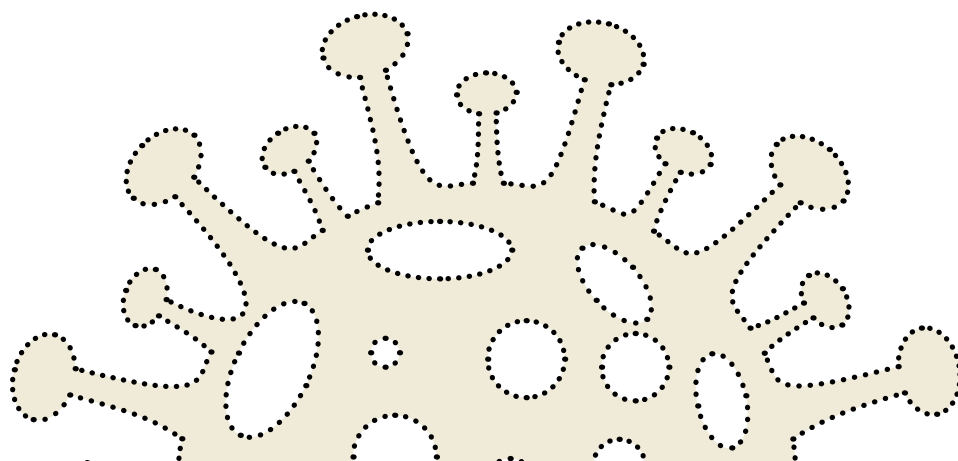


# contactPOINT

UNIVERSITY OF THE PACIFIC ARTHUR A. DUGONI SCHOOL OF DENTISTRY | VOL 100 • NO 2 | AUTUMN 2020



# CONTENTS

CONTACTPOINTAUTUMN2020

3 From the Dean

4 Current Issue

9 Faculty Profile

12 Around Campus

28 Alumni Profile

31 Alumni Scene

36 Philanthropy

40 Old School

## LEADERSHIP DURING A GLOBAL PANDEMIC

The COVID-19 pandemic has changed the way we live, work and interact with each other. Writer Kristen Mickelwait explores how Dean Nader Nadershahi has led the dental school during this challenging time and how the Crisis Management Team collaborated to implement many new protocols to protect and serve the dental school community.

14

20

## NATIONAL EXPERT ON STAFF

Eve Cuny, a 35-year dental school veteran, is a nationally renowned leader in infection control. Learn about her career, her expertise and how she has led environmental health and safety initiatives at the dental school during the COVID-19 pandemic.

## A FIRST FOR DUGONI SCHOOL GRADUATES

Each year, thousands of dental students take the Western Regional Examining Board (WREB) licensure exam. But how would students take the WREB exam during a global health crisis? Discover how the Dugoni School of Dentistry partnered with various dental organizations to advocate for a change: the first simulation-based WREB exam.

24

## ARTHUR A. DUGONI '48, DDS, MSD, DEAN EMERITUS 1925 - 2020

Arthur Albert Dugoni, an orthodontist, dental educator, organized dentistry leader and beloved dean for 28 years, passed away on September 23, 2020 at his home in Palo Alto, California. He was 95. This charismatic leader championed a student-centered, humanistic approach to dental education that became a national model for other universities. His remarkable life, rooted in family, service and leadership, inspired countless people across the globe. The spring 2021 issue of *Contact Point* will be dedicated to the life and legacy of Dr. Arthur A. Dugoni.

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Saturday, December 12, 2020 | 10:00 a.m.

Visit [dental.pacific.edu/dugonimemorial](https://dental.pacific.edu/dugonimemorial) for details.

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## HELPING PEOPLE LEAD HEALTHY LIVES

### NADER A. NADERSHAHI, DEAN Profiles in Courage

After finalizing this issue, we received sad news about the passing of Dr. Arthur A. Dugoni '48 on September 23, at the age of 95. Please see the inside front cover for the link to a special In Memoriam website. We are planning a virtual celebration of life on Saturday, December 12 for all members of the Dugoni School family and dental profession. Our spring issue of *Contact Point* will be dedicated to the life, legacy and impact of Dr. Dugoni—a teacher, friend, mentor and inspiration to us all.

As I reflect on recent months of what the Dugoni School and our society have gone through—and all that is ahead of us—one of the values that comes to mind is courage.

Courage, woven into the fabric that supports our humanistic education, is one of our core values. Courage involves taking risks—doing what is right, not just what is easy. It took courage to step out of our comfort zones to deliver our dental curriculum in new ways and to learn the new infection control protocols in the clinics as a result of the COVID-19 pandemic. It took courage to find new ways to communicate, shop for groceries and other essentials, exercise and perform other daily activities behind our face coverings using our sanitizer-scented hands. It took—and continues to take—courage to handle the daily news and stay strong physically and mentally while facing this pandemic.

As the Dugoni School navigated through the uncertainties of the past several months, many of our other qualities also shone through. In this issue, you will read how the Dugoni School family rallied to make sure our graduates became licensed by hosting our first simulation-based WREB exam. You will see examples of our crisis management in action and learn more about how so many individuals showed their leadership in such challenging times.

The story of the pandemic is far from over. However, we will build a better future and emerge even stronger than before. We are embracing innovation in teaching, patient care and our use of technology. We are pursuing research opportunities to understand the pandemic's impact on oral health. We are reshaping the curriculum to prepare graduates to lead in the evolution of oral health care.

The Dugoni School of Dentistry family is strong, resilient and courageous. Our commitment to excellence and a world-class dental education remains at the forefront. A pandemic tried to get in our way, but our family rose to the challenge by harnessing their courage. I have never been prouder of being a part of this great organization.

“Fear is a reaction. Courage is a decision.” —Winston Churchill

Nader A. Nadershahi '94, MBA, EdD  
Dean



PHOTO BY JON DRAPER



**Dr. Gallagher Named Associate Dean for Clinical Services and Chair of Clinical Oral Health Care**

Following a national search, the Arthur A. Dugoni School of Dentistry recently announced the selection of Des Gallagher, DDS, MA, MFGDP (UK), as the school's associate dean for clinical services and chair of the Department of Clinical Oral Health Care.

Gallagher brings extensive experience to these roles. He served as interim associate dean for clinical services and interim chair of the Department of Clinical Oral Health Care since July 2019, in addition to his former position as executive associate dean. He helped transition and strengthen the school's clinical care and education model, and has been an integral part of the school's response to the COVID-19 pandemic as a member of the Crisis Management Team.

Prior to his previous appointments, he was an assistant professor and group practice leader (GPL) in the Department of Dental Practice at the Dugoni School of Dentistry. As a GPL, Gallagher was involved in the daily patient management and competency development of 40+ students as they progressed through the clinical component of the DDS program. He was the course director for the Emergency Care course and coordinator for faculty and student experience, and co-directed the Patient Management and Clinical Judgment course with the other GPLs. He has served on

many committees, including the Strategic Planning and the Competency Writing Group, and was chair of the Dental Faculty Council.

Gallagher earned his dental degree from the University of Wales College of Medicine School of Dentistry in 1994 and began his military career in Germany in a General Dentistry and Anesthesiology program. During his seven years of active service, he undertook several operational tours. After military service, he established a dental office and completed a two-year diploma program in clinical dentistry at Trinity College Dublin School of Dentistry before joining their faculty as a part-time clinical instructor. In 2012, he became a full-time GPL at the Dugoni School of Dentistry.

In 2015, he completed his master's degree in dental education with Pacific's Benerd College and the Academy of Academic Leadership (AAL). In 2018, he completed

the ADEA Leadership Institute's year-long program designed to develop the nation's most promising individuals at academic dental institutions to become future leaders in dental and higher education. He is a presenter for AAL's Center for Advancing Learning and Teaching, a professional development program designed specifically for faculty members at the Dugoni School of Dentistry. He has served as a volunteer test constructor for the Dental Licensure Objective Structured Clinical Examination and an examiner for the License in Dental Surgery at the Royal College of Surgeons of England.



PHOTO BY RAYBEL RAMOS

Gallagher has been inducted into Phi Kappa Phi and is a fellow of the International College of Dentists and American College of Dentists. He also received an Excellence in Teaching Award from the Associated Student Body.

"Dr. Gallagher knows our talented people, excellent programs and humanistic culture very well," said Dean Nader A. Nadershahi '94. "I know he will do a great job overseeing our clinical operations and will help us continue to define new standards for clinical care delivery and education as we progress toward achieving our strategic priorities and purpose as a school."

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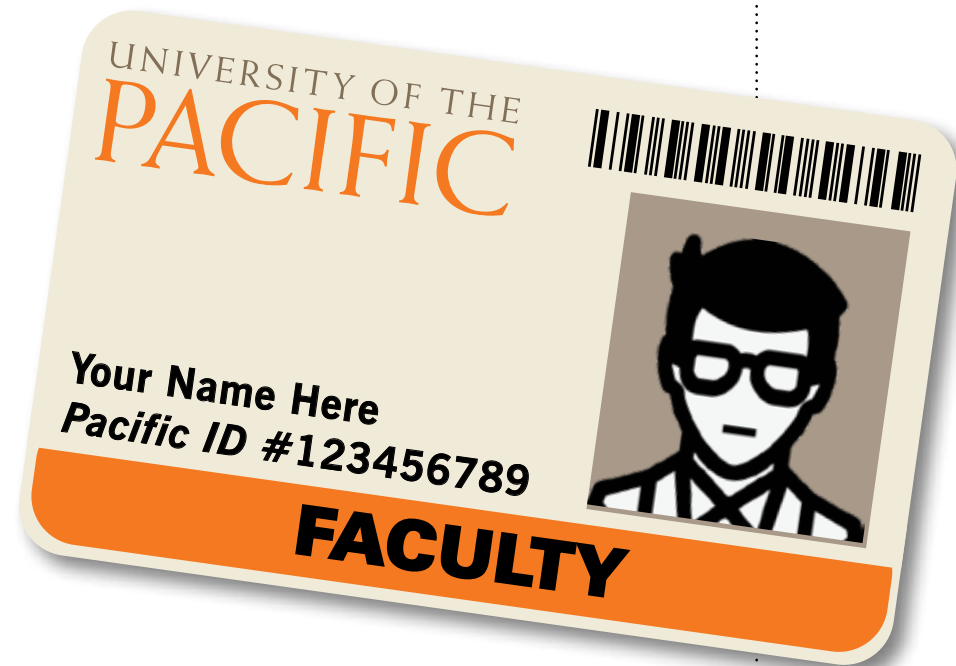


PHOTO BY JON DRAPER



### Strong Licensure Exam Results Show Strength of Clinical Education



PHOTOS BY JON DRAPER

Despite all the disruption to their education this year, students at the Arthur A. Dugoni School of Dentistry had a strong showing on licensure exams, allowing them a timely transition to the next phase of their education and careers.

The Western Regional Examining Board (WREB) for dental hygiene was held at the Dugoni School of Dentistry on July 18. All 10 of the students in the Dental Hygiene Class of 2020 passed the exam, making them the first class to pass the WREB exam with a 100% pass rate since the clinical portion of the program moved to the San Francisco campus in 2017.

“Our class has had an eventful year and hand-scaling during the live patient WREB was our last challenge,” said Dental Hygiene Class of 2020 President Stephanie Tu. “This just goes to show our resilience and determination as a class and how we turned adversity into success.”

**All 10 of the students in the Dental Hygiene Class of 2020 passed the exam, making them the first class to pass the WREB exam with a 100% pass rate since the clinical portion of the program moved to the San Francisco campus in 2017.**

One hundred forty-two DDS and IDS students from the Class of 2020 were among the first to sit for a non-patient-based WREB exam held June 6 – 8. The group achieved an excellent pass rate of 97%.

Another recent exam opportunity also demonstrated the strength of the Dugoni School of Dentistry’s clinical education. Members of the Class of 2021 challenged the prosthodontic component of the ADEX clinical licensure examination on July 8. The ADEX examination has been approved for initial licensure in California and this was the first time the Dugoni School of Dentistry offered this exam. Seventy-six students from the DDS and IDS 2021 classes took advantage of this opportunity and achieved a 100% pass rate.

Representatives from the Commission on Dental Competency Assessments, who administer the ADEX, commented on how well prepared the students were and that a 100% prosthodontic pass rate is a significant achievement. Ultimately, this reflects highly on the Dugoni School of Dentistry’s faculty and teaching, and the efforts by the school’s outstanding students.



### Central Valley Student Receives EMC Health Foundation Scholarship

Jaskirth (Jazz) Pamma, a first-year dental student at the Arthur A. Dugoni School of Dentistry, recently received a \$360,000 full-tuition scholarship from the Emanuel Medical Center (EMC) Health Foundation to fund her education in the DDS program.

Pamma, Class of 2023, who is from Atwater in Merced County, California, received the scholarship grant and started studying at the dental school in July. In exchange, upon graduation, she will spend four years practicing dentistry in the Central Valley to serve

funds from this grant will provide rigorous academic and experiential learning opportunities to Pamma, while also addressing the needs of these populations and lowering the barrier to access for uninsured and low-income patients.

“We are thrilled to partner with the Arthur A. Dugoni School of Dentistry to create



The moment Jazz Pamma, Class of 2023, receives the news of her scholarship award via Zoom.

Jaskirth Pamma

the health needs of local residents, particularly the uninsured, Medi-Cal and Medicare patients.

“I am truly humbled and honored to receive the EMC Health Foundation Scholarship,” Pamma commented. “This rare opportunity to receive recognition for my hard work and commitment to providing equitable health care empowers me to achieve a lifelong dream. I’m excited to begin my journey and to serve my community.”

Central Valley residents will benefit from this grant, which will ultimately bring Pamma back to the area to provide dental care to low-income residents in Merced and Stanislaus Counties, a region where oral disease is prevalent. There is a severe shortage of dental practitioners in Merced County, which limits access to necessary preventive care and other dental services in the area. Scholarship

this scholarship opportunity,” said Jeffrey Lewis, president and CEO of the EMC Health Foundation. “It is the first step in helping ensure that every citizen in Northern Merced County has access to quality and affordable dental care.”

“This is a life-changing scholarship that will have a real impact on the health of some of California’s most in-need communities,” said Dr. Nader A. Nadershahi ’94, dean of the Dugoni School of Dentistry. “We thank the Emanuel Medical Center Foundation for their partnership and strong support of Jazz Pamma, our school and the wider community.”





### Dugoni School Holds Virtual Awards Program to Celebrate Class of 2020

A Virtual Awards Ceremony celebrating the Class of 2020 was held on Sunday, June 14 in honor of graduates of the Doctor of Dental Surgery, International Dental Studies, Endodontic residency and Dental Hygiene programs.

During the live virtual program and celebration, a variety of student awards were presented with the winners being spotlighted on Zoom. Class leaders announced the faculty and staff awards. The program also included awards for the 22nd annual OKU-Sutro Excellence Day. This awards program is a long-standing tradition that provides an opportunity for the Dugoni School of Dentistry family to share research, clinical and community service achievements. Students' outstanding Personalized Instruction Program projects were also highlighted.

"Congratulations to the Class of 2020! You have shown your passion and resilience through your time with us and especially during the last few months with the COVID-19 pandemic and the calls for all of us to focus on solving the social and health inequities in our community and in our nation," said Dean Nader A. Nadershahi '94 during the virtual program.



"Your education and your world have changed you. You have the values and the grit to succeed and we are so incredibly proud of the Class of 2020."

## Dr. Ronald Borer | A Living Legend

By Marianne Sampogna Jacobson

Dr. Ron Borer, former associate dean for clinical services, has been an upbeat inspiration to Dugoni School of Dentistry students and alumni for decades. "His dedication to education is well known and he is fondly regarded as one of Pacific's 'living legends.' He encouraged students to reach their potential while maintaining student dignity, respect and self-esteem," said the late Dr. Arthur A. Dugoni '48, dean emeritus, on the contributions Borer has made to the dental school.

Borer strove to know each student individually, including their unique strengths and development areas. His students remember his lessons decades later. Dr. Judee Tippett-Whyte '86, president-elect of the California Dental Association, shared, "Dr. Borer taught me to always remain calm when procedures aren't going as

planned. He taught much more than just clinical skills. He was one of my greatest 'cheerleaders' and one of the many reasons I can say I loved dental school!"

Born in Ohio, Borer "played just about every sport in the world." He parlayed his love of sports into a college football career at Xavier University where he graduated in 1957. He then attended Loyola University Dental School in Chicago, graduating in 1961. His family dentist in Fremont, Ohio, Dr. Nunemaker, inspired Borer to pursue dentistry and became Borer's mentor. Borer



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spent a great deal of time with Nunemaker and his wife at their dental office learning how they ran their practice and managed a healthy, work-life balance.

After dental school, Borer joined the U.S. Navy. He was stationed in San Diego, California, where he was trained in the specialty of endodontics. In 1968, Borer returned to Cincinnati and built a thriving practice over 10 years, where he thoroughly enjoyed caring for his patients. Borer also had a passion for working with students and began teaching at the University of Kentucky College of Dentistry. Borer was satisfied with his private practice but realized he loved teaching even more.

Thus, when dental school classmate Dr. Jim Pride, an associate dean at Pacific's School of Dentistry, asked Borer to join him in San Francisco to launch a new strategic teaching initiative, he was intrigued. It took coaxing from Pride, but Borer finally accepted. Together, in 1971, they helped launch the most significant curricular program in the school's history. Borer was one of the

### Borer strove to know each student individually, including their unique strengths and development areas.

group practice administrators to implement the comprehensive patient care model, a core part of the current Dugoni School of Dentistry education and now the gold standard for clinics everywhere. Dr. Richard E. Fredekind, former associate dean for clinical services, summarized Borer's lasting impact, "For years, the University of the Pacific School of Dentistry has been well known for the strength of its clinical programs. Dr. Borer was instrumental in developing and nurturing this image."

Borer contributed to the dental school in many ways, helping create the new core team structure, teaching for nearly 30 years and founding the Ronald F. Borer Endowment for Endodontics. For his outstanding contributions and service, he was recognized with the Alumni Association's Medallion of Distinction in 1998 and the University's prestigious Order of the Pacific in 2001.

According to friend and colleague, Dr. Joseph Schulz, "Ron is unselfish with his time and gave genuine care to all students during his long career at the Dugoni dental school." Schulz emphasized Borer's devotion to teaching, sharing that he learned the incoming students' names before the first day of school to address them personally from day one. Students were impressed and this

gesture led to an impactful student-teacher relationship. Echoing that, Fredekind remarked, "Paying attention to how Ron worked with people taught me so much about education and helping people reach their full potential."

As well as being a superlative instructor, Borer has a fun side and a contagious laugh. He hosted an annual beer and hot dog social for first-year students at a local pub to celebrate the completion of the required pre-clinical endodontic lab block, which became a much anticipated gathering for students and faculty to socialize.

Another alumnus, Dr. James D. Stephens '82, admirably recalled, "Dr. Borer was a significant presence in the dental clinic. He

was a steady instructor with a gentle manner who gave clear and succinct instruction.

His many years of teaching and distinguished service helped the Dugoni School of Dentistry become one of the most respected dental schools in the world."



Borer fell in love with the wine country and bought a home in Sonoma in the 1990s, where he currently resides. Since his retirement in 2000, he has played lots of tennis and golf and has had many memorable

outings with friends and Dugoni School of Dentistry alumni with whom he stays in touch. Borer expressed delight that his own dentist, Dr. Philip Gruell '72, is a former student. Reflecting on his choice of profession, Borer is completely content. "I wouldn't have wanted to be anything else."

*Marianne Jacobson, BA, MBA, is a freelance writer from Marin County.*



# AROUND CAMPUS



Dark as night—smoke from California wildfires covers the Bay Area

PHOTO BY DAN VUIC



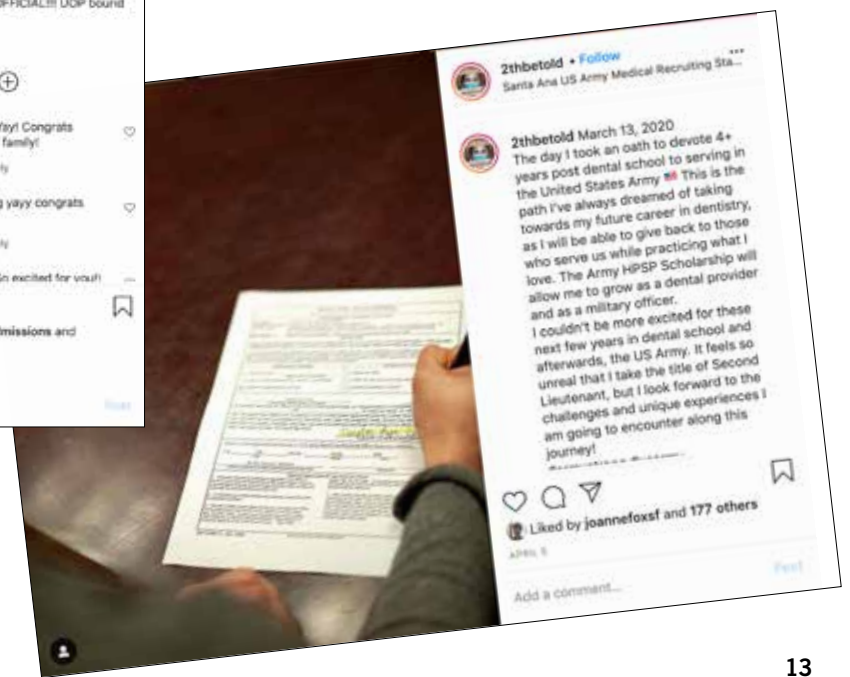
PHOTO BY SEPAND KHALILI



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Follow along on Taylor Cone's, Class of 2023, Instagram journey from Dugoni Discovery Day to signing her military obligation and accepting her offer to attend the Dugoni School of Dentistry.





# The Big Pivot

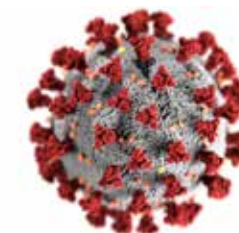
Three Articles Showcase How the Dugoni School Changed Dental Education in the Time of COVID-19



## Opportunity in Crisis

By Kirsten Mickelwait

In mid-March 2020, when the country began responding to the COVID-19 pandemic with shelter-in-place directives, dental facilities were among those most seriously hit. The Centers for Disease Control (CDC) warned that “dental settings have unique characteristics that warrant specific infection control considerations.” The American Dental Association (ADA) advised dental practices to close their offices to all but emergency care, and many closed entirely. For an institution like the Arthur A. Dugoni School of Dentistry, with nearly 550 students and residents, hundreds of faculty and staff members and thousands of patients, the implications were clearly deep and far-reaching. How could dentistry be taught effectively in the time of COVID-19? And how could the Dugoni School of Dentistry approach this crisis in alignment with its defining characteristic of humanism?





## Compassionate Leadership

“This challenging time has sharpened our focus on the needs of our students and residents, and our sensitivity to the challenges many families have been facing during the pandemic,” says Dean Nader A. Nadershahi ’94. “We’ve deepened our respect for each other and our unique needs as students, faculty, staff, patients, alumni and friends. Flexibility, open communication and transparency have been more important than ever.”



PHOTO BY RAYBEL RAMOS

Nadershahi has also led the school to become an invaluable resource during the nationwide quarantine, demonstrating best practices in policies and procedures on how to reopen that other schools have followed. He currently chairs the Council of Deans for the American Dental Education Association and meets bi-weekly via video conference with all dental school and military deans throughout North America. He is part of the COVID-19 Public-Private Partner Dental Coordinate Group, organized by the assistant surgeon general and chief dental officer of the U.S. Public Health Service, and has worked closely with the task force on accreditation that was formed to address the needs of students and dental education programs related to COVID-19 as well as with the California Dental Association, Dental Board of California and other testing agencies. Because of the Dugoni School of Dentistry’s accelerated academic calendar, it was among the very first dental schools to resume clinical operations after sheltering in place.

Within the school, Nadershahi has “walked the walk” of open communication. He has sent daily email messages to the entire dental school community with campus resumption plans, clinical

and academic updates and words of encouragement and inspiration. He’s made calls to check in with stakeholders from managers to future students, connected with alumni through the Alumni Association’s Newsflash e-newsletter and has held regular Zoom meetings with student leaders, faculty, staff, alumni and other groups.

“Our focus has been to maintain our culture and sense of family even during times of physical distancing, remote work and virtual teaching,” Nadershahi says. “We’ve tried to provide a sense of stability and hope, and reminders about the importance of wellness.”

The success of Nadershahi’s efforts was reflected in a recent email from Dr. Mia Tittle ’18, an alumna who is currently in the Endodontic Residency program. “I’ve been amazed by the innovation, collaboration and devotion to clinical excellence shown by faculty and staff during these unprecedented times,” she writes. “Thanks to your incessant hard work, the Dugoni School has once again led the way for other institutions and dental schools across the nation. I want to thank you for continuing the legacy of humanism and integrating the importance of mental health awareness into the core of our culture at Pacific with the Peer Support program.”

A faculty member recognized Dean Nadershahi’s actions by simply stating, “That is what leadership looks like.”

## From Didactic to Remote Learning Overnight

Suddenly, schools around the world, from elementary through graduate level, discovered the term “distance learning.” “When the city’s first shelter-in-place directives were issued, we marshalled forces to transition our didactic courses to remote formats,” says Dr. Cindy Lyon ’86, associate dean for oral health education. “We had just enough time before the



PHOTO BY JOAN YOKOM

building closure for our instructional designer, Dr. Sinky Zheng, to orient our students and course directors to learning platforms and technology that could be used in the face of a quarantine.”

San Francisco’s stay-at-home orders were issued during finals week, requiring the postponement of exams to the following week. The dental school’s administrative and information technology teams reviewed, selected, purchased and installed software to expand the school’s electronic testing platform to include student identification verification and electronic proctoring. Staff, faculty and students were trained for the testing launch, and students were able to download enhanced security features and complete a mock examination before final exams were taken.

Because early city and state directives originally indicated just a three-week interruption, the didactic curriculum was front-loaded and transitioned online so that, upon returning to campus, maximum time could be dedicated to direct patient care and hands-on technique simulation. As the severity and length of the pandemic grew, class schedules were redesigned several more times before settling on a plan that allowed students to complete the final weeks of spring quarter in late June and early July.

Beginning in June, San Francisco city directives allowed some faculty and staff to come back onto campus to provide patient care and support simulation training. But didactic courses remained online, conducted both synchronously and asynchronously, and many included virtual breakout rooms

for small-group discussions or case presentations, as well as chat space for faculty/student interaction. Faculty members have been able to provide virtual office hours as well. A university-wide survey noted that, more than any other students at University of the Pacific, Dugoni School of Dentistry students appreciate online learning options.

“With the invaluable support of Dr. Zheng, many of our faculty were already providing high-quality online content before the pandemic,” Lyon explains. “Course directors were able to adopt a standardized online syllabus for easier student navigation and implement a number of new learning strategies. And, in addition to real-time training, Dr. Zheng curates an online web page with learning tools and tutorials that many in the extended dental education community can access and utilize.”

The dental school’s Division of Continuing Dental Education (CDE) pivoted quickly to shift its in-person lectures and symposia to live, interactive virtual programs. Despite the cancellation or postponement



of hands-on workshops, the Registered Dental Assistant in Extended Functions spring cohort was able to complete its 410-hour program, with the assurance that participants would be welcome to return to prepare in advance for state licensure exams. And the CDE team made some online webinars available at no cost to second- and third-year students in June.



PHOTO BY JOAN YOKOM

### Rethinking Emergency Care

Of course, dental emergencies don't recognize pandemics or quarantines. Following stringent guidelines from the ADA and San Francisco Department of Public Health (SFPDH), the Dugoni School of Dentistry's clinical team immediately adapted its protocols to conduct emergency care for existing patients in a new way. "Our wonderful ER team—led by Dr. Debra Woo '86 working with our former chair of endodontics, Dr. Ove Peters—developed a triage process, including the introduction of telehealth methods to access cases and a new appointment system," explains Dr. Des Gallagher, associate dean for clinical services and chair of the Department of Clinical Oral Health Care. "Initially, faculty triaged each case to determine the level of care required and whether the patient should be treated with medication or verbal directives. As we mitigated risk, patients who required in-person appointments were prescreened for symptoms. To ensure efficient and prompt care, our emergency team developed a second-level triage to provide

access to specialty care from oral surgery, pediatric dentistry and endodontic specialists."

From mid-March to the end of June, the Emergency Clinic treated approximately 150 patients per month, relieving pressure on local emergency rooms and allowing hospitals to focus on COVID-19 patients. Following SFPDH directives, on June 8 the clinics began resuming care in phases and clinical staff closely monitored the situation as it safely continued to grow its clinical patient load; by early August, it was back to about 45% capacity.

Of course, personal protective equipment (PPE)—both the supply and the required level of protection—and clinical hygiene became more critical than ever. As an internationally known expert in infection control, Eve Cuny—director of environmental health and safety, associate professor of diagnostic sciences and assistant dean of global initiatives—has been in regular contact with the CDC and other public health officials.

One major change, Cuny says, has been the use of N95 respirators instead of regular surgical masks when providing patient care, a move that required staff to undergo medical clearance, qualitative fit testing and training on how to wear and use a respirator. All patients undergoing procedures considered high risk for generating aerosols are asked to have a COVID-19 test immediately before their appointments. Upon arrival, patients are screened again for symptoms. And the dental school's information technology team developed an app that generates a QR code, scanned upon entry, that evaluates those symptoms.

"We've examined air flow in various areas of our clinics to determine the safest way to position patients," Cuny says. "Aerosol-generating procedures are only done in designated spaces, and we've supplemented our already excellent ventilation with HEPA-filter ventilation." Patients are treated as quickly as possible to minimize their time in the clinic, and the disinfecting of all clinical surfaces has been intensified.

### A New Approach to Board Exams

Meanwhile, the Class of 2020 was anticipating the Western Regional Examining Board (WREB) exam. "It soon became apparent that it wouldn't be possible to conduct a live, patient-based examination this year," Gallagher says. To solve this problem, Dean Nadershahi worked with the Dental Board of California to explore other options and to lobby for a non-patient exam. While many other schools had to delay the WREB exam, the Dugoni School of Dentistry was able to host a simulated examination during the first weekend in June. The school's building operations team reconfigured its third-floor clinic chairs for simulated patient care, providing expanded simulation capacity on two floors so that all students could complete the exam on campus in one weekend.

But the weekend before the exam was to be held, there were protests, rallies and civil unrest in San Francisco in the wake of George Floyd's death. A local curfew was imposed, making it even more difficult for students to attend practice sessions. Despite the mounting obstacles, "Our DDS and IDS graduating students were able to return to the building just days before the WREB exam to refresh their skills and prepare for this professional milestone," says Lyon. "Our extensive building preparations, safety precautions, faculty dedication, staff support and student resilience were on full display during this challenging time."

Once the WREB results were in, Dugoni School of Dentistry students celebrated a 97% pass rate. A few weeks later, dental hygiene students achieved a 100% pass rate. And current seniors in the Class of 2021 were able to take the prosthodontic portion of the ADEX exam and earned a 100% pass rate.

### You Changed the Ending

"In the midst of every crisis there lies great opportunity," Albert Einstein famously said. And that belief has been manifested across the entire Dugoni School of Dentistry community since the COVID-19 crisis began.

Dr. Alysia Mascolo '20 served as president of the graduating class and spoke at a recent Dugoni School Foundation Board Zoom meeting. "Our class went from planning our spring break trips and planning for the WREBs to the terrifying thoughts of sick families, unfinished patient cases and no idea if we would be graduating in

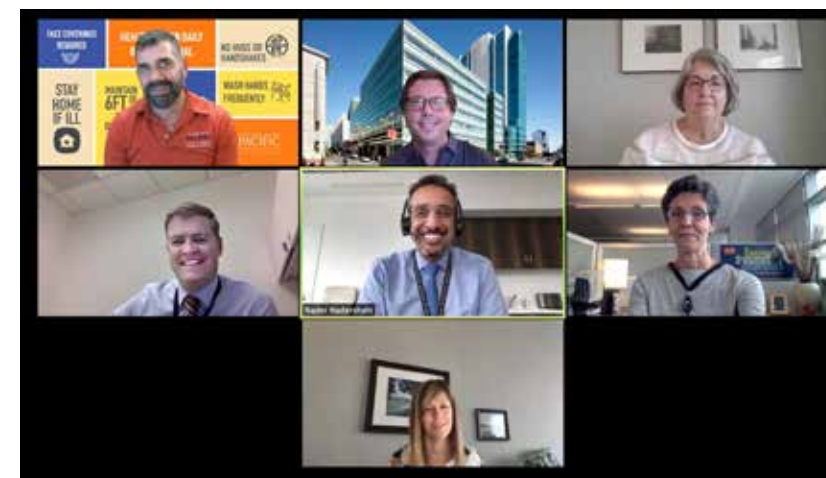
June," Mascolo said. "Within three weeks I was preparing our peers for an entirely new idea of school and dentistry. Every morning we would wake up with 50+ notifications waiting to be addressed."

Mascolo added during the Zoom meeting, "But with every new obstacle, there was a path forward from the Dugoni School family. From infection control to licensing, they got us back to campus to be one of the first classes to take the WREB simulated exams. All of the careful planning proved incredibly successful. I have classmates now working, or starting their residencies and specialty programs. These are all realities that might have only been ideas. I know that there are people on this call who played a role in this success and, when you listen to the stories of the Class of 2020, understand that it was you who changed the ending. You gave us the head start to our careers in dentistry. You reminded us why we chose the Dugoni School."

*Kirsten Mickelwait is a San Francisco-based copywriter, content provider and professional storyteller.*



### Crisis Management Team

- TOP ROW (l to r)** Raybel Ramos – Assistant Dean, SF Campus Information Technology  
 Dan Soine – Director of Marketing and Communications  
 Eve Cuny – Director of Environmental Health and Safety, Associate Professor of Diagnostic Sciences and Assistant Dean of Global Relations
- MIDDLE ROW** Dr. Des Gallagher – Associate Dean for Clinical Affairs and Chair of Clinical Oral Health Care  
 Dr. Nader A. Nadershahi '94 – Dean  
 Dr. Cindy Lyon '86 – Associate Dean, Oral Health Education
- BOTTOM ROW** Kara Bell – Assistant Dean, Human Resources & Support Operations and SF Campus Director





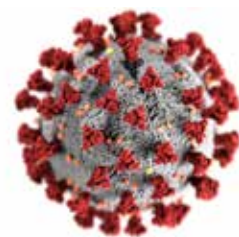
## MANDATORY FACE COVERINGS

 <p><b>DO:</b></p>	<ul style="list-style-type: none"> <li>• WASH AFTER USING</li> <li>• MAKE SURE YOU CAN BREATHE THROUGH IT</li> <li>• MAKE SURE IT COVERS YOUR NOSE AND MOUTH</li> <li>• WEAR IT IN THE BUILDING AND WHEN YOU GO OUT IN PUBLIC</li> </ul>
 <p><b>DON'T:</b></p>	<ul style="list-style-type: none"> <li>• USE IF UNDER 2 YEARS OLD</li> <li>• USE SURGICAL MASKS OR OTHER PPE INTENDED FOR HEALTHCARE WORKERS</li> </ul>

## Expert on Staff

By Jennifer Langham

Eve Cuny calls her career in infection control a “happy accident,” but it’s one that has spanned 35 years at the Arthur A. Dugoni School of Dentistry—positioning Cuny as a nationally renowned leader in the field with expertise that has guided the school’s pandemic response.



Wearing many hats at the Dugoni School of Dentistry—her current titles include director of environmental health and safety, associate professor in the Department of Diagnostic Sciences and assistant dean of global initiatives—Cuny has helped develop the school’s national reputation for infection control and put in place protocols during the pandemic allowing students to continue their education while keeping faculty, staff, students and patients safe.

Dean Nader A. Nadershahi ’94 says that Cuny’s life work has uniquely prepared her for COVID-19. “It’s almost as if she has spent her whole life preparing for this moment. She is someone who could help not just the Dugoni School family, but the profession and dental education broadly, with everything she has achieved, her background and the connections she has made.”

### The Preparation for this Moment

In the mid-1980s, after working as a dental assistant in private practice for eight years, Cuny took a job at the Dugoni School of Dentistry as a teaching assistant just before the HIV/AIDS epidemic began to sicken patients and affect healthcare systems throughout the world. Cuny recalls how the dental field had to adjust. “We didn’t wear any of the PPE that we use today—no gloves, no masks—and we were all learning together how to treat these patients,” she says. Cuny was asked to teach some courses on the subject and then to take over as infection control coordinator.

As Cuny put policies and procedures in place and trained faculty and staff across the dental school, infection control became integrated into the curriculum across the students’ three years at the Dugoni School of Dentistry. In contrast, at some dental schools there is no dedicated leader for infection control or the subject is not covered as extensively in the curriculum.

In 2001, Cuny earned her master’s degree in health services administration from St. Mary’s College. She says that appreciation for the importance of infection control at the Dugoni School of Dentistry has come from the top. “Leadership here has always supported infection control and recognized its importance as part of a safe environment for both patients and faculty, staff and students,” says Cuny.

Networking has enabled Cuny to share the Dugoni School of Dentistry’s success in the field of infection control and for her to learn best practices from others. As the head of global initiatives, Cuny has connections with colleagues around the world. Whether

working in Tanzania to refurbish the country’s only dental school or creating educational exchange opportunities for dental students in China, Cuny has helped create opportunities for dental knowledge to be shared globally.

On a national level, Cuny is active in organizations such as the American Dental Education Association and the Organization for Safety, Asepsis and Prevention (OSAP), where she serves on the board of directors.

And her involvement as an expert resource in the infection control community has only continued during the months of the COVID-19 pandemic. Of the more than 350 invited presentations on Cuny’s CV,



PHOTO BY JON DRAPER

she includes several webinars delivered to state and national dental and endodontic associations since the shelter-in-place order in mid-March.

### Dealing with a Pandemic

Like many healthcare professionals, Cuny has spent much of the last several months keeping up with the latest research on COVID-19 and applying that knowledge to the task of creating safe ways to care for



patients and educate the next generations of dentists. She was part of the team who created a phased-in plan for treating patients at the Dugoni School of Dentistry. A key step during the pandemic was working with local officials to get permission for students to work with dental manikins, especially for students trying to complete their studies in the spring.

“We wanted students to get practice doing procedures and building their hand skills so that they could be evaluated by faculty,” says Cuny. “We were looking for creative ways of providing clinical education in a situation where we knew we wouldn’t be able to have our normal volume of patients.”

Dr. Des Gallagher, associate dean for clinical services and chair of the Department of Clinical Oral Health Care, says that Cuny’s leadership was crucial in helping the school navigate the state and county stay-at-home orders. “She was really instrumental in

**Dean Nadershahi says that, in addition to all the professional accomplishments on her extensive resume, Cuny’s personal leadership qualities make her ideally situated to handle a time like this.**

working with the San Francisco Department of Public Health so that we could move forward to hold the Western Regional Examination Board (WREB) exam on campus to make sure that our Class of 2020 could graduate on time.” Other dental schools haven’t yet been able to deliver the WREB exam for their 2020 students, Gallagher says, “But the Dugoni School has licensed dentists out there, making a difference in California and beyond.”

The dental school held summer quarter classes with a mixture of online and in-person instruction, following constantly-updated protocols for safety. “We decided early on to decrease our clinic volume to 25-50% of previous patients, and we rotate students so that only half of them are on site at a time,” says Cuny.

### The Way Forward

Through Cuny’s network and communication with dental school colleagues from across the country, the Dugoni School of Dentistry’s experience in holding classes during summer quarter is serving as an example for other dental schools. Cuny says she fielded many calls from schools wanting to hear what protocols the Dugoni School of Dentistry had in place for instruction.

In her field, says Cuny, COVID-19 presents a grim chance for learning.



“This is an unfortunate opportunity, but attention is strongly on infection control right now, and I’m getting people to understand that change is not just procedural, it’s behavioral.” She explains that this behavioral change requires dental health professionals to become more self-aware when they are in a patient environment where everything they do and everything they touch affects the patient.

“I was always trying to get people to wash their hands, and thank goodness, now it’s happening,” Cuny says.

She remains optimistic about how dentists can come through the pandemic. “They have a really good track record with infection control, and I think with the heightened awareness they’re going to be even better.”

Much as the HIV/AIDS epidemic transformed the protocols of the dental profession in dealing with a bloodborne illness, Cuny predicts that COVID-19 will further change the standard precautions for caring for dental patients with possible respiratory illnesses.

**MASKS WITH VALVES ARE NOT ALLOWED**

**These kinds of masks DO NOT protect others**

Learn more about face coverings at [sf.gov/FaceCoverings](https://sf.gov/FaceCoverings)

**She’s level-headed and calm, she’s looking at the science and evaluating the evidence and she’s helping people find their way through.**

“There was a gap in how we educated students about transmission precautions for airborne and droplet transmission diseases,” she says. “Previously, we educated students to delay care if patients have respiratory illnesses because, with flu and similar illnesses, there will be symptoms. But, we’re seeing with COVID-19 it’s not as clear which patients may or may not have the illness.”

As a leader in national organizations monitoring the impact of COVID-19 on the dental profession, Cuny is aware of some of the ways the virus is affecting dentists out in the field. Difficulty in getting a comfortable supply of personal protective equipment (PPE) and reduced revenue from lower patient volume are examples.

But one of the biggest issues dentists are dealing with is uncertainty, says Cuny. “There’s just not enough information about the procedures which generate fine particles and whether or not there is an increased risk with these procedures.” She notes that the entire dental community needs more research and guidance on aerosols and methods of mitigating their effects.

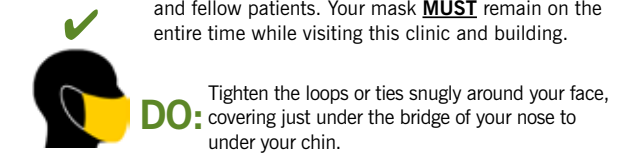
As research about aerosols adds to the knowledge dentists have about how best to protect themselves, their patients and their families, Cuny will continue guiding the Dugoni School of Dentistry community in best practices.

Dean Nadershahi says that, in addition to all the professional accomplishments on her extensive resume, Cuny’s personal leadership qualities make her ideally prepared to handle a time like this. “In a situation like COVID-19, when everyone is going crazy, Eve is exactly the kind of person you want involved,” Nadershahi says. “She’s level-headed and calm, she’s looking at the science and evaluating the evidence and she’s helping people find their way through.”

*Jennifer Langham is a contributor to Contact Point and other University of the Pacific publications.*

## FACE MASKS ARE REQUIRED

Please respect the health and safety of your providers and fellow patients. Your mask **MUST** remain on the entire time while visiting this clinic and building.



**Dugoni School Co-Sponsoring National Webinar for Dental Educators on Infection Prevention and CDC Guidance for Dental Settings**

June 8, 2020

The Arthur A. Dugoni School of Dentistry is proud to be the co-sponsor of a national webinar with the American Dental Education Association (ADEA) and the Organization for Safety Asepsis and Prevention (OSAP) to help prepare dental educators nationwide about infection control protocols in the era of COVID-19. Entitled “Interim Infection Prevention and CDC Guidance for Dental Settings,” the webinar was held on Monday, June 8 from 1:00 to 2:00 pm and was open to all ADEA members.

The current pandemic has brought many changes and raised many questions about infection control in dental settings. The speakers discussed some of the specific challenges dental schools face and how to carefully resume patient care and clinical education in the safest environment possible.

One of the two presenters is Eve Cuny, BA, MS, director of environmental health and safety, assistant dean for global relations and associate professor at the Dugoni School of Dentistry. She is an internationally recognized expert in infection control in dentistry and has been a key person in the school’s pandemic response planning. The other expert presenter is Michele Neuburger, DDS, MPH, a Dental Officer in CDC’s Division of Oral Health (DOH), where she focuses on issues related to infection prevention and control and dental public health.

The Dugoni School’s Continuing Dental Education department provided the platform and registration to make this event possible. One unit of CE credit was offered.

A recording of the webinar is available below.

	Level 1	Level 2	Level 3
Characteristics			
Bacterial filtration efficiency	95%	98%	99%
Fluid-resistant particulates (retention efficiency at 0.1 micron)	95%	98%	99%
Pressure drop, mm H <sub>2</sub> O (respirability)	<4.0 H <sub>2</sub> O	<5 mm H <sub>2</sub> O	<5.0 H <sub>2</sub> O
Resistance to penetration by synthetic blood (non-sterilizable)	80 mmHg	120 mmHg	160 mmHg
	Class 1	Class 2	Class 3

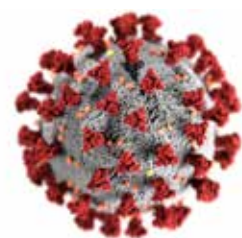




# Hitting a Major Milestone

By Dan Soine and Dr. David W. Chambers

The COVID-19 pandemic has caused dental schools across America to reimagine many aspects of their programs, including clinical operations, infection control, educational technology—and one of the first major milestones for dentists: initial licensure exams.



Due to the shelter-in-place orders in the San Francisco Bay Area, the Arthur A. Dugoni School of Dentistry needed to take a new approach for its spring quarter and to determine how it would prepare graduating students for these crucial exams. Routine dental care was not allowed during shelter-in-place, which meant that no patients could be scheduled and graduating students would not be able to treat their patients for the performance part of initial licensure examinations.

Dugoni School leadership worked closely with the Western Regional Examining Board (WREB) and the Dental Board of California to come up with options for the licensure exams. WREB is one of the five examination agencies for dentists and dental hygienists in the United States.

Dental degrees are granted by schools, based on a student's competency of being able to perform the skills expected of beginning practitioners, understand the scientific foundation for oral health care and exhibit appropriate professional values. All U.S. dental schools are accredited by the Commission on Dental Accreditation and must provide evidence that their curricula prepare students to meet competency for beginning practice and that schools have evaluation systems in place to ensure this.

Licensure is a commercial qualification regulated by individual states to provide standards of protection to consumers who cannot evaluate the quality of the work being performed. Financial advisors, building contractors, real estate agents and others are licensed. A branch of the state government, such as the Department of Consumer Affairs in California, sets regulations consistent with state laws, manages enrollment of licensees and monitors and disciplines them as appropriate. Members of licensing boards all serve as public members regardless of their professional qualifications.

The Arthur A. Dugoni School of Dentistry and other California dental schools used a simulation-based exam for the first time this spring. The manikin-based exam had the additional advantage of occurring during one weekend—June 6 to 8—at the Dugoni School of Dentistry campus in San Francisco. Typically, the patient-based exam is scheduled over two weekends with half the graduating class taking the exam one weekend and the other half taking it the subsequent weekend.

The Dugoni School of Dentistry's building operations and clinical operations teams worked diligently to prepare the dental clinics for this new approach. The school turned 72 of its dental clinic operatories on its third floor into simulation stations by removing the headrests and installing dental manikins to serve as patient simulators. This engineered solution allowed students and test takers to authentically simulate the patient care experience using exactly the same instrumentation and ergonomics used for direct patient care. Along with a host of safety measures for screening,

entry and flow through the building, the school also used a dental laboratory outfitted with simulation stations and ensured that students would have appropriate physical distance between them during the exam.

The new approach required a change in a California state regulation for licensure exams, so the Dugoni School of Dentistry worked with partner organizations to advocate for the change. The California Dental Association, American Student Dental Association, the Dugoni School of Dentistry and other California dental schools communicated the need for this modified exam to state leaders. This



advocacy supported licensure for the graduating students. Equally important, this advocacy allowed for these dentists to enter practice and begin addressing the pent-up need for oral health care in our communities after a prolonged sheltering in place. The Dental Board of California and California Department of Consumer Affairs ultimately approved the non-patient-based exam and allowed it to move forward.

At one time in history, each state constructed and administered its own licensure test. But recent years have seen major shifts in this model. Currently, there are five regional testing agencies and a test is being developed under the



leadership of the American Dental Association (ADA). There is no national standard. Only one state, Louisiana, administers its own performance examination. All states have unique standards for licensure that recognize results of some testing agencies but not others. For example, Delaware does not recognize the results of any examining agency and requires three years of practice in another state or completion of a general practice residency or

### Feedback about the simulated exam from students and examiners alike has been positive.

specialty program. The rules change constantly, and other states that recognized the traditional WREB examination process may not recognize the manikin model completed by Dugoni School of Dentistry students.

States have delegated performance testing to various examining agencies. These regional agencies are commercial organizations that charge candidates for examinations and use volunteer practicing dentists as graders. Most states require an additional written test covering the state's practice act. State licensing boards also require that candidates have passed the nationally standardized and validated National Board examinations that cover competency in the foundational knowledge of oral health care. They also require graduation from a U.S. accredited dental school and a verified criminal background check. States have various systems of granting licensure by reciprocity, based on successful practice in other states for certain periods of time. Of the many requirements for licensure to practice dentistry, state boards do not actually test or gather first-hand data on the qualifications of dentists, other than perhaps knowledge of the practice act. All of this is delegated to various entities, particularly the dental schools and commercial testing agencies.

Feedback about the simulated exam from students and examiners alike has been positive. The school's clinical leadership had a debriefing with the WREB chief examiner who was very complimentary about how well prepared the students were for this new exam format.

"It was definitely nerve-racking being one of the first classes to take the manikin-based exam, but the school did a great job of preparing us the week beforehand," said Dr. Leah Life '20. "I'm grateful we had the opportunity to take it so soon after the Dental Board of California approved the manikin-based exam. I think it was a great test of our abilities and our class did well."

A performance-based examination as a requirement for licensure in the health professions began in the early 1900s. It has been discontinued by all professions except dentistry. When dental schools were for-profit operations with very little clinical experience, independent testing of the graduate made eminent sense. William Gies, in his landmark 1926 study of education, thought the

practice had served its usefulness and was creating an unnecessary tangle of political and regulatory requirements. The period between 1940 and 1960 saw the publication of papers and reports by groups representing both education and boards working together on standards for

education and practice. Former Dean Dale Redig campaigned effectively for making the tests anonymous. Dean Emeritus Arthur A. Dugoni had long advocated for change, including licensure upon graduation. Dr. David W. Chambers was an early advocate for portfolio licensure where candidates submit documentation showing successful completion of representative procedures performed to board standards while in dental school.

Dr. Letitia Edwards '20 commented, "Being the first class in the nation to take an entirely manikin-based licensure examination felt like history in the making. Organized dentistry has been advocating for years to remove the patient-based components of



the licensing exams in lieu of a manikin portion, and we've finally done it! I hope that this will continue for years to come. I can't thank the Dugoni School family, WREB examiners and staff members enough for helping us in our journey to become licensed dentists. Everyone truly came together to ensure that the exam ran smoothly, without any hiccups, and that we could perform our best even under these turbulent circumstances."

The issues, of course, are validity and portability. Validity is a technical term for the degree to which scores on an examination provide robust predictions regarding future performance. In the case of licensure, the validity question is whether those with scores above a certain cut score on a licensure exam serve the public's oral healthcare needs while those below the cut score are a danger to the public. There are no published data in the peer-reviewed literature that supports this claim for past examinations' procedures or for any of the alternatives being considered as replacements.

Portability is the matter of whether qualifications for licensure in one state will be recognized in others. Historically, this has presented some challenges to increasingly mobile professionals. The regulations are not consistent across the country and change frequently. Some state boards have already discussed whether they will recognize licensure based on the ADA's new protocols or on manikin tests.

Each year in California, approximately 80 dentists have their licenses disciplined by the state board. That is roughly equivalent in number to half of each year's Dugoni School of Dentistry graduating class, although Pacific graduates are almost entirely absent from this group and half of dentists practicing in California did not attend dental school in the state. These records are available online. The leading causes are incomplete

### While the pandemic has caused much disruption, it has also allowed us to pursue innovative approaches to dental education and licensure.

records, overtreatment, overbilling, insurance fraud and a range of personal challenges, such as improperly dispensing or using drugs, DUIs, sex with patients and even crimes such as assault and impersonating a state board investigator. Only one case has been found in recent years of a dentist losing his license for a technical procedure tested on licensure exams. The average age of a dentist with a disciplined dental license is 57, the same age for physicians.

The schools, the ADA and student groups such as the American Student Dental Association and the Student Professionalism and Ethics Society have long called for an end to performance-based testing for licensure. The arguments have centered on lack of validity evidence, ethical abuses of patients engendered by the process and the substantial financial burden on graduates who are required to take the test a second time. Repeat testing, which results in a virtual 100% pass rate for candidates, can lead to lost associateship opportunities, missed participation in the military and other loan forgiveness programs and direct costs.

The response over the past half century has been a gradual constricting of the domain of performance testing. Gold foil is gone; periodontal treatment is scaled back; denture work and

crown fabrication are going to the lab. Currently the ADA is leading a consortium in developing and validating a single test to be accepted, it is hoped, by all states in order to ensure professional movement. Known as the Dental Licensure Objective Structured Clinical Examination (DLOSCE), the platform is based on station challenges with radiographs, three-dimensional models and patient descriptions that candidates rotate through and mark with multiple choice answers like the National Boards. This format offers an advantage in providing each candidate with exactly the same challenge that other candidates face, evaluated by means of objective standards. The focus is clinical judgment. In states such as Oregon, DLOSCE was used instead of the patient-based or manikin-based test this spring.

"I'm so proud of the entire family here at the Dugoni School of Dentistry and all of our partners, especially the California Dental Association, who helped make this simulation-based licensure exam a

reality," said Dean Nader A. Nadershahi '94. "This creative approach ensured that our graduating students could finish up their programs and pass this key milestone before moving to the next phase of their career, instead of having to wait many more months or longer to take the WREB exam. While the pandemic has caused much disruption, it has also allowed us to pursue innovative approaches to dental education and licensure. I am confident that these graduates will help shape an even stronger future for our great profession."





## Dr. Bernadette Alvear Fa | Coming Full Circle

By Ashley Musick

The year Dr. Bernadette Alvear Fa '06 was born, her father received his license to practice dentistry in California, solidifying a multi-generational lineage of dentists who provided the foundation for Fa to discover her passion for dentistry.

Though she never anticipated following in his footsteps, Fa visited her father's dental office throughout her childhood, often crawling into the chair to play (or some might say, practice) with the instruments after a patient left. Fa's childhood interest in her father's work unconsciously inspired her to apply to University of the Pacific's pre-dental undergraduate program on the Stockton campus—the beginning of what now marks more than 13 years of teaching dentistry.

Like her parents and grandparents before her, Fa and her husband, Dr. Jesse Fa '06, met during dental school. What began as an introduction of two first-year students in the elevator of the Student Housing building evolved into trips to the bookstore for Sour Patch Kids candy, and eventually led them to move to Chicago after graduating from the Arthur A. Dugoni School of Dentistry in 2006. It was while teaching part-time at the University of Illinois at Chicago College of Dentistry that Fa realized teaching was the intersection of her passion for dentistry and her desire to help others.

One of Fa's first instructors at the Dugoni School of Dentistry was Dr. Jim Dower, associate professor, director of the local anesthesia curriculum and faculty advisor of the Christian Medical & Dental Association (CMDA) chapter. A steward of stimulating excitement for dentistry in his students, Dower was incredibly influential in Fa's first experiences in dental school—so influential, in fact, that years later, Fa asked him to be the officiant for her wedding.

It was Fa's own incredible mentors and faculty—Dower among them—who inspired her to return to the Dugoni School of Dentistry to teach. In a serendipitous twist of fate, Bernadette and

Jesse moved back to the Bay Area in 2010, the same year that Dower announced his retirement. His encouragement and mentorship led Fa to humbly follow in



PHOTO BY PETER CHIEN

Dower's footsteps, taking over both his position as the director of local anesthesia and stepping in as the faculty advisor for the dental school chapter of CMDA.

From volunteering for outreach mission trips to the Philippines alongside dental



PHOTO BY PETER CHIEN



school students and fellow faculty members to performing a Polynesian dance at an employee spotlight event, Fa's enthusiasm has enabled her to develop close relationships with students and colleagues alike. When asked about her involvement in such a wide variety of activities, she explains, "People simply ask me to take part in things, and if it's something that will bring joy to myself or others, I say 'yes.'"

Fa's dedication and commitment to her students extends beyond the traditional classroom setting, something that inspires her



Fa at work during a mission trip in the Philippines

colleague and close friend, Dr. Debra Woo '86. "Bernadette has such a kind heart. She's very generous in professional matters, and gives a lot of herself on a personal level. She's wonderful at taking charge and being a leader."

Inspired by weekly, physical fitness boot camps, organized by her supervisor at the time, Fa worked to get her personal training certification so that she could keep the evening boot camps running at the dental school. Fa earned her personal training certificate in 2012, followed by a specialty in women's fitness in 2014. She also has a background in cheerleading and teaching luau dances.

She says at first people stopped attending her evening boot camp classes because they were "too intense," despite Fa teaching while pregnant at the time. But she continued to encourage physical activity. As the content coordinator for a self-care and wellness course at the Dugoni School of Dentistry, Fa began incorporating stretch sessions into her interactions with students, and found that students reacted positively and it helped them feel more energetic.

Fa is passionate about teaching people to be more mindful about taking mental and physical wellness breaks and reminding

students that self-care is an essential aspect of the dental profession, as well as their lives overall. She even encourages stretch breaks while teaching her courses remotely.

In 2014, the Dugoni School of Dentistry appointed Fa as chair of the Health and Wellness Committee, enabling her to implement wellness programs, fitness classes, guest speakers and an e-newsletter that benefit not only students, but also faculty and staff. The goal of the committee is to promote healthy habits, physical fitness and balanced behaviors.

Fa attributes her energy and passion for self-care as the reason she is often asked to be a mentor for students' Personalized Instructional Program (PIP) projects. She loves the variety of the projects and subject matter, noting that some students create brand-new videos, while others develop pamphlets

on topics such as dental anesthesiology or yoga. Recently, Fa was asked to be a mentor for a project about Medicine in Motion, a non-profit organization composed of a diverse group of healthcare providers whose mission is to address medical burnout through fitness, interdisciplinary community building and philanthropy.

"Bernadette is such a developed, well-rounded person, which is something I really appreciate about her," says Woo.

To Fa, dental school feels like family, and families take care of each other. Fa's lifelong passion for self-care and helping others has culminated in 13 incredible years (so far) of teaching dentistry—and helping those around her be their healthiest selves.

*Ashley Musick is a freelance writer from Anaheim, California.*

### Alumni/Graduate Banquet Replaced by Innovative Awards Ceremony

Sunday, June 14, 2020 at 2:00 p.m., slated to be the start of the graduation ceremony for the Class of 2020 at the Nob Hill Masonic Center, instead was the start of a livestreaming Virtual Awards Ceremony. Members of the Class of 2020 were on Zoom with Dean Nader A. Nadershahi '94 while faculty, staff, friends and family watched on YouTube. This online event incorporated the awards that normally would have been announced at the annual Alumni/Graduate Banquet, including both the student awards for scholarship and the awards the students give to faculty and staff members.



The event was implemented with precision and online elegance by the Office of Academic Affairs and Office of Student Services. The Alumni Association's role was to invite the faculty and staff awardees to the by-invitation-only Zoom event without raising suspicion that they were receiving an award. Faculty members receiving awards included (clockwise from upper left below) Drs. Eduardo Gonzalez, Gene LaBarre, Janet Andrews '83, Priya Prasannakumar '11 IDS, Mary Turoff '77, Konni Tittle '89 and Shika Gupta '07 IDS. Staff member Gigi Maranon (bottom) received an award as well.

The Class of 2020 generously decided that the \$100,000 Sutro Award for Excellence would be donated to the Emergency Patient Relief Fund at the dental school instead of being given to one of the students.





**First-Year Welcome: A Tradition Altered in 2020 Due to COVID-19**

Each year since 1991, new students are welcomed to the dental school at the end of their first week of instruction with a homemade cioppino dinner (Italian-American tomato-based fish stew that originated in San Francisco), lovingly prepared by a group of alumni. This group, spearheaded by Drs. Paul Senise '65, Kenny Frangadakis '66 and Ernie Giachetti '67, also included several of their classmates and in recent years, a new generation of alumni joined the group of chefs, including Drs. Tony Santos '76, Michael Fox '82, J.J. Salehieh '92 and Jim Kinsel '98.

The cioppino dinner is served by the chefs and members of the Alumni Association board of directors, past presidents and staff. Even University Regent Gary Mitchell, enjoys participating as a server, as have several past presidents who are on the faculty.

Every year during the dinner, several alumni give remarks attesting to the lifelong friendships students will acquire during their years at dental school.

These remarks are always heartfelt and nostalgic, and students leave the event realizing they have truly joined a family at the Dugoni School of Dentistry. Others speak about student leadership and, equally as important, future leadership in the profession of dentistry. Someone always mentions that romances will occur within the class, and perhaps even a marriage or two.

This year, sadly, due to social distancing requirements, there was no opportunity to share a meal with the new DDS Class of 2023 and IDS Class of 2022. Instead, we gathered on Zoom for an hour-long event that included remarks from Dr. Alan Budenz, president of the Alumni Association; Dr. Jasmine Flake '19, current board member; Dr. Paul Senise '65, past president; Drs. Ken Frangadakis '66 and J.J. Salehieh '92, business partners; and two parents of Class of 2023 students: Drs. Dave Eshom '85, past president, and Scott Kim '91, California Dental Association Trustee.

Dr. Craig Yarborough '80, associate dean for institutional advancement, also spoke about the Center for Success and Dean Nader A. Nadershahi '94 suggested that students should make the most of their dental school experience by standing on the shoulders of the Dugoni School of Dentistry giants all around them, and doing something that scares them every day in order to face the challenges of dental school boldly and bravely.

Although, the words of inspiration were not accompanied by steaming bowls of cioppino this time, readers can try their hand at making it at home. Visit [is.gd/cioppino2020](https://is.gd/cioppino2020) for the recipe.



**Thanks from the Board of Directors and Alumni Association Office**

We thank our members who made 2019-2020 dues payments—your dues are the main source of support for the Alumni Association. Although we are unable to hold our traditional in-person gatherings for now, we are planning ahead for future events while using our resources to support students and recent graduates. Many of you included donations to our Alumni Scholarship Fund along with your dues. We are especially grateful for these funds, which will be 100% matched by the University's Powell Match program. More than \$23,000 in donations from members and friends, independent of dues, has been added to our endowed fund—to be doubled by the match to \$46,000! Our 2020-2021 dues year began on July 1 and we will send reminder notices in the fall.



PHOTO BY JACKSON PARTIN

**Alumni Fighting COVID-19 in New York City**

Above: Drs. Jackson Partin '19 (right) and Chris Macasaet '19 (left), GPR residents at St. Barnabus Hospital in The Bronx, New York, working in the COVID-19 ward—taking vitals, checking pulse oximeters and helping patients.

Right: Drs. Jon Wang '19 (left) and co-resident Jackson Partin '19 (right) in the pharmacy at St. Barnabus Hospital bringing medications down to the COVID-19 ward.



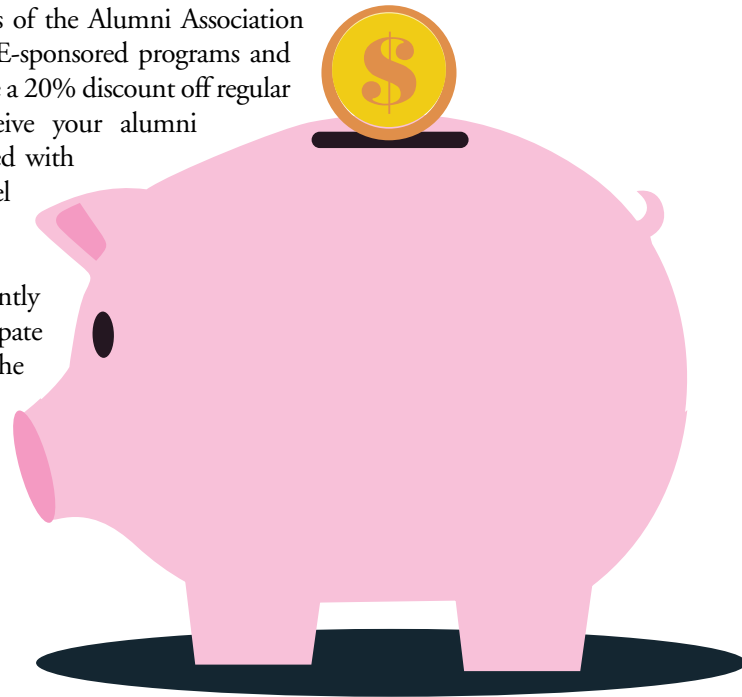


### Alumni Discounts for CDE Programs

Dues-paying members and associate members of the Alumni Association receive 15% off regular tuition for most CDE-sponsored programs and recent graduates (Classes of 2015-2020) receive a 20% discount off regular tuition. Email [cedental@pacific.edu](mailto:cedental@pacific.edu) to receive your alumni discount code. The offers cannot be combined with other discounts and do not apply to CDE travel programs.

Due to COVID-19, most CE courses are currently live, interactive webinars where you can participate in distance learning from any location in the country. Visit [dental.pacific.edu/CDEclasses](http://dental.pacific.edu/CDEclasses) for a complete listing of upcoming programs.

[dental.pacific.edu/CDEclasses](http://dental.pacific.edu/CDEclasses)



### Join Us for the Annual Alumni Meeting

The 122nd Annual Alumni Meeting will be held virtually on Friday and Saturday, February 26 and 27, 2021. As always, we will provide attendees with excellent speakers on current topics and commercial exhibitors with the latest products. A program on Friday will include remarks from both Dean Nadershahi and the Alumni President Alan Budenz and the association will honor the 2021 Medallion of Distinction recipients. Attendees can earn up to 12 CEUs. Speakers include: Drs. Will Andrews (orthodontics), Ed McLaren (aesthetics), Christine Quinn (medical emergencies), Brian Toorani (dental technology), Ralan Wong



(endodontics), Matthew Young (implants), plus Karen Davis, RDH. Nancy DeWhirst and Steven Barrabee will present the required courses in infection control and dental law.

### Support Your Alumni Association

Dues are a prerequisite for attending the Annual Meeting. Although an online meeting is less costly to produce than an in-person meeting, there are still many expenses involved, such as software contracts for our registration and mobile app systems, virtual platforms fees and speakers' honoraria. Dues are our main source of support. We hope you value what we bring to our members and students throughout each year. Please support our efforts with your 2020-2021 dues. Your dues allow us to:

- Provide top-quality Annual Meetings for our members and their staff members and guests
- Through SoFi, offer members discounted loan consolidation rates
- Offer reduced rates on CE courses through our CDE division
- Maintain our Dental Career Opportunities website for both employers looking to hire and job seekers
- Provide referrals to, and for, our members
- Supply the second-year class with their personalized white coats and lapel pins
- Host regional alumni receptions in conjunction with CDA and ADA meetings (on hold until we can meet in person)
- Host all members of the graduating classes to the Annual Meeting reception and Alumni/Graduate Banquet. This year's banquet was postponed to a future date. In the meantime, the Alumni Association sent each member of the Class of 2020 a congratulatory branded water bottle.
- Welcome incoming classes with the annual cioppino dinner cooked and served by alumni. Traditional remarks by alumni were presented virtually due to COVID-19 and students appreciated the family feeling they received from the Alumni Association.

Online payments: [dugonialumni.org/dues2020-2021](http://dugonialumni.org/dues2020-2021)

### Use Our Sterilizer Monitoring Service

Practicing dentists have to do it, so why not use our sterilizer monitoring service? It's less expensive AND a portion of each payment goes to a general scholarship fund at the Dugoni School of Dentistry.

[go.pacific.edu/DugoniSMS](http://go.pacific.edu/DugoniSMS)



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### The Class of 1995 Reunion Brings Alumni and Faculty Together Again

Class reunions traditionally reconnect classmates to each other and their alma mater. It is also a great way for alumni to reconnect with faculty members who have formed meaningful bonds with students throughout the years. When the Class of 1995 held their 25-year reunion reception and dinner on February 28, 2020 at the Arthur A. Dugoni School of Dentistry, they took advantage of the chance to see many of their favorite professors and renew those powerful connections—where students and teachers become colleagues and friends.

“The presence of our faculty at our 25th reunion dinner was one of the highlights of our evening,” said University Regent Nava Fathi '95, an assistant professor of endodontics and member of the Dugoni School Foundation Board, who also served as co-chair of her class reunion committee. “The fact that faculty members took the time to come see us and spend time with us meant the world to our entire class.”

Dr. Alan Budenz, president of the Alumni Association, agreed, saying, “I am close with many former students. The Class of 1995 has great people in it and I have gone to their class reunions almost every year. Yes, the Class of 1995 has a reunion dinner during the Alumni Meeting every year so it’s a class that I am very close to. We always have a ton of fun.”

The Class of 1995 asked Dr. Eddie Hayashida to save the date for their reunion celebration nearly a year in advance. Enjoying his busy retirement, Hayashida recalled, “As Associated Student

Body (ASB) faculty advisor I had the opportunity to work with several members of the Class of 1995 as they assumed club, class and ASB leadership roles. The Class of '95 had strong student leaders with quite a bit of resolve to get things done and make an impact. The class was really unified and supportive of each other.” Thinking about all the activities he had organized and attended with the Class of 1995, including their Over the Hump party, Halloween celebration, Asilomar retreat, Alumni/Graduate Banquet, as well as golf, basketball and softball events, Hayashida concluded, “I think we’ve always enjoyed mutual respect and admiration.”

Class reunions are more than “a walk down memory lane” for alumni. The reunions also offer an opportunity to celebrate together, to make new memories and to connect more deeply with faculty who helped them grow personally and professionally. Fathi said, “We laughed together and reminisced about our dental school days. We recognize that our faculty helped to shape us into who we are today and we are so grateful for everything they have taught us.”



Reunion events for the Classes of 1980 and 1995

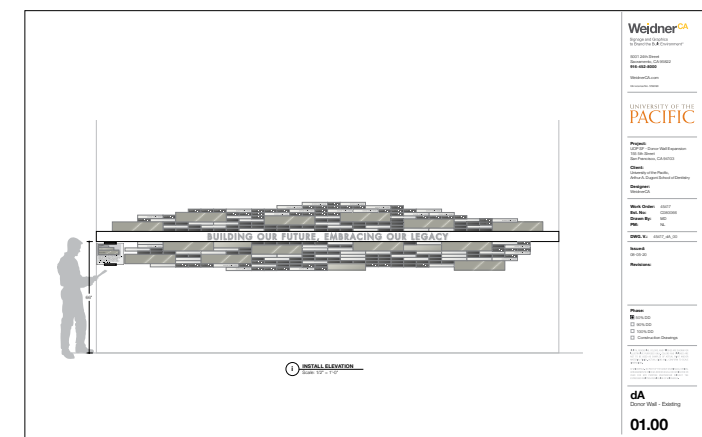
PHOTO BY CHRIS WOODROW

### Donor Wall Expansion Taking Shape

The Dugoni School’s Donor Wall expansion project has entered the next phase of design. With nearly 200 new donor name tiles to add to the more than 160 existing tiles, the development, design and photo and building operations teams had a unique puzzle to solve. How tall can we build the donor wall? How low should the lowest tile go? How large of a donor wall can the building’s structure support?

The solution to this puzzle came with the novel idea of expanding the existing Donor Wall into a Donor Hall. The majority of new donor recognition tiles will be installed directly across the hallway from the existing Donor Wall. Soon to be occupying both sides of the first floor’s main hallway, the Dugoni School of Dentistry’s principal donor recognition installation will create an impressive, immersive experience for members of the Dugoni School family and their guests.

The Donor Hall will incorporate a new statement ribbon, carrying forward original design concepts. Complementing the existing “Building Our Future, Embracing Our Legacy” ribbon, the new ribbon will reflect the dental school’s purpose “Helping People Lead Healthy Lives.”



CONCEPT DRAWINGS COURTESY OF WEIDNERCA

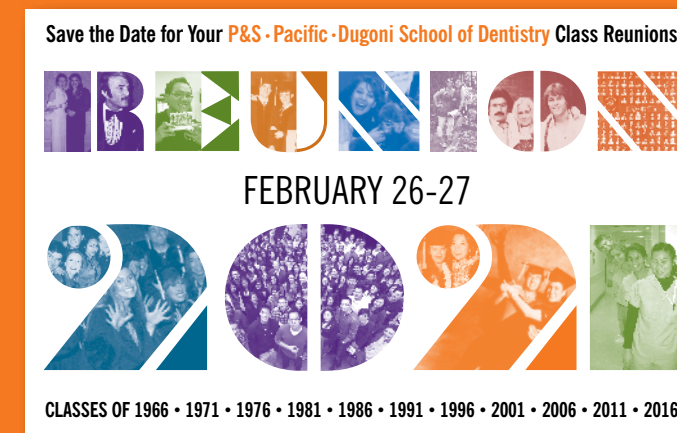
### Building Our Future, Embracing Our Legacy

This new design necessitates removal of the existing interactive twin touch monitors, metal cabinet and “Legacy of Philanthropy” statement ribbon. Consolidating the two monitors into one larger, portrait-oriented monitor, the new touch screen will be positioned in a manner that facilitates access and aligns with the Americans with Disability Act best practices. The interactive monitor will provide Dugoni School of Dentistry fundraising campaign histories, photo slideshows and other philanthropy-related content at the touch of a finger. Construction is slated to begin in fall 2020.

Do you have a Donor Hall or other donor recognition puzzle for us to solve? Contact Matthew Schueller, donor relations manager, at mschueller@pacific.edu or (415) 351-7179.

### Are You Saving the Date?

Mark your calendar and plan to join your Dugoni School of Dentistry family as we gather virtually for your class reunion and alumni weekend on February 26 - 27, 2021. Stay tuned for more information about your reunion event—via email, social media, phone, text and snail mail.



### Contact the Office of Development:

- Classes of 1966, 1971, 1976, 1986 – Jim Dugoni '86 BUS | (415) 749-3349
- Class of 1981 – Dr. Craig Yarborough '80 | (415) 929-6430
- Classes of 1991, 1996, 2001 – Anita Ayers | (415) 929-6402
- Classes of 2006, 2011, 2016 – Anastasia Damyan | (415) 929-6413



Memorial Gifts from February 4 to July 30, 2020

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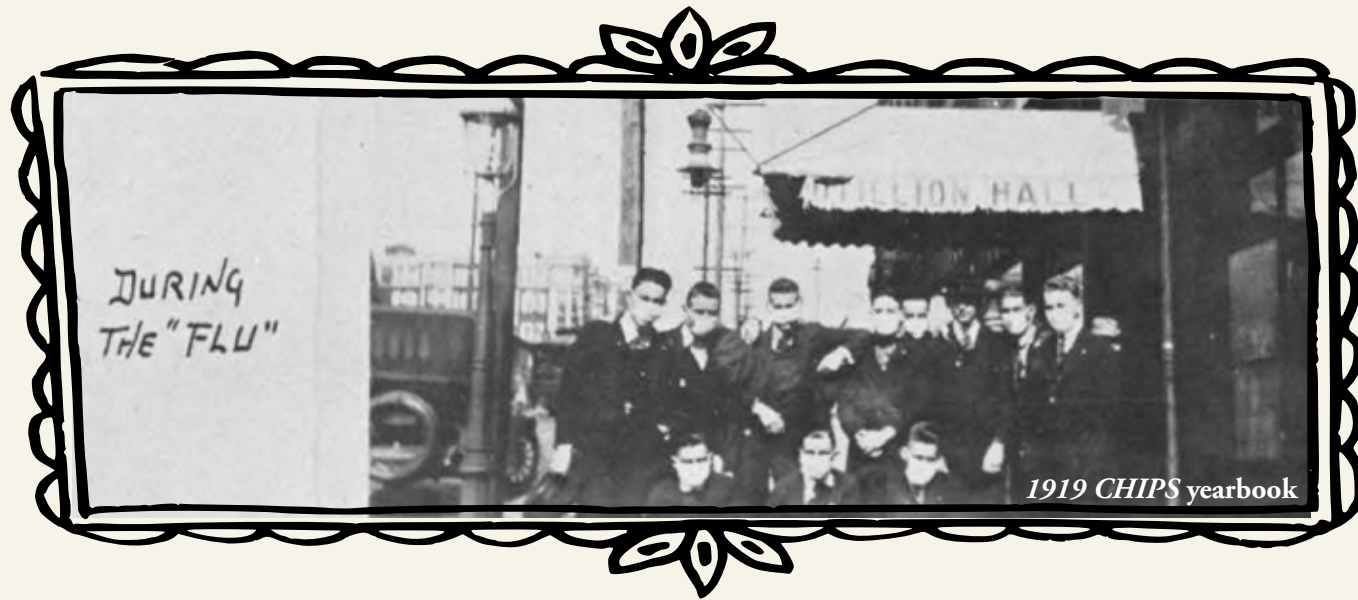
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# OLD SCHOOL

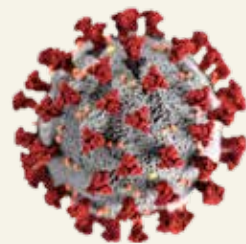
A.W. Ward Museum of Dentistry



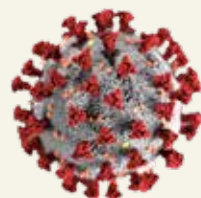
1919 CHIPS yearbook

When the deadly Spanish influenza hit San Francisco in late September 1918, it quickly reached epidemic proportions, jumping to more than 20,000 cases by the end of October. Desperate to slow its accelerating spread, the city passed and enforced a mandatory mask-wearing ordinance, with 110 negligent citizens being arrested and fined or jailed on October 27 alone. According to the *San Francisco Chronicle*, the Board of Health also voted to close all places of public amusement, ban all lodge meetings, close all public and private schools and prohibit all dances and other social gatherings. Residents flocked to Golden Gate Park and other outdoor attractions since most indoor venues were closed during the epidemic. Sound familiar?

On October 24, 1918, P&S dental and medical students, who had enlisted in the WWI Naval Reserve as hospital corpsmen, were recruited to join in the fight against this “unseen enemy,” its mortality rate being 20 times greater than in the trenches. At the San Francisco Hospital, P&S students helped open a new ward in six hours (much faster than the usual 24 hours required), covered nursing shifts and worked alongside American Red Cross volunteers.



**6FT KEEP SAFE DISTANCE 6FT**

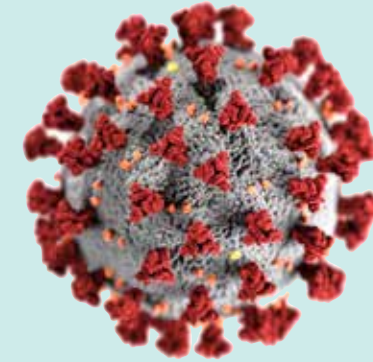


## CONTINUING DENTAL EDUCATION

Join Us! Two New Live CE Webinars in January 2021

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Saturday, January 9, 2021  
9:00 am – 1:00 pm  
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4 CE units



John A. Molinari, PhD  
Bruce Peltier, PhD, MBA

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Christine Taxin

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**Live, interactive CE webinars offered by the Dugoni School of Dentistry are considered as in-person, live courses by the Dental Board of California. This may vary for license renewal in other states.**

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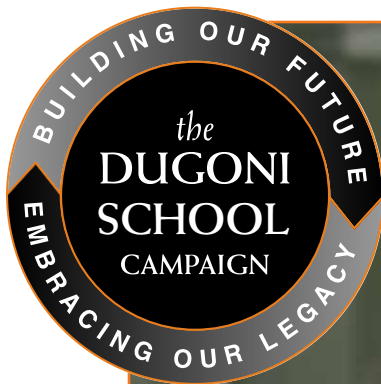


PHOTO BY JON DRAPER

Jazz Pamma, Class of 2023

“Promoting access to health care in the Merced and Stanislaus Counties is at the heart of the EMC Health Foundation’s mission, and we recognize that includes access to dental care. Our commitment to funding Jazz Pamma’s, Class of 2023, tuition at the Dugoni School of Dentistry underscores our collective responsibility to the dental health needs of Merced County and helping ensure that those from underserved communities are never ignored. I hope that Jazz will be the first of many dental students the EMC Health Foundation can support.”

—Jeffrey Lewis, President and CEO  
EMC Health Foundation