



the
∞ **143RD** ∞
**CHICAGO DENTAL SOCIETY
MIDWINTER MEETING**

The respected leader in scientific dental meetings

SCIENTIFIC PROGRAM: FEBRUARY 21 - 24, 2008

EXHIBIT DATES: FEBRUARY 22 - 24, 2008

COURSE F06
THIS CAN ALL BE EASIER:
A DOZEN PROJECTS THAT WILL MAKE YOUR OFFICE
A FUN, EASY AND PRODUCTIVE PLACE TO WORK!
DAVID J. AHEARN, DDS
THURSDAY, FEBRUARY 21, 2008

DISCLAIMER: This work, audio recordings and the accompanying handout, are the intellectual property of the clinician, and permission has been granted to the Chicago Dental Society, its members, successors and assigns, for the unrestricted, absolute, perpetual, worldwide right to distribute solely as an educational material at the scientific program being presented at the 2008 Midwinter Meeting. Permission has been granted for this work to be shared for non-commercial education purposes only. No other use, including reproduction, retransmission in any form or by any means or editing of the information may be made without the written permission of the author. The Chicago Dental Society does not assume any responsibility or liability for the content, accuracy, or compliance with applicable laws, and the Chicago Dental Society shall not be sued for any claim involving the distribution of this work.

CHICAGO DENTAL SOCIETY MIDWINTER MEETING COURSE EVALUATION

SPEAKER: _____ DATE: _____

SUBJECT: _____ NUMBER OF ATTENDEES: _____

PLEASE RATE YOUR SPEAKER AS TO:

	Excellent	Good	Fair	Poor	N/A
SUBJECT SELECTED	4	3	2	1	0
TIMELINESS OF SUBJECT	4	3	2	1	0
COMPREHENSIVENESS	4	3	2	1	0
MEETING YOUR EXPECTATIONS.....	4	3	2	1	0
CONTENT LEVEL	4	3	2	1	0
DELIVERY.....	4	3	2	1	0
VOICE QUALITY.....	4	3	2	1	0
HOLDING YOUR INTEREST.....	4	3	2	1	0
APPROPRIATE AUDIOVISUALS	4	3	2	1	0
EFFECTIVE AUDIOVISUALS.....	4	3	2	1	0
OVERALL EVALUATION OF SPEAKERS	4	3	2	1	0
OVERALL EVALUATION OF THE PROGRAM	4	3	2	1	0

SHOULD THIS SPEAKER BE INVITED FOR FUTURE MEETINGS? YES NO

WHAT TOPICS INTEREST YOU FOR THE FUTURE? _____

COMMENTS (use reverse if you need additional space): _____

NAME (REQUESTED BUT NOT REQUIRED—PLEASE PRINT): _____

Sponsored by the preferred provider
of financing for members of the
Chicago Dental Society



GE
Healthcare Financial Services

DO NOT FOLD CARD. FOR CDS PERMANENT FILES.

RETURN EVALUATION CARD TO:
Chicago Dental Society
Aloysius F. Kleszynski, DDS
401 N. Michigan Ave., Suite 200
Chicago, IL 60611-5585

UNDERSTANDING THE PROBLEMS

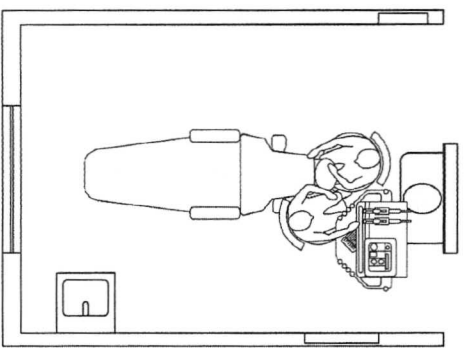
1. Bottlenecks – the goal is to establish flow
 - a. Cross training
 - i. Assistants and hygiene
 - ii. Clinical and clerical staff
 - b. Flexible production
 - i. Don't target production to rooms
 - ii. Don't assign assistants to rooms
2. Managing stuff
 - a. It's not just how much you have, it's where you have it
 - i. Warehousing
 - ii. Manufacturing
 - b. You must have a clear, *visually inspectable*, system
 - i. What you hide you cannot inventory
 - ii. The more of a product you store, the less likely you are to have control of the inventory
3. Complexity slows progress
 - a. Room turnaround
 - b. Sterilization
 - c. Treatment time
4. Patients need comfort and control
 - a. A relaxed patient is much easier to treat
 - b. A simple way to help a patient relax is to give them control of their environment
 - c. Hide the scary stuff
5. Ergonomics
 - a. Biomechanics
 - b. Organization for performance

A DOZEN PROJECTS TO MAKE THINGS BETTER

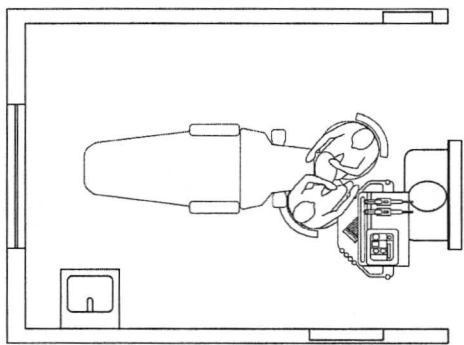
<p>1. Fix sterilization</p> <ul style="list-style-type: none">• Organize for flow• Consolidate setups• Convert to cassettes	<p>7. Enhance AV access</p> <ul style="list-style-type: none">• Whole office computerization• Dual treatment room monitors• Cameras where you need them
<p>2. Make inventory easy</p> <ul style="list-style-type: none">• Simplify and use best-in-class products• Create central resupply area with six weeks of inventory• Pursue visual restocking	<p>8. Light where you need it</p> <ul style="list-style-type: none">• Reduce glare to the patient• Improve task lighting• Permit natural light where possible
<p>3. Simplify shipping and receiving</p> <ul style="list-style-type: none">• Streamline supply ordering• Create a system for lab shipping and tracking• Involve your scheduling coordinator	<p>9. The customer is king</p> <ul style="list-style-type: none">• Controllable TV or video for every patient• Great patient seating• Increase operatory privacy
<p>4. Empty your drawers & gather your stuff</p> <ul style="list-style-type: none">• Eliminate redundant storage• Convert to compact bins & tubs• Convert drawers to slots for equipment• Move bulky gloves and bibs in or on wall• Use drawers for <i>bulk</i> storage only if office has inadequate closet space	<p>10. Give hygiene a home</p> <ul style="list-style-type: none">• Increase in-room autonomy• Permit hygiene to have inclusive operatories• Mix hygiene and doctor rooms.
<p>5. Mobilize your specialty procedures</p> <ul style="list-style-type: none">• Convert to highly mobile carts with power supplies• Organize carts by use groups (i.e., Endo, OS, etc.)• Clear pathways for access	<p>11. Fabulous four-handed practice</p> <ul style="list-style-type: none">• Reduce range of motion• Throw out the belly bar• This is ballet
<p>6. Make room turnaround fast</p> <ul style="list-style-type: none">• No instruments in drawers• Minimize surfaces to disinfect (throw out the cabinets)• Condense rooms to permit increased room count	<p>12. There's a time for two hands</p> <ul style="list-style-type: none">• If you have to walk, it's too far off• A great four to two hand setup is ambidextrous

Doctor & Assistant Treatment Positions

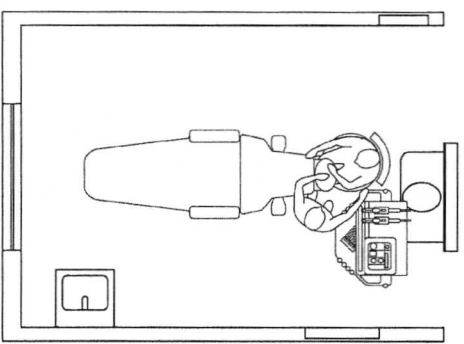
Side Saddle



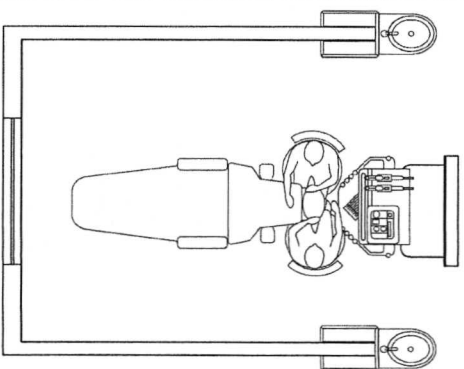
Leg Overlap



Standing



Reverse Overlap



PROS:

- Easy to enter and exit procedures
- Allows class IV & V motion ("pinwheel")
- Doctor operates from familiar position
- Provides wide range of operator motion

CONS:

- The least efficient four-handed positioning
- Ergonomically challenging for assistants
- Generally requires belly bar use

PROS:

- Brings assistant much closer to treatment field
- Allows greater assistant treatment acuity
- Doctor operates from familiar position

CONS:

- Slower entry and exit during procedure

PROS:

- Easy to enter and exit procedures
- Allows class IV & V motion ("pinwheel")
- Provides wide range of operator motion
- May alleviate doctor and assistant height mismatch

CONS:

- Tiring during long procedures
- May create doctor and assistant height mismatch

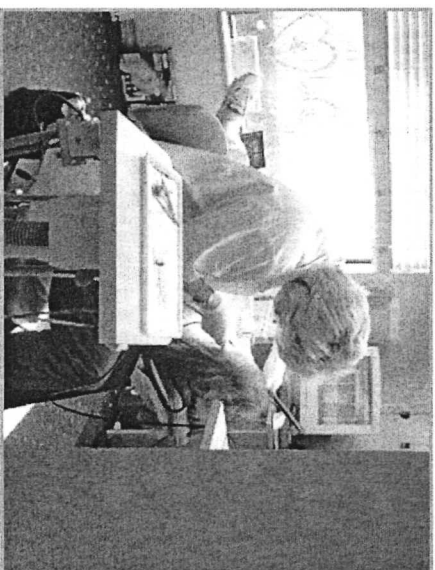
PROS:

- Brings assistant much closer to treatment field
- Allows greater assistant treatment acuity
- Excellent for lower arch treatment

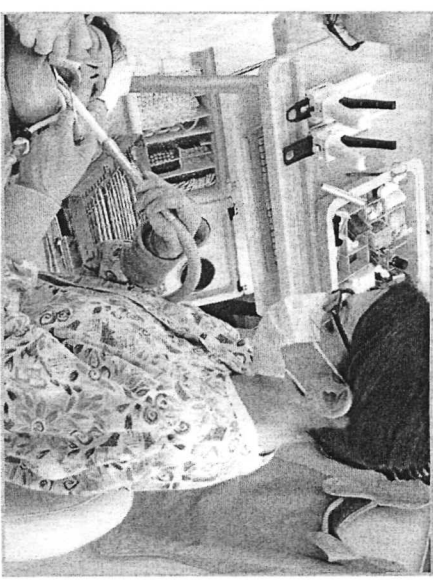
CONS:

- Slower entry and exit during procedure
- Doctor operates best from 7-10 o'clock zone

Postures



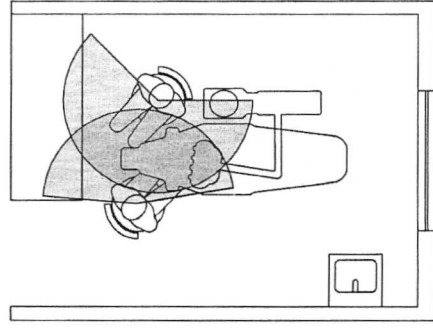
Uncomfortable Operator, Hygiene & Assistant Postures



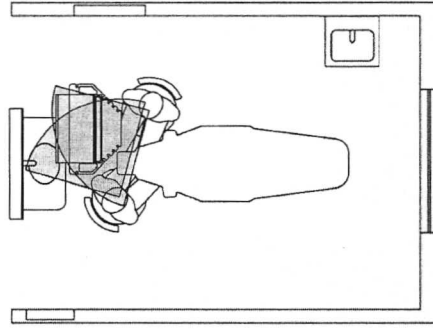
Comfortable Postures

Dental Delivery Methods

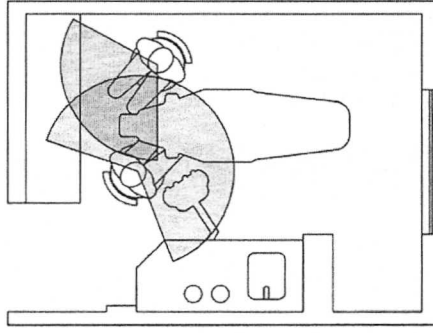
Over The Patient



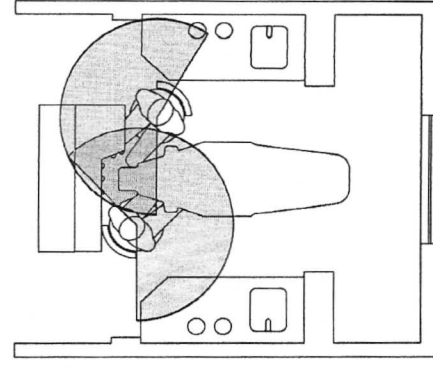
Over The Head



Side



Rear



PROS:

- Smaller room size
- Inexpensive to equip
- Space available for specialty equip.
- Handpieces at fingertips from the 12 o'clock position

CONS:

- Disinfection/cleaning of treatment space is labor intensive
- Dr. and assistant must work with >180° range of motion
- Asst. trapped in room during proc.
- Dental equipment intrusive to patients visual/personal space
- Room must be heavily stocked
- R/L convertibility fair to poor depending on unit selected
- Dr. or asst. cannot reach all supplies
- Inefficient from the 7 o'clock position

PROS:

- Smaller room size
- Patients less threatened by handpieces than with O.T.P delivery

CONS:

- Disinfection / cleaning of treatment space is labor intensive
- Dr. and assistant must work with >180° range of motion
- Assistant trapped in room
- Room must be heavily stocked
- R/L convertibility poor
- Dr. or asst. cannot reach all supplies
- Specialty equipment cannot be mobility deployed

PROS:

- Assistant free to circulate
- Space available for specialty equip.
- Patients not threatened by the sight of handpieces
- Good for dentistry from 7 o'clock position, O.K. from 11 o'clock
- Good R/L convertibility is possible

CONS:

- Disinfection / cleaning of treatment space is very labor intensive
- Dr. and assistant must work with >180° range of motion
- Room must be heavily stocked
- Dr. or asst. cannot reach all supplies

Technology & Ergonomic Source List

TYPE OF SOURCE	COMPANIES
Clinical Bins	<ul style="list-style-type: none"> - Akro (market@po.akro-mils.com) - Lewis (info@lewisbins.com)
Clinical Tubs	<ul style="list-style-type: none"> - Ergonomic Products (equip@ergonomic-products.com) - Zirc (zirc@zirc.com)
Computer & TV Brackets	<ul style="list-style-type: none"> - Cyberguys (info@cyberguys.com) - Ergonomic Products (equip@ergonomic-products.com) - Ergotron (sales@ergotron.com)
Design Companies	<ul style="list-style-type: none"> - Design/Ergonomics (bestdesign@desergo.com) - THE Design (fromtheweb@thedesign.com) - Unthank Design Group (mike@unthank.com)
Ergonomic Equipment	<ul style="list-style-type: none"> - Danse (danse@coburndental.com) - Ergonomic Products (equip@ergonomic-products.com) - Morita (info@jmoritaua.com) - HSP, Inc. (hspinc@vwwisp.com)
Ergonomic Sources	<ul style="list-style-type: none"> - "Applied Industrial Ergonomics" – book by Humantech (info@humantech.com) - "Humanscale" – book by Niels Diffrient - "An Introduction To Ergonomics: Risk Factors, MSDs, Approaches & Interventions" – paper by the ADA's EDSAC - "Work Simplification In Dental Practice" – book by Dr. Harold C. Kilpatrick
Instrument Washer	<ul style="list-style-type: none"> - Bosch - www.boschappliances.com (800) 944-2904 - Miele (products@mieleusa.com)
Patient Chairs	<ul style="list-style-type: none"> - Dental Eze (kfox@dentalez.com) - Ergonomic Products (equip@ergonomic-products.com) - www.buydentalequipment.com (used Pelton & Crane Chairmans)
Patient Lights	<ul style="list-style-type: none"> - A-Dec (www.a-dec.com) - Belmont (rswain@belmontequip.com) - Ergonomic Products (equip@ergonomic-products.com) - Pelton Crane (capplegate@pelton.net)
Practitioner Seating	<ul style="list-style-type: none"> - Brewer (sales@brewercompany.com) - Crown (info@crownseating.com) - Ergonomic Products (equip@ergonomic-products.com) - RGP Dental (stools@rgpdental.com)
High Capacity Sterilizers	<ul style="list-style-type: none"> - Midmark (marketingrepresentative@midmark.com) - Tuttinauer (info@tuttinauer.com)

17 ELEMENTS OF AN ATTRACTIVE, COMFORTABLE & HIGHLY PRODUCTIVE OFFICE

1. Clearly identifiable patient entrance
2. Staff entrance screened from view
3. Immediate visual and physical access to the front desk upon office entry
4. Waiting room seating removed from primary traffic flow
5. Patient bath visible to, but removed from, waiting room seating
6. The major proportion of the open front desk does not face the waiting room seating
7. Conference room accessible by the doctor without passing into waiting room or front desk space
8. Conference room location minimally exposes patient to treatment room noise
9. Treatment rooms isolated from the front desk
10. Treatment room alignment does not channel noises from room to room
11. Treatment area is compact, minimizing segregation of doctor and hygiene staff
12. Doctor's office near treatment rooms for easy management
13. Space for mobilization of technology
14. Sterilization, lab and resupply areas in close physical proximity to treatment rooms
15. Radiology areas do not block traffic flow when in use
16. Staff lounge isolated from clinical and business areas
17. Expansion easily accommodated with minimal practice disruption