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about the cover

Images evoking the Central Valley and the unique characteristics of the people we serve. The dental school has done its best to spread the humanistic spirit to this part of Northern California. Turn to page 8 for the story Exporting Humanism.

2007 Spring



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EXPORTING HUMANISM

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STUDENT LEADERSHIP

Great leaders aren't born, they're made. And Pacific produces some of the highest-profile student leaders in the country. Drs. Eddie Hayashida and Blake Robison showcase some of our best and brightest.



A Message From Dean Patrick J. Ferrillo, Jr.

As the new dean of the Arthur A. Dugoni School of Dentistry, the two questions I get asked the most are: "How is it going so far?" and, "What are your plans for the dental school?"

My answer to the first question is "fantastic." All of my expectations, as lofty as they were, have been met and then some. The dental school really is a family and the humanistic model of education encompasses much more than I ever imagined. The warmth and support I've experienced from students, faculty, staff, alumni, and friends have been genuine and sincerely welcomed. I can sense the pride and dedication of all who represent Pacific and their desire to keep their school as a leader in dental education, the profession, and the community. When my good friend and mentor, Art Dugoni, told me, "The Magic of Pacific is in its people," he was right.

In response to the second question, it's my goal to advance the dental school's greatness while maintaining its distinctive character, core values, strengths, and identity. As strong as we are, we cannot stand still. While the school is built on a foundation of excellence, we have considerable potential for growth, achievement, and accomplishment.

Shortly after becoming dean, I initiated the development of a new strategic plan in order to create a roadmap to move the School of Dentistry to even higher levels of national and international prominence. At the present time, the common perception at the dental school is that "strategic planning is happening all over the place." Our Alumni Association and Pacific Dental Education Foundation are embracing similar strategic initiatives to gain strength and to position themselves to continue their generous and needed support of the dental school.

Our new strategic plan, "Advancing Greatness," will help us set the course for the next five years. We are involving all of our stakeholders in the process through facilitated and open meetings, focus groups, individual meetings, surveys, and an open invitation to provide input to the members of the planning committee. The strategic plan will include a vision, mission, shared images of future success, goals, action plans, and shared purposes which will align with the vision and mission of the University. The strategic plan will be finalized in June 2007. You can learn more about the strategic plan by visiting our Web site at www.dental.pacific.edu/strategicplanning.

I look forward to getting to know the Pacific family better and together taking the Arthur A. Dugoni School of Dentistry to the next level of excellence. Thank you for a great ten months.

Patrick J. Ferrillo, Jr.

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Alumni Named Newest University Regents

University of the Pacific recently appointed two dental school alumni—Dr. Sigmund Abelson '66 and Dr. Barry Ruhl '77—to its Board of Regents. In their role as regents, Drs. Abelson and Ruhl will be responsible for overseeing a \$179 million budget and setting the standards for the quality education provided at Pacific.



Dr. Barry Ruhl '77



Dr. Sigmund Abelson '66

Dr. Ruhl graduated from Pacific's Stockton campus in 1974 before going on to earn a doctor of dental surgery degree from the School of Dentistry. From 1995 to 2002, he served on the board of directors of Texas Heritage Bancorp in Austin, Texas. He is currently developing retail centers and planned communities in the Austin area, although he lives in Stockton.

"I am very proud and excited to have become a new regent at my alma mater," Dr. Ruhl said. "It's a very exciting and dynamic time for the University and I'm looking forward to being involved."

Dr. Ruhl currently serves on the Lincoln Education Foundation Board and is co-chair of the Spanos Open Celebrity Pro-Am golf tournament. He served on the Dameron Hospital Foundation board and was president of the Northwest Trojan Football and Cheer Organiza-

tion out of Stockton for six years.

Dr. Abelson currently serves as associate dean for faculty practices and director of the Oral Health Center at University of Southern California School of Dentistry. He is a former member of the Pacific Dental Education Foundation board and served on the dental school's Dean Search Committee.

"I consider it an honor and a privilege to serve as a regent for Pacific because of the quality of education

that is offered and that I received at Pacific," Dr. Abelson said. "I am extremely enthusiastic about the strategic plan set by the regents and President Don DeRosa and look forward to implementing the plan and moving this exceptional University forward."

In addition to his experience with Pacific, he served as director of governance, strategic development, and component relations for the California Dental Association. Dr. Abelson served as speaker of the house for the CDA for nine years and was a member of the Los Angeles City Health Care Advisory Board. In 2002, the School of Dentistry Alumni Association awarded Dr. Abelson with its prestigious Medallion of Distinction, the highest honor the organization can bestow upon an individual.

Eve Cuny Chosen for World Health Organization Project

The World Health Organization (WHO) and the Organization for Safety and Asepsis Procedures (OSAP) selected Ms. Eve Cuny, director of environmental health and safety, for an oral health patient safety project as part of WHO's Global Patient Safety Initiative.



The program will focus on ways to reduce infections related to oral health care and improve the safety of oral health care delivery. During the next year, Ms. Cuny will work with the Forsyth Institute's Kathy Eklund and other experts to further the goals of the Patient Safety Initiative.

"By working with OSAP, WHO, and experts from other institutions and organizations, we hope to promote safe oral health care for all patients in the many diverse global oral health care settings," Ms. Cuny said.

In addition to her role at the School of Dentistry, Ms. Cuny is a consultant to the ADA Council on Scientific Affairs and the health and safety editor for *Inside Dentistry*. She is also past chair of OSAP.

Pacific Students, Faculty, and Alumni attend CDA Leadership Conference

Pacific students, faculty, and alumni attended the California Dental Association CDA 2007 Leadership Conference in Newport Beach, Calif., on March 2 and 3. The event featured thought-provoking presentations on how to develop the skills for effective leadership practices. Dr. Nader Nadershahi helped organize the event as head of the CDA's Leadership Development Committee.





PHOTOS: BRUCE COOK, JON DRAPER, JERE VISALLI

An Evening in Monte Carlo

Black, silver, and red décor transformed the Giftcenter Pavilion into an elegant setting for “An Evening in Monte Carlo,” the 39th annual P&S Donor Ball held March 3. Dean Patrick J. Ferrillo, Jr. recognized this year’s honorees, Captain Raymond and Mrs. Virginia Graves, for their invaluable contributions to the dental school for the past four decades, and also saluted the 10-, 25- and 50-year class reunions.

Almost 500 guests, dressed in black and white, enjoyed European cuisine, French martinis, live music by Big Bang Beat and Clairdee, and the bustling Casino de Monte Carlo where partygoers tried their hand at blackjack, poker, craps, roulette, and baccarat. The high rollers of the night included Dr. Bernadette Alvear '06, Dr. Marc Geissberger '91, and former administrator Milton Lambertson. The dental school would like to extend a special thank you to The Fairmont San Francisco, Absinthe Brasserie and Bar, and Dr. Eddie Hayashida for donating the gambling prizes.



1 A view from the Giftcenter atrium as guests enter “An Evening in Monte Carlo.”

2 Members from the Class of 1957 receive their 50-year reunion certificates from Alumni President Nava Fathi '95 (left) and University President Donald DeRosa (right).



3 This year’s ball was dedicated to Captain Raymond, professor emeritus, and Mrs. Virginia Graves.



4 Dana and Dr. Dan Tanita '73, PDEF Board President, pose in front of a picturesque Monte Carlo backdrop.



5 Past Medallion of Distinction award recipients Dr. Ken Frangadakis '66 and Dr. Bruce Valentine '69 with Bruce's daughter Colby Valentine.



6 Christine and Dr. Marc Geissberger '91 having fun on the dance floor.



7 Dr. Paul Senise '65, Susan Senise, Joanne Fox, Alumni Association Coordinator, Dr. Michael Fox '82, 25-year reunion chair, Dr. Colin Wong '65, Ms. Anita Stang, president and CEO for Alliance Smiles and Silvana Wong during the cocktail reception.



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- 8 The roulette table was a popular spot for partygoers.
- 9 Dean Patrick J. Ferrillo, Jr. (center) enjoys gambling at the Casino de Monte Carlo with Dr. Bill Carpenter and Dr. David Lee '46.
- 10 Dr. William van Dyk '73 (right) rolls the dice at the craps table while Dr. Alex Axelrode '59, Dr. Jim Ghafourpour '86, and Marge Sullivan look on.
- 11 Students dressed in black and white pose at the party entrance.
- 12 Teri and Dr. Sig Abelson '66, University Regent, at the gala.
- 13 University President Donald DeRosa, Mr. Jim Dugoni, director of annual giving for the University, Dean Emeritus Arthur A. Dugoni '48, and Mr. Brian Dugoni, Class of 2008.
- 14 Alumni from the Class of 1997 enjoy their ten-year reunion.
- 15 At the martini bar, servers pour French martinis through the ice sculpture.

SCOPE Wins Crest Healthy Smiles Award

Pacific's Student Community Outreach for Public Education (SCOPE) has an extra \$2,500 to help underserved patients, thanks to a new program launched last year. The American Student Dental Association awarded the Arthur A. Dugoni School of Dentistry the \$2,500 first place Crest Healthy Smiles Community Dentistry Award for its efforts to further outreach programs to inner city youth.

SCOPE partnered with the Boys and Girls Clubs of San Francisco to host a Crest-sponsored curriculum called the Cavity-Free Zone. The program teaches children the benefits of proper oral hygiene and routine dental treatment.

During an eight-week period, dental students and faculty made weekly visits to different Boys and Girls Clubs in San Francisco to mentor low-income and minority children, ages six to 15. Volunteers presented lessons and engaged children in interactive, age-appropriate activities. Topics included how to brush and floss properly and the link between a healthy diet and healthy teeth.

The program was voluntary for the children involved, yet each week, the number of participants increased. Approximately 45 children benefited from the program, and at its conclusion, their knowledge of dental care increased an average of 40%.

The award will allow SCOPE to purchase supplies and provide oral health instruction for future outreach efforts.



Ms. Christine Miller, associate professor and director of community programs, Mr. Carlos Longa, past president of SCOPE, Mr. Rob Whiting, ASDA Class of 2008 delegate, and Dr. Eddie Hayashida, associate dean for administration, display the \$2,500 first prize award from ASDA for Pacific's outreach efforts.

"Our organization is amazing because it does so much with such limited resources, and this award will double our annual budget," said Carlos Longa, third-year Pacific student and past president of SCOPE.

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Sig Abelson Organization Builder

By Dr. David W. Chambers

Here's the summary: "Someone asked me to be a part of helping this profession and that started a chain-reaction of positive experiences." This could be the touchstone of many leaders in organized dentistry, but Dr. Sigmund Abelson '66 said it first. He has been a delegate to both the California and American Dental Association's House of Delegates; speaker of the CDA House of Delegates for a decade; CDA and ADA council member on insurance matters; director of governance, strategic, developmental, and government relations for CDA; and Pacific Dental Education Foundation board member. Most recently, Dr. Abelson was named a regent for the University of the Pacific.

"My diploma is a good image of the changes in my involvement in dentistry and the transformations in our dental school. In very large letters, it says 'College of Physicians & Surgeons,' and in very small letters underneath, it says 'University of the Pacific.' Most of us who graduated in 1966 had not given much thought to this transition. We received excellent clinical training; but we were not well-connected with the profession or our alma mater. For the most part, we learned leadership on our own."

But help was readily available. Within a year of starting private practice in Beverly Hills, Dr. Abelson received a call from Dr. David Gaynor, then president of the Los Angeles Dental Society, saying there was an open position on the Peer Review Committee. Thirty-three years later, as he was winding up his private practice career, there was a message from CDA President Jack Broussard saying that the CDA needed some help with strategic initiatives.

"But the greatest call—the one nobody can resist—came from Art Dugoni in the early 1970s," Dr. Abelson said. "Dr. Dugoni was determined that Pacific should not lose the talents of the generation that graduated about the time we did. His message was simple and irresistible: 'Pacific can be a world-class dental school; won't you help me make it happen?'"

Art invited me to visit the school and it seemed welcoming. We started to get involved with alumni events and came to the P&S Ball, held in those days at the Fairmont Hotel. My wife Teri, (shown at right with Dr. Abelson) owned a flower company, Floral Creations, and for about five years, we did all the decorations for the ball. Our pride in the school grew as we saw its transformation and the way humanism and leadership were being added to the historically strong foundation in clinical skills. The more we did, the more committed we have become."

When their son Michael decided he wanted to become a dentist, the decision for him to attend Pacific was easy. The Abelsons wanted him to benefit from Pacific's emphasis on clinical excellence and the humanistic model of education.

Dr. Abelson is concerned with the processes that enable a profession to move forward. He calls it a "fondness for procedure," and it is a focus on smoothing the common good and minimizing egos and issues. His volunteer council service at the state and national levels has been in peer review, insurance, governmental relations, strategy, and consensus building. He trained at the American Institute for Parliamentarians in Pomona, California, to prepare for his role as CDA Speaker of the House. While at CDA, a major responsibility involved visiting all component societies, to keep everyone informed; but mostly to listen and respond.

Currently, he is associate dean for faculty practices at the University of Southern California School of Dentistry. In addition to teaching in the problem-based dentistry curriculum, he has oversight of four practices. The largest is the Oral Health Center, a state-of-the-art facility for 24 dentists and seven dental hygienists that serves as both the school's faculty practice and a teaching clinic.

"We are at a tipping point in dentistry," said Dr. Abelson. "It is no longer a question whether dentistry will be a respected profession; we know how to repair teeth. But there is more. The future will involve becoming



ing more fully integrated into the health professions. It is not necessary to become part of medicine, but we must certainly envision oral health care as including emerging developments in biology and genomics, provision of many new services to patients, and delivery of care to a fuller range of individuals. This is going to involve new ways of ensuring that dentists remain current and new kinds of collaboration in treatment."

The most recent call to serve came from University President Donald DeRosa. Dr. Abelson represented the PDEF board last year on the search committee that tapped Dr. Patrick J. Ferrillo, Jr. as the new dean. Dr. Abelson regarded that as a rare opportunity to think deeply about the direction of the school and the profession. The appointment as regent is also an opportunity to help shape the future of the University.

"The University, like the dental school, is unique and distinctive," Dr. Abelson explains. "It is distinguished by faculty who are enthusiastic about teaching, a very strong emphasis on professional education, a learner-centered and humanistic environment, and growing commitment to experiential learning and leadership. This is a perfect match of missions between the University and the dental school. President DeRosa's call about joining the Board of Regents was another of those calls not to be ignored."

Dr. Abelson's career is illustrative of an essential attribute in service leadership. Nowhere in this article will the reader find a first-person singular pronoun. That's because Dr. Abelson believes the things that matter most are the ones we accomplish together. His advice to the current leadership in the profession is to, "engage the young members." His advice to the future leadership: "When you get the call, answer it."

Exporting Humanism

By Dr. Howard Chi

According to *Webster's* dictionary, humanism means devotion to the humanities; a doctrine, attitude, or way of life centered on human interests or values. This philosophy is part of the fabric of the faculty, staff, students, and residents of the Arthur A. Dugoni School of Dentistry. It is impressed upon dental students when they enter the program and throughout their dental education.

Dean Emeritus Arthur A. Dugoni worked hard for 28 years to instill humanitarian and community oriented values in graduates of the dental school and these values have spread to the Central Valley. Dr. Dugoni had a dream of creating a dental clinic in Stockton, the home of the University of the Pacific. His vision became reality in 2003 when the Pacific Dental Care Clinic opened its doors in the Health Science Learning Center and Clinics on the Stockton campus. The University unveiled two new programs that year, the Advanced Education in General Dentistry (AEGD) residency program and the baccalaureate dental hygiene program. Since their inception, students from these programs have consistently contributed to a number of community outreach efforts.



St. Raphael's Dental Clinic in Stockton receives much of its support from Pacific AEGD residents and dental hygiene students. Opened in 1987 with the help of alumnus Dr. Bruce Toy '81, the clinic provides dental care to the poor and uninsured.

Mr. David Brewer, the program's director, recalled, "We wanted something like this for years. This is good for the community and for the University as it addresses one of the critical issues of poverty." Mr. Brewer hopes that someday this rotation will expand to include more resident hours and additional services. He also hopes that St. Raphael's Clinic will become more comprehensive. He notes that Dr. Bill Marweg, an adjunct endodontic faculty member at Pacific Dental Care Clinic, graciously accepted 100 patient referrals last year in his office for endodontic treatment. In fact, the majority of volunteer dentists that spend their time at St. Raphael's are Arthur A. Dugoni School of Dentistry graduates.

Nine years ago, Kaiser Permanente founded and sponsored Neighbors in Health, a free community health fair for the

als sought care. Of those, approximately 445 people had dental concerns. This was the largest number of patients seeking dental care in this health fair's history, representing a significant increase from the 100 patients in the first year. Ms. Toni Merrill, the event's coordinator for dental care, has been involved with the program for the past eight years. She had to struggle to get dentists to volunteer for this event, until the AEGD residents came along. "The residents have been 100% helpful. They make-up the entire dental team for this event," Ms. Merrill emphatically said. "Without Pacific volunteers, we would not have this program!"

Dr. Michael Wong, a Kaiser physician, said "It's great that these young residents get such an exposure to community service. We need more of these committed individuals out there to help people."

Pacific students and residents have long participated in Su Salud (Spanish for "your health"), the goal of which is to educate and help others with medical or dental needs. "We have obligations to reach out to the community to do as much as we can for everyone, and the residents and students have been a plus and a blessing in this effort," said Dr. Guillermo Vicuña, founder of the nationally-recognized Su Salud organization and father of Pacific alumnus Dr. Sergio Vicuña '04. "These volunteers have been invaluable with their presence in the Central Valley. Every time I see the residents and students, they are a welcome sight. They have become an important link to the underserved community."

Dental hygiene students and AEGD residents and have also helped provide much-needed dental services to the Com-



medically uninsured. Its mission is to improve the health and wellness of the local community. This outreach program features medical evaluations, as well as dental services. For the past three years, Stockton AEGD residents have provided attendees with dental screenings and referrals. Two of the referral sites are St. Raphael's Dental Clinic and San Joaquin General Hospital Outpatient Dental Clinic, where AEGD residents complete rotations and see many patients for follow-up care.

During the Neighbors in Health fair this past August, approximately 3,600 individu-





munity First Health Fair. Ms. Monique Bell, coordinator of Community First, and Pastor Ronald Pate of Second Baptist Church, started Community First in an effort to bring vital health services to the underserved. Held once a year, the Community First Health Fair is a coalition of businesses, churches, and non-profit organizations that offers services including: immunizations, medical health exams, cholesterol and glucose screenings, cancer screenings, breast exams, health education, HIV/AIDS screenings, and pharmaceutical dispensing of OTC medications and antibiotics, all handled by volunteers from Kaiser Permanente. In addition, dental hygiene students and AEGD residents provide dental screenings, oral hygiene instruction, and referrals.

Ms. Bell gratefully states, "Pacific has been with us since we first started this idea three years ago. The hygiene students and residents have been reliable and always supportive. We can count on them to be a part of this event." Pastor Pate added, "We reach out to the community with this health fair, bring in medical and spiritual care to a diverse population; and teach, educate, and prepare for the future. The contributions from the students are wonderful; they do a great job, they are very courteous and professional, and Pacific is excellent!"

The annual Jene Wah Health Fair, a senior citizen program for the Asian community, is yet another example of community involvement and humanism that Pacific students support. This event serves about 130 patients in one afternoon. Dental screenings and oral hygiene instruction and referrals are given to all participants. This event started as a dental health fair, but quickly grew into a collaborative event with

medical exams, hypertension, cholesterol and glucose screenings, and eye and glaucoma exams.

Ms. Lucille Miao, director of Jene Wah, has observed the AEGD residents and dental hygiene students participating in this event. She is very grateful for their help. "The residents and hygiene students are a major part of this health fair. They handle all of the dental exams for the seniors," said Ms. Wah. "We rely on their help for this health fair every year—and so do the seniors! They look forward to this event every



year due to their interactions with residents and hygiene students. Their appreciation is acknowledged by their smiles."

The Central Valley is growing and University of the Pacific's goal is to be a key player in this community and to grow with it. The dental school has opened its arms to the community and the community in return has embraced its presence. The future of The Pacific Dental Care Clinic is bright in the Central Valley and will continue. One could say that the dental school added another dimension to humanism. It has been infectious and contagious, as evidenced by the alumni, residents, and students who reside in the Central Valley. □



mission



The AEGD and dental hygiene programs have collaborated with the Central Valley community to educate and help those in need of dental care. Leading these humanistic endeavors are **Drs. Howard Chi** and **Cindy Lyon '86**, both strong supporters of community outreach programs. Their leadership has provided a foundation for community service, setting an example to the residents and hygiene students, a tradition the AEGD residents and dental hygiene students will carry on after completion of their programs. Since the inception of these programs, an impressive list of community services has developed:

Children's Awareness Carnival

Community First

Dental Camp

First 5 of San Joaquin

Give Every Child a Chance After-School Programs

Give Kids A Smile

Head Start

Jen Wah Health Fair

Kaiser Community Outreach Health Fairs

Kids Health and Safety Fair

Kids in the Clinic Golf and Pro-Am Tennis Classic, Sacramento

Learning to Live in America Fair, Sacramento, with Dr. Ken Fat

Pacific Jacoby Center's Midtown Fair

Pacific Pharmacy Health Fair

Pacific's Safe Trick or Treat Night

San Joaquin Children's Dental Disease Prevention Program

San Joaquin General Hospital Health Fairs

Saturday in the Park

Special Olympics

St. Raphael's Dental Clinic

Sullivan-Schein Mobile Van, Migrant Camp Program

Su Salud

Sutter Health

United Cerebral Palsy

Valley Mountain Regional Center

YMCA

There Is Nothing Like



Part-time Teaching



PHOTOS BY JON DRAPER

Nava Fathi

“Why do you teach? Can’t you make significantly more money practicing another day a week?” This is the question asked by a number of my colleagues when I tell them I teach one day a week at my alma mater, the University of the Pacific, Arthur A. Dugoni School of Dentistry.

In 1992, I was a first-year dental student. During Dean Dugoni’s welcome speech to our class at the Stockton retreat, he commended the dental school faculty and staff for their time and dedication and pointed out that we too could be proud members of our dental faculty someday. Dr. Dugoni’s comments that day about our faculty and the joys of teaching sparked my interest in dental education.

Teaching is in my blood. My grandfather was a professor of anatomy at the University of Tehran’s Medical School. My mother was a lifetime educator. She taught grades K-12, was my principal when I was in fifth grade, and was the director of a nursery school for ten years before she retired.

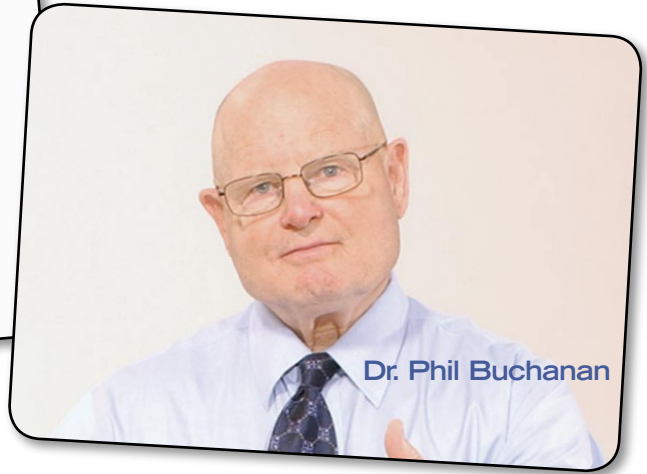
While finishing my requirements for a bachelor’s degree in biology at the University of California, Irvine, and applying to dental schools, I was awed by my Spanish professor who advised me to pursue a Ph.D. in Spanish literature and eventually a career in education. Instead of changing gears the last year of college, I decided to pursue my dream of becoming a dentist. Little did I know that I would someday teach dentistry.

I have been teaching clinical endodontics to second- and third-year dental students every Wednesday since 1998. That was the year I completed my postgraduate studies in endodontics at University of Southern California School of Dentistry. I was offered a position to teach part-time at USC but my heart belonged to Pacific and I knew I wanted to return home to teach.

What’s my typical day like at the dental school? I arrive at the faculty parking lot at approximately 7:30 a.m. where I am greeted with a smile by the security guard. The elevator ride from the parking garage to the fifth floor, where the faculty lounge is located, consists of saying “hello” to students who are arriving early to get to their classes on time. I arrive at the faculty lounge where I converse with my colleagues about private practice, politics, and how we are going to spend our next vacation, while enjoying the breathtaking view of the City and the Golden Gate Bridge. Our conversation is interrupted at approximately 8:50 a.m. when one of the faculty members gets up and says “It’s that time,” and we all start heading toward the elevator to C level to teach in the clinic.

On the clinic floor, some students are making last-minute arrangements to get their operatories ready for their patients, some are getting their trays, while others make their way to the patient reception area to greet their patients. As I put on my clinic gown, a line of students forms in front of me to get start checks to begin endodontic treatment on their

Dr. Shahrzad Dehdari



Dr. Phil Buchanan

patients. One by one, we walk to where the patients are seated as the students introduce us while explaining the treatment they are about to perform: “This is Mrs. Jones who is a 44-year-old and has high blood pressure which is controlled by Tisinopril. I started the root canal on tooth #3 on Mrs. Jones last week and she has been in no discomfort since then. My plan is to clean and shape the canals today and finish the root canal treatment at the next

On my drive home from school each Wednesday, I reflect on the day. In addition to teaching the students how to perform root canal therapy on their patients, I spent the day with my colleagues, some of whom are my former teachers. Private practice can be isolating, and it is nice to come to school and interact with other dentists.

Every Thursday when I go to work, I am energized and ready for another great day in private practice. My office staff always asks how the day went at school and I have many stories to tell them about the students and their cases. I find that teaching on Wednesday is a great way to break up the week so I am energized once again on Thursday for private practice.

So why do I teach part-time? To see the sparkle in my students’ eyes when

“It’s that time,” and we all start heading toward the elevator to C level to teach in the clinic. — Nava Fathi

appointment.” I am impressed by the case presentation and ask, “What is your game plan for cleaning and shaping the canal?” As the student explains the steps, I tell him or her to proceed.

Throughout the morning, students show me the progress of their work as well as X-rays as they ask for guidance with their progress. The most satisfying part of the day is when their eyes light up as they learn something new about root canals. And they learn something new with every case as they are accustomed to performing some extremely challenging root canals. At Pacific there is no postgraduate program in endodontics which means the dental students perform all the root canals regardless of the complexity of the case. They do them all—molars, retreatments, post removals, angulated teeth, crowned teeth, calcified teeth, etc.

After the one hour lunch break, the afternoon clinic starts and a different set of students begins the next clinic session, each presenting his or her patient and the root canals to be performed. By 5:00 p.m., the students are cleaning up their operatories and the day has come to an end.

I teach them something new in endodontics, to hear the “Thank you Dr. Fathi, I learned a lot from that case today,” to give back to my school, to have fun, to spend time with my colleagues, and to make a difference. All of this is worth a thousand times more than the money earned in a day in private practice.

When it was time for two of my referring dentists and friends in Gilroy to retire and sell their practices, I asked them if might be interested in pursuing a career in dental education. The rest is history.

Dr. Terry Hoover

After 28 years in private dental practice it was time, I thought, to explore other opportunities. At the time I sold my general practice in 2001 the “opportunities” I imagined didn’t include dental education. Both my lack of exposure to dental school while in private practice and the heavy emphasis on business management required for a successful private practice suggested that I would be headed towards the business world in my next career.

After only a few short months of my new-found retirement, a friend and colleague, endodontic specialist Dr. Nava Fathi, invited me to lunch at Pacific. Her purpose she claimed was to interest me in part-time teaching “so I wouldn’t get bored.” To be honest I was skeptical since I had attended dental school at a time, and at another school, where humanism was an exception rather than the teaching model it is at Pacific.

I was hooked. I started at the dental school a single day a week in clinical restorative for about a year. More days were added to my time each week, eventually resulting in my transition to full-time (four days per week) as a clinic administrator.

I enjoyed private practice, with its usual rewards—financial independence, satisfying relationships with my patients and staff, and the creative satisfaction of building a successful practice and medical-dental office facility. The joys of teaching are different and more personal. Working in a collegial environment, sharing ideas and challenges, makes coming to the dental school every day a pleasure. I continue to learn from my teaching colleagues—none of us has a corner on the knowledge market. Innovations in dentistry are



Dr. Terry Hoover



Dr. Nava Fathi

And then there are the students. They have been the greatest joy of teaching for me. They are talented, eager and open to our mentoring. — Dr. Terry Hoover

presented and evaluated at dental institutions before their introduction to the profession at large. Faculty members have an opportunity to be exposed to leading edge ideas and technology as they emerge.

And then there are the students. They have been the greatest joy of teaching for me. They are talented, eager, and open to our mentoring. To see the “ah ha” moment when a student learns something new or moves through the many competencies for graduation is the best reward ever. To share their dreams for their careers and futures is truly a privilege.

Finally, I would encourage students and current practitioners to consider teaching as an option or possible adjunct to dental practice. By sharing your talents, your career in dentistry will be more fun, more rewarding, and likely longer. You will contribute to assuring that dentistry continues as the respected profession that it is today. As Dr. Fathi said to me, “Come on, join us.”

Dr. Phil Buchanan

Choosing to do something twice could indicate that the first experience was enjoyable or gave a sense of fulfillment. When I graduated from dental school in 1968, I made a “spur of the moment” decision to teach part-time as part of my entry into the profession of dentistry.

I started with a one-day-a-week teaching position at Pacific, which I kept for two years while I lived in the City. When I assumed a dental practice in Gilroy, I had to leave the school due to driving distance and the business of running a busy dental office.

Fast forward 30 years and I was again faced with the prospect of returning to teach at Pacific. Remembering the sense of enjoyment that I felt the first time, I agreed to accompany two friends who were currently on faculty to “observe” for a day. The next week I was happily back as a part of a great dental school faculty. During the first year, I worked one day a week, but when I was offered a full-time position I sold my practice. The phrase, “I never looked back,” has meaning here. I enjoyed a successful dental practice and was fortunate in finding a good dentist to take it over. Now I find renewed energy in the challenges of being a dental educator at a great university with a faculty and staff that I admire and respect.

Dr. Shahrzad Dehdari

I joined the clinical faculty at the Arthur A. Dugoni School of Dentistry last July, 11 years after my graduation. I had considered doing so for several years but never seemed to have the time or the opportunity.

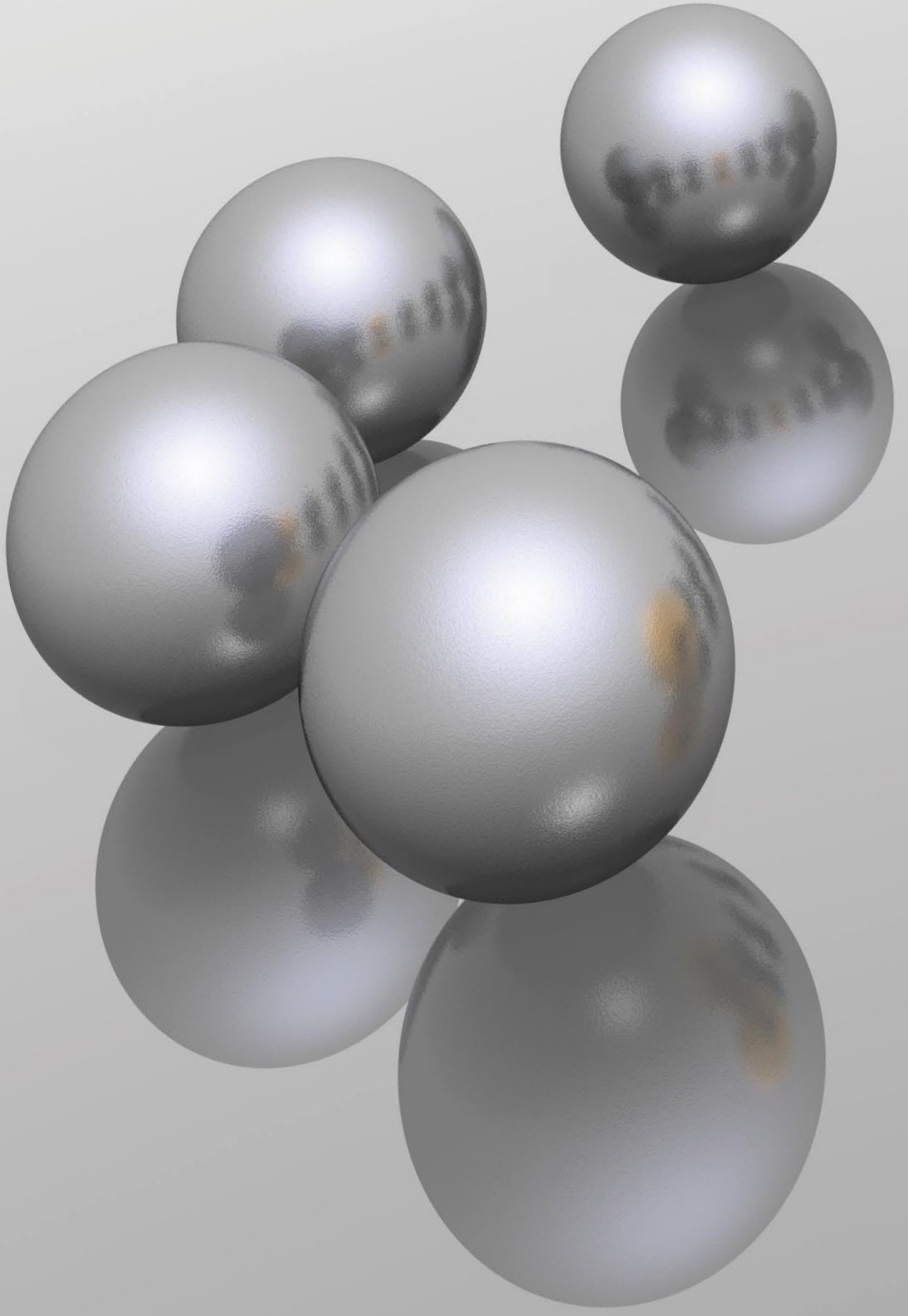
Teaching has proven to be both challenging and rewarding. I feel that being in a private practice can be isolating. We are in our little bubble and have to make a conscious effort to

reach out and make the kinds of connections that will enrich us professionally and mentally. It is very easy to be bogged down in the everyday business of dentistry. Teaching at the dental school has reminded me of how fun this profession can be, and how much there is to learn. It is so rewarding to see the students grow into more capable and knowledgeable practitioners.

Our students encounter a great number of challenging cases—from medically-compromised patients to patients with complex dental issues—and it is the job of the clinical instructors, from many different disciplines, to come together with the students to present patients with the best and most reasonable treatment plans possible. It is great to be part of that process. It challenges you mentally, keeps you on your toes, and makes you realize that there is more than one way of accomplishing a task. Also, especially for those of us who were educated at Pacific, it is wonderful to feel that in some small way we are giving back to our beloved dental school and to the profession that has given us so much.

An Invitation

Part-time teaching can be accomplished in a variety of ways—one-day-a-week, one half day a week, every other week, or once a month. The opportunities to teach are tremendous—you just have to ask. □





We Also Learn Leadership Here

By Dr. Eddie Hayashida and Dr. Blake Robison

Leadership is a big part of the culture at the Arthur A. Dugoni School of Dentistry. Of course, all of us are familiar with the legendary record of leadership and service of Dean Emeritus Arthur A. Dugoni. He will be forever regarded as one of the most dynamic and visionary leaders of our profession. And we are beginning to observe and experience the considerable leadership skills of our new dean, Patrick J. Ferrillo, Jr. Everyone appreciates, admires, and benefits from their combined efforts and accomplishments. For years, they have been skillfully guiding dental education and our profession.



Kate Warren
Leif Cobain

Blake Robison

Alexis Tessler

Rughi Nijjar

Jamie Sahouria

Jessica Schellinck

But did you know that the students of the School of Dentistry have also earned national recognition for leadership in dental education and the profession, and that Pacific is considered a hot bed for developing student leaders who are well versed in local, state, and national issues? Did you know that in the past five years Pacific's students have been elected or appointed to some of the highest profile student leadership positions in the state and in the nation? They've certainly added another layer of pride, prestige, and distinction to Pacific.

While our student leaders may not have read all of the leadership books by gurus such as Peter Drucker, Dale Carnegie, Tom Peters, Stephen Covey, John F. Kennedy, and Colin Powell, they have learned quite a bit about leadership from faculty, administrators, and other role models who are well versed in leadership styles and skills. They have many opportunities to spread their wings and assume leadership roles and grow.

As we take a closer look at the quality of our students, a strong and effective student government, mentoring, and leadership opportunities, empowerment of students, and open challenges to get involved, maybe its not so surprising that Drs. Debra Finney '86, Dennis Kalebjian '78, and Dennis Hobby '85 are three of the past four presidents of the California Dental Association and that so many Pacific graduates have been leaders at the local, state, and national levels of organized dentistry and their communities.

Why has student leadership flourished at Pacific? Why is student government at Pacific so strong and highly regarded? Why are our students so active at the local, state, and national levels in organized dentistry and in the community? How are our students motivated to continue to lead after they graduate and why is the future of Pacific so promising?

Leadership development is so important at Pacific that the mission of the School of Dentistry includes the statement that the school as a community, its members, and its graduates will be distinguished by attributes including, "Leadership in addressing the challenges facing the profession of dentistry, education, and our communities."

One the most important concepts we embrace at Pacific is that leaders are not born, they are made. That is, leadership is not an inherited ability but rather a set of skills that can be taught, acquired, and nurtured. Leadership talent exists in most people and only needs to be exposed and developed. We realize these skills and talent are only effective when the leader has integrity and character. One of Dr. Dugoni's sayings embodies this concept: "At Pacific, we grow people and along the way they become doctors."

There are four critical conditions at Pacific that allow leadership to flourish: an environment that fosters leadership; the best and the brightest students who are capable of excelling in the classroom as well as devoting time to extracurricular activities; opportunities to get involved and assume leadership positions; and great role models.

The Environment

At Pacific, students are placed in an environment where leadership ability and potential are revealed as they are encouraged to get involved, become more than just dentists ("born a man, died a dentist"), become role models for others, set high standards, take charge of the future, and give something back.

One of the keys to our success is raising student awareness about leadership and opening the doors to leadership positions. Once they get a taste for leadership, they gain confidence in their abilities, realize the value of leadership, and are likely to assume positions in the future.

Students learn about leadership in many ways. Dr. Dugoni offers seminars on leadership and during his tenure as dean, challenged students from the first day of dental school with his famous five B's: be there, be there on time, be involved, be disciplined, and be balanced. He emphasizes that leadership matters and leadership is important.

Dwight Eisenhower stated, "Leadership is the art of getting someone else to do something you want done because he wants to do it." That is, the leader's vision is essential and he or she must be able to influence, inspire, and encourage others to do what needs to be done because they want to do it.

In the words of author Charles Handy, "A leader shapes and shares a vision which gives

point to the work of others” and believes that “the first task of a leader is to define an organization’s mission, while the manager’s primary role is to prevent the complexity of a modern company degenerating into chaos.”

When we asked recent graduates and current students about their views on leadership, we discovered that they have learned a lot from their personal experiences, seminars, faculty and administrator role models, and leadership activities.

Recent Associated Student Body (ASB) President Dr. Blake Robison '06 said, “While in school, I interacted with many leaders at both Pacific and in organized dentistry, such as ADA Executive Director James Bramson and and CDA Executive Director Peter Dubois. From my experiences, successful leaders create and articulate vision, challenge the status quo, and inspire others to learn about effective leadership and how to get involved. The most important lesson I’ve learned from Dr. Dugoni and many others is caring for people. There is no skill or trick you can learn that will have lasting success if you don’t truly care on an individual level about the people you are leading.”

Current ASB President Tyler Nelson added, “Another important characteristic of leadership that I have noticed is confidence,” he said. “Leaders I’ve encountered feel confident in their roles and realize that they have the abilities, skills, and knowledge to lead. They are willing to make decisions even if they are unpopular and realize that leadership is not a popularity contest.”

Mr. Chris Olson, also in the Class of 2007, stated, “The emphasis on involvement from Drs. Ferrillo and Dugoni and others at the school is vital to the spirit of leadership at Pacific. It starts with the administration—having their full backing and encouragement is important and does not exist at the same level at other schools.”

Third-year student Alexis Tessler said one of the most important skills she’s learned from her leadership experiences with the ASDA delegation is that “Leaders build teams so they are able to delegate. This way, decisions are made as close as possible to the point where tasks are carried out. A leader is not appointed because he or she knows everything and can make every decision. Both Dean Ferrillo and Dean Emeritus Dugoni have surrounded themselves with many administrators and faculty members who are leaders in their own right, such as Dr. Robert Christoffersen who is past president of the Dental Board of California; Dr. Craig Yarborough, who has been the chair of the ADA Council on Annual Sessions; Dr. David Chambers, who is the editor of the Journal of the American College of Dentists; Dr. David Nielsen who is the executive director of the Alumni Association; and Dr. Paul Glassman who is a leader in access to care for patients with disabilities and is past president of the Special Care Dentistry Association. All of these team members play an important role in the success of Pacific. Although assembling a good team may not be an easy task, the benefits are worth the effort. It is clear at Pacific that the teamwork atmosphere has produced excellent results. I’ve learned that engendering good teamwork is an essential part of good leadership.”

The Best and the Brightest

We are fortunate to be able to recruit some of the finest students in the country who come from a wide variety of backgrounds. Our incoming DDS class of 140 students is selected from a pool of over 3,000 applicants. Our incoming class of 22 international dental students is selected from a pool of over 400 applicants. The applicants have résumés filled with academic accomplishments and some of the best DAT scores in the country. But their resumes also bristle with community services and leadership positions in organizations in high school and college, as well as management experience among our “second-career” students.

During the day-long interview process we are able to assess these records of community service, demonstrated and potential leadership ability, maturity, capacity for a substantial workload, good time management, ethical standards, and the likelihood that they will thrive in our humanistic model of education. It is refreshing to note that many of our applicants have heard already about our students’ record of community service and leadership and hope to become involved.

Christopher Olson

Courtney Fitzpatrick

Daniel Copp Tyler Clark

Sam Christensen

Joshua Erickson

Jonathan Wong

Dustin Wirig
Ian Paisley



Pacific students meet with Richard McKeown (center left), chief of staff to Secretary Leavitt, and Mike Leavitt (center right), U.S. Secretary of Health and Human Services, in Washington, D.C.

Opportunities: Opening the Doors to Leadership

As noted in a previous edition of *Contact Point*, the Associated Student Body has a constitution. While all doctoral students are members of the Associated Student Body, the business affairs of the organization are conducted by the Student Executive Council which is comprised of the elected student body officers, the president and vice president of each class, and elected representatives to selected agencies or organized dentistry. The Executive Committee meets once a month, and meetings are open to all as students are encouraged to participate in student government and to exercise their rights and voice their opinions.

In order to ensure equal representation among the classes, each class has two officers elected by a vote of the entire student body: the ASB President and Vice President are senior students; the secretary and treasurer are second-year students; and the sergeant-at-arms and the member-at-large are first-year students. In addition, each DDS and IDS class elects its own president and vice president as well as representatives to the California Dental Association, the American Student Dental Association, and the American Dental Education Association. Other members of the council include officers of various student organizations. In addition, student representatives are also members of numerous school committees, such as the Clinic Advisory Committee, the Curriculum Committee, and the Infection Control Committee. It is important to note that all Pacific dental students are student members of the California and American Dental Associations.

There are also ways to get involved and assume leadership roles through many events and activities such as: Bay to Breakers Race, Softball and Basketball Tournaments, Special Olympics, Over the Hump Party, community outreach programs, Academic Talent Development Program with UC Berkeley, and the pre-dental course for prospective students.

The Associated Student Body regularly sends student representatives to local, state, regional, and national meetings such as the CDA House of Delegates, the American Dental Education Regional and Annual Sessions, the ASDA Regional and Annual Sessions, and Student Lobby Day in Washington, D.C. Student representatives also attend the American Dental Students' Conference on Research, the ADA Conference on the New Dentist, the ADA Student Ambassador Program, and many other meetings. At each of these events, our representatives have been extremely well-received for their insight, knowledge of issues, consensus building, tact, and interest in the profession.

After attending the 2006 CDA House of Delegates Meeting in Beverly Hills in September, Pacific CDA representatives Chris Olson, Class of 2007, Jon Pascarella, Class of 2008, and Robert Passamano, Class of 2009, reported that they found the meeting informative and learned more about issues facing the profession including licensure, CDA membership for non-dentists, regulatory initiatives, and strategic planning for the association. Mr. Olsen noted that, "Many of the issues were applicable to current dental students and recent graduates. We are fortunate that students have a voice in the House of Delegates and are able to present issues that concern us. All of the student representatives were impressed with the efforts of the leaders at CDA and this inspired us to continue our active roles and to value our membership." Before attending meetings student representatives frequently meet with Dean Ferrillo and/or faculty mentors to learn about their views, perspectives, and what to expect.

Ms. Alexis Tessler, an ADEA Academic Dental Careers Fellow and ASDA District 11 Trustee stated, "My very first goal is to be the best professional I can be. I can see myself being involved with organized dentistry. Over the past two years I have become active in ASDA and the ADA. After spending the summer as an extern to the ADA, I have

a new appreciation for the power and capabilities of these organizations. I hope to be continued to ask to serve and to add value. I see these organizations as my way of giving back to the profession and ensuring that dentistry will continue to be the best profession on the planet."

A contingent of 13 students attended the ASDA National Student Lobby Day in Washington, D.C. [picture of students with Michael Leavitt and Richard McKeown] This was the second largest delegation nationwide despite having one of the farthest distances to travel. Students spent the first day learning about important legislative issues facing dentistry and strategies for successful lobbying. Pacific's delegation met with 16 members of Congress to share their experiences and concerns of how certain bills would affect dental students. They also were able to tour the Department of Health and Human Services and meet with Secretary Michael Leavitt, his Chief of Staff Richard McKeown (father of Class of 2007 member Sean McKeown), and Surgeon General Richard Carmona.

Our acclaimed Student Community Outreach for Public Education (SCOPE) Program is driven by students who volunteer their time and talents. A decade ago when the School of Dentistry managed community service activities, only a handful of students were involved in a relatively few projects each year. Students who had a concern for neglected populations stepped up to the plate and offered to take a leadership role in expanding and developing a program that would provide education and care to underserved populations. The program has grown to well over 50



projects per year with virtually 100% student participation and has received national recognition. In the process many students have developed their organizational and leadership skills and have paved the way for future generations of students.

Role Models

The School of Dentistry has spent considerable time and resources on faculty, staff, and student leadership development. Students have identified several

knowledgeable and experienced leaders who can guide them, including: Dr. Bruce Peltier, author of the book, *The Psychology of Executive Coaching*; the many faculty and staff members who studied leadership and management as they earned their MBA degrees; faculty and staff members who are currently enrolled in the Doctorate in Professional Education and Leadership; many chairs and administrators who participated in the Triangle Associates Leadership Program, and most

recently Drs. Nader Nadershahi and Marc Geissberger who completed the year-long ADEA Leadership Institute Program. And don't forget Drs. Ferrillo and Dugoni, whose examples continue to inspire our student leaders each year.

As Dr. Dugoni frequently states, "The magic of Pacific is in its people." This magic is contagious and continues to spread year after year to the next generation of dental students. Leadership is alive and well at Pacific and the future looks bright. □

Let's look at some examples of the accomplishments of our students in just the past few years and then investigate the reasons why our students have taken on such prominent roles.

Class of 2003

Kate Warren was the American Student Dental Association (ASDA) Speaker of the House. ASDA is the national student-run organization which protects the rights, interests, and welfare of all students pursuing careers in dentistry.

Ian Paisley was the ASDA Consultant on Dental Education and Licensure and a member of the CDA Task Force on Licensure Reform.

Jonathan Wong was the ASDA Consultant on Professional Issues.

Joshua Erickson was the Pacific Region representative for the American Association of Dental Research (AADR) National Student Research Group and the ASDA Western Tri-Regional Legislative Coordinator.

Leif Cobain was the AADR National Student Research Group's Member at Large.

Class of 2004

Courtney Fitzpatrick was the ASDA Delegate of the Year and ASDA Consultant for Professional Issues.

Ruchi Nijjar was editor in chief of ASDA News, the monthly student publication.

Jessica Schellinck was editor of our student newsletter, *The Articulating Paper*. The publication was honored with the Lawrence H. Meskin Journalism Award for Excellence in Dental Student Publications from the American Association of Dental Editors in 2003.

Jamie Sahouria was the first recipient of the Dr. Anthony Volpe Community Dentistry Service Award sponsored by Colgate-Palmolive.

Class of 2005

Sam Christensen represented all U.S. dental students at the ADEA Conference of Dental School Deans.

Tyler Clark was the only student representative to the CDA Holding Company.

Dustin Wirig served as dental student representative to CDA's Committee on the New Dentist.

Class of 2006

Blake Robison served as ASDA Vice President, chair of the ASDA Task Force on Clinical Licensure Reform, and as a delegate to the ADA House of Delegates.

Daniel Copp was the ADEA Council of Students Legislative Representative.

Class of 2007

Alexis Tessler was selected for the prestigious ADEA's Academic Dental Careers Fellowship. She is also Pacific's Legislative Liaison and ASDA District 11 Trustee.

Christopher Olson is a CDA Delegate, San Francisco Dental Society Student Liaison, an ASDA CalDPAC Co-Chair, and a CDA Task Force member.

The Student Community Outreach for Public Education (SCOPE) program earned the ASDA Outstanding Community Service Award.

These accomplishments by Pacific students are quite impressive, especially when considering that there are 56 dental schools in the United States and over 18,000 dental students.

MOVING FORWARD. TOGETHER.

How will you begin your career? Using the latest technology? Access to continuing education? Insured and protected? We couldn't agree more! Check out the many ways a CDA membership can give you the tools you need to be successful right now, and prepare for what you'll need moving forward at every stage of your career – just like Chris.



“When I transition from student to practicing dentist, I can count on CDA to support me professionally and personally. Knowing I can get help assessing an associateship contract, growing my clinical skills through CE courses, setting up insurance for my office or how to choose a practice location gives me peace of mind the process can and will run smoothly. CDA is here for us every step of the way!”

Chris Olson
3rd Year Dental Student
University of the Pacific,
Arthur A. Dugoni School of Dentistry


800.CDA.SMILE
cda.org

Hawaii Alumni Reception

More than 70 people attended an alumni gathering held at the Waialae Country Club in Honolulu, Hawaii, in February. The event provided the opportunity for alumni to meet with Dean Ferrillo and reconnect with classmates. Dr. Joe Yamamoto '49, Associate Member Dr. Larry Tseu, and Associate Member Dr. Kin Ching helped organize the event.

Dr. Robin Nishimura '88, treasurer of the Hawaii alumni chapter, said he was excited to meet Dean Ferrillo and hopes his visit will prompt other alumni to participate in future meetings.

"It's not everyday that a new dean is appointed, so it was really nice to meet Dr. Ferrillo," said Dr. Nishimura. "Hopefully this will open the door for the dean to make trips to Hawaii and we'll get to



Dr. Jonathan Lau '96, Dr. Marcia Loo '96, and Dean Ferrillo attend an alumni reception at the Waialae Country Club in Honolulu, Hawaii.

hear even more about the future of our dental school."

In addition to Alumni Association members, incoming dental students from the Class of 2010, pre-dental students from the University of Hawaii, and other prospective Pacific dental students attended the reception. Dr. Ching, whose son Jason will be a first-year student at the dental school next year, said he was pleased to see some of Hawaii's brightest students attend the gathering.

"The dental school has such an impressive, welcoming alumni association and it really demonstrates to prospective students what the environment at Pacific is like," Dr. Ching said. "It's a very beneficial tool for the dental school to recruit some of the top quality students."

Dr. Yarborough Named Executive Associate Dean

Dean Patrick J. Ferrillo, Jr. appointed Dr. Craig Yarborough '80 as executive associate dean of the dental school on February 1. In his new position, Dr. Yarborough works closely with Dean Ferrillo and assists him with various efforts to implement the vision and mission of the dental school.

"I know Dr. Yarborough will excel and provide the leadership that will drive the School of Dentistry community to greater heights of accomplishment," Dean Ferrillo said.

Dr. Yarborough's association with the University and its supporting communities is long-standing. He received his bachelor's degree from Pacific's Stockton campus in 1977, graduated from the School of Dentistry in 1980, and received his MBA from the Eberhardt School of Business in 1999. Dr. Yar-



PHOTO: ION DRAPER

borough has served as a faculty member and administrator for 26 years, his most recent post as associate dean for institutional advancement. Prior to joining the School of Dentistry full time in 1993, Dr. Yarborough worked in private practice in Lodi, California, for 13 years.

Dr. Yarborough is a member of the California Dental Association Foundation Board of Directors, a member and past chair of the CDA Board of Managers for Scientific Sessions, and a past chair of the American Dental Association Council on Annual Sessions. He is a past president of the Alumni Association and a recipient of its Medallion of Distinction award. Dr. Yarborough is also the former executive director of the Pacific Dental Education Foundation, the dental school's fundraising board that recently completed a \$65.7 million campaign, the largest ever for a U.S. dental school.

Celebrity Dentist Dr. William Dorfman Holds Book Signing at Pacific

Alumnus Dr. William Dorfman '83 returned to the School of Dentistry for a lecture, book signing, and dinner in November. Dr. Dorfman is the author of the *New York Times* best-selling book, *Billion Dollar Smile: A Complete Guide to Your Extreme Smile Makeover* and is one of the country's leaders in aesthetic dentistry. He has been interviewed extensively for both television and print publications, and was the lead dentist on the ABC-TV series, "Extreme Makeover."

The lecture, hosted by the Aesthetics Study Club, provided the opportunity for students to hear about some of Dr. Dorfman's most complex aesthetic cases and how the outcome of the procedures impacted his patients. Third-year student Robert Soto, president of the Aesthetics Study Club, said Dr. Dorfman's experience was one of the influences that inspired him to pursue a career in aesthetic dentistry.

"Hearing how Dr. Dorfman has changed his patients' lives has really motivated me to explore aesthetic dentistry," Mr. Soto said, "And

after witnessing all of his achievements, it makes me believe I can go as far as I want to in dentistry."

Following the lecture, Dr. Dorfman's company, Discus Dental, hosted a catered dinner for more than 150 dental students and faculty. In addition, approximately 80 copies of Dr. Dorfman's

book sold at the event, with the proceeds benefiting the following charities: the Dustin Wells Memorial Foundation, the American Heart Association, the Garth Brooks Teammates for Kids Foundation to fund the Crown Council's Smiles for Life Foundation, and the National Children's Dental Foundation.



Dr. William Dorfman '83 signs copies of his book, Billion Dollar Smile: A Complete Guide to Your Extreme Smile Makeover.

Annual Alumni Association Meeting Draws 1,600 to SF

Nearly 1,600 people attended the 108th annual Alumni Association meeting at San Francisco's Fairmont Hotel on March 2-3. Attendees at the two-day event participated in continuing education courses, spent time with classmates, and heard about the future of the dental school.

During his first Alumni Association meeting as dean, Dr. Patrick J. Ferrillo, Jr. addressed a crowd of 550 during the Alumni Recognition Luncheon on Friday. Dr. Ferrillo used the opportunity to showcase achievements in the past year and to discuss the dental school's current strategic planning process.

"While we are engaged in planning for the future of our school, it's important to consider the feedback of all of our stakeholders,"

Dr. Ferrillo said. "As alumni, you are very important constituents. Your input is vital if we are to insure this institution remains the best in the world."

Following the dean's remarks, the Alumni Association presented Medallion of Distinction awards to three distinguished individuals for their outstanding contributions to the dental school. Mr. Patrick Cavanaugh, Pacific's Vice President of Business and Finance, Ms. Jane Wright-Hayes, director of the School of Dentistry's Division of Postgraduate Studies, and Mr. Donald O'Connell, former University Regent and PDEF board member (in absentia), each received the prestigious medallion. The Alumni Association also welcomed its new president, Dr. Nava Fathi '95, and honored out-going president, Dr. Jade Miller '81.

During the luncheon, nine reunion classes presented generous class gifts totaling nearly \$4.3 million.



1 Medallion of Distinction recipient Jane Wright Hayes with her children Allegra and Riley Bandy, husband Allen Hayes, and friend Lily Shankwiler.

2 Dr. Arthur A. Dugoni '48, Brian Dugoni, Class of 2008, and Dr. Steve Dugoni '81 Ortho enjoy a moment together following the recognition luncheon.

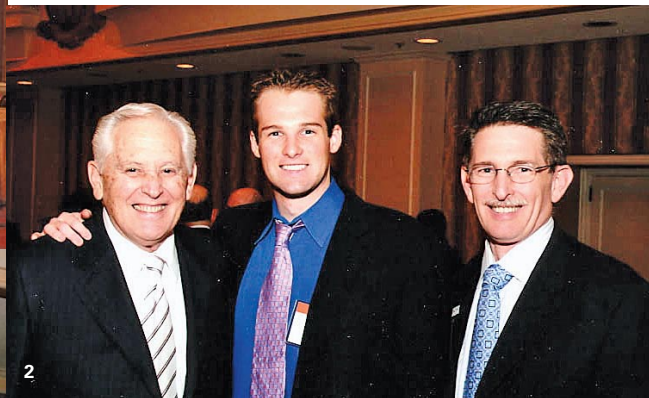
3 The Class of 1947 celebrated their 60th reunion.

4 Medallion of Distinction recipient Mr. Patrick Cavanaugh with the dean after receiving his award.

5 Alumni Association Out-going President Jade Miler '81 and Vice President Darryl Lee '77 enjoy a break during the meeting on March 2.

6 The Dental Hygiene Class of 2007.

7 Drs. Berney Neufeld and Patrick J. Ferrillo, Jr. thank Class of 1982 members Roni Douglas, Glenn Belen, and Michael Fox for their class gift of \$1,092,147.



PHOTOS: RICHARD MAYER

Dr. Maher Uses Experiences in Iraq to Prepare for Return to Private Practice

When Dr. Mark Maher graduated from the Arthur A. Dugoni School of Dentistry in 2004, he knew his experience as a practicing dentist would be quite different than that of many of his classmates. After all, Dr. Maher had joined the U.S. Army on a dental scholarship a few months before his first day at Pacific and started active duty before he knew the results of his licensure exam. Dr. Maher, now a captain, spent a year in an AEGD residency in Georgia and just a few weeks in a staff position at an Army base in Hawaii before receiving word that he would be deployed to Iraq in August 2006. He is now stationed in northeastern Baghdad, near the Iranian border.

"Fortunately, I had six months to prepare for the trip to Iraq," Dr. Maher said. "But now that I'm here, instead of being one of several general dentists who provide comprehensive care for an Army brigade of 3,000 to 4,000 soldiers, I'm the sole dentist."

But it's not just the sheer caseload that can be overwhelming. Dr. Maher has seen a variety of interesting and somewhat complex cases during his time in Iraq—from horizontal third molar impactions to a postmortem forensic identification.

The majority of Dr. Maher's patients are U.S. servicemen and women or civilians who work on the Army base, but he also treats laborers and soldiers from across the globe, including Sri Lanka, Pakistan, Nepal, Turkey, Romania, Macedonia, and the Philippines. "Treating such a diverse population isn't always easy," he said. "The military provides translation services for Arabic and Kurdish, but for other patients there can be a lot of drawing pictures and charades to inform patients about their conditions and treatment options," Dr. Maher said.

While the methods of communication can be somewhat crude at times, Dr. Maher said he feels fortunate that at least his location and equipment are up-to-date. Unlike many of the medical tents used during the early phases of the war, his clinic is housed in a permanent building with portable, military field equipment.

Dr. Maher is thankful for more than his equipment, however. The fact that he has a dental assistant, Specialist Ryan Grindstaff,



Dr. Mark Maher stands in front of a medical helicopter on the Kirkuk Regional Air Base in Kirkuk, Iraq. The military uses the helicopters as "air ambulances" to transport patients.



Dr. Mark Maher works on a patient in his Army dental clinic in Kirkuk, Iraq. Dr. Maher has been stationed in Iraq since August 2006.

makes a significant difference in his ability to effectively treat patients and run the dental operation. In addition to patient care, the two men are solely responsible for record keeping, sterilization, equipment maintenance, and resupply.

"Without SPC Grindstaff, there's no way I could function," Dr. Maher said. "He deserves much of the credit for our successful operation."

Despite the constant challenges, Dr. Maher said he's gleaned some valuable lessons from his experience in Iraq. Among them is the ability to manage dental supplies and project usage—skills that will undoubtedly serve him well when he returns to private practice.

"Those functions have all been taken care of for me in the larger clinics I've worked in previously, but I've had to struggle to figure out some of that myself out here," Dr. Maher said. "But I've also pushed my skills and have improved a lot in oral surgery and endo and I have a better idea about what is too complicated for me to do."

Between running a busy clinic and keeping up on mandatory military training, meetings, and other requirements, Dr. Maher said it's hard to find time for much else. But the ability to call or e-mail home every day eases the pressures of day-to-day Army life.

"Of course the most difficult aspect of deployment is missing my wife, Ellie, and two-year-old son, Griffin," he said. "But technology helps bridge the gap."

With his tour expected to end in July, Dr. Maher is looking forward to returning to the states. He has another year commitment to the Army in Hawaii before he can return to the Bay Area and explore further endodontic training or possibly joining or buying a private practice. While Dr. Maher isn't sure which option he'll pursue, he will be glad to get back and spend time with his wife and son on Oahu in the meantime.

"One of the things I look forward to most when I get home is going to the beach with my family," he said.

Dr. Clark Named Monterey Bay Dentist of the Year

The Monterey Bay Dental Society (MBDS) honored Dr. Bridgete Clark '95 with its 2006 Dentist of the Year Award. MBDS recognized Dr. Clark for her role as the program chair of the Cabrillo College Dental Hygiene program.

Over the past nine years, Dr. Clark has worked to bridge the gap between dentists and dental hygienists by educating competent, ethical, and proficient hygienists. Dr. Lloyd Nattkemper, immediate past-president of MBDS and a part-time instructor for Cabrillo's Dental Hygiene program, presented Dr. Clark with the award and commended her exceptional leadership skills.

"Dr. Clark's gentle manner and kind heart has been a gift to the faculty, to the students,

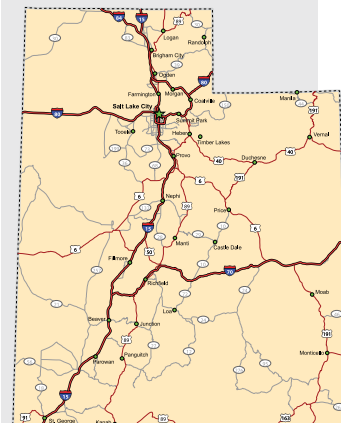


Dr. Bridgete Clark '95 received the Monterey Bay Dental Society 2006 Dentist of the Year Award.

and to the profession of dentistry," Dr. Nattkemper said during the award ceremony.

Dr. Clark, who has worked in private practice as both a dentist and a dental hygienist, said she was surprised and honored by the award. "I was so shocked to receive this award," she said. "It has been a pleasure working with Dr. Lloyd Nattkemper, Carole Hart, and the Monterey Bay Dental Society, as well as serving the dental community. It's wonderful to have a great relationship between Cabrillo College Dental Hygiene and MBDS."

Dr. Clark graduated from Marquette University with a bachelor of science degree in dental hygiene, holds a doctor of dental surgery degree from Pacific, and is a member of the Tau Kappa Omega dental honor society.



Utah Alumni Connect

Members of the Utah alumni chapter hosted a luncheon at the Downtown Marriott Hotel in Salt Lake City on February 10. Held in conjunction with the Utah Dental Association Annual Meeting, the event drew nearly 50 attendees. Dr. Jim Ence '77 contributed to planning the reception.

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The Unbearable Tension of Doctoring

By Dr. Bruce Peltier

Every once in a while “real” doctors must step up and take a stand. This usually involves uncomfortable conflict and risk. There is a natural tension that comes with the role of “doctor.” It is not always obvious, but it is always there.

Most of us prefer to avoid conflict if we can. Few enjoy confrontation. Yet, disagreement, conflict, and confrontation are essential aspects of a doctor’s life, and must not be ignored. Tension is an essential, perhaps defining aspect of a doctor’s way of life. You simply cannot be an excellent doctor without facing and experiencing tension. Surprisingly, this is a topic seldom broached in dental education or dental literature.

Tension is inevitable. There is a role tension plays in dentistry, the tension created by the fact that dentists and staff members have different roles with differing responsibilities, varying interests, and different goals. There is tension between dentist and patient, which presents itself when interests are not aligned (e.g., when your patient prefers an extraction and you, the dentist, prefer to provide a root canal and crown). There is tension that comes from the very fact that dentists provide an expensive and essential service to people with limited resources. There is tension between dentists who do not see eye to eye or when a dentist observes dental work that appears to be substandard. Occasionally, an individual may have to step in to modulate the behavior of a colleague who has gotten himself or herself into some kind of negative situation with alcohol or debt or inappropriate advertising, overly aggressive marketing, or even sexual harassment. The potential for conflict and tension is all around us. All we have to do is pay attention.

There is obviously tension at dental schools—role tension between faculty members and students. Teachers strive to provide an experience that will result in the eventual transformation of first-year students into dentists. Students strive to benefit from their education as much as they can, sometimes with the least possible effort or strain. Students are understandably

reluctant to show professors work that is not their best, yet they must do so in order to get constructive feedback. Teachers are sometimes unwilling to tell students that they need to come to class on time, to dress more professionally, to speak more clearly, and to prepare more fully for class or for appointments with patients. Dentists sometimes have difficulty when they must confront the unacceptable or inadequate behavior of a dental assistant. Patients are wary when they do not understand what they have been told; waiting instead to question an assistant once the dentist leaves the operatory. Conflict avoidance is common in dentistry, dental education, and health care.

Cheating and Self-Governance

The public depends on professionals to self-monitor, and self-governance is an essential component of any profession. Professions are granted autonomy and trusted to look after themselves on behalf of the public interest. Patients often do not know enough to guide their own care, so they must rely on doctors to “do the right thing” for them.

Three recent high-profile incidents at other American dental schools have triggered interest across the nation about the question of cheating. Pacific faculty have instigated a self-study of the ethical climate at the dental school, “just in case.” A proactive approach seems well-advised. Recent inquiries, thankfully, have revealed that cheating is not perceived by students or faculty to be a significant problem at the moment. While cheating is never acceptable in professional school, some cheating always exists. But the extent and kind seems relatively minor at Pacific (a new study by Donald McCabe, the cheating guru at Rutgers, indicates that business students are the biggest cheaters these days). At Pacific there seems to be little or no cheating in written final exams and only isolated inci-

dents in the labs. The clinic, of course, is a more complex environment, so there is room for manipulation by clever, ambitious, or frightened students. Recent graduates report, perhaps out of envy, that a few students at or near the top of the class were thought to have taken shortcuts.

While the news is generally good, one troubling finding of the self-study is that students and faculty members are reluctant to bring formal accusations to the ethics committee. Students are intimidated by the process, as they do not want to ruin the lives of classmates, and they fear retaliation. On the other hand, faculty members fear retaliation by students in the form of lowered evaluations.

Due process is obviously an important tradition in American jurisprudence, and it requires that a consistent and relatively transparent process be followed in every instance of an ethics accusation. This means that students and faculty members cannot report each other anonymously. They must make a formal, written report that includes their names. In other words, they must face those they accuse.

This is exactly the kind of tension that doctors must learn to confront. Avoidance of conflict as a career strategy is misguided, but not uncommon. A career in medicine, dentistry, psychology, hygiene, or nursing without conflict and the tension that accompanies it is simply impossible. Health care professionals must get used to it.

This is not to say, of course, that dentists and other health care providers should become chronic loud-mouths, always pointing fingers at others and expressing outrage. Effective and useful confrontation is nearly an art form, requiring considerable skill, judgment, and even finesse, and it begins with introspection and requires practice. But it must begin.

Sustaining Greatness—Plans For the Future

During three days over the final weekend of October, the Pacific Dental Education Foundation board gathered for its annual "advance" at the beautiful Bernardus Lodge in Carmel Valley.

"The advance gives our board time to reflect on what we have accomplished and to set goals for the coming year," said Director of Development Berney Neufeld. "Having just finished a highly successful campaign, it is important that we use this time to refocus on the future of philanthropy at our school."

Kicking off the advance, Dean Ferrillo welcomed the board and expressed his appreciation for all that the PDEF has meant to the Arthur A. Dugoni School of Dentistry. During his first 100 days, Dean Ferrillo observed, "I came with high expectations and they have been exceeded in every way.

"As we look at the future of the San Francisco campus we realize that our actions over the next few years will define us for the next generation. I see the San Francisco campus as our flagship. We need to leverage this valuable real estate. If we build, we better get it right, because what we do will have to serve us for the next 25 years."

"We are great," Dean Ferrillo declared, "And, we must sustain that greatness. It will take the best ideas and efforts of us all. Over the next few months a strategic vision for the next decade will emerge. Together, we can sustain the greatness that makes this school the envy of dental education around the world."

For the next two intense days, David Neumeister, DDS, an experienced facilitator, led the group in planning for the future of the PDEF board. Each board and staff member ended with specific action commitments for strengthening the board and the philanthropic support of the dental school.

In February, the PDEF board gathered again to select and review new committee assignments. "Our work is a reflection of the philosophy that permeates every aspect of the Arthur A. Dugoni School of Dentistry," said University Regent Ron Redmond '68. "If we stand still, we will fall behind. Twenty-eight percent of all applicants to dental schools apply to this school because of our ongoing commitment to excellence. The work that we accomplished at our advance in the fall and continuing into 2007 is a reflection of that commitment."

"I've spent my life working with volunteers, and the PDEF board is the best," said Dr. Neufeld. "As our new strategic vision comes into focus, our new dean will have a fabulous, talented group of volunteers ready to partner in making that vision a reality."

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Introducing the Dean's Fund for Excellence

Upon the recommendation of the PDEF board, the P&S Annual Fund will now be known as the Dean's Fund for Excellence. This name better reflects the importance of unrestricted annual gifts to the school. As Dean Ferrillo explains, "At Pacific everyone is encouraged to suggest ways we might improve our operations. I am able to respond quickly to many of these great ideas because of the unrestricted gifts made to the Dean's Fund for Excellence."

The flexibility and immediate availability of these funds has often been the key to helping the school maintain its leadership position in dental education. Student research grants, an extra endo-microscope, a planning consultant, and travel for a faculty member to present a scientific paper are examples of activities made possible by this fund. Small amounts and large, the Dean's Fund for Excellence makes an important contribution in dozens of different ways.

The Dean's Club has also changed its name to the Dean's Circle. Annual donors will continue to be honored at the Pacific, Silver, Gold, or Porcelain levels.

At whatever level, remember, supporting Pacific makes a real difference in the continued success of the dental school by giving the dean added financial resources needed to meet unanticipated opportunities.



Pacific—\$1,000



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DEAN'S CIRCLE for 2006-2007 Gift Per Year

<u>Graduation Year</u>	<u>Pacific</u>	<u>Silver</u>	<u>Gold</u>	<u>Porcelain</u>
<u>2006</u>	\$100	\$250	\$500	\$1,000
<u>2005</u>	\$200	\$500	\$1,000	\$2,000
<u>2004</u>	\$300	\$750	\$1,500	\$3,000
<u>2003</u>	\$400	\$1,000	\$2,000	\$4,000
<u>2002</u>	\$500	\$1,250	\$2,500	\$5,000
<u>2001</u>	\$600	\$1,500	\$3,000	\$6,000
<u>2000</u>	\$700	\$1,750	\$3,500	\$7,000
<u>1999</u>	\$800	\$2,000	\$4,000	\$8,000
<u>1998</u>	\$900	\$2,250	\$4,500	\$9,000
<u>1897 - 1997 & friends</u>	\$1,000	\$2,500	\$5,000	\$10,000



CALENDAR

Visit www.dental.pacific.edu for News & Events

Golf Game Prior to CDA Spring Session

Wednesday, May 2, 2007
Black Gold Golf Club
Yorba Linda, CA
(714) 961-0253

Alumni Reception at CDA Session

Friday, May 4
Anaheim Marriott, Salon E
(415) 929-6423

Alumni/Graduate Banquet

Friday, June 8, 2007
The Ritz-Carlton Hotel, SF
(415) 929-6423

Thanks a Bunch Brunch

For the Class of 2007
Saturday, June 9, 2007
The Fairmont Hotel, SF
(415) 929-6434

Commencement Ceremony

Sunday, June 10, 2007
Nob Hill Masonic Center, SF
www.dental.pacific.edu/graduation

10th Annual Kids in the Clinic Golf Classic

Monday, July 16, 2007
Olympic Club, SF
(415) 929-6431

Del Mar Day at the Races

Sunday, July 29, 2007
Del Mar Thoroughbred Club
Del Mar, CA
(415) 929-6423

Alumni Reception During ADA Meeting

Friday, September 28
School of Dentistry
(415) 929-6423

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Membership includes complimentary admission to the annual Alumni Association Meeting, invitation to association-sponsored events, and an alumni directory.
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jfox@pacific.edu

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The PDEF board assists the School of Dentistry in its fundraising efforts. Alumni and friends contribute to the dental school in many ways, including:

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Dr. Charles, Charles Jr. and Joe Sweet Scholarship Endowment
Alumni Association Scholarship Fund
General Memorial Fund
Class of 1956 Endowment Fund
Arthur and Kaye Dugoni Student Scholarship Endowment
Dr. Bruce and Grace Valentine Endowment
Herbert K. Yee Scholarship Endowment
Dr. Louis J. and Norma Grosso Geissberger Family Endowment
Dean's Fund for Excellence
Ernest G. Sloman Library Endowment
Alfred E. Gilmour Scholarship Fund
Dr. Louis J. and Norma Grosso Geissberger Family Endowment
Dr. Bruce and Grace Valentine Endowment
Hovden Family Endowment
Class of 1956 Endowment Fund
Dr. Louis J. and Norma Grosso Geissberger Family Endowment
General Memorial Fund
Hovden Family Endowment
Dr. Louis J. and Norma Grosso Geissberger Faculty Endowment
Dr. Thomas R. Bales Family Endowment

Geissberger Family Endowment
Dean's Fund for Excellence
Dean's Fund for Excellence
Arthur and Kaye Dugoni Student Scholarship Endowment
Dr. Arthur A. Dugoni Endowed Professorship in Orthodontics

In Memoriam

Herbert Behring '58
Carleton Bigelow '62
Stephen Boughton '77
Cloyd Chamberlain '56
George Cuneo '39
James Dalosta '76
R. Jerome Ennis '65
Louis Filipich '55
Charles Gidding '44

H. Lindy Kell '63
Richard Lum '44
Douglas McNeil '77
Leslie Oakeson '68
William Paul '56
Lawrence Porter '50
Eugene Smith '50
Robert Spencer '64
Earl Wilkinson '52

CONTINUING DENTAL EDUCATION CALENDAR

Ongoing throughout the year
Hospital Dentistry Personalized Learning Experience Program

Ongoing throughout the year
Success with Oral Surgery in the General Dentistry Office

Friday and Saturday, June 22-23, 2007
Allyn D. Burke Dental Symposium
Monterey, California

Saturday, July 14, 2007
First Smiles: Dental Health Begins at Birth
Pacific Health Sciences Learning Center, Stockton, CA

Saturday and Sunday, July 14, 15, 2007
Hospital Dentistry

Friday and Saturdays, July 27, 28; August 3, 10, 2007
Periodontal Crown Lengthening Study Club

Saturday, August 4, 2007
First Smiles: Dental Health Begins at Birth
McGeorge School of Law, Sacramento, CA

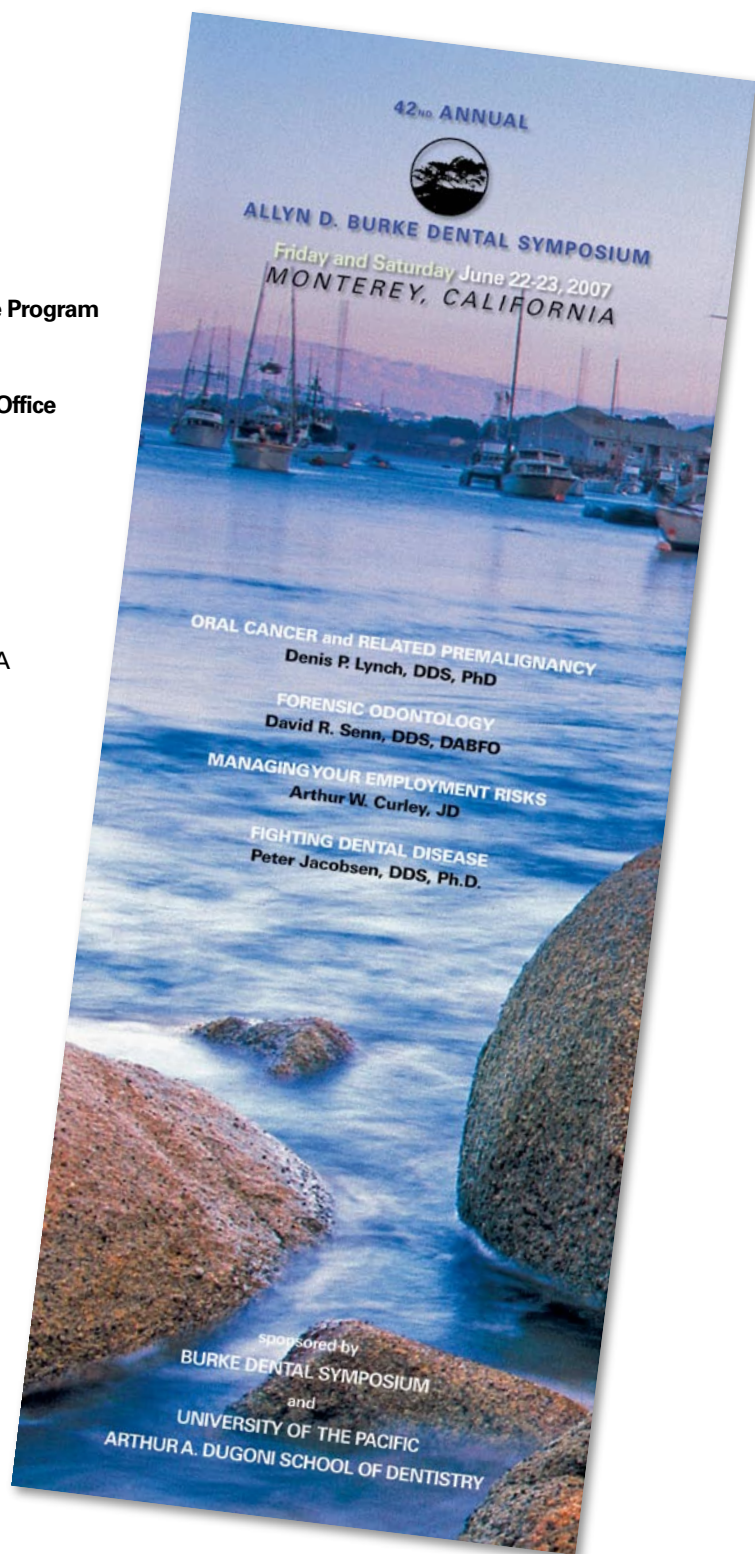
Saturday, August 18, 2007
The Essentials of Aesthetics

Saturday and Sunday, August 25, 26, 2007
Success with Dental Implants

Saturday, September 9, 2007
Digital Photography

Friday and Saturday, September 21, 22, 2007
New Patient Experience

Friday and Saturday, September 21, 22, 2007
Multirrooted Endodontic Two-Day Workshop



To register or for further information, please contact the Division of Postgraduate Studies at:

PHONE (800) 922-4UOP in CA (415) 929-6486 outside CA
INTERNET <http://dental.pacific.edu>
FAX (415) 749-3334

All programs held at University of the Pacific, Arthur A. Dugoni School of Dentistry unless otherwise noted.



PHOTO BY JON DRAPER

We Wanted to Give Something Back

The Bronzinis, Joe '66 and his wife Leslie, surrounded by their four sons, daughter, their spouses, and grandchildren. Joe and Leslie have been generous and faithful supporters of the Arthur A. Dugoni School of Dentistry and are proud to have three sons who are also graduates of the dental school. Rey '96 (6th from the left), Christopher '97 (far left), and Nicolas '05 (3rd from the right). "It's rewarding to know that our school stays strong and continues to grow," Joe says, "as it prepares to meet the needs of future generations. After all, one day our grandchildren may also be graduates of Pacific!"

UNIVERSITY OF THE
PACIFIC
Arthur A. Dugoni
School of Dentistry

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