

# DENTAL NOTES

Newsletter of D.O.H.M.H. - Bureau of Oral Health, Programs and Policy

Fall 2004

Dedicated to Quality

Committed to Excellence

Number 24

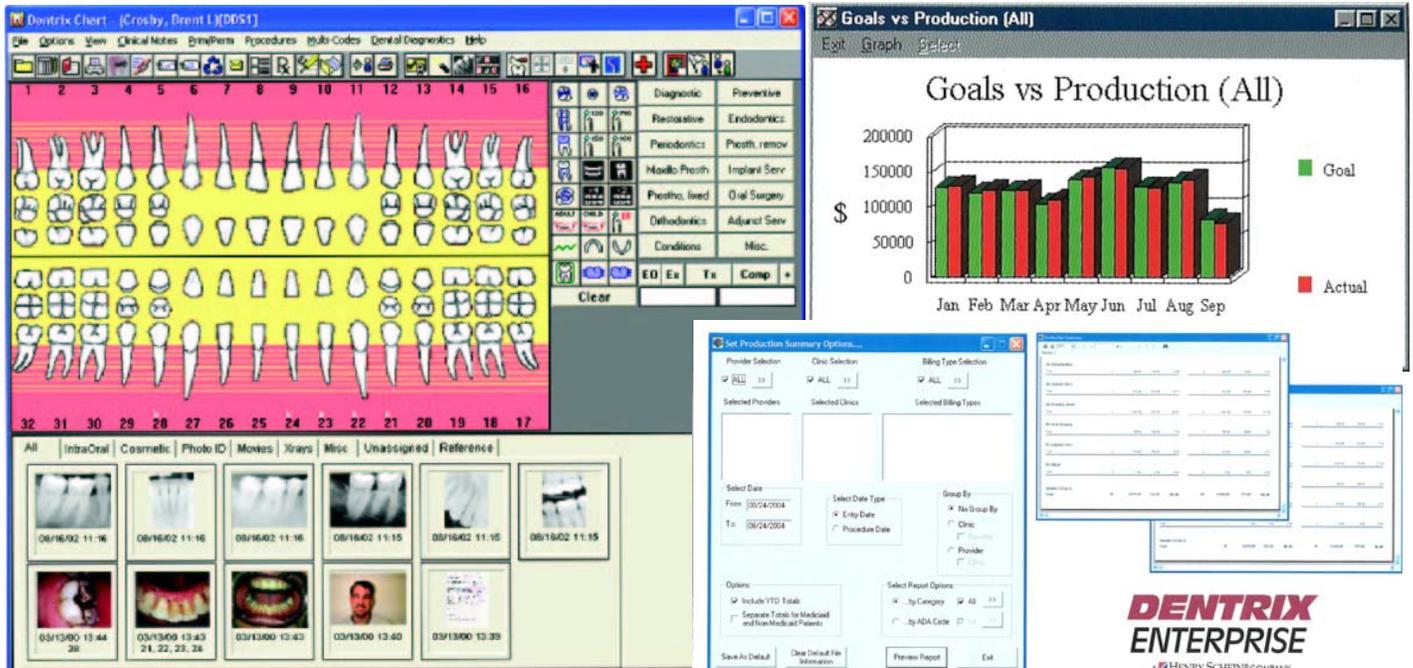


Illustration of Digital Dental Record and Management Reporting Systems

## FALL CONVOCATION 2004: A NEW ERA IN DENTISTRY FOR OHPP

We are pleased that this year the Fall Convocation scheduled for Thursday, September 9, 2004 will be held at the Saklad Auditorium, NYU College of Dentistry. This year's theme is 2004: A NEW ERA IN DENTISTRY FOR OHPP—Communications, Dental Informatics and Productivity Improvement.

Deputy Commissioner **James L. Capozziello**, Department of Health and Mental Hygiene (DOHMH), Division of Health Care Access and Improvement (HCAI), and OHPP Director, Medical Affairs, **D. Mercedes Franklin**, DMD, MPH will address the IT initiative, new DDS and RDH titles, the clinic expansion plan and other bureau accomplishments.

The convocation will feature **David Romand**, Chief Information Technology Officer, New York University College of Dentistry (NYUCD), and **Ira Beresnoy**, Director of Clinical Operations, NYUCD. Their presentation on *Implementation and Integration of the Dentrix Dental Enterprise System -- The NYUCD Experience* will discuss system deployment, technology involved, system utilization and reporting benefits, long/short range plans, management of 100 plus workstations, customization and various roles of the

users and system operators. Continuing Dental Education credits will be provided. In addition, all staff will receive Dentrix CDs for familiarization prior to training.

**Herbert S. Kenigsberg**, DDS, Director, Clinical Affairs and Disease Intervention, will address productivity improvement and new CDC Guidelines for Infection Control. **Ruby Stern**, DDS, Quality Assurance Director, will provide an overview of the Orthodontic Rehabilitation Program. **James M. Wolin**, MBA, CPPB, Director, Operations Management and Budget, will address working smarter to improve productivity and the work environment.

**New Performance-Based TEAMEXCELLENCE Awards Will Honor Outstanding Service.** The 11<sup>th</sup> Anniversary TeamExcellence Awards will be presented to recognize an increased emphasis on productivity, teamwork and quality performance with superior performance depending upon each team member doing their job, and working together to improve treatment outcomes. The awards, which were introduced at the Convocation in 1994, will have a new look this year, including "Dentist and Dental Assistant Team" and "Dental Hygienist" of the Year Awards.

## OHPP GIVES KIDS A HEAD START

OHPP is dedicated to the ideals of prevention and early treatment, and committed to the belief that early orientation to oral health practices will lead to benefits that last a lifetime. The Head Start experience offers an ideal time in a child's growth and development to focus his/her awareness on the mouth and its protection. Head Start settings also provide an opportunity to involve parents in the learning process and together with their children, they are exposed to oral health principles and practices. This model used in preschool settings has been shown to promote lasting behavioral changes.

OHPP's Pre-School Program is prevention oriented. Acknowledging the fact that children learn through play, activities are included in each session designed to explore oral health knowledge. As the OHPP hygienists guide the children through the oral health curriculum, they remain ever cognizant of the preschooler's level of physical, affective and intellectual skills. The Program Goals are as follows:

- To inculcate in the child a sense of **Dentistry as fun** and not something to be feared.
- To instill in the child an awareness of beneficial oral hygiene habits at an early age.
- To facilitate the learning of the child's physical self by focusing on the mouth.
- When feasible, to include the parent as a component of the educational process giving parents the knowledge base necessary to provide an optimal environment in the home for good oral health.
- To serve as a resource for Head Start staff in developing and reinforcing knowledge and skills of good oral health.
- To provide on-site dental services. Depending upon the site, services range from screening and preventive services to comprehensive treatment.
- To provide treatment referrals.

Working together as a team, the OHPP Oral Health Practitioners, parent(s) and the Head Start staff can guide the preschool child to take a step towards assuming personal responsibility for good oral habits. The exemplary programs in Region I, II and IV are described in **News from the Regions** on page 8.

Dentistry as fun: Susan Siegel, RDH, and children at the Vincent Caristo Head Start/Daycare. ▶

### Regional Forum on Head Start and Oral Health

The Region II Administration for Children and Families, and Maternal and Child Health Bureau, HRSA, U.S. Department of Health and Human Services are sponsoring a regional forum entitled: *Enhancing Partnerships for Head Start and Oral Health*, on October 18-19, 2004. The goals of the Regional Forum are to:

- Assess access to care and other issues that may improve or detract from oral health education, prevention, and clinical services available to Head Start/Early Head Start children.
- Develop a strategic plan for the region that includes assessment of current regional oral health issues, and identification of promising practices to address challenges throughout the region.
- Identify strategies and the key roles of regional agencies and other entities for future action.
- Contribute to the development of a national strategic plan to improve the oral health of children and pregnant women in Early Head Start and Head Start.

Participation in the upcoming Forum will provide an opportunity to strengthen and expand OHPP services.





## MOVING FORWARD WITH ORAL HEALTH SURVEILLANCE

OHPP is pleased to announce the continuation of the Oral Health Surveillance System for the upcoming school year. The New York State Department of Health, together with the New York City Department of Education (NYC DOE), and OHPP will continue the research begun in 2003 determining the oral health status of City third graders. The data collected from the first cycle is presently being analyzed.

The data obtained from this survey will be used for assessing the progress towards the objectives outlined in Healthy People Year 2010 and Communities Working Together for A Healthier New York. Data regarding the oral health status and treatment needs of children are a prerequisite for planning and justifying oral health programs.

The objectives of this program are to: estimate the prevalence of dental caries; estimate the treatment requirements for dental caries; determine the use of sealants, fluoride, and dental services; characterize the association between socio-demographic factors and dental diseases and treatment needs; and, determine the proportion of children with dental insurance.

This year, as in the past, the school sample will include schools from the NYC DOE and the Schools of Choice.

**Kaye Tinkelman**, Partnership Director, and **Su-yan Barrow**, RDH, MA, MPH, City Research Scientist Level III, will continue the coordination of the Oral Health Surveillance System.

There are also plans underway for the utilization of a Mobile Dental Van. This will provide invaluable assistance in the deployment of supplies and materials to each school site. OHPP extends its thanks to **Lawrence Bailey**, DDS, Dental Director, at the Renaissance Health Care Network for providing the program with this much-needed resource.

## OHPP TO REVAMP IT SYSTEMS

Planning is underway to upgrade the Information Technology system used by the Orthodontic Rehabilitation Program (ORP), and implement Electronic Scheduling and Charting System for the Clinical Dental Program. This initiative will also improve the Management Reporting Systems and provide a greater ability to monitor and control operations.

Piloting a new system for the ORP will: (1) improve data integrity and the generation of meaningful reports on a timely basis; and, (2) allow for the use of technological solutions, such as the use of machine-readable forms, acceptance of electronic data from providers, and the ability to share data electronically for screening and quality control progress reviews. This will enable the Program to improve the processing of cases, utilizing staff and resources more efficiently and effectively.

By going to a fully electronic system for the Clinical Dental Program, management reports and other required information about performance will be consistent with agency time lines. The accuracy of the data is expected to improve in that keypunch errors will be eliminated. Also to be eliminated is the late reporting of data and manual adjustments needed to properly report encounters that missed submission deadlines. The electronic system will allow Regional Dental Directors and Regional Administrators to have more timely information enabling them to schedule staff and facilities more efficiently and effectively. To address operational and technical challenges, there will be a phased implementation of the system. A pilot in Region IV will include a health center, community based dental clinics and the Regional Office. Ultimately, the system will include the central office, four regional offices, five health centers, and 66 community-based clinics.

### AUTOMATED RECALL SYSTEM TO ENHANCE CARE AND INCREASE PRODUCTIVITY

This Fall an automated recall system is projected to become operational. This will result in hours saved, greater continuity of care, and improved productivity. Data line will generate and mail a recall notice to OHPP patients automatically. Accuracy and completeness of the encounter forms are extremely important: (1) the patient's name and address are critical in generating the recall; and, (2) the recall box on the encounter form must be completed by indicating the number of months. Completion of this box will indicate that a course of treatment has been completed. The number of completed cases is a program indicator, which will be monitored and reported.

## ORTHODONTIC REHABILITATION PROGRAM ENJOYS CONTINUING SUCCESS

In fiscal 2004 an even greater demand was made upon ORP services by qualified individuals requiring orthodontic treatment. During the past fiscal year 17,008 patients were screened for eligibility with, 14,620 patients being authorized for treatment after having demonstrated a handicapping malocclusion. The total case load administered by the program grew to 25,870 patients, due to the efforts of **Anthony DiBartolo**, DDS, Director, ORP. These figures represent a 29% increase in screened cases, a 32% increase in cases authorized and a 14% increase in the total patient load as compared to fiscal 2003.

## 3,500 NEW TEACHERS AND PARAPROFESSIONAL STAFF INTRODUCED TO OHPP'S MISSION

For the fourth year, OHPP was invited to exhibit at the Department of Education's New Teacher and Paraprofessional Staff Development Program. The School Dental Record Program (SDR) was displayed and copies of the School Dental Record Forms in English and 14 other languages were distributed, in addition to copies of the *SDR Program Primer*. Representing OHPP was **Meryl Hersh**, DDS, Region IV, Dental Director, **Susan Siegel**, RDH, Region IV, and **Kee Fung**, OHPP community coordinator. **Frank Cardinale** and **Jonas Acevedo**, provided logistic support, setting up the display and preparing the area for exhibiting. Approximately 3,500 new teachers and paraprofessional staff were informed on the goals and process of the SDRP and multipurpose School Dental Record Forms. The Program goals are:

- to encourage early and regular oral examinations for children attending New York City Schools.
- to promote access to dental care and follow-up treatment for children with oral health needs.
- to collect data from returned Dental Records.

## QUALITY IMPROVEMENT INNOVATION

As of September 2004, NYU College of Dentistry will assign DDS postdoctoral pediatric dentistry residents to OHPP under a five-year Agreement "for clinical education and experience in Pediatric Dentistry," due to the efforts of OHPP director Dr. **D. Mercedes Franklin**. The clinical rotations are scheduled to begin one day a week at Lower Manhattan Dental Clinic, a designated *Center of Excellence*.

## 32 PERCENT INCREASE IN ORAL LESIONS DETECTED AT ORAL CANCER SCREENING EVENT

In April 2004, OHPP participated in an Oral Cancer Screening event sponsored by the Oral Cancer Consortium. The Oral Brush Biopsy, a computer assisted analysis of suspected cancer lesions, was provided at no cost to the institution and patient. Under the coordination of **Herbert S. Kenigsberg**, DDS, Director, Clinical Affairs and Disease Intervention OHPP oversaw 14 sites, the largest number for any screening event to date, including dental clinics at DOHMH Health Centers and Health and Hospitals Corporation's hospitals and diagnostic and treatment centers.

There were 371 patients screened, an increase of 16% over last year's event. Among the screening sites, the Fort Greene Health Center attracted the largest number of patients. Of the 371 patients screened, 41 patients were identified with 45 lesions. Most notably, there was an increase of 32% in the number of lesions detected this year as compared to last year's event, indicating that the event was more successful in reaching individuals with oral pathology. Of the lesions that received the brush biopsy, 17% had atypical findings requiring follow-up.

ONE-DAY ORAL CANCER SCREENING EVENT PARTICIPATION				
Borough	Facility	Patients		Total Suspicious Lesions
		Number Screened	Number with lesions	
Bronx	Lincoln Medical & Mental Health Center	27	0	0
Brooklyn	Bushwick Health Center	22	4	4
	Cumberland D&TC	11	3	3
	East New York D&TC	25	2	2
	Fort Greene Health Center	52	3	4
	Kings County Hospital Center	12	4	4
	Woodhull Medical & Mental Health Center	18	2	2
Manhattan	Gouverneur D&TC	18	0	0
	Lower Manhattan Health Center	28	3	3
	Metropolitan Hospital Center	25	2	2
	Washington Heights Health Center	23	1	1
Queens	Corona Health Center	33	5	8
	Elmhurst Hospital Center	42	9	9
	Queens Hospital Center	35	3	3
Total		371	41	45



Oral Health America (OHA) – America’s Fund for Dental Health – is a national, independent nonprofit charity incorporated in 1955. OHA programs help motivate people to seek dental care, assist the forgotten to obtain care, support dental education and research, and advance the art and science of dentistry.

“Partnering for Success - Developing and Expanding Oral Health Public Private Partnerships,” a two day workshop in July, was sponsored by Oral Health America and supported by the U.S. Centers for Disease Control and Prevention (CDC).

The workshop focused on the creative and practical aspects of engaging key partners for successful coalitions and the critical role of communication programs to heighten overall awareness of oral health issues in the community. **Dr. D. Mercedes Franklin** was among the attendees who heard presentations on prospecting and developing winning

relationships between government, private corporations, and public health entities. The workshop objectives were met with attendees leaving the program with new ideas, focus, and action steps to aid them in sustaining initiatives and expanding capacity.

OHA’s *Smiles Across America*, which was launched in Chicago, exemplifies the kinds of intervention strategies that are being promoted by *Oral Health in America: A Report of the Surgeon General* and the subsequent document, *A National Call to Action to Promote Oral Health: A Public-Private Partnership Under the Leadership of the Office of the Surgeon General*.

Planning has begun for future partnerships in Minneapolis/St. Paul, Las Vegas and here in New York City where OHPP is committed to reducing oral health disparities. Disparities among 3<sup>rd</sup> graders were recently documented by OHPP’s Oral Health Surveillance System-see page 3.

### Smiles Across America: Chicago News

Second and sixth graders in eight Chicago Public Schools (CPS) Community Schools are now receiving sealants, fluoride treatments, teeth cleanings and oral exams through a unique partnership between Oral Health America (OHA), the Chicago Department of Public Health, CPS and the CPS After Schools Program, and Bank One/Columbia College Community Arts Partnership.

A grant from the Michael Reese Health Trust to OHA is providing funding for the provision of care for non-Medicaid eligible and uninsured children, who account for as much as 30 to 60 percent of the population in the target schools. Up to 90 percent of the children seen have never been to a dentist. Bank One, Harris Bank, and the Steans Family Foundation have given funding for program development, oral health education, and additional fund-raising to sustain and grow the program in school year 2004-05.

This spring, the program reached 1,400 children. OHA hopes to double that number in the second year.

“We have an incredible team of leaders involved with this program, from the coordinators for the Community Schools

initiative, to the communications department at CPS, to the program coordinator at CDPH,” says Liz Rogers, OHA, Director of Communications. “Their commitment to making this work has been inspirational, especially given that this is a new program and new responsibility. I think the need for services is so clear that it’s captured the attention and imagination of everyone involved. In a climate of budget cuts, this is something vitally important we can do for children, and do well.”

A media event was held for the program at Sabin Elementary Magnet School in Chicago’s Wicker Park neighborhood on April 21. Invited speakers include IL Lieutenant Governor Patrick Quinn, State Dental Director Dr. Lewis Lampiris, CPS Superintendent Arne Duncan, and Chicago Department of Public Health Commissioner Dr. John Wilhelm. Dr. Twana Edwards, the CDPH-contract dentist for the program, demonstrated how dental sealants are applied. An educational video developed by the Smiles Across America: Chicago partners for school use was also unveiled at the event, and OHA will release the results of a survey conducted of Chicago area dentists to determine access to care for Medicaid children.

For more information, contact Liz Rogers, [liz@oralhealthamerica.org](mailto:liz@oralhealthamerica.org)

## Communications and Health Literacy

### Partnership with the NYCHA Puts New Face on Oral Health Posters

ATTENTION NEW YORK CITY HOUSING AUTHORITY RESIDENTS

**FREE DENTAL CARE FOR CHILDREN AND ADOLESCENTS AT THE**

**LOWER MANHATTAN DENTAL CLINIC**

303 9<sup>TH</sup> AVENUE - NEW YORK, NEW YORK 10001  
[212] 239-1777

NEW YORK CITY DEPARTMENT OF HEALTH AND MENTAL HYGIENE  
BUREAU OF ORAL HEALTH, PROGRAMS AND POLICY  
NEW, COMPLETELY RENOVATED MODERN CLINIC

**DENTAL SERVICES**

- Emergency Care
- Examinations
- X-rays
- Cleanings
- Gum Treatment
- Sealants
- Fillings
- Root Canal Treatment
- Extractions
- Orthodontic Referrals



**POPULATION ELIGIBLE**  
Children and Adolescents  
up to 21 years of age

**HOURS OF OPERATION**  
Monday - Friday  
8:30 a.m. - 4:30 p.m.

Just Drop By Or Call For An Appointment

Offered in cooperation with the New York City Housing Authority  
and  
New York City Department of Health and Mental Hygiene

If your children have Medicaid -  
Come to us!  
We'll take care of them

If your children do not have Medicaid -  
Come to us!  
We'll take care of them

OHPP has joined forces with **Richard T. Green Jr.**, Director of Health Services, Department of Community Operations for the New York City Housing Authority (NYCHA), to educate NYCHA residents about the availability of OHPP services in their neighborhoods. Five health center dental clinic locations are targeted by the initiative: Fort Greene and Bushwick in Brooklyn, Lower Manhattan and Washington Heights in Manhattan and Corona in Queens. The jointly conceived intervention uses **easy-to-read** posters featuring an **inviting colorful photograph** of happy, healthy children in an effort to improve the outcome of knowledge for both lower and higher literacy patients.

- Beginning in August 2004, posters were prominently displayed in building lobbies of developments targeted by NYCHA that are easily accessible to the health centers. The campaign is bilingual -- 350 posters are in English and 500 posters are in Spanish.
- Patients are invited to call the telephone number on the poster or drop by to make an appointment.

**Health literacy, health care use, and outcomes** were linked in a new evidence report released by Agency for Healthcare Research and Quality, U.S. Department of Health and Human Services. The nation's estimated 90 million adults with lower-than-average reading skills are less likely than other Americans to get potentially life-saving screening tests, to get flu vaccines, and to take their children for well child care visits, according to the report. People with a low level of literacy have difficulty reading newspapers and other simple information such as directions for taking medications.

"Health literacy is the currency of success for everything that we do in primary and preventive medicine," said **U.S. Surgeon General Richard H. Carmona, MD, MPH**, in the report. "Health literacy can save lives, save money, and improve the health and well-being of millions of Americans. All of us -- government, academia, health care professionals, corporations, communities, and consumers -- working together can bridge the gap between what health professionals know and what patients understand, and thereby improve the health of all Americans."

### OHPP Increases Sealant Use and Launches Professional Awareness Campaign

The proportion of children receiving sealants at OHPP clinics increased by 39% in FY04 compared to FY03. However to meet the national 2010 objective in NYC, continued efforts to educate oral health professionals are still necessary. Improved communications between parents and oral health professionals will help parents make informed decisions about dental sealant application for their children. The theme of the *School Dental Program Primer*, which will be published this Fall, is "Dental Sealants - Preventing Decay and Saving Teeth." OHPP will be distributing 10,000 copies of the Primer to New York City area dentists.

### CDE Distance Learning: CHI Features Emergency Preparedness

Due to be released in October, the DOHMH's *City Health Information (CHI)* publication will focus on "Basic Emergency Preparedness for the Office-Based Health Care Practitioner." All practitioners citywide will receive the CHI. Upon completion of the test, dentists and dental hygienists will be eligible for CDE credits made available through OHPP.

## Influenza Immunization Program Mobile Van

**Time...**12-4:00      **Location...**Exhibit Floor rear of  
the 4700 aisle

Sunday

Repeated Monday and Tuesday, (12-4:00) and Wednesday,  
(10-2:00)

Dental care professionals who are ill with influenza can transmit the infection to their patients, putting their patients at risk for severe complications from influenza including hospitalization and death. In addition, dental care professionals are at risk for contracting influenza, since they work in close proximity to and have frequent contact with their patients. Influenza typically occurs during the winter months; it is spread from person-to-person through coughing and sneezing of infected individuals. People may be infectious before they develop symptoms, thus facilitating transmission. The influenza vaccine is the primary method of preventing influenza and its severe complications.

Free flu shots will be available to all registered Greater New York Dental Meeting participants only during the posted hours of operation.

## Tobacco Control Program

Tobacco control staff will have educational materials for patients and health care professionals related to smoking cessation including "Treating Tobacco Addiction." Additionally, no smoking signs, information about the New York City Smoke Free Air Act and related materials will be available.

The Greater New York Dental Meeting wishes to thank the **New York City Department of Health and Mental Hygiene** and the **New York City Health and Hospitals Corporation** for organizing and conducting this program.



▲ Initiative Coordinated by OHPP  
Excerpt from: Greater New York Dental Meeting Program Guide 2004  
November 28—December 3—Jacob K. Javits Convention Center



## The International Federation of Dental Hygienists

The XVI International Symposium on Dental Hygiene, which takes place every three years under the auspices of the International Federation of Dental Hygienists (IFDH), was held this year in Madrid, July 2004. The Symposium provided an international forum for dental hygienists to exchange information on issues ranging from clinical practice to educational standards and legislation. In attendance at the Symposium was **Su-yan Barrow**, OHPP City Research Scientist Level III, who presented a poster *Age Specific Health Promotion through Community Partnerships: A Model*. The presentation emphasized the importance of establishing health promotion community partnerships and the importance of oral health as an integral part of general health, which addressed the Surgeon General's call to action to meet the Healthy People 2010 Objectives.

## NEWS FROM THE REGIONS

### Region I

The extraordinary effort by Region I in fulfilling additional citywide responsibilities should be recognized.

**Mark Lewis**, Regional Administrative Director, and **Kirthlyn Branch**, DDS, Regional Dental Director, became responsible for the overall care of inmates at the Vernon C. Bain Center. **Mark Lewis**, **Migdalia Seda**, PAA, **Bernice Silvers**, CA, **Benjamin Freeman**, Staff Analyst, **JoAnne Looby**, DA, and **Olivia Payne**, PAA, packed supplies for the Oral Cancer Screening Program's 14 Sites citywide and **Migdalia Seda** for 28 Surveillance Sites citywide.

The following people participated in the Oral Cancer Screening Event: **Mark Lewis**, **Kirthlyn Branch**, DDS, **Leslie Joseph**, DDS, **Vera Banks**, RDH, **Adeniz Rivera**, RDH, **Valencia Grant**, DA, and **Miata Barrolle**, DA. **Susan Napoleoni**, DA, and **Valencia Grant**, DA, trained the new dental assistants that were hired in Region I.

Sharon Baptist Head Start is nondenominational and has several locations throughout the Bronx. The OHPP dental clinic, located in the Bathgate Avenue center, is open to the community. The center periodically buses children in from other centers for dental care and staff from other centers, inform parents about how to make dental appointments. **Domingo Espiritu**, DDS, **Susan Napoleoni**, DA, and **Vera Banks**, RDH, are the team that provides comprehensive dental care. Sharon Baptist is planning to open a new center and has already committed to include space for an additional OHPP dental clinic.

### Region II

Many thanks go to Region II's **Robert Grace**, DDS, Regional Dental Director, **Toni Smith**, Regional Administrative Director, and to their premier Dental Hygienists, **Barbara Reiter** and **Gail Kashdan**, and also the Dental Assistants, **Amy Zhang**, **Li Zhang**, **Aleta Thomas**, **Camila Ramos** and **Lillian Rodriguez**, for their exceptional teamwork during the 3<sup>rd</sup> Grade Surveillance Project.

**Barbara Reiter**, RDH, and **Gail Kashdan**, RDH, continually find innovative ways to deliver services to children most in need of dental care. They have done a remarkable job with the Manhattan Head Start Programs scheduling twenty dental screenings from Chinatown through Harlem over the past year. **Barbara Reiter** has

also arranged weekly group visits of children from a local Headstart program to the Lower Manhattan Dental Clinic. Besides educating pre-schoolers far and wide, they have identified a valuable resource pool that will sustain our program for many years to come. Congratulations for a job very well done.

### Region III

The Oral Cancer Screening Initiative in Region III on April 15, 2004 went well due to the enthusiastic participation and cooperation of **Alan Gold**, DDS, **Jeffrey Weintraub**, DDS, **Minda Carpo**, DDS, **Marva Cole**, DDS, and **Jesse A. Kravit**, DDS, Regional Dental Director, **Esther Moulton**, RDH, **Carmen Campos**, RDH, **Debra Marinia**, PAA, **Maria Perez**, DA, **Daniel Rosas**, DA, **Helen Hodgin**, DA, **Lenora Ajayi**, DA, **Gloria Covington**, DA, **Marina Paulino**, DA, and **Stephen Kumar**, Regional Administrative Director. Services were provided at four locations.

### Region IV

Under the leadership of **Meryl Hersh**, DDS, Regional Dental Director, and **Sheldon Lisogorsky**, Regional Administrative Director, dental hygienists continue to be extremely successful in acquiring Head Start and day care sites. This summer, these treatment facilities were expanded to include four Head Starts and nine day cares. **Joseph Taitelbaum**, DDS, **Alice Glickman**, RDH, and **Carmen Rodriguez**, DA, provided full dental treatment to the children of the Staten Island Mental Society Head Start and the Port Richmond Day Care Nursery. **Annie Westcott**, RDH, was instrumental in increasing OHPP presence in the Faith, Hope and Charity Day Cares.

All three Faith, Hope and Charity Day Cares provided full dental treatment to the children, youth workers and the community. **Michael Davidson**, DDS, **Jean Valcourt**, DDS, **Alan Brown**, DDS, **Carol Marsh**, DA, **Lillian Knox**, DA, **Margaree Sims**, DA, and **Annie Wescott**, RDH, staffed Faith, Hope and Charity #1, 6 and 8. **Susan Siegel**, RDH, provided preventive treatment to the children of the Sunset Park Head Start, Bay Ridge Day Nursery and the Vincent Caristo Head Start/Day Care. **Patricia Cargan**, RDH, provided preventive care at the Glenwood Family Head Start. **Debra Fuchsman**, RDH, provided preventive treatment at the Roberta Bright Early Learning Center and La Puerta Abierta Day Care while, **Carmen Grant**, RDH, provided treatment at the Five Block Day Care. Over 750 children were treated at these facilities due to the hard work of OHPP hygienists, dentists and dental assistants.

**PERSONAL NOTES**

The Labor-Management Quality of Work-Life Committee of DOHMH is honoring ten OHPP employees for their length of service at the Annual Employees Recognition Day Ceremony as follows:

Twenty-five years:

**Seda Migdalia**, PAA Level I

Twenty-years:

**Addison A. Dawkins**, DDS

**Mary Lee**, PAA Level I

**Elaine McNeil**, Dental Assistant

**Shirley F. Murrell**, Secretary Level III A

**Vera T. Williams**, Dental Assistant

Fifteen years:

**Elizabeth J. Alvarado**, Dental Assistant

**Kee Fung**, Community Coordinator

**Bruce D. Parham**, DDS

**James M. Wolin**, Director, Operations Management and Budget

**Neal G. Herman**, DDS, FAAHD, Senior Policy Advisor, has been made a Diplomat of the newly formed American Board of Special Care Dentistry.

**D. Mercedes Franklin**, DMD, MPH, Director, Medical Affairs, has been appointed to the Board of Directors of the Harvard Alumni Association as the representative for the Harvard Dental School Alumni Association through June 2007.

**Leslie Joseph**, DDS, has become a Fellow of The International Congress of Oral Implantologists.

Congratulations to **Darnell Louise Beeks**, daughter of **Jacqueline Richardson**, PAA, Region II, on her graduation from Metropolitan University with a Master's Degree in Criminal Justice.

Congratulations to **Curtis Shannon**, son of **Yvette Shannon**, Dental Assistant, Region IV, on his being awarded the Gold Certificate for Writing.

Congratulations to **Melissa Rubiani**, daughter of **Aida Burgos**, Clerical Associate, Orthodontic Rehabilitation Program, on her graduation from Walton High School; she will attend Staten Island College...and to her son **Brandon Rubiani**, who graduated from Kindergarten at Holy Spirit Church.

Congratulations to **Adeniz Rivera**, Dental Hygienist, Region I, and her husband **Edward** on the birth of their son, **Israel Adonis**, on July 21, 2004.

Congratulations to **PoTung Wong**, Computer Aide, and **XiuLan Lu** who were married on February 7, 2004. Mr. Wong has also become a Microsoft Certified Systems Administrator (MCSA 2000) and a CISCO Certified Network Associate (CCNA).

New staff members have joined OHPP's Central Office Staff. We welcome:

**Su-yan Barrow**, RDH, MA, MPH, City Research Scientist Level III

**Otilia M. Williams**, PAA Level III.

New staff members have joined OHPP's Regional Staff. We welcome:

Region II

**Justina Carraquillo**, Dental Assistant

**Nixcy Scatliffe**, Dental Assistant

Region III

**Soyini Kadijah Morle**, Dental Assistant

Region IV

**Edley Bobo-Mesilas**, DDS

**Jan A. Khorsandi**, DDS

**Mandy Luk**, Dental Assistant

**Ronald G. Mith**, DDS

**Angel Martinez**, Dental Assistant



*OHPP mourns the passing  
of our colleague:*

**Dr. Jules Snow**

*Region IV*

*June 14, 2004*

*Seventeen Years of Service*



Please submit Personal Notes for the next issue (including honors, professional accomplishments and personal milestones) to:

**DENTAL NOTES**

c/o Diane Scott

299 Broadway, Suite 500

CN 75

New York, New York 10007



## **WORKING SMARTER TO IMPROVE PRODUCTIVITY**

As OHPP moves forward implementing computer systems making work flow more efficiently and effectively, the work environment and processes that will not be automated will not be neglected. Under the direction of **James M. Wolin**, MBA, CPPB., Director of Operations Management and Budget, the work environment and processes will be examined and with input and suggestions from the staff changed to improve delivery of services and operation of OHPP.

As the school year begins and the clinical program is gearing up for returning students, the staff will follow the clinic start-up check list inspecting equipment, performing routine maintenance, when necessary requesting that the facilities managers have the clinics painted. Electric and communication services will be tested. Supplies will be checked, expired items will be properly disposed of and new supplies ordered. Hand pieces secured and stored for the summer will be returned to the community based dental clinics. Consent forms will be distributed and appointments scheduled. Additionally, all of the moving cases and covers will be removed and put in storage, and old information posters will be updated as necessary.

OHPP is emphasizing productivity improvement this year. There are some easily instituted procedures that can be followed to ensure that productivity remains high and that there is a constant supply of patients. To achieve this, **Kee Fung**, Community Coordinator, and **Diane Scott**, Assistant Coordinating Manager, have been working with the regions to let community based organizations, foster care agencies, daycare and Head Start programs, and residents of the New York City Housing Authority (Elliott/Chelsea Houses, Smith Housing and Tenant Associations) know about OHPP's services. When patients/school children are not available (i.e. during testing periods), that time will be used for tasks, such as pulling records to be processed for archiving and rotating supplies.

OHPP employs many talented Dental Professionals who are experienced and may also work in other dental practices. The staff is encouraged to submit suggestions to improve how OHPP operates. Suggestions can be about equipment, supplies, procedures, etc. Suggestions can be submitted on the suggestion form to the Regional Dental Directors and Regional Administrators. The Directors will then gather information from the staff and will move the ideas up the chain of command. Suggestions will be implemented when feasible to do so.

### Staff for Dental Notes

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**DENTAL NOTES** is intended to serve as an interactive forum. Please feel free to contact the Editor, **DENTAL NOTES**, if you wish to discuss the contribution of material for publication.