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SPRING2012

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CONTACT POINTS



Alumni Association President Dr. Eugene Santucci

Executive Director Dr. David Nielsen '67 (415) 929-6489

Assistant Director Joanne Fox (415) 929-6423 jfox@pacific.edu

Pacific Dugoni Foundation

Call (415) 929-6406 or visit www.dental.pacific.edu and click on "Support the School"

Foundation President
Dr. Stephen Rose, '79

Executive Director
Dr. Craig Yarborough '80 (415) 929-6430

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San Francisco, California Vol. 92 · Number 1 · 2012

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DEAN

Patrick J. Ferrillo, Jr.

EDITOR

Kara A. Sanchez

EDITORIAL BOARD

David W. Chambers Patrick J. Ferrillo, Jr. Joanne Fox Eddie K. Hayashida Kara A. Sanchez Dan Soine Craig S. Yarborough Joan Yokom

CONTRIBUTING WRITERS

Kathleen A. Barrows Christina Boufis Eric K.Curtis Dan Soine Meredith Soden Collen Woo

ART DIRECTOR

Joan Yokom

DESIGN

Brian Blanchard Sandra Shuhert

PHOTOGRAPHY

Devon Bailey Bruce Cook Jon Draper Randall Gee Richard Mayer

ADVERTISING

Devon Bailey

Contact Point is published biannually by the University of the Pacific, Arthur A. Dugoni School of Dentistry. Twelve-time winner of the International College of Dentists Journalism Competition and winner of the Gies Award for editorial content. Readership consists of 7,300 alumni, parents, friends, faculty, students and members of the professional community. Material included herein does not necessarily represent the official position of the school. All requests regarding advertising should be directed to Devon Bailey, advertising manager, University of the Pacific, Arthur A. Dugoni School of Dentistry, 2155 Webster St., San Francisco, CA 94115 or telephone (415) 929-6584. Material in this publication may not be reproduced in any form without permission.



LEADING THE IMPROVEMENT OF HEALTH BY ADVANCING ORAL HEALTH



PATRICK J. FERRILLO, JR., DEAN

Healthy Choices

The connection between oral health and overall health is a topic that we dental professionals frequently bring up in our efforts to educate patients and improve their well-being. A healthy mouth contributes to a healthy life, and that's one message we all should reinforce.

This issue of *Contact Point* touches on the concept of health in several ways. Our Current Issue section

highlights a new lecture series on the link between oral health and systemic health being presented by Dugoni School faculty members at Stanford University School of Medicine. This unique lecture series is bringing together medical and dental professionals to better inform physicians about oral health topics. We're proud to be part of this collaborative project.

We are also emphasizing overall health around our school community through some new campus activities. Our Health and Wellness Committee takes the lead on many events, including organizing weekly after-school walks around San Francisco's hills, Boot Camp workouts, guest speakers on health topics, partnerships with fitness centers and our annual Active for Life team fitness program held each fall in partnership with the American Cancer Society. Two years ago the school also launched a weekly farmers' market on our first-floor plaza to offer healthy produce to students, faculty, staff, patients and the neighborhood. These activities demonstrate that wellness is a focus at the Dugoni School of Dentistry.

This issue also covers University of the Pacific's purchase of a building to house our future new San Francisco campus—a landmark decision that will benefit future generations of students. The seven-story structure in the City's South of Market district will provide a vibrant, flexible presence for our dental school and future University programs. Details about the exciting purchase and upcoming renovations are covered in the pages that follow, including thoughts from alumni, students and faculty members.

In planning for the future in terms of how we communicate, we are excited to launch Contact Point Online. Our magazine's new digital version at www.contactpoint.pacific. edu is a dynamic home for expanded content, exclusive web features, photo galleries and more. We hope you check it out and stay in touch with us online and offline alike.

In a variety of ways, we are contributing to the health of our great institution—our people, programs and the physical structures in which we learn, teach, work and socialize. In the spirit of supporting wellness in all its forms, we wish you the best in your own health as well.

Sincerely,

Dr. Patrick J. Ferrillo, Jr.

Patrick of Ferrillo fr

Dean

FUTUR Y O

Flexible Space

University Celebrates Landmark Purchase of New Home for Dental School

The future of University of the Pacific looks bright in the Bay Area.

The recent landmark purchase of a new home for the Arthur A. Dugoni School of Dentistry and other Pacific programs is generating much excitement among the University community and San Francisco's civic leaders and community members alike.

University of the Pacific's purchase of a seven-story building at 155 Fifth Street in San Francisco marks one of the largest facility projects ever undertaken by the University. The future new campus is located in San Francisco's burgeoning South of Market (SoMa) district. It will provide a distinctive new home for future generations of Pacific students.

Five floors of the 395,000-square-foot building will house the Dugoni School of Dentistry, as well as classroom space for other University programs. The remaining two floors will be leased as premium office space. The building will undergo a comprehensive renovation, including a complete replacement of the building's exteriors and interior spaces, which is expected to take approximately two years. The new campus is expected to open in mid-2014.

"This new facility will allow Pacific to strategically expand its footprint in San Francisco by providing a highly visible presence downtown," said Pamela A. Eibeck, president of University of the Pacific. "This will give us important opportunities for our dental school, which has been in San Francisco since 1896, and also will allow us to build programs for students in our eight other University schools and colleges."



"I am proud to welcome the University of the Pacific's Dugoni School of Dentistry to their new home in SoMa," said San Francisco Mayor Edwin M. Lee. "This new campus represents a significant investment in San Francisco, bringing new jobs, new economic activity and one of the top dental schools in the nation to the heart of our City."

The new building will contain flexible learning environments, labs research areas and support space for the dental school, and will also accommodate clinical changes and technology enhancements to support patient care. The SoMa location offers many neighborhood amenities and close proximity to parking and public transportation options for students, faculty, staff and patients.

"We are proud to be part of the exciting development activity taking place in the South of Market neighborhood," said Dr. Patrick J. Ferrillo, Jr., dean of the Dugoni School of Dentistry. "The new facility will allow easier access for our patients to receive oral health care, and provide state-of-the-art learning environments to support our academic programs."

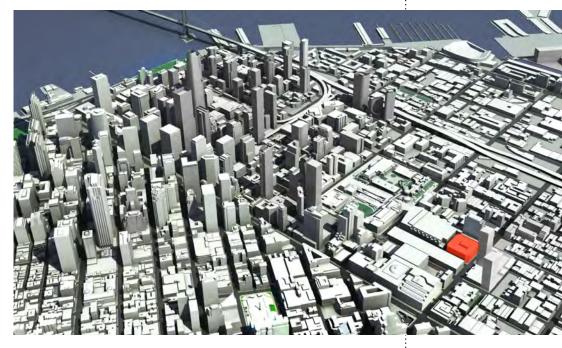
Key partners for the renovation and construction project include the San Francisco office of Smith-GroupJJR, Inc. as the lead architect; San Francisco-based Plant Construction Company as the general contractor; and Nova Partners, Inc., of Palo Alto, for project management services. The 155 Fifth



Street renovation project is estimated to employ about 200 tradespeople over its duration.

The University is funding the cost of the purchase and renovations through an upcoming fundraising campaign, revenue from commercial leases and the sale of two properties currently used by the dental school in San Francisco's Pacific Heights neighborhood.

More details about this history-making project, including proposed architectural renderings of the new campus, are available at www.dental.pacific.edu/plans. Visit the "Community Updates" section to view videos, see draft floor plans and learn more about the many years of planning behind the decision.



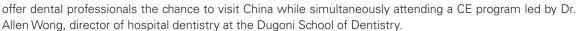
{ 155 Fifth Street }

ISSNE CURRENT

Glories of China

New CE Program Offers International Travel

The Arthur A. Dugoni School of Dentistry is now accepting registrations for a new continuing education program, Glories of China, which will take place in October 2012. The two-week program will



Program attendees will visit the vibrant Chinese cities of Shanghai, Yangshuo, Xi'an and Beijing. Activities will include day-long trips to Wuzhen and Guilin; city tours; nature and architecture exploration; evening performances and entertainment; and a chance to visit famous landmarks such as the Great Wall, Forbidden City and Tiananmen Square.

Glories of China will take place October 5-18, 2012. The price for the 14-day travel program is \$4,599 per person (based on double occupancy), which covers all lodging, visas, tour guides and the majority of meals



and entertainment as well as roundtrip airfare from JFK, LAX or ORD airports. For an additional fee, participants can extend their stay in China with a two- or three-day visit to Hong Kong.

In "Minimally Invasive and Maximally Effective Dentistry," a threepart continuing education course offered during the trip, Wong will cover the medical-dental connection; understanding and incorporating CAMBRA into a dental practice; and CAMBRA treatment planning and options. The course will be held

during the evenings of October 9, 11 and 13, and participants will receive 12 CE units for course completion. The cost for the continuing dental education portion of the trip is \$435 per person.

This exciting travel program is open to all dental professionals, allied dental professionals and guests. Travel logistics are being coordinated by Cruise and Travel Partners. The continuing education course is being coordinated by University of the Pacific, Arthur A. Dugoni School of Dentistry. Other participating schools include Creighton University School of Dentistry; LSU School of Dentistry; Nova Southeastern University College of Dental Medicine; Temple University Kornberg School of Dentistry; University of Alabama at Birmingham School of Dentistry; University at Buffalo School of Dental Medicine; University of Kentucky College of Den-

tal Medicine; and University of Michigan School of Dentistry.

For course registration information, fees and registration deadlines, visit http://dental.pacific.edu/ce1 or call (415) 929-6486. A detailed travel itinerary is also available by contacting Jodi at Cruise and Travel Partners at (800) 856-8826 or by visiting www.cruiseandtravelpartners.com.



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What's Happening?

2012 Calendar of Events

Vino de Mayo Wine Auction Saturday, May 5, 2012 The Ritz-Carlton Hotel, SF (415) 929-6423

Orthodontic Alumni Reception during the AAO in Hawaii Saturday, May 5, 2012 Hilton Hawaiian Village, Honolulu, HI (415) 929-6423

Alumni/Graduate Banquet Friday, June 8, 2012 Intercontinental Hotel, SF (415) 929-6423

Thanks a Bunch Brunch Saturday, June 9, 2012 The Fairmont Hotel, SF (415) 929-6434

OKU Convocation Dinner Saturday, June 9, 2012 The Olympic Club, SF (415) 929-6425

Commencement Ceremony Sunday, June 10, 2012 Masonic Auditorium, SF (415) 929-6425

New Collaboration

Dugoni Faculty Present Oral Health Lectures at Stanford

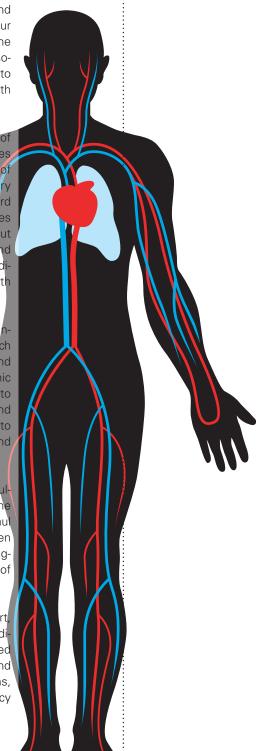
A new collaboration is bringing together medical and dental professionals in Northern California. The Arthur A. Dugoni School of Dentistry has partnered with the California Dental Association, American Dental Association and Stanford University School of Medicine to spotlight the many connections between oral health and systemic health in a new lecture series.

Medical students and faculty at Stanford's School of Medicine have been invited to six different lectures led by faculty members from the Dugoni School of Dentistry. The lecture series, taking place January through June 2012, is being held on the Stanford campus. Sessions are designed to give attendees an overview of what a physician should know about oral health, including the link between oral health and certain diseases, dental trauma, prescription medication considerations, perinatal/maternal oral health and other topics.

Dr. Hema Patel, an ADA Leadership Fellow, was instrumental in bringing all parties together to launch the special series. "Our society is diverse today, and our patients are living longer, with complex chronic illnesses," said Patel. "Shared knowledge is vital to enabling improvement in our healthcare system and ultimately serving our patients well. I am thrilled to be able to facilitate this series between Stanford and Pacific."

Sessions are led by Dugoni School of Dentistry faculty members Dr. Nasser Said-Al-Naief, director of the Oral and Maxillofacial Pathology Laboratory; Dr. Paul Subar, director of the Special Care Clinic; Dr. Allen Wong, director of hospital dentistry; and Dr. Douglas Young, associate professor in the Department of Dental Practice.

According to the 2000 Surgeon General's Report, good oral health is integral to overall health. Additionally, CDA cites studies that have demonstrated an association between periodontal diseases and cardiovascular disease, stroke, respiratory infections, diabetes, osteoporosis, HIV and adverse pregnancy outcomes.



Children's Dental Health Month

Bringing Smiles to Northern California Kids

Hundreds of children from lowincome families in Northern California received free dental treatment, screenings and education in February thanks to the dedication of students, faculty and staff of the Dugoni School of Dentistry.

In honor of February's National Children's Dental Health Month. the school participated in two Give Kids a Smile® events—one at the school's clinic in Stockton and another at the school's Union City Dental Care Center. The February 4 event, held at the Pacific Dental Care Clinic in Stockton, was the result of a partnership with the San Joaquin Dental Society. The successful outreach program drew hundreds of families who



lined up for free dental care and entertainment. At the school's Union City Dental Care Center, student and faculty members worked with volunteers from the Southern Alameda County Dental Society to treat and educate families in attendance.

In San Francisco at the school's Hutto Patterson Pediatric Dental Clinic, dental screenings and oral health education were offered throughout the month of February. With a pre-booked appointment, families with children up to age 14 were able to take advantage of these free screenings.

"The events hosted by the dental school in February helped many families, especially those who don't have access to dental care on a regular basis or who have postponed treatment due to financial reasons," said Dr. Jeff Wood, chair of the school's Department of Pediatric Dentistry.

Give Kids A Smile® is a national event sponsored by the American Dental Association (ADA). Thousands of Give Kids A Smile® events take place throughout the United States each February. To learn more or become involved, visit www.givekidsasmile.ada.org.





Pacific Center for Special Care

Two New Grants Support Oral Health Initiatives

The Pacific Center for Special Care at the Dugoni School of Dentistry recently received two major grants to support its oral health initiatives. The Robert Wood Johnson Foundation granted the Pacific Center \$650,000 to establish a National Dental Pipeline Learning Institute. The institute will aim to impact dental education and community dental care for underserved populations. It will partner with the American Dental Education Association (ADEA), the California Primary Care Association (CPCA) and the National Network for Oral Health Access.

In addition, the Pacific Center received a \$2.1 million grant from the California Department of Public Health for a Health Resources and Services Administration (HRSA) state oral health workforce project. This is the second of two such HRSA grants awarded to the Pacific Center for Special Care for a total funding amount of \$4 million.



The state funding supports expansion of the center's Virtual Dental Home demonstration project; a program that allows health centers to train extended function dental assistants in-house; a project managed by the Center for Oral Health to bring oral health preventative care programs to Women, Infants and Children (WIC) centers; and policy work by CPCA to facilitate health center dental departments participating in programs to bring oral health services to community sites.

Dr. Paul Glassman, professor of dental practice and director of the Pacific Center for Special Care, is the principal investigator on these recent grants and will continue to spearhead project efforts.

Making History **Breaking New** Ground



In celebration of the new San Francisco campus project, University of the Pacific held a January 18 groundbreaking event attended by University regents, officials and local civic and business leaders; members of the Pacific Dugoni Foundation and Alumni Association; and other school supporters. San Francisco District 6 Supervisor Jane Kim (representing San Francisco as acting mayor while Mayor Ed Lee was out of town) was among the local dignitaries participating in the ceremonial event to mark the start of the building's renovations.

AROUND CAMPUS PHOTOS: JON DRAPER, RANDALL GEE



Remy Lagman (center) won the Cavanaugh Distinguished Service Award ▼

The inaugural RDAEF class with Dr. Molly Newlon '82 and Dr. Arthur A. Dugoni '48







Second-year team 99 Problems but a Pitch Ain't One took home the Dugoni Softball Tournament title... again 🛦



▼ Food, the perfect gift for the SF Food Bank

> iPads help students communicate with patients >





University News

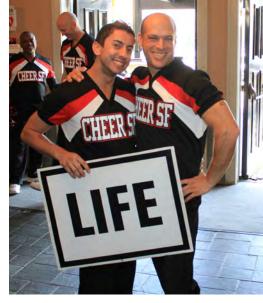


Pacific Hosts 2012 Western Regional LGBTQIA Conference

Academy Award-winning writer, director and producer Dustin Lance Black led a stellar line-up of speakers and presenters at the 2012 Western Regional LGBTQIA Conference, "Lead the movement; be the change," held at Pacific's Stockton campus February 24-26. Black won the 2008 Academy Award for Best Original Screenplay for Milk, a movie about the late gay rights activist Harvey Milk. Also among his many credits are the reality series Faking It and the screenplay for *J. Edgar*, directed by Clint Eastwood. Black, whose talk received a standing ovation, shared his own coming-out story and challenged the audience to fight for a more just and humane world.

The three-day conference included educational sessions, entertainment and networking opportunities. Speakers included Oakland-based hip-hop artist Quimani "Qui510" Brown, best-selling author Patricia Nell Warren and Rev. Megan Rohrer, founder of Welcome, which serves homeless transgender people in the Tenderloin district of San Francisco. There were also presentations from representatives from the San Francisco Public Library's Hormel LGBT Archives, the Transgender Law Center, and the National Center for Lesbian Rights.

The sold-out conference was cohosted by Pacific and University of California at Merced. It was the third year Pacific has organized the event, which drew more than 700 attendees from throughout California, Washington and Oregon, and from as far away as Michigan and New York. For more information or to view a photo gallery from this and previous years, visit http://lgbtqia.pacific.edu





Alumni Have a New Home at Pacific



With the completion of the Alex and Jeri Vereschagin Alumni House last summer, the long-held dream of a home for Pacific alumni on the Stockton campus became a reality. The beautifully appointed, 9,638 square-foot facility is quickly becoming one of the most popular event venues on campus. Nearly 700 alumni, faculty, students and University administrators celebrated at the ribbon-cutting and dedication ceremony in August.

Funded almost entirely by Pacific alumni, the Vereschagin Alumni House provides offices for the Pacific Alumni Association, venues for meetings and special events and a repository for alumni history

and accomplishments. Beautiful cases display historical memorabilia. The Omega Phi Alpha Library showcas-

es Pacific yearbooks and other historical books, newspapers and documents, as well as books by alumni authors.

Look no further for a spot to hold your next special event. Pacific Alumni receive a 50 percent discount on rental fees for the Vereschagin Alumni House. Come by anytime for a visit and relive those special moments. For more information, contact the Pacific Alumni Association at (866) 575-7229.



Dan McFarland '14 | The Fish Will Have To Wait

In 2010, Dan McFarland was a fly fishing guide in his hometown of Missoula, Montana. Today, he's more than halfway through his first year at the dental school. So how did a fisherman from a small town in Montana end up in a big city on the path towards dentistry?

It turns out the healthcare field was always of interest to him. While at the University of Montana, Dan studied health and human performance with an emphasis in exercise science. He had every intention of attending physical therapy school. However, after completing a couple of internships, he knew that wasn't the route for him.

Unsure of what career he wanted to pursue after graduation, Dan took a job as a guide for a fly fishing company. The sport has been a passion and hobby for him for more than 15 years, so the job was attractive.

SO HOW DID A FISHERMAN FROM A SMALL TOWN IN MONTANA END UP IN A BIG CITY ON THE PATH TOWARDS DENTISTRY?

> As a guide, Dan encountered tourists from all over the United States, and it just so happened that many of them were dentists. Intrigued by his background, a few of them suggested he look into the field of dentistry. "They thought that with my healthcare background, dentistry might be a good fit and something I'd be interested in," explained Dan. "And job shadowing made me realize it was perfect for me."

> When it came to deciding on a school, Pacific was a huge draw for him not only because it was a threeyear program, but also because of the humanistic approach. Dan's favorite aspect of the school is its supportive environment. He feels as though he can approach anyone, from fellow students and faculty to the administrative staff. If he has an issue, everybody

is willing to help. "I think there are a lot of schools across the country that are really set in their ways and they're not able or willing to adapt," commented Dan. "At Pacific, it's incredible that professors and heads of departments will sit down and listen to your issues and make a conscious effort to change something that is negatively affecting the school."

His desire to make positive changes helped motivate him to become involved in student government, and he has embraced his role as vice president for his class. According to Dan, he has always had the mindset that if he is going to do something, he wants to get the most out of it that he possibly can. g He sees an opportunity to build up his leadership skills too. "I have 3 some strong qualities that I can a utilize to benefit our class," said

Dan. "I want to become a better, more well-rounded person."

Although Dan is keeping busy with his studies and extracurricular activities, he is also finding time to experience everything he can living in a big city. He enjoys that there's so much to do, but at the same



"I definitely want to end up in Montana."

time, this makes him appreciate where he came from—the fact that there's less commotion and fewer people back home.

As for his love of fly fishing, it hasn't weakened one bit, but alas, the fish will have to wait for him. "I've only been able to go three times since school started," Dan exclaimed. "That's a big change from the four to five days a week I used to go."

Still, this is a sacrifice he is willing to make for now, recognizing the tradeoff is the supportive Dugoni School of Dentistry environment, and knowing that his new career is waiting for him upon graduation. "I

So What Do You Think of the Big Move?

Diverse Voices Weigh In About the New School

By Kathleen A. Barrows

In the words of Student Body President Greg Gardner, Class of 2012, "In its 116-year history, the Arthur A. Dugoni School of Dentistry has been like a living document, modifying to meet the needs of its patients and its students." It goes without saying that the purchase and building of the new dental school, which will open in 2014, is a bold step forward in the school's evolution.

So what does the "dentist on the street" think of the big move? We interviewed people representing the past, the present and the future of the dental school—alumni, faculty, outgoing and incoming students-to find out their thoughts.

Excitement, sometimes mixed with nostalgia, were the emotions that predominated. Nearly everyone heaved a communal sigh of relief about having better parking options and recognized that the school has outgrown its present location. And all anticipated a spacious and modern clinic space that would allow for enhanced patient care as well as better teaching and learning in an environment more representative of real-life dental practice settings.

But each person, reflecting his or her individual and professional histories, had unique thoughts about what the move would mean. Here's what they had to say.

Dr. Jack Saroyan '62-A Pioneer Looking Forward

"I never thought I'd live to see another dental school built," admits Dr. Jack Saroyan. And he should know. He can still picture the special spade used at the groundbreaking in Pacific Heights, which he and his wife attended in 1967.

"Now, we're going to be the new showplace."

Saroyan remembers well the wooden building at 14th and Mission Streets across from the armory, which served as the school's home from 1923 to



1962. "The clinics were like those in a horror movie, with the equipment all black and rows of dental chairs." Those were the days when dental students didn't even touch patients until their second year.

The long-time assistant professor, who retired from his 44-year San Francisco dental

practice in 2006, understands why the school needs to move beyond its present site. And he's especially excited about all the new equipment and the additional square footage in the new clinic design. He also looks forward to more research into areas like bone regeneration. "Now, we're going to be the new showplace."

For those like himself who might be concerned with security issues, he points out that there will be three entrances—one for the students and faculty, one for the patients and a third for people going to other parts of the building.

Getting a new building up and running won't be easy, Saroyan realizes. As he puts it, "Transitions are always difficult," especially when the move must happen during the one-month summer break in June 2014.





But he's confident that with proper planning, it can be done. As for funding, Saroyan points out that the sale value

of the parking lot and building on the present site is a great asset. And he's counting on the generosity of alumni, who responded so well to the last capital campaign, to come through again as he has.

Ms. Lauren Powell, Class of 2015-Envisioning a **Better Chance to Serve Patients**

Lauren Powell knew she wanted to become a dentist since age 12. That was when she got her first braces—as she describes them, "shiny wires, pink bands, the works!"—and loved them. Even earlier, at the age of eight, she had jumped at the

job of turning the tiny key on the rotating wheel of her older brother's palatal expander. Now, as a member of the first class that will graduate from the new campus, her dream is a reality.



"It will be better for patients as well as students."

Under the mentorship of Dr. Bruce Valentine '69, her beloved family dentist in Modesto, California, who "opened her eyes to the world of dentistry," Powell attended Pacific Pride Day at the age of 17 and enrolled in the accelerated dental honors program at the University's Stockton campus. She's elated to have been invited to speak at the recent groundbreaking by Associate Dean for Institutional Advancement Craig Yarborough '80.

Powell says she's feeling privileged that she'll be involved in the big move, and her "biggest excitement is the restructuring of the entire clinic to implement

the idea of actual general practice in real life." The present system of four group practice administrators (GPAs) will increase

to eight practice leaders (PLs), so that there will be closer support and monitoring of the students in the clinic setting, with adjacent seminar rooms for discussions.

And, she emphasizes, "It will be better for the patients as well as the students." Right now many patients don't live in the area, and parking and transportation are real issues. The new location will mean a shorter journey to receive treatment. After all, she says, "we're there to serve them," and that's what she plans to do.

As Powell puts it, "I know this is a university that will not only teach me how to be a great dentist, but a great person as well."

Dr. Binh Dao '07-Letting Go of Nostalgia

For Dr. Binh Dao '07, the present campus holds a lot of memories. He'll always remember, from his first tour of the school, the magnificent view from the top of the building of the Golden Gate Bridge, downtown and the Bay. And later he'd discover that there was "a cool little neighborhood sandwich shop where the lady knew everyones' names."



"I'm excited to see how a school will be started from scratch."

His classmates would sit in the same seats that other family members had occupied as dental students a generation before. Binh himself, whose father immigrated to the U.S. from Vietnam in 1980, has a cousin who inspired his own decision to attend the dental school.

And then, of course, it was here that he met his wife, Dr. Alexis Lyons '07. They were married this past September, with more than 40 classmates and their significant others present at the wedding. The two now have their respective practices in the Sacramento area. After speaking with both Dean Patrick J. Ferrillo, Jr. and Associate

It will be more practical and "help the students learn the business of the dental practice, something which has always been a challenge."

—Judee Tippet-Whyte '86



Dr. Judee Tippett-Whyte '86—Hoping to Enhance **Continuing Education**

As a former president of the Alumni Association, Dr. Judee Tippett-Whyte '86 is well aware of all the effort and planning that has gone into the move to the new campus. And she was thrilled to be present at the January 18



groundbreaking, where she witnessed the excitement of the University regents as well.

"Any move is bittersweet."

She sees the move as a potential boon to the school's continuing education program. The CDA Presents fall meeting happens annually at the Moscone Center, right around the corner from the new site. This could mean a collaboration with the CDA—an organization she's been actively involved in since 1986—using the new clinic for some of the hands-on sessions to bring in revenue and showcase the school.

Having come from the "era of long bench labs," Tippet-Whyte is very appreciative of the new clinic design,

with its feel of a group practice. It will be more practical and "help the students learn the business side of dental practice, something which has always been a challenge."

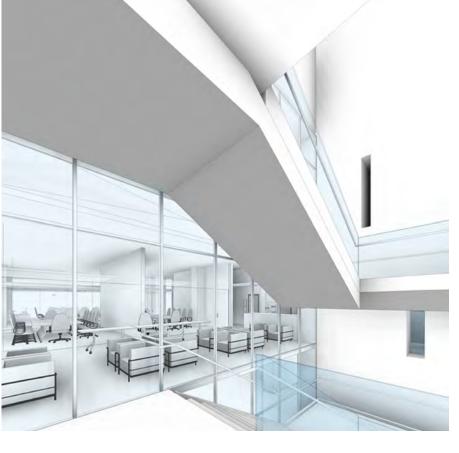
She's also convinced that the much-improved parking situation and accessibility to public transportation will make it much easier to attract patients to help ensure a well-rounded clinical education for students. The South of Market (SoMa) neighborhood represents a "hub of activity," which will bring in a younger population to use the school.

Any move is bittersweet. Tippett-Whyte and her husband, Pacific Director of Events Steve Whyte, have many happy memories of their early married life in student housing, in a building which even had a lab. But it was "an added perk," and not something that she feels would impact anyone's decision to attend the dental school.

Of this she's sure: "The advantages of the new site will far outweigh the disadvantages of losing the student housing."

Dean Craig Yarborough about his initial concerns two years ago, he realizes that it was the "nostalgic part" of him that was getting in the way. "As a student you don't realize you've outgrown an old building," he says. It's more "economically smart to buy and build the way you want" rather than remodel an aging structure. Besides, he asks, where would the students have gone during the renovations?

Most importantly, Dao is impressed with how the dean has planned for the future in a rapidly evolving technological world. "I'm excited now to see how a school will be started from scratch," and he's confident that whatever happens, it will be an improvement on an already great school. "Dean Ferrillo is taking the school in a forward direction, and that's what's important."



Being an older student, who left behind a short career as a chemical engineer, Gardner appreciates that the new space will allow for what he calls "a greater variety of learning skills and styles," from lectures to hands-on learning. He realizes that from the students' perspective there may be worries about housing and a change in neighborhood, but "ultimately it's about the patients and the care we provide."

"This is a timely and much-needed step for the Dugoni School of Dentistry to go into the 21st century and build a new dynasty."

Kathleen A. Barrows, an East Bay freelance writer, is a contributor to Contact Point.

Mr. Greg Gardner, Class of 2012-Moving into the 21st Century

Greg Gardner, Class of 2012, is quick to admit, "I'm jealous—jealous of the newness and the firsts that will happen at the new school." His concern is that some students may forget "how great we already have it here" and he feels the new campus will only



"launch us further from the reach of other schools." It was the inspiration and mentorship of Dean Emeritus Arthur A. Dugoni '48 and other administrators who helped Gardner step out of his comfort zone

to become student body president. After graduating, he will participate in a one-year, postgraduate residency in general practice in Mississippi, pursue a private practice for 10 to 15 years and then begin a gradual return to academia.

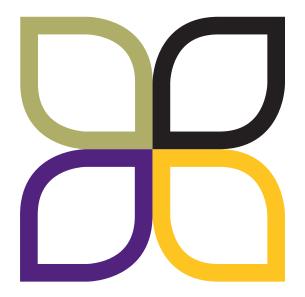
"Our shoes and clothes are getting tight."

Gardner recognizes that "our shoes and clothes are getting tight." Larger gatherings of the school—in both good times to make important announcements and sad times to mourn a lost colleague have been limited by space constraints. And he definitely won't miss the lines in the clinics for both space and supplies.



Wellness at Work

AN INTEGRAL PART OF LIFE AT DUGONI



"Thirty-three percent of Americans today are considered obese," says Dr. Marc Geissberger '91, professor and chair of the Department of Integrated Reconstructive Dental Sciences, "and obesity leads to other health issues—such as cardiovascular disease and diabetes." Indeed, nearly 26 million children and adults in the United States have diabetes—8.3% of the population—according to the American Diabetes Association, at a cost of \$174 billion annually. What's more, seven million more people have undiagnosed diabetes, a major cause of heart disease and stroke and the seventh leading cause of death in the United States.

Fortunately, the dental school is working to change these statistics for its faculty, staff, students and even the surrounding neighborhood. In 2009, the school first participated in Active for Life, an American Cancer Society program, with the goal of encouraging fitness in a team setting. "It was pretty successful," says Armando Ortega, human resources representative. "We had a lot of friendly competition, and that began a snowball effect to create a committee here that would continuously offer programs for physical and mental health and nutritional resources." Thus the Health and Wellness Committee was born.

One of their first initiatives? The committee decided to replace unhealthy options in the vending machines with more nutritious choices. "Our vending machines were full of sugary items, and there weren't many options," explains Ortega, the committee's first chair-

PERCENT OF AMERICANS CONSIDERED OBESE

U.S. ADULTS + CHILDREN WITH DIABETES

26,000,000



person. Today, gone are many of the high-fat, high-salt content snacks, replaced by things such as coconut water, fat-free cookies, baked edamame, vegan brownies and almonds. "We still have fried chips and candy bars," explains Ortega, "but people can make their own decisions," to choose healthy snacks.

By Christina Boufis

In addition, the committee has worked to offer better food choices in Café Cagnone, such as a salad bar, and is looking into increasing the number of nutritious choices, perhaps adding more fruit and vegetables to confirm the commitment to increasing healthy options, says Ortega.

Faculty, staff and students have access to healthier food choices outside the building as well. In September 2010, the dental school held its first farmers' market with two vendors offering organic produce and farm-fresh fruit. The idea was the brainchild of Katherine Falk, web communications specialist, who noticed that some hospitals, such as Kaiser, offer farmers' markets at their sites. "We're a dental school, and we're always talking about the connection between oral health and overall health. Why not connect the dots and be one of the first dental schools to offer a farmers' market?" she asked. Not only were there no easily accessible farmers' markets nearby but also there was an underutilized space, says Falk: the first-floor plaza.

"We think of ourselves as the Dugoni family," says Falk. "My hope was that if people come out to the plaza, they might linger and talk, and colleagues from different floors might run into each other," she explains. "On nice days, that's how it works." Falk says she and her colleagues often share recipes or rave about the seasonal produce, such as fresh green peas or beans. "It's great to be able to go

The farmers' market runs every Wednesday 11:00 a.m. to 2:00 p.m. from early spring through late fall, and Falk says they'd like to increase their vendors, perhaps adding a baked goods stand. "By improving people's access to good produce, their diets get a little healthier and maybe their bodies get a little healthier too," adds Falk.

Eating a balanced diet, including lots of fruits and vegetables, can improve oral health and reduce the risk of gum disease, according to the Academy of General Dentistry. "Right now there's overwhelming evidence in all the medical and dental literature that really connects the health of the mouth to the rest of the body," says Geissberger. "One example is that people with gum disease are at higher risk for cardiovascular disease."

To foster awareness of this connection, the Health and Wellness Committee began hosting lunch and learn sessions last year—hour-long programs open to the entire community on health topics. Sessions have included registered nutritionists speaking about nutritional packaging labels and planning healthy menus; yoga instructors introducing the benefits of practicing yoga; acupuncturists lecturing on traditional Chinese medicine and registered nurses raising diabetes awareness. "We've also had faculty talk about oral cancers and how to take preventive measures against cancer and other diseases as well," says Ortega.

FARMERS MARKET HOURS WEDNESDAYS SPRING-FALL

11AM - 2PM



CALORIES BURNED DURING A **BOOT CAMP SESSION**

600-800



BIKE TO WORK DAY

MAY 10, 2012



In addition to the educational lunch-and-learn programs, the Health and Wellness Committee also offers activity-based programs as well. For instance, they just presented an eight-week tai chi series, says Marco Castellanos, financial aid director and Health and Wellness Committee member who participated in the tai chi series. "It was my first time doing it," says Castellanos. "The instructor provided us with the benefits of tai chi and taught us an introduction to

the form and how to relax and de-stress. I think it was beneficial for my overall health," he adds.

downstairs and pick up my vegetables for the week," says Falk. Another added benefit? The price. "There's still this misconception that farmer's markets are expensive," says Falk. "And they're really not. I would often go to the veggie stand and find it was cheaper than the chain stores—and it tastes much better."

Indeed, one of the Health and Wellness Committee's goals is to introduce new ideas for health, wellness and physical fitness. Tai chi might be rotated with

an eight-week introduction to yoga or even meditation. "When we're considering programs, we look at giving everyone the ability to try something newsomething they might not have done in the past," says Ortega.

Another Health and Wellness Committee offering is the weekly Thursday walk, a four- to five-mile, roundtrip walk to Coit Tower. One of the ways that the committee knows it is successful is the feedback it receives from participants. Often long after a program has ended, committee members get comments from a faculty member, staff member or student who will say, "'When I go home after work, I go running now, which I never did before. Or, 'I walk more, and I've lost 30 pounds," recounts Ortega.

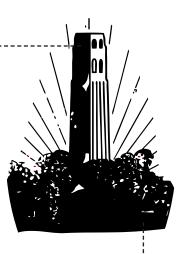
And people recognize informational e-mails with the Health and Wellness Committee logo, says Castellanos. "They know it has something to do with an activity or event. We're making sure health and wellness is going to be sustained for a long time and that it becomes part of the culture of the University."

Perhaps the most popular Health and Wellness offering is the Boot Camp, run by Geissberger, who in addition to being a faculty member and department chair is also a certified personal trainer. The weekly, hour-long session combines cardiovascular training and balance and weight training. "It's pretty intense," admits Geissberger. "And it burns about 600 to 800 calories an hour."

The Boot Camp, which is held in the school's cafe and is open to everyone at the dental school, is comprised of an even mixture of students, faculty and staff, with the youngest participants in their 20s and the oldest in their 70s. "We're all on a first-name basis," says Geissberger.

The class is tailored to each participant so that everyone can meet individual goals, whether that's weight loss or replacing body fat with muscle. "I always give them three variations on every exercise—beginning, intermediate and advanced—so everybody is working the same muscle group but at different intensity levels," says Geissberger.

But there is one rule that everyone must adhere to: you can't say, "I can't do that," in response to an exercise. "If I say, 'Drop down, and give me 10



MILES ROUNDTRIP TO COIT TOWER AND BACK (DEPENDING ON WHICH WAY YOU WALK)

pushups," says Geissberger, "the only responses are either, 'Yes,' or 'I don't know if I can, but I'm going to try." And "people always surprise themselves," he adds, by being able to accomplish more than they thought they could.

Geissberger can recount numerous examples of boot camp participants who first came to the class unable to do a single modified push-up but after several weeks could do 30 or more advanced push-ups. Many others have dropped more than 20 pounds. Yet besides losing weight, the goal is to be physically fit, says Geissberger. "The focus first is to get people healthy; but healthy just means you don't currently have any diseases. People who are physically fit are beyond healthy. There's a lot of evidence now that people who stay physically fit, ward off disease processes as they age," he explains.

And though he jokes that he gets a lot of hate email, with participants writing that he killed them in Boot Camp, "It's really a lot of fun," adds Geissberger.

Perhaps what sets the dental school apart is the variety and number of wellness offerings promoting everything from biking to work to Boot Camp. "I haven't heard of other dental schools going to this extent," says Ortega. "Our focus is providing a top education in oral health. Good oral health contributes to overall good health. And the Health and Wellness Committee [offerings] go hand in hand with our school's vision."

Christina Boufis, PhD, is a freelance health and medical writer from the East Bay.





Dr. Nathan Yang '06 was floored when his receptionist disappeared. Yang and his wife, Dr. Joanne Jeng '04, had been thrilled about the practice they bought in San Francisco in 2008. But the excitement soon turned to dismay when the woman working the front desk left without warning, creating both a security breach and a practice management headache. Yang, who teaches part-time at the Dugoni School of Dentistry, thought long and hard about his options. Instead of hiring a new receptionist, he installed an electronic front desk.

Yang's solution involves two separate Web-based services,
Demandforce and ZocDoc, the latter of which was suggested to
him by Pacific alumnus Dr. Jared Pool '09. Together, the services
create an integrated system for managing patient flow. The
system puts Yang's practice among the first five dentists in his
zip code to appear during Google searches. It invites patients
and potential patients to view available openings online. It
prompts patients to make, confirm, cancel and reschedule
their own appointments, or leave a message for his assistant to call them back. It then sends patients appointment
reminders by email or text message.

This system, synchronized with the office's existing scheduling software, allows Yang and his assistant to monitor their appointment books and interact with patients from any location. Much of this patient interaction occurs in the operatory. "My assistant can make appointments and handle patient questions while I'm looking at X-rays," Yang says. The office computer generates recall reminders and even sends patients surveys via smart phone after appointments to gauge their experiences, transforming Yang's patient base into a private, interactive social medium. "If I get a bad comment," he says, "I have a staff meeting right away to fix the problem."

The two services together cost less than \$7,000 per year to maintain. "I realized I could either set up an electronic front desk," Yang says, "or hire a new person at \$25 an hour, with the accompanying ebb and flow of emotions that hurt us before." With his virtual receptionist up and running, Yang discovered that his scheduling improved. Open spots filled up with less hassle. His no-shows dropped. "I haven't really had a front-desk employee now for four years," he says.

Yang concedes that some people are "weirded out" by his technological leap of faith. "It might seem sort of 'out there," he says of his lack of a human receptionist, but insists he is technologically conservative. He doesn't maintain a conventional website, or an office Facebook presence, and he doesn't participate in crowd-sourcing platforms such as Yelp. "I don't believe in tech for tech's sake," Yang says, "but I have to ask myself what's reasonable. I want to be accessible." His system, he says, is low key and professional, and not self-promoting: "There is no way my patients can't get in touch with me. I've found a way to communicate without being overbearing. It's fast, easy and discreet."

The upshot is this: Nate Yang runs his practice over the Internet using his smart phone. Welcome to the brave new world of communications technology.

Dr. Parag Kachalia '01, assistant professor and vice chair of pre-clinical education, research and technology in the Dugoni School's new Department of Integrated Reconstructive Dental Sciences, keeps his finger on the pulse of technical innovation. Communication is the essence of both education and patient care, and the Dugoni School of Dentistry has worked hard to attune the flexibility and sensibilities of its humanistic philosophy to changing technologies. "We try to analyze not just what's happening now but also anticipate conditions two to five years out," Kachalia says.

What's happening, of course, includes new technology. The dental school, which previously pioneered clinical studies of Invisalign®, is currently testing a system for digital dentures with a computer-based occlusal scheme. On the first appointment, the dentist takes a traditional impression and creates a jig to capture occlusal records; on the second appointment, the dentist delivers the denture.

Such technologies may improve both clinical practice and the quality of the educational experience itself. The 3M ESPE company recently donated to the school 12 Lava Chairside Optical Scanner (COS) devices, digital impression machines that let dentists produce a three-dimensional model of a patient's mouth. The fact that students—bringing long-practiced video game-playing skills to bearcan easily manipulate the hardware to visualize the mouth's hidden recesses in magnified 3-D signals a truly collaborative approach to education. Developments such as the COS, Kachalia says, "allow us to dramatically bring the intraoral environment out of the mouth and in front of everyone."

But Kachalia explains that the dental school's sensitivity to trends in technology also involves a close reading of how people accept and use that technology. Accordingly, instructors are exploring the educational opportunities of social media, preparing virtual classrooms on Facebook and experimenting with communications via a Twitter feed. (Email, it turns out, is so ten minutes ago-while electronic messaging used to be the vehicle of choice for rapid information exchange, people have become bombarded with spam to the point that many mostly ignore it.)

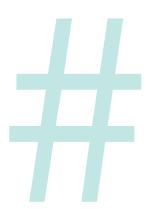
To be sure, social media represents both rewards and risks for dentistry with pitfalls lurking next to the promises. Facebook, as Kachalia describes it, may be "this generation's gathering around the coffee table," but confidentiality is a concern, as are implications for ethics and professionalism. "Facebook has great educational potential," he says. "We need to learn how to properly navigate it and put up appropriate filters."

Yang believes that one danger of social media for practitioners is the temptation to chase immediate gratification; some may see those communication channels as a vehicle for making guick money without consequences. Another risk lies in giving the public open access to pass judgment on a dentist's practice. The instant interactions that social media provide invite raw, unvarnished comments that can severely affect a dentist's reputation—comments that patient confidentiality laws prevent the dentist from fully addressing. When you give the world a free canvas to paint on, Yang says, "You have to take the bad with the good."

Yelp, the user review website, also presents a double-edged sword. While unedited patient testimonials can be a source of free advertising, the ability to post anonymously can provoke abuse, because, true or false, statements posted online may come to define a dentist. "Sites like Yelp, Twitter and Facebook are powerful tools," Yang says, "that can quickly build or tear down your practice."



Mark Nelson (left), Scientific Affairs Manager, Lava C.O.S., visited the campus to present the donation of state-of-the art imaging equipment.



"You can't base your whole professional identity on whether you have two or four stars," observes Kachalia, referring to Yelp's rating system. "We need to be careful as a profession to create value within ourselves."



One of the complications of this everyone-in-touch age is that communication is often multidirectional. "At school you have to bridge communications in a triangle, from faculty to students, then from students to patients," Kachalia says. In one such bridge-building venture last year, the school introduced iPads, loaded with an application aimed at communicating with patients, into the Main Clinic. Students pull up the DDS General Practitioner patient education app to show photos, diagrams and animated images of common oral conditions and dental procedures, as well as present clinical findings, prevention recommendations and treatment plan options.

The electronic world has altered not just how students teach patients but how the faculty teaches students. Students today learn differently, Kachalia reflects. Having grown up in an environment of continuous stimulation, they may chafe at the traditional "sage-onthe-stage" lecture format. They are more comfortable with a two-way model of education. They want to be able to respond. More than just facts, they want applications. And because students have quick

access to information, instructors must keep very current. "I can be lecturing," Kachalia says, "and a student might be Googling to verify what I'm saying."

Yet for all the potential insecurities that technology may serve up, even mature Pacific alumni remain enthusiastic about its possibilities. Dr. Kenneth Frangadakis '66 is founding partner of a multi-specialty dental group in Cupertino, California, most of whose partners and associates are also Pacific grads. "As dentists," he says, "we have to stay well educated and try to stay ahead of developments. If you are just keeping up, you're falling behind."

While Frangadakis admits he's a "hybrid" dentist-"I write in the chart, and the staff puts it into the computer"—he keeps a careful eye on new developments. His current favorite clinical technologies include digital X-rays ("We're upgrading from



Pacific alumni agree that no amount of technical innovation can compensate for poor patient care or sloppy interpersonal skills. "There is some-

Email, it turns out, is so ten minutes ago...

phosphor plates to sensors"), the iTero digital impression system and the Onpharma buffering setup for local anesthetic invented by Pacific alumnus Dr. Mic Falkel '87, which Frangadakis liked so much that he invested in the company. "It really works," Frangadakis enthuses. "The anesthetic is fast, it doesn't hurt and it's very profound." The next piece of equipment on his list: "We need to get a three-dimensional imaging machine." Frangadakis is also planning to incorporate an automated patient messaging software system, similar to Demandforce, called Smile Reminder.

thing to be said for treating people like family," says Yang. "Regardless of technology, you still have to gain and keep people's trust. You have to believe that it's a privilege to treat people and an honor to make a living by helping people."

"Successful practice is about giving value and service," Frangadakis says. "Take care of people the way vou want to be taken care of."

Eric K. Curtis '85. DDS. of Stafford. Arizona, is a contributor to Contact Point and is the author of A Century of Smiles, a historical book covering the dental school's first 100 years.

A Letter From Dr. Ron Redmond '66

Dear fellow alumni and friends,

On behalf of the University's Board of Regents and the Pacific Dugoni Foundation Board, I want to share with you my thoughts on the next phase for the Dugoni School of Dentistry. The Class of 1966, my class, was one of the last to graduate from the 14th Street campus. All classes after 1967 have graduated from the Webster Street campus.

After the move from the Mission District, I watched as the Pacific Heights neighborhood and the dental school morphed to adjust to the new generations of

learners. Very soon the traditional four-year education became the three-year model. Pacific was setting the pace for dental education. The Dugoni years began and Pacific's reputation became mythical. Night clinics, the simulation lab, student leadership and the humanistic § approach to dental education pushed Pacific's reputation to a new level of excellence.

The dental profession began to experience a surge in leadership by Pacific's graduates.

I feel very fortunate to have watched the dental school evolve in three locations, each time achieving a new level of excellence in dental education. Together, we are again preparing for our exciting future in a new location, while continuing to honor our rich legacy of success. As with the school's moves in the past, I know that this move to 155th Fifth Street in the South-of-Market neighborhood will propel our alma mater forward into a new era of preeminence in dental education.

The Dugoni School's leadership has given me many reasons to be proud. In an effort to make his dreams for the school a reality, Dr. Arthur A. Dugoni and the Pacific Dugoni Foundation raised an unprecedented \$65.7 million during the last campaign. The day we celebrated the campaign's success and renamed the

With appreciation and thanks,

Dr. W. Ronald Redmond '66 Regent, University of the Pacific

Campaign Co-Chair, Pacific Dugoni Foundation Board

school the Arthur A. Dugoni School of Dentistry was one of the proudest of my life. Our current leadership, Dean Patrick J. Ferrillo, Jr., and University of the Pacific President Pamela A. Eibeck, continue to advance the school in ways that make me honored to be an alumnus.

We have not ceased to move forward. Though we are a great school, I think it is important to remember that continued greatness requires us to keep evolving and pursue strategic and effective changes.

> We need a change to a new location and building in order to sustain our preeminence in dental education and help us fully implement our unique Pacific Dental Helix Curriculum. As part of the school's Strategic Plan implementation, and as a result of many years of work and input from hundreds of people, we have confirmed the decision to

select our new location at 155 Fifth Street.

This is certainly the beginning of an exciting period in the history of our school. I'm excited about the new collaborative learning and flexible spaces, revamped clinics to support smaller group practices, a more convenient location, communal spaces to support our humanistic culture, environmental efficiencies, and space for the University to grow in the future.

The coming campaign for a new building will both make this move a reality and honor the rich legacy of our past. I am thrilled to serve as a co-chair for this next campaign along with Mr. Gary Mitchell, Dr. Gabby Thodas '77, '95 Ortho and Dr. Gary Weiner '66. Thank you in advance for your efforts and support of the project. Your support is one of a family—a family focused on the pride of achievement and dedication to excellence in dental education at Pacific Dugoni.

Five Strands and Eight Practice Leaders

Your Support is Putting the New Curriculum in Action



The Pacific Dugoni Annual Fund has a new name and logo, but just as it did when it was called the Dean's Fund for Excellence, it gives the Arthur A. Dugoni School of Dentistry the support it needs to stay innovative and maintain its status as one of the best dental schools in the world.

Past projects supported by the Annual Fund have carried the Dugoni School forward in significant ways. This year will see another major advancement as the school implements the new Pacific Dental Helix Curriculum with the addition of four more practice leaders (PLs), formerly group practice administrators.

The new integrated curriculum has been in development over the past two years. "Once it is fully implemented, the Helix Curriculum will span all three years of Pacific's dental education and deliver material from previously stand-alone courses, starting on a student's first day until they complete their dental education," said Dean Patrick J. Ferrillo, Jr. "The coordination of courses is removing redundancies and gaps in knowledge and improving timing of content with students' clinical education and board examinations."

Adding four new PL positions, made possible with donations to the Pacific Dugoni Annual Fund, will double the number of PLs working with students. "Bringing the new PLs on board will allow us to provide additional one-on-one attention to each student," said Dr. Richard Fredekind, associate dean for clinical services and a former group practice administrator.

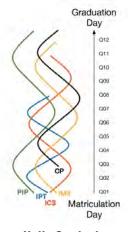
The school's future facility at 155 Fifth Street will be designed to model a real-world private practice by providing eight distinct clinical spaces. "The PLs will lead a clinic group, which will model a private practice

as closely as possible, right down to having their own budgets," said Fredekind. "This will allow our students to be even more prepared on graduation day to be successful in a private practice."

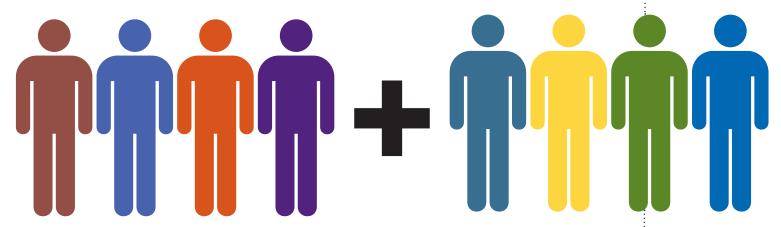
Without the support of donors to the Annual Fund, the shift to the clinic group structure might have been put off until the school moved into the new building. Implementing the changes to the clinic groups now and bringing in the four additional practice leaders means that students don't have to wait two more years for the cutting-edge new curriculum, and will help the clinic continue working smoothly after the move.

Donors to the Annual Fund are partners with the Dugoni School of Dentistry, and are demonstrating their desire to support highquality dental education. They help perpetuate the core mission and values of the dental school.

Those interested in supporting the Pacific Dugoni Annual Fund should visit www.dentalgifts.org to make an online gift or contact Molly Moriarty at (415) 929-6402 or mmoriarty@pacific.edu.



Helix Curriculum



Kids in the Klinic

PUT A SMILE ON A CHILD'S FACE











When Miguel Garcia lost his job in the recent economic downtown, he worried that he wouldn't be able to afford much-needed dental care for his daughter, Cynthia.

www.kidsintheklinic.org

Her teeth were starting to come in at all different angles and she needed extensive work done. After asking around his community, Mr. Garcia fortunately found a lifeline of help courtesy of the Arthur A. Dugoni School of Dentistry. The school's Kids in the Klinic program provides funds to help disadvantaged families meet the dental care needs for their children in the Dugoni School's clinics.

By participating in this year's Vino de Mayo wine auction, you can help ensure underserved children like Cynthia have access to care at

the school's Hutto Patterson Pediatric Clinic and Redmond Family Orthodontic Clinic.

Vino de Mayo is a fun-filled fundraising gala that will be held at The Ritz-Carlton, San Francisco, on Saturday, May 5 to benefit the Kids in the Klinic Endowment. Kids in the Klinic funds allow students, residents and faculty at the Dugoni School to expertly treat children in our community who are underprivileged or unable to pay for care.

In California, 500,000 children miss one or more days of school each year due to dental problems. More than 24 percent of children in California have never seen a





dentist. The Dugoni School of Dentistry wants to continue to do its part to help provide care to those most in need. The school is a lifeline for low-income families with nowhere else to go for their children's oral health care.

Without Kids in the Klinic contridoes to help underserved children in our community—consultations, restorative dentistry, orthodontics, general anesthesia and preven-

tative dental education for children-would not be possible.

Vino de Mayo begins with champagne, margaritas and wine tastings poured by renowned vintners. A silent auction is followed by a gourmet dinner and live auction featuring fabulous prizes, and butions from events like Vino de the opportunity to Fund-A-Need-Mayo, much of what the school and help put a smile on a child's face with a direct donation to the Kids in the Klinic fund. The evening rounds out with an after-party that's not to be missed.

More information: www.dental.pacific.edu/x3917.xml (415) 929.6423 sfvinodemayo@pacific.edu



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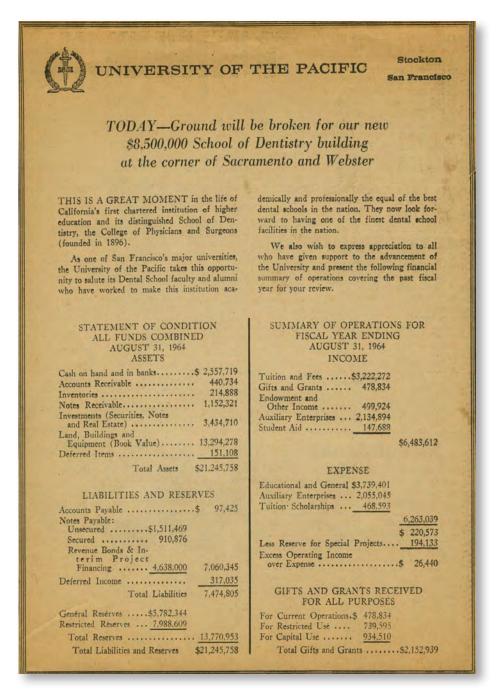




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