

CDE CALENDAR • Nov 2014 — April 2015

NOVEMBER 2014

22 The Dental Professional's Role in the Evaluation, Diagnosis and Treatment of Snoring and Sleep Apnea LECTURE AND HANDS-ON COURSE

DECEMBER 2014

- 6 Don't Just Inject, Add Some Finesse: Local Anesthesia Workshop HANDS-ON COURSE
- 13-14 Lasers for Hard and Soft Tissues
 HANDS-ON COURSE

JANUARY 2015

- 10 & 31 Certification in Radiation Safety for Allied Dental Professionals HANDS-ON COURSE
 - 24 Oral Surgery for General Practitioners: Comprehensive Training from A to Z HANDS-ON COURSE
 - 24 Infection Control and the California Dental Practice Act
 - 31 High Tech Dental Law for the Modern Dentist— From Cone Beam CT to Yelp

FEBRUARY 2015

- 7-8 Smile Reconstruction Using Porcelain Veneers HANDS-ON COURSE
- 9-13 21st Annual Island Dental Colloquium, Big Island, Hawaii
 - 21 Out With the Old, In With the New—
 A Crash Course on State of the Art Dentistry
 - 28 Doctor, Why Does It Hurt? Orofacial Pain, Sources and Treatments

MARCH 2015

- 7 Socket Preservation Bone Grafting for General Dentists
 HANDS-ON COURSE
- 21 An Interdisciplinary Forum on Preserving the Natural Dentition
- 27-28 Multirooted Endodontics Two-Day Workshop
 HANDS-ON COURSE

APRIL 2015

25 30th Annual Charles A. Sweet, Sr. Pediatric Dentistry Memorial Lecture

All courses will be held at the Arthur A. Dugoni School of Dentistry's new campus at 155 Fifth Street in San Francisco unless otherwise indicated.

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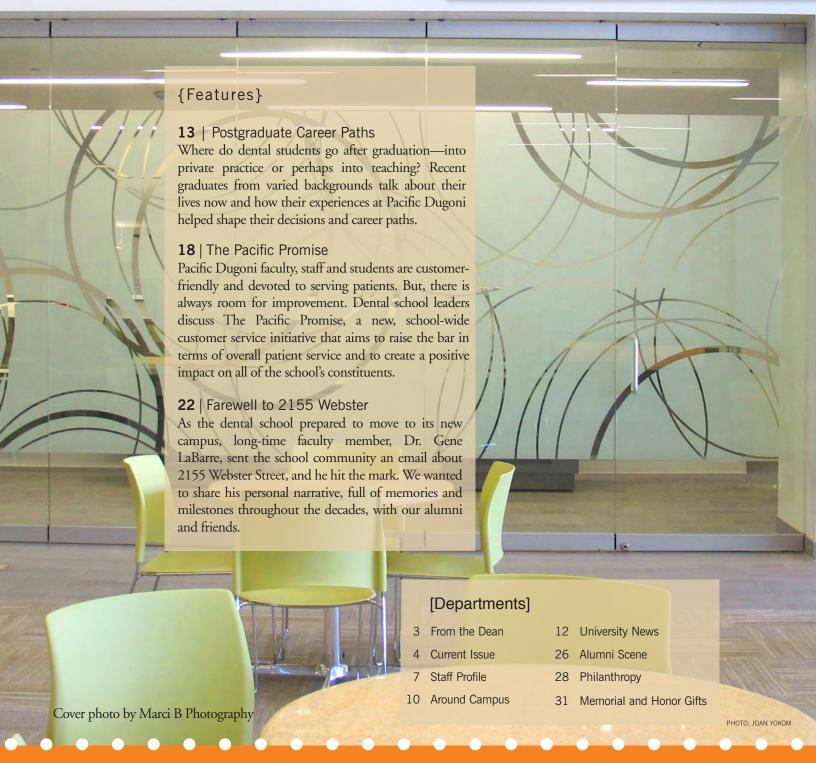
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AUTUMN 2014



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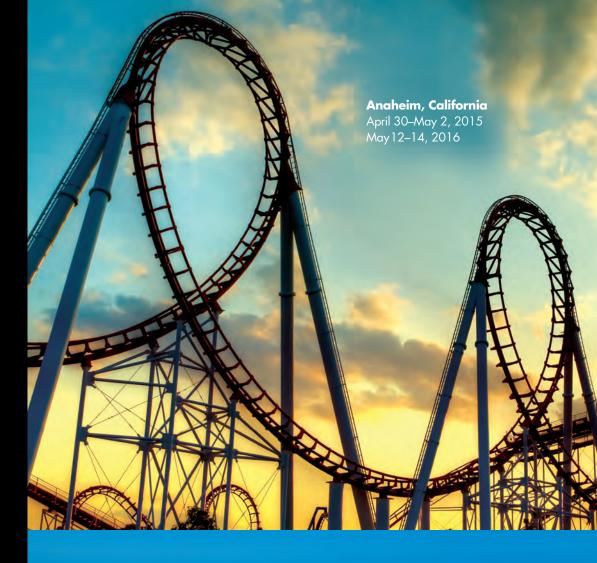
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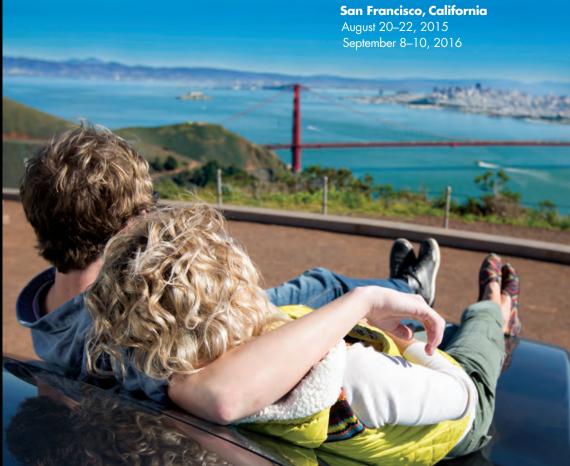


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CONTACT POINT



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LEADING THE IMPROVEMENT OF HEALTH BY ADVANCING ORAL HEALTH

PATRICK J. FERRILLO, JR., DEAN

Making a House a Home

Building a new campus doesn't end with construction. As the dust settles at our new San Francisco home, we are still coordinating with contractors and navigating new systems. What does that look like on a daily basis? You'll find us fine-tuning the audiovisual system, mapping out the best routes on Muni, Yelping new lunch spots and showing patients how to check in with our digital kiosks.

There have been coffee spills and fire drills. Things may get hectic at times, but it's all part of making a house a home.

Throughout the process of settling into our new building, I'm grateful to the Pacific Dugoni family for coming together to problem-solve and persevere. Thank you to the everyday heroes who have stepped forward, offered their time and expertise or have filled new roles when opportunities arose. Many have worked late nights and early mornings to make sure that our building is up and running.

All homes have stories of transition. During our final days at Webster Street, Dr. Gene LaBarre shared a lovely tribute to our home in Pacific Heights, and we reprint it here as a reminder of the intangible qualities that make a house a home.

In this issue, we also showcase individuals who offer various perspectives on transformation and transition. You'll find a profile on Berry Coleman, a long-time security staff member, who worked at 155 Fifth Street when it was a bank data center many years ago and has come full circle to help protect the same building, now renovated for a new purpose.

One quality we hold close to our hearts is our dedication to humanism. You'll read about The Pacific Promise initiative to enhance customer service for patients and further develop practice-ready graduates. This issue also profiles several of our recent graduates who are making an impact around the country.

We are excited to announce some new developments in our "Building Our Future, Embracing Our Legacy" fundraising campaign. The Pacific Dugoni family has rallied to raise more than \$20 million, more than halfway to our \$40 million goal. It's an impressive show of support for the future of our school. I encourage you to stop by our campus to see the results of your support.

We may be in a new location, but our alumni and friends will always have a place to call home in San Francisco.

Patrick J. Ferrillo, Jr.

Dean

CURR R

Zuckerberg Shares Advice on Social Media in Dentistry

It's not surprising that the father of the founder of Facebook is a social media expert. He also happens to be a dentist. Dr. Ed Zuckerberg, whose son is Mark Zuckerberg, has been bridging the digital and dental worlds as an early adopter of technology in his dental practice.



Zuckerberg shared his insights at a prospective donor event on July 12 led by Pacific Dugoni Foundation (PDF) President Ed Bedrossian '86, Dean Patrick J. Ferrillo, Jr. and Jeff Rhode, associate dean for Development, at the new dental school. Co-hosted by PDF board members Drs. Tom Indresano, Ken Shimizu '85, '87 Ortho, Gabby Thodas '77, '95 Ortho and Dean Emeritus Arthur A. Dugoni '48, 75 graduates of orthodontics and oral and maxillofacial surgery and friends attended Zuckerberg's talk and then toured the new dental facilities at 155 Fifth Street. Drs. Don Montano and Rob Relle also presented "Orthognathic Surgery Using Clear Aligners" to round out the continuing education session.

During his talk, Zuckerberg covered the role of social media in the dental office and painted a broad picture of trends in social media in dentistry. He also discussed creating engaging content, involving staff in content creation, crafting messages for targeted demographics, holding contests and offering discounts on social media and much more. Attendees left with new ideas for using social media to grow their practices and deepen their relationships with patients.

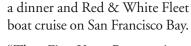
Retreat Unites Students, Builds Bonds with the Community

First-year dental students had an opportunity to participate in community service projects while getting to know their classmates on August 7 and 8. An annual tradition, the First-Year Retreat includes both a social and a service component as it seeks to build camaraderie among the class, while getting students involved in the

broader San Francisco community.

Students participated in a range of volunteer activities held at the San Francisco Botanical Gardens, San Francisco Audubon Society, the Golden Gate National Parks Conservancy and Jumpstart. They helped with a variety of tasks including gardening, park maintenance and arts and crafts.

The second part of the retreat focused on building relationships among students. After hearing keynote speaker Mr. Gary Zelesky deliver a high-energy message on "A Passion-Centered Life," the class participated in team-building activities and ended the night with



"The First-Year Retreat is a chance to build community from the inside out," Kathy Candito, associate dean for Student Services. want to open students' eyes to the importance of building relationships and understanding the needs of those they serve whether they are supporting classmates, patients or neighbors."





Upcoming Events

Alumni Reception during CDA Cares Friday, November 21, 2014 Sheraton Fairplex Hotel Pomona, CA (415) 929-6423

116th Annual Alumni Meeting Fri.-Sat., March 13-14, 2015 The Fairmont Hotel, SF (415) 929-6423

The Legacy Ball Saturday, March 14, 2015 Dugoni School of Dentistry, SF (415) 351-7179 mschueller@pacific.edu

Pacific Pride Day Open House for Prospective Students Saturday, April 18, 2015 Dugoni School of Dentistry, SF (415) 929-6434

Atkinson Collection Skulls Take Up Temporary Residence at California Academy of Sciences

Three human skulls from the dental school's Spencer R. Atkinson Collection are among new specimens in the California Academy of Sciences' "Skulls" exhibition located in Golden Gate Park in San Francisco. Dr. Dorothy Dechant, Pacific Dugoni's museum curator for the Institute of Dental History and Craniofacial Study, says that the skulls are on loan for the exhibit, which runs through November 30, 2014.

"As requested by the academy, we were able to provide a male and a female skull illustrating bony facial features that distinguish the two sexes, and a juvenile skull showing characteristics typically found in the maturing facial skeleton and teeth," Dechant said.

According to the California Academy of Sciences website, the "Skulls" exhibit features more than 640 vertebrate skulls ranging from "an enormous

African bull elephant to a tiny elephant shrew." The exhibit tells the stories of vertebrate animals and stretches 3.3 million years into

the past to illustrate evolutionary changes.

The Dugoni School of Dentistry's Atkinson Collection is a world-renowned research and teaching resource housed on the fourth floor of the school's new San Francisco campus. The collection consists of more than 1,500 human crania collected by orthodontist Spencer R. Atkinson, primarily from autopsies and biological warehouses.



Pacific Dugoni Continues Tradition of CDA Leadership

Several Pacific Dugoni alumni have become part of the current leadership team of the California Dental Association (CDA). Dr. Walter Weber '76 was formally installed as president during the CDA's House of Delegates meeting in November in San Diego. Weber has been practicing dentistry for more than 30 years and runs a private practice in Campbell, California, specializing in family and cosmetic dentistry. Weber recently returned to Pacific Dugoni to speak at the 2014 White Coat Ceremony.

Weber succeeds current CDA president, Dr. James D. Stephens '82, also a graduate of the Dugoni School of Dentistry. Stephens runs a private practice in Palo Alto, California, with his wife and classmate, Dr. Susan Park '82.

In other recent CDA leadership developments, Dr. Natasha Lee '00 was nominated and installed as secretary and Dr. Craig Yarborough '80 was nominated and installed as speaker of the house. These influential positions are both part of CDA's Executive Committee.

For nearly a decade and a half, Lee has provided care to patients in her practice in the Sunset District of San Francisco. She has taught restorative dental techniques at the school for more than 11

years and is currently an assistant professor and course director of dental practice management and jurisprudence. She is very involved as a leader in the American Dental Association (ADA), CDA and the San Francisco Dental Society. She has served on boards and councils at the local, state, and national level as an advocate and voice for patients and dental health professionals in addressing oral health care issues.

Yarborough currently serves as associate dean for Institutional Advancement and director of engagement, three-city emphasis. He has held numerous leadership roles at the dental school and many volunteer positions within organized dentistry. After spending 13 years in private practice in Lodi, California, Yarborough returned to his alma mater as a full-time faculty member in 1993. He has been a member and past chair of the CDA Presents Board of Managers, past chair of the ADA Council on Annual Sessions and a director on the CDA Foundation Board. He is a past president of the school's Alumni Association and a recipient of its Medallion of Distinction Award in 2005.



Dr. Walter Weber '76



Dr. Natasha Lee '00



Dr. Craig Yarborough '80

Dr. Allen Wong Receives the 2014 Dr. Arthur A. Dugoni Faculty Award

The California Dental Association (CDA) Foundation Board has selected Dr. Allen Wong as the recipient of the 2014 Dr. Arthur A. Dugoni Faculty Award. The award is presented to an individual who displays exceptional leadership, innovation, collaboration, compassion, philanthropic spirit and integrity in dental education.

Wong will be honored by the 2014 CDA House of Delegates and members at a recognition event on November 14 in San Diego. He also will receive a monetary award, which will be used toward teaching caries risk management in special care dentistry, dental missions and inter-professional organizations.



Wong serves as a professor in the Department of Dental Practice and director of the Advanced Education in General Dentistry program. He is a diplomate of the American Board of Special Care Dentistry and has extensive experience in providing dental care to medically compromised patients and patients with special needs. He has staff appointments at California Pacific Medical Center, Highland General Hospital and Seton Medical Center.

6 CONTACT POINT : PHOTO: JOAN YOKOM



Berry Coleman | Coming Full Circle

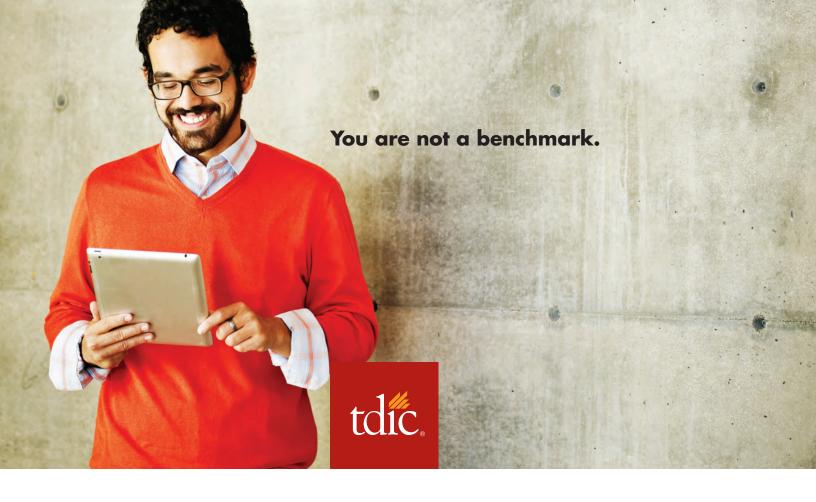
Berry Coleman is back where he began. In 1985, he started working as a public safety officer at 155 Fifth Street, which was then home to Crocker National Bank. "My very first day on the job, the Wells Fargo Corporation took over Crocker Bank," Coleman explains. "It was a merger—so we went from being Crocker employees to Wells Fargo employees."

At the time, the facility served as a data operations center. Coleman recalls the building filled with hundreds of people processing checks, massive areas with computers and rooms that were temperature-controlled to protect the data. The computers were "a little primitive," but Coleman describes it as an exciting time, "the dawn of technology."

Coleman's eventful first day at 155 Fifth Street in 1985 was just one data point in a web of coincidences. Before moving to California, he worked as a corporate security officer for America Natural Resources in his home state of Michigan. On his first day at work, the company was acquired in a hostile takeover. "I guess corporate takeovers have a way of following me around," he jokes. "It was a really odd coincidence."

In January 1987, Coleman moved to a position as lead patrol officer at the Dugoni School of Dentistry—then located on Webster Street. He has worked for the dental school ever since, and this year, a twist of fate has brought him back to the location of his first job in California. "They say significant things happen in threes," Coleman observes.

Almost 30 years after working at the 155 Fifth Street building,



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One of the unique challenges is to keep an atmosphere of comfort and calm while presenting an image of authority.

viewing the site after its renovation as the new Dugoni School of Dentistry campus was a surreal experience for Coleman. "When I look at the bones of the place, I can visualize a lot of the data center," he says. "It was a weird feeling because I could see the places where I used to patrol in the building, especially when walking through the construction site."

Transition can be difficult, and Coleman and the security team have played a vital role in helping the Pacific Dugoni family settle into the new campus. The neighborhood itself is in transition, pulsing with a life of its own in an atmosphere that Coleman calls "kinetic." He advises the school community to be patient and work together as they become attuned to their new surroundings.

As a sergeant in the Division of Public Safety, Coleman strives for a balance between being professional and personable. "One of the unique challenges is to keep an atmosphere of comfort and calm while presenting an image of authority," he says. "The spirit of our department is of service and of helpfulness, being a conduit of information and matching people to what they need and where they need to be."

He encourages others to be good listeners, to identify needs and to assess situations. "Each individual carries a different viewpoint, and you have to be cognizant that you can't lump all people together," Coleman says. "You have to learn to listen, that's the first thing, and when you listen you'll usually find out what you need to know."

Coleman wipes the slate clean and starts fresh every morning. "I'm still learning every single day," he says. "That keeps the job fresh for me and very rewarding." It might be easy to grow cynical or complacent, but Coleman is constantly seeking opportunities for growth.

While Coleman spends his days keeping the calm on campus, he goes home to a "very quiet life in Oakland" with his wife, Sandra, "the light of my life; my very best friend," to whom he has been married for 32 years. Coleman describes the two of them as "book-ish people." He enjoys books on politics and history, recently finishing Edmund Morris' three-part biography on Theodore Roosevelt. Ask him about film, and he launches into a discussion of his favorite film era, Italian Neorealism, and one of his favorite directors, Vittorio De Sica, whose poignant films captured life in Italy after World War II.

The Colemans also enjoy visiting art galleries to add to their African art collection, which they have carefully curated throughout



the years. "We don't have a lot of stuff, but the stuff we have is something that we took a lot of time to pick out and did a lot of research and studied it," he says.

There's so much that goes on behind the scenes in the Public Safety that many may take for granted. Creating an atmosphere that is both welcoming and safe requires a sharp eye, careful listening skills, keen intuition and a good sense of humor. Coleman has the chance to hone those skills both at and outside of work, whether he is overseeing security at dental school events or browsing for the perfect piece of art to add to his collection.

What does Coleman make of all the coincidences in his career and life trajectory? "There's a saying, life is a circle," he says. "I feel that maybe my life is now coming full circle. And, we'll see which way it goes."

AROUND CAMPUS PHOTOS: BRUCE COOK, JON DRAPER, JOAN YOKOM

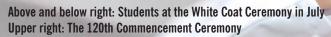
















Above: Matriculating DDS and IDS classes gather on the new stairwell. Middle left: The new Simulation Laboratory; Middle right: San Francisco Mayor Ed Lee visits the new school. Below left to right: Students from the Class of 2017 Below right: Andrea Woodson holds a winning ticket from the "End of the Fiscal Year" raffle.











New Programs Coming to San Francisco Campus

University of the Pacific will be expanding its academic offerings with the launch of three new programs at its state-of-the-art campus in the SoMa district of San Francisco.

Pacific's doctorate of audiology (Au.D.) program will be the only three-year accelerated audiology program in California. The program is expected to draw prospective students with a bachelor's degree in speech-language pathology, biology and pre-health, and an interest in the profession of audiology. In addition to classwork, students will participate in clinical experiences at the on-site audiology clinic and nearby medical and audiology centers, as well as the audiology clinic in Stockton.



Students will gain specific knowledge and skills to meet the requirements for the American Board of Audiology certification examination, and will receive career counseling. Potential career opportunities include work in hospitals, private practice and hearing centers. The program starts in fall 2015.

Music therapy is one of the fastest growing and most rewarding health professions today. Working professionals with a music or related degree can complete a flexible Music Therapy Equivalency program in San Francisco by taking evening courses for four semesters. Students will also complete a six-month clinical training internship with specializations matching the students' interests, talents and career goals. Students will gain specific knowledge and skills to meet the requirements for the Certification Board for Music Therapists (CBMT) examination. Pacific's music therapy graduates experience excellent board passage and job placement rates. This program will be offered in San Francisco beginning in fall 2015.





The data analytics field is growing and in need of qualified professionals. To meet this demand, Pacific plans to offer a master of science degree in data analytics. This year-long, three-semester program is designed for working professionals—with evening courses taught in the classroom in addition to an online curriculum. During the final semester, students will work in teams to complete an industry-sponsored data project. Graduates will gain technical knowledge, critical thinking skills and creativity to explore a number of opportunities in the fields of health, technology and business. This program is anticipated to begin fall 2015 pending Board of Regents approval.

To learn more about the University's new academic programs, visit www.Pacific.edu/SF

Pacific Again Ranked in Tier One of National Universities

University of the Pacific ranked seventh among California's top private national universities in the recent U.S. News & World Report's annual Best Colleges ratings. Competing in the national university category, a group of 268 public and private institutions that includes Princeton, Harvard and Yale, Pacific ranked 116th overall, 15th statewide and seventh among California private universities.

Yet unlike some of the top-ranked California schools in the national category—including Stanford, Cal and UCLA—Pacific is a school where more students have a good chance of winning admission. The magazine again singled out Pacific, where the student-faculty ratio is 14 to 1, as an "A-Plus School for B Students"—a top-tier university where talented students with less than a 4.0 GPA have a shot at acceptance.

Where do our students go after graduation?

APPROXIMATELY HALF OF ALL DUGONI SCHOOL OF DENTISTRY GRADUATES APPLY TO POSTDOCTORAL PROGRAMS each year, and more than 90% are accepted, according to statistics kept by Dr. Eddie Hayashida, associate dean for administration. Just slightly less than 50% immediately enter private practice, and a handful go into the military. For particulars, several graduates from the past 10 years spoke about where they landed after Pacific Dugoni and how the dental school prepared them for what they're doing now.



Right after graduation, Dr. Adam Kirkpatrick '10 bought a practice in Lebanon, Oregon. "The previous dentist left on a Thursday. I walked in on Monday, and said, 'Hi, I'm your new dentist.' And off we went," says Kirkpatrick.

Returning to his Roots Lebanon, OR

PHOTO: MARCI B PHOTOGRAPH

Though owning his own practice was always a dream, Kirkpatrick says he was open to other options after graduation. But when the opportunity came up, his brother and father, also dentists, convinced him he could do it, and he went for it. Why Oregon? "This is where my wife and I are from, and we knew we wanted to be near family," he explains.

Kirkpatrick's practice and family are thriving. "I can't think of a single better life for myself," he says. "I have an excellent schedule. I can spend a lot of time with my kids and my wife. For the right person, buying a practice is absolutely the dream."

Kirkpatrick credits both the technical skills and the culture at the dental school that allowed him to step immediately into private practice. "The school does a great job of preparing us clinically, so by the time we graduate we know enough to hit the job running," he explains. "But the number one thing the school did to prepare me was treating me as a valuable person. The humanistic model is absolutely amazing," Kirkpatrick adds. "It develops people to be confident and feel good about what they're doing. And that in turn helped give me the confidence and skills I needed to succeed."



PHOTO: NAVY HEADSHOT - NMCB THREE PUBLIC AFFAIRS OFFICE, 2007

When Dr. Jessie Vallee (Stachowiak) '04 graduated from college in 2001, she decided to participate in a U.S. Navy Health Professions scholarship program. Vallee has a history of military service in her family (two grandfathers both served in Korea), and it seemed like a good idea to be able to pay for dental school and see the world at the same time, she explains. But things changed. "The September 11th attacks happened during my first year of dental school, and I knew after that point, my life was going to be a little different than I envisioned," says Vallee.

After graduation, Vallee went to San Diego for an AEGD residency program where she rotated through the different specialties of dentistry and gained more confidence and skill. Then she was sent to a battalion of Seabees, the U.S. Navy's construction unit, and then was deployed: first to Fallujah, Iraq, for four months and then to Kuwait.

What was it like to be in a war zone? "It was a lot of different things," says Vallee. "I'm definitely a stronger individual after having experienced it."

As the only woman officer in her battalion, "it was lonely at times," says Vallee. But she made friends with the dentist in the surgical unit at Fallujah, got a chair and helped out. "I treated some of the Iraqi security force, and they were always really gracious and grateful and that was rewarding," says Vallee.

And her battalion had a pretty rewarding mission itself, she adds. "My troops built the first polling site for the very first Iraqi election in 2005."

After three years of active duty in the military, Vallee went into private practice and began teaching one day a week at her alma mater, the Dugoni School of Dentistry. "I enjoyed patient interaction, but teaching that one day was the highlight of my week," she explains. Her time in the military had changed her. "It really taught me a feeling of camaraderie and connection to my peers and to work towards something bigger than yourself."

Teaching filled this need. "It's kind of cliché when teachers talk about that 'aha moment' with a student when the light bulb goes on" says Vallee. "But it really is true; you live for those moments." Vallee completed an ADEA/AAL Dental Educators Program and is currently an associate professor in the Department of Integrated Reconstructive Dental Sciences and director of preclinical education.

In addition to her interaction with students, Vallee says she enjoys the camaraderie and collegiality of other faculty members. "It's the humanism and the culture the Dugoni School of Dentistry promotes that really prepared me for thriving in a collaborative atmosphere," she explains. The culture here is not every person for him or herself. Everyone works together for everybody's well-being, and that's always been the case."



PHOTO: TERESA HARDING (WIFE OF DR. RODGER HARDING '06)

The town of Scobey, Montana, population 1,000, is "a small farm town, way out in the middle of nowhere," says Dr. Jesse Cole '06. And that's just fine with Cole who grew up in Kansas and prefers small towns, "the smaller the better," he adds.

How did he end up in Scobey? "Straight out of school, I bought into a practice with another dentist in Idaho with the understanding that after a few years, he would sell me the rest of the practice," explains Cole. But that didn't happen. The recession hit, the other dentist didn't retire, and since he had agreed not to open another practice in the area, Cole needed to find a practice elsewhere.

When a dental practice agent found an opportunity in Scobey, Cole went to check it out. He'd been to Montana several times to visit family while growing up. The previous dentist had retired and couldn't find anyone to buy his practice, so he had closed his doors. "I came, looked over his books and saw it was actually a fantastic practice, and bought it from him," says Dr. Cole. Four years later he and his family couldn't be happier.

"We love it. It's classic, small-town America," says Cole. "My children walk to school and to the park. They walk everywhere all over town, anytime day or night without fear. We leave our keys in the car at all times. We never lock the doors of our house at any time. The best way to describe it is like going back in time 20 or 30 years."

And while the dental school prepared him very well technically and diagnostically to run his own practice, Cole says he also received excellent training in the "soft skills of patient communication" crucial to his success. "Pacific Dugoni trains you well to communicate, to know your diagnostic skills and to be able to present well to people so they clearly understand what their choices are and why. I think that's key."

After graduation, Dr. Heather Ballentine '10 went to New York's Jacobi Medical Center to complete a two-year training program in anesthesia. "It's not a recognized specialty," she adds. But it is one where she saw a tremendous need.

During her training, Ballentine worked in dental clinics with adults and children with special needs. Then she moved to the Charlottesville area of Virginia, where she's one of five dental anesthesiologists in the state.

"In Virginia, there are a lot of children who don't have access to care," explains Ballentine. "The patient waiting list for the hospital, in some of the areas we travel to, is a year and a half long. In other areas, the dentists are not able to get hospital privileges. So for many of these children there aren't many options—waiting until they have an abscess or an emergency, and then they have a traumatic experience." Most of those families do not have dental insurance so there is such a great need to serve these low-income children. Ballentine and a partner are in the process of establishing a non-profit organization to address this need.

And she credits her experience at the Dugoni School of Dentistry with helping her on this path. "Dental school provided a lot of opportunities to serve the needs of the community," explains Ballentine. "I was active in the Project Homeless Connect program, and received one of the community service awards at graduation. I felt that there was a great opportunity to see the needs in the community, make a plan and be able to address those needs"—exactly what her non-profit is all about. "And, I think Dugoni School of Dentistry really helped to create independent thinkers," Ballentine adds.

As for the children who need her expertise, she's booking months in advance. Now these families have an option, and they're grateful. "It's definitely been a positive influence for the families," says Ballentine. "The children have had much better experiences. And, if some waited a few days longer without treatment, the children would have ended up in the hospital," explains Ballentine.

"I'm happy to be doing it," she says of her work. "And, I feel lucky I have the skills that enable me to treat these children."



Though it was difficult to leave the Bay Area, Dr. Akhil Reddy '08 moved back to his home state of Texas after graduation. After associating for one year in a private practice, Reddy began opening up other practices with other dentists in the area. Today, he is one of the founders of a large, centralized management company that has about 50 dental practices and about 110 participating dentists in Texas, Louisiana, Oklahoma, New Mexico and even Alaska.

How did he go so quickly from being an associate dentist to helping run a large dental management company? "I was always really interested in the business side of dentistry," explains Reddy. "Though, I never thought I would go this far into it." But as a University of Pacific undergraduate student, his favorite classes were in economics. And business ventures and learning new things was always his passion. "I was trading stocks in high school," he adds.

When he first started out, Reddy estimates he spent nearly 100% of his time practicing, with very little time spent on the business side. Now it's nearly reversed. "About 90% of my time is the business and management side, and about 10% to 20% is practicing," he says.

But Reddy also helps train other dentists how to manage aspects of their practices and their associating dentists, "and I have a lot of oversight clinically in how things are done and making sure patients are happy," he explains.

His oversight has enabled him to see many dentists who've graduated from other schools. "I tell everyone that Pacific Dugoni is the best dental school in the world," says Reddy. "I've seen the differences between dental schools in the clinicians' work. There are some great dental schools, but Dugoni School of Dentistry is by far the strongest clinically, in my opinion," he adds.

Reddy plans to return to the Bay Area to start another business venture with a classmate, though he'll return frequently to Dallas to help with the management company.



PHOTO: JOEL CHAN PHOTOGRAPHY

Like The Golden Rule, THE PACIFIC PROMISE

Delivers Respect

By Marianne Jacobson

"The promise to treat Dugoni family members with the respect that they deserve and need" is how Dr. William Sands, assistant professor in the Department of Dental Practice and vice chair of the clinical practice strand, describes The Pacific Promise initiative. "It is a school-wide initiative to raise the bar in terms of overall customer service," says Dr. Russell Woodson, assistant professor in the Department of Dental Practice and inter-clinic, quality assurance and International Dental Studies coordinator. Dugoni School family members include patients, students, staff, faculty, alumni and neighbors. "We aspire to treat them as we'd like to be treated ourselves," adds Sands. It's the Golden Rule applied to today's dental practice—and those spearheading the initiative believe it makes good business sense as well. So do others, including Dean Patrick J. Ferrillo, Jr., who is a strong proponent of the initiative and is lending it his support.

The Pacific Promise customer service initiative will be rolled out in phases, first to patients and students, then to faculty, staff, alumni and the community.

The new campus and The Pacific Promise share the common goal of creating a positive impact on all constituents at all touch points. "First impressions are very powerful," asserts Sands. "There is nothing in the world like our new building...but buildings without a family are somewhat hollow. The Pacific Promise is who we are and how we want to fill that space."

The Pacific Promise customer service initiative will be rolled out in phases, first to patients and students, then to faculty, staff, alumni and the community. "We have always been customer-friendly and we have always put patients first. What's different now is a much more coordinated effort on all levels to provide better service to all of our key constituents," explains Woodson. The initial focus of The Pacific Promise was to support the patients and the opening of the new downtown campus. With the new clinic up and running, the initiative's focus is now shifting to students.

Taking Root

Co-leaders Sands and Dr. Richard Fredekind, associate dean for clinical services, conceived The Pacific Promise in early 2013, believing that the new building brought the opportunity to rethink customer service across the board. "The two of us spent lots of hours trying to define who is in our family and what respect means. We have the best dental school facility in the world, so we must reflect that with the best service in the world," explains Sands. Together the two crafted the plan and the language for The Pacific Promise. Fredekind adds, "We have been working on many of these ideas for years, but we wanted to go after them in a much more organized fashion, so The Pacific Promise coalesces these multiple initiatives under one umbrella."

While the goals are lofty, the implementation tactics are specific and comprehensive. Twelve functional areas have been identified as critical for the continued refinement of clinic processes and practices. The Pacific Promise will focus on: the patient intake process; patient relations; patient access; efficiency (including timely patient care); billing; referrals and quality assurance; telecommunications; communications and training; faculty (including educational, relational and technical aspects of student-faculty interactions); website; social media and advertising and safety.

Goal setting and measureable outcomes are important parts of the program. Examples of visible objectives are to decrease the length of dental appointments, improve efficiently and productivity, improve comprehension of billing statements, improve the intake process and give patients access to online appointments and health records. According to Woodson, we need to "be more efficient at everything we do." Key practice indicators and incentives have also been put in place for students, who receive individual progress reports every five weeks highlighting their proficiency on 13 metrics.

The new campus and The Pacific Promise share the common goal of creating a positive impact on all constituents at all "touch points."



RAISE THE BAR

Early Progress, More to Come

Already there are some early successes. Patient intake time has been cut in half. In telecommunications, all phone messages are now returned the same day. New staff members have been added to support The Pacific Promise goals—a patient relations liaison, to help decrease unsatisfactory patient experiences, and an inter-clinic referral coordinator. And, facilities are more patient friendly in a variety of ways. Fredekind says that the elimination of overhead paging has created a more peaceful atmosphere. Woodson added that there is "better flow than ever" in the eight group practices.

Goal setting and measureable outcomes are important parts of the program.

Students and patients alike are witnessing differences in customer service. Waiting areas are more peaceful and quiet. "I love the fact that staff are not walking through yelling names anymore," observes patient Stephen Shoemaker. Instead, group practice waiting areas are more private and students are not spending valuable time searching for their patients.

Other program components will launch this fall. A new billing statement format will be easier for patients to read and understand, directly addressing a frequent complaint of current patients. All customer surveys are being rewritten to be more relevant. An electronic tracking system that will issue reports to key partners in a timely fashion is under development. This will allow for coordinated referrals to help students better manage their patients' needs. Team leaders in the quality assurance strand are also considering electronic kiosks to simplify patient feedback and increase participation rates.



With 10,000 patient visits per year, the patient experience is at the core of the Pacific Dugoni clinical program. Both the facility and The Pacific Promise initiative contribute to the improvements in security, tranquility and intimacy. The state-of-the-art SoMa campus reflects a deliberate effort to improve the patient experience.

Operatories are set up to be more welcoming, roomy, airy, private, secure and comfortable. Shoemaker comments, "I recently fell asleep during drilling because I was so comfortable and things were so quiet." A patient for 10 years, Robert Barone, reveals that he "liked the latest technology and tools, particularly the quieter electric treatment instruments." Matthew Kelly, Class of 2015, enthusiastically shares that "patients love the new space!" He also notes that "toe-in" exam chair positioning in the new operatories is better for patient privacy. Sharing Kelly's enthusiasm is fellow Class of 2015 student, Tyler Kisling, who says that patients "like the gadgets and newness" and raves about the improved acoustics which are ideal for student-patient communication, team building and small group practice sessions.

The new facility also improves the patient welcome process, an important component of the overall customer service experience. A new appointment-based ticketing system aims to improve the flow of traffic. Patients used to wait, often standing, in a huge impersonal reception area, sometimes for a long time before their name was called. "Now, no one ever has to stand," Woodson proudly declares. Instead, patients wait in intimate, comfortable and quiet group practice reception areas.

What the Promise Means for Students

Students are more aware of customer service than ever before. "The old school was very technical, but decades ago there was not enough focus on training soft skills like commu-





With 10,000 patient visits per year, the patient experience is at the core of the Pacific Dugoni clinical program.

nication and customer service," recalls Woodson. These skills have real-world implications that will benefit Dugoni School of Dentistry students and their patients. Sands explains that the main goal is to graduate practice-ready professionals and "that is precisely what The Pacific Promise hopes to accomplish."

Every aspect of the building and curriculum takes student education to the next level. Program improvements include: team meetings in small and quiet huddle rooms, close proximity of small group practice leaders' offices, separate reception areas for each group, modern new facilities and technology. Since there are eight dental practices in the building, students are assigned to a practice and they are learning how to run a practice every day. The Pacific Promise team leaders strive to enable students to have a more fulfilling experience at the dental school, including completing more procedures, improving communication skills and taking newly revamped functional courses in practice management, marketing and basic finance.

Tapping Alumni Wisdom

The Pacific Promise offers the school's already engaged and devoted alumni more opportunities to interact with the school and students. "They love their school and the core value of giving back is built-in from day one," says Sands. The recently initiated patient ambassador program highlights alumni pride and early involvement with The Pacific Promise. One month before the new clinic opened, alumni were emailed and asked to participate in the grand opening. The response was enormous! Nearly 100 alumni donated their time during the first weeks of the new academic year to usher, guide and answer questions for patients—capturing the core customer service goal of The Pacific Promise initiative.

Teething Pains

The Pacific Promise program is still in its infancy, and there is still room for growth and development. Certain elements of the initiative are still not well-defined; details of the staff, faculty and alumni goals and strategies have yet to be crystallized. Fredekind acknowledges that certain goals will develop over time—for instance around treatment outcomes and job satisfaction. In addition, some patients are still adjusting to the new checkin system, technology and security.

While new high-tech kiosks and increased support personnel staff the lobby, some patients find the new process confusing and don't yet recognize the benefits of the changes. Finally, the initiative has not yet permeated the culture, and some members of the Dugoni School of Dentistry family are not aware of its existence or its goals. Training is a big part of the solution. "The Pacific Promise outreach is currently being solidified all over campus," says Dr. Craig Yarborough, associate dean for Institutional Advancement.

The Promised Land

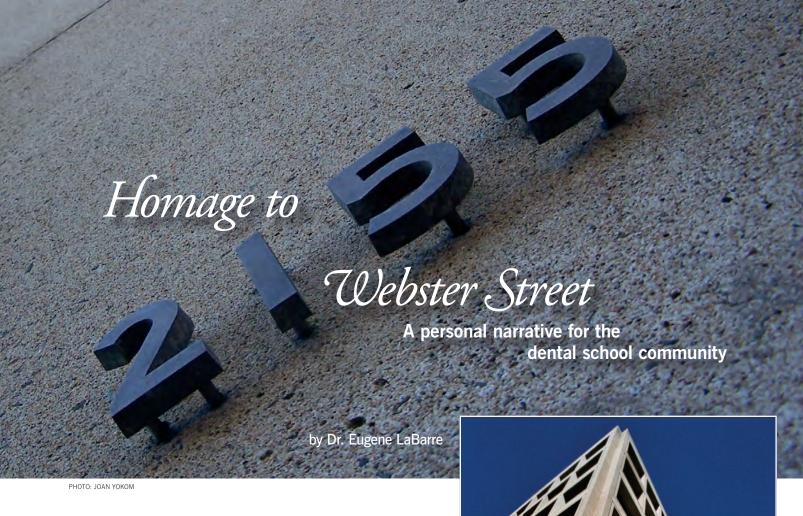
The Pacific Promise will "make the experience better for all of the people in the building," predicts Fredekind. Sands adds, "The Pacific Promise is the promise to fill the wonderful light, bright space with the best Dugoni family we can be." Once this program takes root and reaches its objectives, Dugoni School's leadership in dental education and patient care and its respect for its patients will be unmatched. The Pacific Promise is a noble commitment to embody the school's mission, offer leading customer service and build upon the golden opportunity offered by its new, world-class facilities.



The Pacific Promise offers the school's already engaged and devoted alumni more opportunities to interact with the school and students.

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

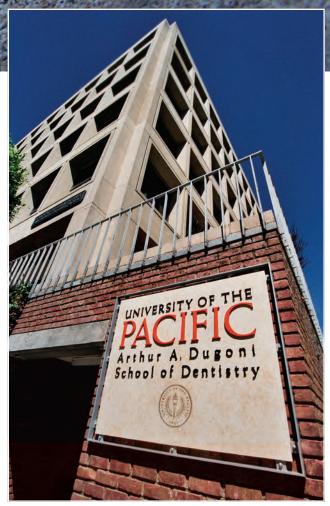




Dear everyone,

Sometime on Friday, June 20, 2014, the lights went out for the dental school at 2155 Webster Street. Finding it difficult to just leave, I send you some memories and thoughts of the place.

After all, it was alma mater to more than 7,000 University of Pacific degree recipients, a reliable, excellent oral health resource for the citizens of Northern California, an agreeable workplace for its employees and the home of the Dugoni School of Dentistry during its Golden Age and as it emerged into the national spotlight. I'm guessing



there were more than three million patient visits between ribbon-cutting in 1967 and the end of clinic last week, a substantial balance sheet that we should not forget.

BUILDING SPECIFICATIONS

LENGTH: 241' WIDTH: 127' HEIGHT: 152' VOLUME: 3.010,470 cubic feet GROSS FLOOR AREA: 222,070 square feet Construction required 14,000 cubic yards of concrete. Completely air conditioned for year 'round comfort. Equipped with sprinkler fire protection system. Over three acres of clinics, laboratories and classrooms with the most modern equipment available. PENTHOUSE MECHANICAL ROOM 3 gas-fired boilers (3,750,000 B.T.U. for heating; 700 tons air conditioning capacity). Electronic elevator control system for four elevators. Complete mechanical room floor floats on foam insulation to isolate machinery noise. Sidewalls of the penthouse are copper sheathed for maximum durability. AUXILIARY POWER 75 KVA emergency generator. ORAL EVACUATION SYSTEM Special system serving mobil UnitCabs at each dental chair. Also compressed air supply. NINE FLOORS 6 floors above grade, 3 floors below grade. PROJECT COST Structure, fully equipped: \$8,900,000. Mr. Karl Ogrey, Field Supervisor

Reconstruction in progress

Unfortunately, buildings do not rate feminine personal pronouns like countries and ships so "it" will do. It was designed and constructed by Skidmore, Owings & Merrill (one of the largest architectural and engineering firms in the world and a pioneer of "glass box" skyscrapers). The 2155 Webster Street building has a structure of poured-in-place reinforced concrete. The building is described by the 2010 Property Assessment Report:

"The exterior is expressed in tan precast concrete panels and punched, recessed, bronze anodized metal-framed windows with tinted glazing. Windows are of uniform size."

Objective architecture critics (including my daughters) might describe it as a late modernist commercial high rise of prominent siting and modest street appeal—conforms with the neighboring medical campus and Kennedy Tower, but argues with the Victorian homes and businesses in that area of Pacific Heights. Not quite an ivy tower (even though it has plenty of that plant on the Sacramento Street wall); the large brick plaza has potential for kite-flying or wind-farming; great location, location!

The interior doesn't need description (we all know it so well!), but remember how often it was remodeled and repurposed? Learning and working at 2155 Webster included the physical challenge of negotiating construction zones. Very little of the interior remained original—parts of the fourth and sixth floors come to mind—and some areas were redesigned several times. Not only was the building functional and purposeful, it was modernized to an impressive degree. The constant attention to optimize comfort, convenience and appearance, along with expert maintenance, gave 2155 Webster Street the reputation of "The Ritz-Carlton" of dental schools.



There were some terrifying moments. When one moves to San Francisco from somewhere else, it takes a while to acclimate to earthquakes. During minor events, 2155 Webster Street would creak in a mild way, and the floor would lurch a little. I was standing in the Sacramento Street doorway when the 1989 Loma Prieta earthquake struck hard and I was thrown against the door frame as the building made a loud cracking groan. Upstairs some lab solvents and bookcases fell onto the floor, and equipment in the penthouse on the roof was damaged, but the severe damage was elsewhere in San Francisco. As an emergency response facility, the dental school was open during the following days when businesses and schools were closed and people were asked to stay home. For a short time, the only commute option from the East Bay was by ferry—the Bay Bridge was damaged and BART thought the transbay tube might be damaged too. At the dental school, we did endless denture adjustments to relieve sore mouths caused by worry and anxiety about the "next big one."

Once there was a scary situation when the San Francisco SWAT team stormed the clinic after lunch. They had received a call that an armed, dangerous and wanted gang member was in the dental school. I was in the clinic when these serious, fast-moving characters in flak jackets came through the clinic entrance with guns out, motioning for us to get the hell out of the way. Anticlimax, it was a false alarm, no gang guy—just a very surprised dental patient sitting in the wrong chair.



Another freakish natural event was a strong winter storm that hit early on a Saturday morning. I was getting ready to see patients and someone said there was a problem in one of the 6th floor labs. The northwest corner window had cracked in the wild storm gusts and the pieces were vibrating like the world was about to end. The guard and I tried to duct tape the window to prevent it sailing off into Fillmore Street, 150 feet below (it was terrifying to press the tape against that bending shaking glass). Then, we ran out to the street with DO NOT TRESPASS tape to

close the sidewalk below the window; we were sure the glass was going to break out and cut our heads off.

But there were a hundred high times for every low one at the Dugoni School of Dentistry. How about the Blue Angels buzzing the roof during Fleet Week each October? Or, how about the times the ADA came to San Francisco and we had an open house at 2155 Webster for the entire dental profession? Remember all the graduation weeks, and the huge celebration we had when the school was named the Arthur A. Dugoni School of Dentistry? Those are great, great memories.



There were delightful patients over the years. Back in the day, Raymond Burr (from TV's Perry Mason and Ironside shows) came to the school, and so did Jeanette Powell (she and her husband bequeathed \$100 million to the University of the Pacific). For me, Del Martin and Phyllis Lyon were the most memorable student clinic patients—they were San Francisco's celebrity lesbians and gay rights activists, the first same-sex couple married by former Mayor Gavin Newsom. During appointments they patiently shared their considerable life histories with our students, describing their pioneering efforts to change legal, religious and social attitudes at a time when homosexuality was considered criminal behavior. They are really wonderful people.



Then there was Hook Mitchell from West Oakland, one of the greatest street basketball players of all time, who schooled NBA stars Jason Kidd, Gary Payton, Antonio Davis, etc. He was known for a 50-inch vertical leap and 360 slam-dunking over Honda Accord cars. After run-ins with substance abuse and the law,



PHOTO: JON DRAPER

Hook came to the dental school for a smile rehabilitation. He was a big hit with our students, showing them his moves and his video documentary, while encouraging them to keep on the "straight path" and to follow their dreams. At the end of his treatment, I had Hook do a standing jump test with a pencil—36 inches in street shoes, no warm-up. His pencil mark was a hook, way way up on the wall of the 5th floor stairwell landing, next to Dr. Yarborough's office. It may still be there, but not for much longer.

Come to think of it, it's not really about the building; it's the people in it. Bricks and mortar don't make a Golden Age for a dental school—they kept the humans dry, warm, safe, somewhat organized, while we did our best work, changed lives and bonded together. Some of the best who were ever in that building ended it there on a high note: Rhonda Bennett, Karin Johnson Lucero, Duke Dahlin (who could make the Sphinx laugh), Dr. Dennis Weir, Dr. Ryle Radke, Dr. Joel Cohen, Dr. David Nielsen and Dr. Bill Carpenter. You can't say more about the building than to list the great people who closed it down.

I also want to give a shout out to the dental school's longest serving full-time faculty member, Dr. Bob Christoffersen. He graduated from Pacific on Mission Street in 1967, then helped move to 2155 Webster Street that year, and has been in the building

from opening to closing, all 47 years of its existence. Bob was also the person most responsible for renovating and repurposing the Webster Street facility without causing a single missed beat in the academic concert—our own steadfast and loyal phantom of the opera.

I have to recognize our fearless leaders—and I mean no fear. It took imagination and a lot of guts to come up with a plan to leave 2155 Webster, buy a property, sell the old properties, build a new dental school, then move the whole damn bunch without upsetting the opera—whew! Dean Pat Ferrillo was Pharoah, Drs. Nader Nadershahi, Richard Fredekind and Roy Bergstrom were the generals, and a lot of other people helped build the pyramid. University President Pamela Eibeck and the Board of Regents courageously supported the plan to move the dental school, and let's not kid ourselves, they would have taken the shrapnel if the scheme blew up. My hat is off and I am in awe, seriously.

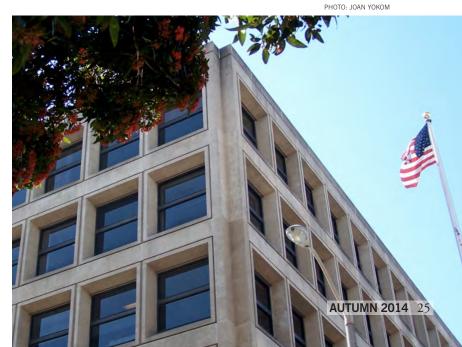
Lastly, I'll never forget the giant himself, Art Dugoni. This week I saw him quietly loading his office things into his car at 2155 Webster Street, for the move downtown. He's the guy who has his name on both buildings, the old and the new. And, he is the one most responsible for the success of the School of Dentistry—past, present and future—his legacy lives on at 155 Fifth Street.

So, okay old building, time to go now. You've really been a great "it" for us, you gave us a tremendous run. We wish you luck in your new life; we'll certainly miss you and the Fillmore neighborhood. But truthfully, don't take an ego trip. We moved out and we are moving up. The future is incredible for us.

With much love and affection to 2155 Webster Street,

Gene LaBarre

Eugene LaBarre, DMD, MS, is an associate professor in the Department of Integrated Reconstructive Dental Sciences.



ALUMNI SCENE

Dr. Colin Wong '65 in front of the new student store

116th Annual Alumni Association Meeting 🔻



















Alumni at the Del Mar Thoroughbred Club ▶





First-year Welcome and Cioppino Dinner A

Alumni gather for a reception in our new building during the CDA Fall Session ▼ PHOTOS: JON DRAPER









Pacific Dugoni Fundraising Campaign Passes \$20 Million Mark

The "Building Our Future, Embracing Our Legacy" campaign to support school's future is now more than halfway to its \$40 million goal.

Supporters who believe in the Arthur A. Dugoni School of Dentistry's commitment to excellence have rallied to raise more than \$20 million to support the school's new San Francisco facilities, its people and its programs.



Campaign funds will support the completion of, and ongoing operations at, Pacific Dugoni's new campus, which opened to students and patients this July. The building features a stateof-the art simulation laboratory, flexible learning spaces, new group practices and specialty clinics, modern research labs, study spaces and common areas for the school family.

The "Building Our Future, Embracing Our Legacy" campaign is a multi-year, \$40 million fundraising effort led by the Pacific Dugoni Foundation, the school's fundraising arm. The www.dental.pacific.edu/campaign

group's mission is to ensure that the dental school has the resources it needs to realize its vision, mission and goals. The campaign co-chairs on the foundation board are Mr. Gary Mitchell, Dr. W. Ronald Redmond '66, Dr. Gabby Thodas '77, '95 Ortho and Dr. Gary Weiner '66.

"Thank you to everyone who continues to support Pacific Dugoni's ambitious vision to be the global leader in dental education," said Dean Patrick J. Ferrillo, Jr. "We are at a very exciting time in the history of our school. Our first-rate facilities will help us provide a world-class dental education for our students and welcoming care to our patients."

"This is an important milestone we couldn't have reached without the support from so many people in the Pacific Dugoni family and others in the community," said Dr. Edmond Bedrossian '86, president of the Pacific Dugoni Foundation. "As people learn about the impact that Pacific Dugoni has on our students, patients and wider community, they are inspired to get involved with this exciting campaign. We will succeed thanks to the strong leadership of Dean Ferrillo and the hard work of Jeff Rhode, associate dean for Development and his team."

A new web site at www.dental.pacific.edu/campaign launched as the campaign reached the halfway mark towards its goal. It pro-

vides details about how the new facilities will support the school's people and programs, and features photos, videos, floor plans, a list of donors, testimonials from members of the school community, an online giving page and more.



Alumni, friends and others

interested in touring the building or learning about naming opportunities for rooms or individual operatories are invited to contact Jeff Rhode, associate dean for Development, at jrhode@pacific.edu or (415)749-3349. PHOTO: JON DRAPER

Pacific Dugoni Foundation Welcomes Drs. Adkins '04 and Low '76 as New Board Members

Two Dugoni School of Dentistry alumni who have given back much of their time, talent and other resources to their profession and school are the newest board members of the Pacific Dugoni Foundation.

The board plays a key role in driving philanthropic initiatives such as the "Building Our Future, Embracing Our Legacy" campaign for the dental school's new facilities, the Pacific Dugoni Annual Fund, scholarships, endowments and other fundraising programs. New board members pledge a gift of at least \$100,000 to support the campaign for the dental school's new facilities, one of the philanthropic priorities identified by the Pacific Dugoni Foundation. The following two new board members were inducted at the foundation's fall meeting in October.



Dr. Artemiz Adkins '04 addresses the crowd at the 2014 Annual Alumni Meeting.

PHOTO: RICHARD MAYER

Dr. Artemiz Adkins '04 (nominated by Dr. Patrick J. Ferrillo, Jr. and Mr. Gary Mitchell)

A proud Pacific Dugoni alumna, Dr. Artemiz Adkins is a member of the Class of 2004 and currently serves as president of the dental school's Alumni Association. She and her husband, Garrett, reside in Scottsdale, Arizona, where they co-founded Adkins Center for Dental Medicine.

In 2010, she became a diplomate of the Academy of Clinical Sleep Disorders Disciplines, and serves as the dental school's sleep curriculum advisor. A long-time supporter of Pacific Dugoni, she has been serving as part of the Executive Committee of the Alumni Association since 2011. In addition to generously supporting the Kaye Dugoni and Craig and Nancy Yarborough room namings at the new dental school, she and fellow PDF Board Member John Kim '04 and Dr. Jessie Vallee '04 led efforts to raise an impressive \$318,208.04 for their 10-year class reunion gift. Adkins and her husband are happily expecting their first child this December.



Dr. Gary Low '76 (nominated by Dr. Daniel Tanita '73)

The Low family in the Central Valley is the epitome of alumni supporting Pacific Dugoni and giving back in service to the community. Following in the footsteps of his father, Dr. William Low '43 and his uncles Drs. Howard Low '38 and Lawrence Low '44, Dr. Gary Low '76 joined his brother Dr. Everett Low '74 and was then followed by his brother Dr. Willard Low '77, in studying the practice of dentistry. Later on, cousins Drs. Lester Low '86 and Lyndon Low '88 also completed their dental degrees at Pacific. Low's daughter Jennifer graduated from Pacific Dugoni in 2012, and his son Christian graduated in 2014.

As an undergraduate, Low attended the College of Idaho. After he obtained his dental degree from Pacific, he joined the family's successful dental practice that has offices in Stockton and Manteca, California. Gary is an elder and the president of the church he attends, Calvary Presbyterian Church of Stockton. In his free time, Low enjoys playing golf and being a member of a local United States Tennis Association (USTA) team. He and his wife Susan live in Stockton.

Dr. Gary Low '76 (far right) with his family. From left: Jonathan, Dr. Jennifer '12, Dr. Christian '14, and wife Susan.

Kids in the Klinic Golf Classic Raises More Than \$70,000 to Support Oral Health Care for Children in Need

Local celebrities joined with Pacific Dugoni family, friends and supporters to golf for a good cause at The Olympic Club, the famed site of the 2012 U.S. Open and other championship events. The day of golfing and camaraderie on September 8 raised more than \$70,000 to support the Kids in the Klinic Endowment, that helps provide oral health care for underserved children at Pacific Dugoni's Hutto Patterson Pediatric Clinic and Redmond Family Orthodontic Clinic.



The new format of this year's event gave golfers the opportunity to split their 18-hole round between the Lake Course and the Ocean Course, with a lunch in the clubhouse midway through the day. An enthusiastic group of more than 200 golfers played in the successful event, which attracted a significant number of sponsors. Special on-course activities included a Million Dollar Shoot Out, Beat-the-Pro Challenges and visits from special guests, including the 49ers Gold Rush, saxophonist Michael Phillips and the Warriors Girls. The event concluded with an awards ceremony and cocktails. The foursome of Dr. Dan Gustavson, Catherine Larson, Brian Little and Jeff Neel took home the top honors at the event, following a playoff on the 18th hole.

Mark your calendars for next year's golf event on October 26, 2015.

Generous sponsors of this year's event included: invisalign®; NBC Bay Area; San Francisco Chronicle; Mitchell & Mitchell; Bank of San Francisco; Delta Dental; hope & grace; KaVo Kerr Group; Napa Smith Brewery; Patterson Dental; Redmond Family Orthodontic Clinic, Schulman Study Group; Team Superstores; Tiret & Company CPAs; Carroll & Company; California Bank of Commerce; Focus Business Bank; Mancuso Oral & Maxillofacial Surgery; Dr. Gerald Bittner Jr.; Tommy's Mexican Restaurant; If Only; Thomas Wirig Doll; Henry Schein®; Haas & Reaney, LLP; Drs. Gerald and Susan Bittner; Dr. Michael Fox; Dr. Eddie Hayashida; Dr. Chris Louie; Dr. Scott Milliken; Rouleau Orthodontics; Dr. Dan Tanita; Dr. Carey Weatherholt; Daryl Weinroth; Dr. Francis Yankee; and Dr. Doug Yarris.

The Kids in the Klinic Golf Classic was started by Dr. Susan Bittner '74A and the Children's Dental Healthcare League to raise money for the Kids in the Klinic Endowment, which has grown to more than \$2 million. Pacific Dugoni Foundation board members, Dr. Doug Yarris '83 and Dr. Michael Fox '82, and former board member Michael Carroll, were co-chairs of this year's fundraiser.

To learn more about the Kids in the Klinic Endowment or to become involved in future fundraising events, visit www.kidsintheklinic.org.







PHOTOS: BRUCE COOK

Memorial and Honor Gifts

In Memory of:	Given By:	Given To: Oral Surgery Restricted Fund		
Dr. Andrew and Mrs. Kathleen Auyong	Dr. Thomas G. Auyong			
Peyman Berarpour	Dr. Scott D. Schapansky	Annual Fund		
Robert 'Chip' Block	Geissberger Family Practice	Dr. Louis J. and Norma Grosso Geissberger Faculty Endowment		
Arthur Brown	Dr. Robert L. Dorian	Dr. Ernest G. Sloman Library Endowment		
Barbara Chacon	Dr. Robert Christoffersen	Dr. Robert Christoffersen Faculty Endowment		
Billie Louise Cole	Dr. Robert C. Coupe	Annual Fund		
Myron Danyliv	Mariana Danyliv	General Memorial Fund		
Mr. & Mrs. M. A. DeSantos	Dr. Manuel F. DeSantos	Annual Fund		
Dr. Gene F. Dixon	Dr. Branislava Peric-Sekelj	Annual Fund		
Sean Elam	Craig & Nancy Yarborough	General Memorial Fund		
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Dono	13 by	Olass	Icai	
YEAR	CLASS COUNT	DONOR COUNT	PERCENT PARTICIPATION	TOTAL GIVING
1935	1	1	100%	\$1,000.00
1942	1	1	100%	\$24,500.00
1944 1945	14	1	7%	\$1,000.00
1945	3 9	1	33%	\$100.00
1946	3	1	33% 33%	\$1,700.00 \$159,545.68
1947	14	4	29%	\$36,774.96
1951	11	3	27%	\$10,819.75
1952	14	4	29%	\$825.00
1953	16	1	6%	\$25,100.00
1954	15	2	13%	\$550.00
1955	22	6	27%	\$3,450.00
1956	17	3	18%	\$1,627.00
1957	24	6	25%	\$11,351.00
1958	20	1	5%	\$100.00
1959	29	4	14%	\$2,600.00
1960 1961	25 27	5 3	20%	\$2,751.00 \$850.00
1961	34	5 5	11% 15%	\$5,960.00
1963	33	1	3%	\$200.00
1964	39	5	13%	\$6,000.00
1965	38	8	21%	\$192,251.80
1966	26	6	23%	\$36,722.19
1967	39	5	13%	\$16,749.00
1968	49	4	8%	\$2,850.00
1969	44	4	9%	\$14,037.00
1970	51	3	6%	\$10,980.00
1971	65	9	14%	\$48,688.10
1972 1973	79 87	13 5	16% 6%	\$12,983.19 \$28,649.93
1974	169	27	16%	\$87,264.97
1975	103	15	15%	\$14,905.00
1976	111	17	15%	\$16,539.27
1977	126	24	19%	\$138,050.00
1978	110	12	11%	\$4,702.00
1979	122	22	18%	\$70,040.10
1980	119	18	15%	\$69,964.24
1981 1982	127 122	27 20	21% 16%	\$26,409.98 \$27,164.71
1983	128	23	18%	\$214,355.89
1984	120	18	15%	\$54,580.01
1985	128	13	10%	\$43,951.00
1986	131	20	15%	\$77,344.90
1987	119	19	16%	\$5,976.00
1988	136	30	22%	\$111,926.62
1989	125	21	17%	\$13,825.00 \$7,035.34
1990 1991	137 121	10 17	7% 14%	\$27,033.34
1992	120	18	15%	\$16,355.60
1993	127	10	8%	\$31,017.74
1994	143	20	14%	\$22,692.46
1995	135	29	21%	\$39,926.64
1996	136	14	10%	\$19,883.32
1997	136	16	12%	\$15,164.00
1998	137	14	10%	\$18,103.33
1999	152	14	9% 15%	\$30,701.00
2000	145 141	22 25	18%	\$18,340.00 \$25,268.67
2002	147	30	20%	\$20,877.90
2003	144	23	16%	\$16,763.81
2004	146	29	20%	\$28,114.41
2005	151	11	7%	\$5,904.00
2006	155	22	14%	\$16,674.85
2007	154	29	19%	\$14,257.50
2008	165	29	18%	\$26,862.50
2009	146 155	20 20	14%	\$6,721.00 \$3,220.10
2010 2011	155 158	20 29	13% 18%	\$3,220.10 \$9,075.19
2011	166	27	16%	\$6,986.00
2013	162	16	10%	\$2,540.13
2014	152	124	82%	\$3,281.85

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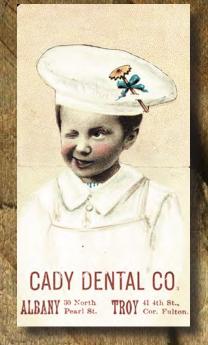
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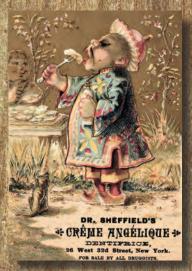
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