be there too – committed to keeping our valued members, looking for ways to attract new members, and providing the support that our prosthodontists and alliances will expect in five years and beyond.

The ACP Board of Directors and the staff take the trust you have placed in us and your College very personally, and we thank you for this and the opportunity to serve. We look forward to better times ahead for all.

## Prosthodontic Champion: Dr. Paul Chang

### Dual Specialty and Board Certification Achievement

#### Why did you decide to pursue dual specialties?

It was during my senior year in dental school that the prosthodontic residency director, Dr. Carl Driscoll, approached me and proposed that I should consider looking into the prosthodontic residency program. I had toyed with the idea of pursuing an AGD residency after graduation because I felt unprepared to go straight into private practice. However, Dr. Driscoll's advice piqued my interest, so I began looking into a pros program. I was fortunate to take part in a prosthodontic clerkship where I was exposed to esthetic and implant dentistry. I wanted to be able to diagnose, treatment plan and provide the highest quality of dental treatments ranging from simplest to the most challenging ones. This is when I realized that opting to continue my education and learning was a must.

As a resident of the UTHSCSA Prosthodontic Program, I had set several goals for myself: to be able to comprehensively diagnose and treatment plan; to develop a sound esthetic diagnostic ability; and to place dental implants. From the experience I gained during my residency and through treatment planning seminars and interacting with fellow residents in different programs, I found that to develop a comprehensive treatment plan for debilitated dentitions, a multidisciplinary approach is almost always required. In addition, I have often encountered patients with debilitated dentitions being sent from specialist to specialist without any coordination.

I concluded that the best way to facilitate a sound knowledge base in treating complex dental patients is through a thorough understanding of what each specialty can and cannot achieve.



Dr. Paul Chang

#### How will your dual specialty training and dual board certification benefit your career?

I have found my educational experience to hold me in good stead not only for complex dental rehabilitation but also dental implant therapy. Without restorative knowledge surgeons do not know proper location for implant placement. Without surgical knowledge, a prosthodontist cannot make a proper surgical guide to facilitate proper implant placement.

My dual training certification has helped me hone my skills in providing the best care for my patients. I can say that I have gained enough experience to begin to confidently and competently treat patients.

I can communicate better with referring dentist on how to best manage complex patients.

#### What inspires you?

Coming from a family of doctors, I was inspired by them to be the best I can be. While in residency, I was inspired by Dr. David Cagna by his attention to detail from the basic alginate impression to final prosthetic placement. Dr. Robert Cronin inspired me by his keen ability to find the strength and weakness of each resident and help them overcome their weakness and bring the best out of each of them. Two of my periodontic residency faculty members, Dr. Mike Mills and Dr. Brian Mealey, understood the benefits of a combined periodontic and prosthodontic residency and challenged me to achieve both the periodontic and prosthodontic board certification.

Dr. Chang practices prosthodontics and periodontics in McKinney, Texas. He earned dual periodontics and prosthodontics certification from the University of Texas Health & Science Center, San Antonio Dental School in 2008. He is board certified in both periodontics and prosthodontics.

## Pros Update course engaged, informed

Attendees of this spring's 2009 Prosthodontics Review Course were given the opportunity to network with colleagues and learn from their peers some of the most comprehensive information related to a modern prosthodontics practice. The course helped participants stay up-to-date on the latest trends and state-of-the-art information in the field of contemporary Prosthodontics. Participants walked away from the course with the proficiency to:

- Describe the latest trends and "best practice" techniques from the leading experts in the field of prosthodontic dentistry
- Discuss practical knowledge that you can incorporate into your practice the very next day.



"The Prosthodontic Review Course was an extremely well organized, efficient and comprehensive summary of relevant, current and classic research and clinical care," said course attendee Dr. Leonard Kobren. "Though not billed as a board review, Course Director and Moderator Dr. Ken Malament consistently directed attention to material that would most certainly be of interest to the board examiners.

"The atmosphere was warm and collegial providing great access to the presenters. The two days created a wonderful sense of pride in the accomplishment and leadership of the College and our members," Kobren said.

For more information about upcoming ACP Center for Prosthodontic Education courses, click on the Meetings & Events link from any page of ACP Web site at [www.prosthodontics.org](http://www.prosthodontics.org).

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# MEMBER NEWS

## ACP members presented at AO Annual Session



Dr. Paul A. Schnitman



Dr. Frank J. Tuminelli

Among a notable lineup of speakers including several members of the College, Dr. Paul A. Schnitman and Dr. Frank J. Tuminelli lectured during the 24th Annual Meeting of the Academy of Osseointegration in San Diego in late February.

Dr. Schnitman presented during the opening symposium with, "To Load, Expose or Submerge – A Study of Primary Stability and Treatment Outcome." The lecture focused on describing the use of

prognostic technologies (Insertion Torque, Periotest, Resonance Frequency Analyzer) for selection of implants to be immediately loaded, exposed or submerged based on observed thresholds; understanding the correlation of pre-operative bone density as measured by CT scans with achievement of primary stability at implant insertion; and identifying which of these technologies are sufficiently sensitive to predict outcome and how to apply this information with various insertion techniques. Dr. Schnitman maintains a private practice of implant dentistry in Wellesley Hills, Massachusetts and teaches implant dentistry to advanced graduate students at the Harvard School of Dental Medicine.

Dr. Tuminelli, a Fellow of the College, presented "The Challenge of the Edentulous Arch with Dental Implants," which explored the important parameters and challenges of creating esthetic and functional restorations supported by dental implants. The discussion included considerations that the surgical and restorative team must address when employing osseointegration as a treatment modality for the completely and partially edentulous arch. The clinical material presented was a review of techniques used for a variety of planning scenarios from single-tooth to multiple-tooth restorations. Dr. Tuminelli is the Director of Advanced Prosthodontics and Implant Dentistry at NSUH-LIJ Health System and maintains a private practice limited to Prosthodontics in Great Neck and Woodbury, New York. He also serves as Membership Division Director for the ACP.



From left to right, front row: Mr. Alex Askalsky, Dr. Damon Jenkins, Dr. Keith Ferro, Dr. Lawrence E. Brecht, Dr. Demetri Perdakis, Dr. Stan Freeman, Dr. John Agar and Dr. Bruce Nghiem. Back row: Dr. Jeffrey O'Connell, Dr. Walter Leckowicz, Dr. Tom Taylor, Dr. Steve Rothenberg, Dr. Pablo Cuevas and Dr. Joel Leon.

## The Connecticut Section of the ACP

The Connecticut Section of the ACP met at the Union League Cafe near Yale University in late March to share fellowship and a commitment to the College. ACP Region 1 Director Dr. Lawrence E. Brecht and Connecticut Section President Dr. Keith Ferro discussed topics including the new ACP governance structure; Region 1 communications including conference calls and the regional e-newsletter; CT Governor Rell's Veteran Affairs initiative; incorporation of the ACP CT Section; the ACP Nominating Committee report; the CT Legislative House Bill 5630 (The Establishment Of Licensure Of An Advanced Dental Hygienist); the CSDA Prosthodontic Day lecture course; the CSDA Legislative Day at the State House; developing a CT Section Web site; National Prosthodontic Awareness Week; the ACP's 39th Annual Session in San Diego this fall; marketing ideas; and most importantly, the grassroots effort to retain College members.

– Submitted by ACP Connecticut Section President Dr. Keith Ferro.

## President-Elect honored by dental research organization



Dr. Lyndon F. Cooper

Dr. Lyndon F. Cooper, ACP president-elect, is the 2009 recipient of the Research in Prosthodontics and Implants Award, which was presented at the International Association for Dental Research 87th General Session & Exhibition in Miami, Florida, in April.

Dr. Cooper is the Stallings Distinguished Professor of Dentistry and director of Graduate Prosthodontics at the University of North Carolina, School of Dentistry. He also serves as director of the UNC Bone Biology and Implant Therapy Laboratory. Dr. Cooper received his D.D.S. degree in 1983 from the New York University, and his Ph.D. from the University of Rochester, New York. In 1990, he received his prosthodontics certificate from Eastman Dental Center, Rochester, New York. Afterward, he completed a two-year research fellowship at the National Institute of Dental and Craniofacial Research in Bethesda, Maryland.

The recipient of university, corporate and National Institutes of Health funding, Dr. Cooper and his colleagues continue to investigate the cellular basis of bone formation. His current clinical interests focus on the development of cell-based tissue engineering for clinical bone formation and the immediate loading of dental implants. He has made substantial contributions to the literature in the dental and craniofacial research field. In addition, Dr. Cooper has been a strong advocate of promoting scientific research education for prosthodontic residents in the U.S. The Research in Prosthodontics and Implants Award is supported by Astra Tech, Inc. and is one of the 16 IADR Distinguished Scientist Awards and one of the highest honors bestowed by IADR.

## New ACP-CODA Commissioner appointed



Dr. Kent L. Knoernschild

Dr. Kent L. Knoernschild will begin a four-year term as the ACP's representative on the American Dental Association's Commission on Dental Accreditation. Dr. Knoernschild is the Director of Advanced Education Program in Prosthodontics at the University of Illinois at Chicago College of Dentistry. He received his dental medicine degree from Southern Illinois University and his Prosthodontics Certificate from the University of Iowa. Dr. Knoernschild's term begins at the 2009 ADA Annual Session this fall and ends at the 2013 ADA Annual Session. Congratulations, Dr. Knoernschild.

## Welcome New Members

*Welcome New Members (Approved by the Board of Directors during the April and May conference calls.)*

### Members

Dr. Arturo Velazquez Hubar  
Dr. Shweta A. Shah

### Student Members

Samuel H. Chiu  
Elais-Dimitrios Kontogiorgos  
Dave Tajima  
Brian Tanz

### Predoctoral Student Alliance

Jessica K. Boehrs  
Andrew E. Bruner  
Thomas R. Cherry, Jr.  
Sergey Denisovich  
Laura K. Elliff  
Christopher J. Joubert  
Go Eun Kim  
Sarah L. Kramer  
Catharine M. Kwon  
Jeffrey McCullough  
Celeste L. Medynskij  
Thomas A. Nack  
Christie Sanford  
Eric Michael Visser  
Carl R. Wright  
Alexandra Yarbrough  
Young Yi

### Academic Alliance

James A. Vito

### Global Alliance

Patrick Ampofo

### Membership Status Changes

**Members to Active Life Members**  
Tim R. Avedovech

### Members to Retired Life Members

Thomas Abrahamson

### Reinstated Members

Ashraf Raafat Bessada  
George Christensen  
Sir Hao Foo  
Michael A. Smith  
George F. Wong

### Reinstated Fellows

Robert Stover

### Reinstated International Fellows

Hasan Khajah  
Gianluca Paniz

### Reinstated Dental Technician Alliance

Steven Pigliacelli

## In Memorial

The College and the Board of Directors remember the following colleagues who are deceased:

Dr. Sebastian A. Bruno

Dr. James F. Scott

# Classifieds

## PRACTICE FOR SALE

**Arizona (Scottsdale)** – Prosthodontic practice in NE Scottsdale is looking to add a partner! Be sure to stop by and check out our beautiful, modern office with panoramic views of the McDowell Mountain range. We offer an in office lab and surgical center in our building. The best oral surgeons, periodontists and head and neck surgeons in the country refer to our practice. [www.villacanyon.com](http://www.villacanyon.com).

**Canada (Calgary, AL)** – This well established prosthodontics and implant practice is located in beautiful Calgary, Alberta, Canada. This is a fee for service practice grossing \$1.2 million a year on 4 days/week with 2 fully equipped operatories plus one plumb. In house laboratory. Owner places most of his own implants and is willing to stay for period of time to provide for a smooth transition. Contact Ron Mackenzie at [mackenz@telus.net](mailto:mackenz@telus.net) Tel. (604) 685-9227.

**New York (Capital District)** – Restorative dental office in Capital District of New York. Great mix of removable, fixed, esthetic and implant prosthodontics. Owner does no surgery, perio or endo. Good opportunity for restorative dentist to place implants and do endo. Practice and dental office for sale. Owner relocating. If interested contact Dave Kasper at Jim Kasper Associates, LLC at (603) 355-2260 ext. 204.

**Florida (Bradenton)** – High-end southwest Florida practice with outstanding patient base. Six operatories (five equipped), four day/week, 100 percent fee-for-service. Well trained staff, beautiful interior and condo for sale. \$1.8 million in collections with purchaser estimated net income of \$500,000+ (includes all overhead costs and 100 percent financing of practice and condo purchase). Contact Greg Auerbach, ADS Florida, LLC at (800) 262-4119 ext. 13 or by email [greg@adsflorida.com](mailto:greg@adsflorida.com).

**Kansas (Overland Park)** – Well established, fee-for-service practice in growing, high income suburb of Kansas City. Great referral base allowing for all types of prosthodontic treatment. In-house lab in 7 year old, 2,300 sq ft, 4 operator office. Well located for easy access from all over the city. A confident, personable individual will do extremely well in this practice. Please send resume and information to: [dcipra@sbcglobal.net](mailto:dcipra@sbcglobal.net).

**Maryland (Salisbury / Eastern Shore)** – High profit margin prosthodontic specialty practice for sale. Retiring dentist with 35-year-old practice. Large patient backlog and low competition in the area. Corner the market. High volume implants, dentures, crown and bridge. Call for information (evenings): (410) 742-4048.

**Michigan (Grand Rapids)** – Outstanding fee-for-service prosthodontic practice. Grossed in high 6 figures in 2005, 2006, 2007. On 4 days per week. Revenues in 2008 are up over 12 percent from last year. New building, 2,650 sq. ft., office, 5 high tech operatories, digital cameras, digital pano, computerized, Dentrix Management software, Procera Nobel Guide Software, New Tom 3-D Cone Beam, radiography machine located in building, 1/3 fixed, 1/3 removable, 1/3 implants. Full service dental lab on premises with Cerec in-lab milling machine, Eris, Empress and Captek crowns. Emphasis on dental implant treatment. One operator is equipped and staffed by a Board Certified Oral and Maxillofacial Surgeon. Surgeon is paid on a percentage resulting in increased practice income. Transition to early buyout. Doctor will stay as long as desired. Great community. Rapidly developing medical service/research corridor. 200 research scientists at the Van Andel Institute (600 additional research scientists planned), vibrant downtown, Michigan State Medical School, numerous local colleges, minor league sports (hockey, arena football and

baseball), close to Lake Michigan beaches, skiing, hunting, fishing. Great place to raise a family. Take an "Office Tour" at our high tech Web site [www.MooreSmiles.org](http://www.MooreSmiles.org). Call Dr. Tim Moore in evenings at home (616) 942-6838.

**Michigan (West Wayne County)** – This well established prosthodontics practice is in a very stable, upscale suburban community. This is a cash only practice with 4 operatories. The seller has a great professional reputation and is willing to stay on for a period of time providing for a smooth transition. This is a great opportunity for the recent prosthodontic grad or another prosthodontist looking to expand their patient base. Full 100 percent financing is available. Contact David J. Dobbins, D.D.S. for details at (313) 550-6509.

**Minnesota (Minneapolis)** – Limited practice (35 year existence) within expense sharing prosthodontic group. Two partners. Full patient services, (Fixed, Removable, Implants). Six operatories, spacious equipped laboratory. Long employed dental hygienist. Cohesive staff. Will transition for complete turnover of patients and sense of comfort assuming fee for service practice. Background: Diplomate, former Clinic Director (School of Dentistry), former Veterans Administration Consultant, CAPT (Ret), Naval Reserve. Dr. Meyer, (612) 338-8638.

**New York (Ithaca)** – One of America's best small cities; economically stable; culturally rich, excellent schools

- Modern, cheerful, fully handicapped accessible, six operator dental office
- Be the only prosthodontic practice in 55 mile radius
- Ideal family location

Contact: James Orcutt Real Estate, 324 Dryden Road, Ithaca, NY 14850 Phone: (607) 277 4723; Cell: (607) 592 7694; Fax: (607) 277 4723 E-mail: [jrorcutt@aol.com](mailto:jrorcutt@aol.com).

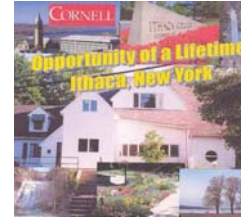
**Washington (Seattle)** – Near downtown Seattle, turn-key surgical-prosth. Implant practice. Includes: Charts, Equipment, Long-Term Lease, Marketing/Sales Systems and Prospect List. 100 percent FFS. \$750K-\$1M on 2-2.5 days. Info: [SurgicalProsth@gmail.com](mailto:SurgicalProsth@gmail.com).

## EMPLOYMENT OPPORTUNITIES

**Arizona (Scottsdale)** – Prosthodontic candidate will have a history of documented competence in teaching, administration and research and will demonstrate excellent interpersonal and communication skills. Salary will be commensurate with qualifications and experience. West Virginia University is an Affirmative Action/Equal Opportunity Employer. Interested individuals should submit a letter of interest, current curriculum vitae and names, addresses and phone numbers of three references to Dr. Mark Richards, Director of Graduate Prosthodontics, Department of Restorative Dentistry, West Virginia University School of Dentistry, P.O. Box 9495, Morgantown, WV 26506-9495.

## SERVICES AVAILABLE

**Washington (Yakima)** – Complete set of JPD Journals. All issues are original. Bounded from Vol.1, 1951 through Vol.88, 2002. Have all other issues through current date but they are unbounded. Call (509) 654-2264.



## At Your Service...

For questions regarding your membership, ACP programs and events or general inquiries, please contact the ACP headquarters at (800) 378-1260; fax: (312) 573-1257 or visit our Web site at [www.prosthodontics.org](http://www.prosthodontics.org).

**Nancy Deal Chandler, MA, RHIA, CAE, Executive Director** – ext. 230 or [dchandler@prosthodontics.org](mailto:dchandler@prosthodontics.org)  
Management of overall College and Foundation operations.

**Carla Baker, MBA, Associate Executive Director, Membership Services and Outreach** – ext. 222 or [cbaker@prosthodontics.org](mailto:cbaker@prosthodontics.org)  
Membership benefits, database administration, membership dues processing and any membership-related inquiries.

**Rachel Brunswick, Membership Coordinator** – ext. 224 or [rbrunswick@prosthodontics.org](mailto:rbrunswick@prosthodontics.org)  
Assists with member services including membership applications and renewals, saleable product orders and updating member contact information.

**Lauren Dethloff, Associate Executive Director, Communications and Marketing** – ext. 223 or [ldethloff@prosthodontics.org](mailto:ldethloff@prosthodontics.org)  
ACP marketing materials and products, media and public relations, Messenger newsletter, Web site, and other College communications.

**Jennifer Jackson, Administrative Coordinator** – ext. 221 or [jjackson@prosthodontics.org](mailto:jjackson@prosthodontics.org)  
Receptionist and administrative support for all College departments and staff.

**Melissa Kadian, MA, Director, Education and Meeting Services** – ext. 227 or [mkadian@prosthodontics.org](mailto:mkadian@prosthodontics.org)  
Information on continuing education programs and the ACP Annual Session.

**Jack Kanich, Manager, Finance and Administration** – ext. 228 or [jkanich@prosthodontics.org](mailto:jkanich@prosthodontics.org)  
Financial and account payable/receivable.

**Caroline Kinczyk, MS, Communications and Marketing Coordinator** – ext. 235 or [ckinczyk@prosthodontics.org](mailto:ckinczyk@prosthodontics.org)  
Assists with ACP Web site, communications and marketing including the Messenger newsletter.

**Nathalie Williams, Sections Manager** – ext. 229 or [nwilliams@prosthodontics.org](mailto:nwilliams@prosthodontics.org)  
Supports Sections including Regional Director Elections and online resources.

## Calendar of Events

### JUNE 2009

**Pacific Coast Society for Prosthodontics 74th Annual Meeting**  
Bend, OR  
June 24-27, 2009  
[www.pcpsp.org](http://www.pcpsp.org)

### AUGUST 2009

**American Academy of Esthetic Dentistry IFED Sixth World Congress**  
Las Vegas, NV  
Aug. 2-5, 2009  
[www.estheticacademy.org](http://www.estheticacademy.org)

### SEPTEMBER 2009

**International Academy of Gnathology Congress XXIV**  
Tucson, AZ  
Sept. 23-26, 2009  
[www.gnyathologyusa.org](http://www.gnyathologyusa.org)

**American College of Prosthodontists Practice Marketing Course**  
Philadelphia, PA  
Sept. 25-26, 2009  
[www.prosthodontics.org](http://www.prosthodontics.org)

### OCTOBER 2009

**American Academy of Maxillofacial Prosthetics Annual Meeting**  
San Diego, CA  
Oct. 31-Nov. 3, 2009  
[www.maxillofacialprosth.org](http://www.maxillofacialprosth.org)

### NOVEMBER 2009

**American College of Prosthodontists Annual Session**  
San Diego, CA  
Nov. 4-7, 2009  
[www.prosthodontics.org](http://www.prosthodontics.org)

**American Academy of Implant Dentistry Annual Meeting**  
New Orleans, LA  
Nov. 11-15, 2009  
[www.aaid.com](http://www.aaid.com)

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## College poised to meet challenges of change

BY LYNDON F. COOPER, D.D.S., PH.D., F.A.C.P.



LYNDON F. COOPER,  
D.D.S., PH.D., F.A.C.P.

In this issue's Executive Director's Corner, Deal Chandler alluded to a business book, *Built to Last*. In this classic text, James C. Collins and Jerry I. Porras analyze the features of successful, lasting companies and provide insights regarding their lasting success. The American College of Prosthodontists, beginning at a summit in 2001, embraced many of these ideas in an attempt to create an organization that better serves its members. Now you may be asking, "Why the metaphor and what is its current relevance?"

During last February's ACP Board of Directors' meeting, our membership welcomed the addition of new Regional Directors who were a result of our newly adopted governance model. The meeting experience was in many ways a step-by-step exposure to the basic principles of *Built to Last*. A few examples include:

**Having a core ideology** – We have developed a core ideology that includes a core purpose and core values. Our stated core purpose is to improve the quality of life through the advancement of prosthodontics. Despite the current context of difficult economic challenges, the ACP is able support our members in ways that reiterate our commitment to oral health, education and prosthodontic practice. We are sustaining our core values that include excellence, innovation, visionary leadership, integrity and accessibility. The Board of Directors routinely reviews the goals and objectives of the college and assigns priorities, notably underscoring several initiatives that support the practicing prosthodontist.

*Given that change – perhaps dramatic change – in dentistry may occur and affect ACP membership, it is fortunate that the College is organizationally poised to meet the challenges of change.*

**Don't be afraid to evolve** – The ACP is undergoing many discussions concerning our curriculum, our role in implant surgery, our responsibility to colleagues in the dental laboratory industry, as well as our own governance. We have in the past few years shown through changing standards, improved student enrollment, enhanced membership and changes in governance that we are willing to try new things and use those that work.

**BHAG (Big Hairy Audacious Goals)** – The ACP recognized a need to fully engage its potential members. One aspect of this was the notion that all prosthodontic residents would be members of the ACP and that they would attend the annual conference. By means of funding through the ACP Education Foundation, all prosthodontic residents are able join the ACP at no charge, and a majority of them have attended the College's annual meeting, thanks to additional financial support from the Foundation. We continue to celebrate our successful growth, particularly at the level of our very active student membership.

As we continue to "grow the College," I think some of the lessons of *Built to Last* can serve us extremely well. Consider dental implant surgery in graduate prosthodontic programs as an example of an issue with many positive and negative aspects with supporters on either side. If the issue of implant surgery is placed into a framework of lasting values and core etiologies, the single issue becomes manageable. In fact, the informed discussions regarding important and controversial issues become a critically important aspect of the process of "clock building" versus one of "time telling," where clock building is a process of creating something that lasts beyond a technique, an educational phase or an economic cycle.

Is this all philosophical mumbo jumbo, an ill-gotten metaphor or can this sort of thinking be important to members of the American College of Prosthodontists? It is possible that prosthodontics and the environment in which it functions will never change from today forward. Unlikely. Given that change – perhaps dramatic change – in dentistry may occur and affect ACP membership, it is fortunate that the College is organizationally poised to meet the challenges of change. Become an active member of the ACP who manages change to sustain the core values of the outstanding profession of prosthodontics.

## The ACP Messenger

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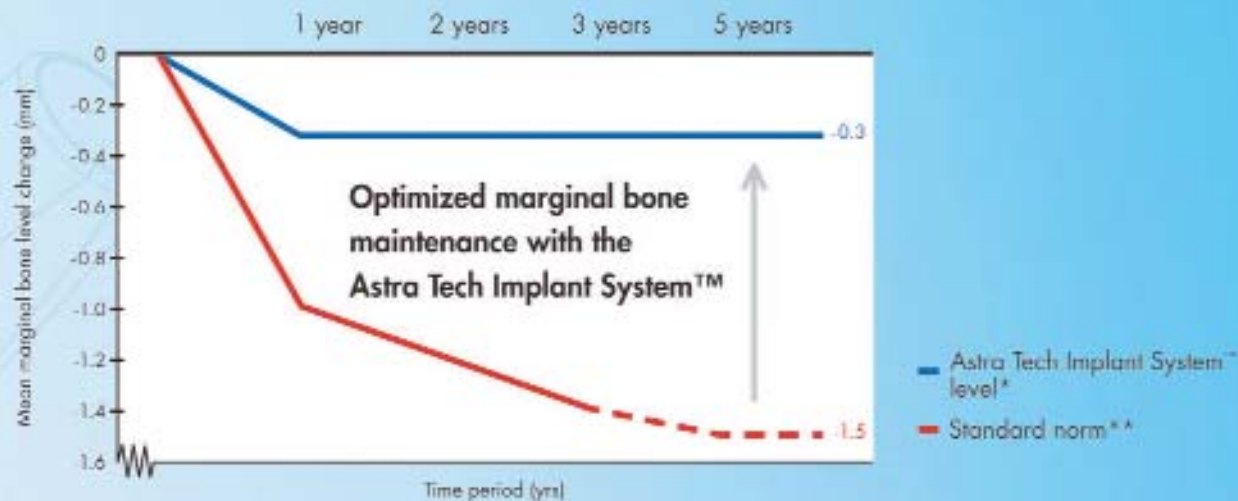
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Albrektsson T., et al., *Int J Oral Maxillofac Implants* 1986;1(1):11-25

Albrektsson T. and Zarb G.A., *Int J Prosthodont* 1993;6(2):95-105

Ross J., et al., *Int J Oral Maxillofac Implants* 1997;12(4):504-514

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