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BU Publications Outlook: Boston University Goldman School of Dental Medicine

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2005

# Outlook: Spring 2005

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*Boston University*

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# out look

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## Paper Be Gone: Treatment Center Goes High-Tech

While most of us have been shoveling snow, Carolyn Mills plows through a different pile: mounds of patient treatment files and paperwork.

For Mills, BUSDM's patient treatment center clinical manager, the result of all the hard work is a dream come true as the school takes its first step toward a more efficient paperless environment.



# Two- Ten Work Team

In December, BUSDM began the first phase in setting up a Clinical Information System (CIS). CIS is comprehensive electronic patient record software featuring a one-appointment system for all treatment facilities and online management of treatment planning; charting; financial billing; chart tracking; faculty, student, and patient assignments; patient recall and referral; student clinical performance; room and bay assignments; electronic patient record software; electronic insurance claims; and integration with the Dental Health Plan. BUSDM chose the product Salud, designed specifically for dental schools by vendor Two-Ten Health.

Mills is one among a large group of BUSDM staff, faculty, and students who have put in many hours and extra effort to get CIS up and running. Some are noticeably scrambling through the dental school halls; others are working quietly but furiously behind the scenes.

"CIS will be great for the school," says Dr. Judith Jones, chairperson, general dentistry. Jones helped the school select the system and now plays a primary role in getting the system running.



*Dr. Judith Jones, General Dentistry  
Chairperson*

"It will make scheduling, chair assignment, and billing simpler and more accurate. It will give students access to their appointment schedule 24/7. Most important, it will contribute in several ways to the educational program. And because it is a flexible system, it will integrate with existing portions of the Student Performance System, allowing for better integration of student and patient data that supports a student's progress toward competency."

In the first phase, every student had to fill out new treatment plans for each patient. Then faculty met with every student, setting aside special office hours to sign each plan before it could go into the online system. Students filtered into Mills office in an endless stream throughout December to drop off approximately 6,000 completed plans. Over intersession, Mills, her staff of ten, and temporary hires typed all the data into the system.



*from back left to right: Mr. Ibrahim Kachouh, Information Technology Director,  
Mr. Tim McDonough, Clinic Administrator; Ms. Valerie Denomy, Associate Director of  
Administration; Ms. Carolyn Mills, Clinical Administrative Manager; Ms. Barbara McKenna,  
Patient Services Supervisor*

"It's definitely taking us into the future, where we need to be," says Mills. "Every time a student wanted to make an appointment it was done as if it was 20 years ago," says Mills.

Students have been keeping patient records manually since the school outgrew its computer system several years ago. This means faculty and students often have to run paperwork from floor to floor or call Mills and her staff to keep track of the patients. Mills says when patients would call, there was not a quick way to pull their files or even check the date of their next appointment.

With CIS, the treatment plan will be in the system and accessible to anyone in the school who needs it.

"The new system provides checks and balances," says Dr. Stephen DuLong, associate dean of clinical services. "Treatment center staff will now have an electronic record of when patients came for an appointment, payments made, and work completed."

The treatment plans themselves will include an explanation as to why the students performed a particular treatment—something of increasing interest to insurance companies—as well as solid data for research purposes. "It will be an effective tool for quality assurance," says Jones. "We will be better able to measure the outcomes of care."



Stephen DuLong DMD 75 PROS 78,  
Associate Dean of Clinical Services

“  
the payoff is a much  
more professional  
approach to the way  
we see our patients  
every day  
”



Ms. Yu-Wen Szeto, Financial Manager, and Ms. Jackie  
Needham, Manager, Dental Health Center at 930  
Commonwealth Ave.

Mills says the new system has benefits for everyone. For students, patient management becomes a much more streamlined task, similar to what they will find in the workplace. Patients will be able to call with questions about their care and get quicker answers because their files are a click away for staff.

"Instead of running around putting out fires, we will have opportunities on a daily basis to run reports and develop plans for how students see and work with their patients," says Mills.

In the final phase of CIS installation later in the year, faculty will no longer have to sign treatment plans. Instead, they will receive a swipe card to use at a computer to approve treatment plans. The school will also install a plasma screen on the sixth floor to tell students when a patient is ready for them and the bay number where they need to report.

Before CIS, if a patient canceled, students would have to find another patient or lose the appointment altogether. Now, students will be able to change patient appointments as necessary.

"Out of chaos, comes order," says Mills. "I feel very positive about what is happening. I may be up to my ears in treatment plans but the payoff is a much more professional approach to the way we see our patients every day."

The second phase of CIS installation begins April 11 for the postdoctoral Patient Treatment Centers and the Dental Health Centers on the seventh floor of 100 East Newton Street and at 930 Commonwealth Avenue. In the first two phases, the school will test the system in a wireless environment. In the third phase, the school will operate in a completely paperless environment, including digital radiography, electronic clinical notes, and paperless patient records.



## The Next Level in Customer Service: Customer Care

According to hospitality specialist Dr. John T. Self, the average customer who has a problem with an organization tells 9 or 10 people about it. Thirteen percent of the people who have a problem with an organization recount the incident to more than 20 people. For every complaint received, the average company in fact has 26 customers with problems, 6 of which are serious in nature.



Ms. Khalila Merriman, Patient Coordinator

At BUSDM, caring for patients and educating students are our top priorities, which means the school must offer the best in customer service. Not only do we need to service our various customers—be they patients, students, faculty, or other staff—but we need to care for them so they bring away a positive impression of their interaction with us.

We represent the school in all our interactions. For example, if patients have negative experiences at the front desk they are less likely to come back to the school for care. After all, would you want to receive health care at a place where you felt the staff did not listen to your concerns or where you did not receive personalized attention?

The school kicked off an initiative December 21 to evaluate and enhance customer care, when 85 staff met at Hiebert Lounge to discuss customer service challenges. The meeting was the first in a series to identify and solve customer care issues at the school.

During the meeting, staff devised skits where they had to address patient concerns, then discussed in small groups problems and solutions to providing exceptional customer care.

Khalila Merriman, patient coordinator, spends her days on the dental school's fifth floor greeting patients with a smile. She admits keeping calm and friendly can sometimes be a challenge, but it is a professional requirement.

"There was a man who used to come here who didn't think it was normal for his tongue to touch his teeth," she says. "So he would come to the fifth floor front desk looking for his student to solve this problem. He would say, 'Look, look, look—see what I'm talking about? It doesn't feel normal.' His mouth and his tongue would fly open."

Merriman says the desk staff members would always find someone to take a look at the man, and be very patient with him.

One issue to arise during the meeting involved finding the right person to help customers. For example, patients may show up at a front desk annoyed because they have been to other front desks at the school before they were able to find the proper place to go. The school's new Clinical Information System will solve this problem because staff can immediately log into the system to see where a patient's appointment is scheduled.

Staff members also need to know where to direct patients and others who call the school. For instance, a misdirected call may come into your office and the person on the other end of the line may be frustrated, having been transferred many times. Try to find out what the customer needs and then appropriately transfer them, waiting to make sure the telephone to which you transferred the call is answered by a staff or faculty member. Announce the call and verify the person can help the customer. If not, try to find someone else who can.

One small group at the meeting recommended lunchtime seminars to learn about different programs the school offers. Staff showed interest in learning more about the school's dental health plans and patient services.

The Office of the Dean is creating a reward system to recognize role models in customer care.

To connect with the customer, it is paramount to feel and think like customers. Put yourself in their shoes. If we keep this idea in the back of our minds, we are providing the best customer care possible.



### Customer service tips:

- Greet with a smile
- Listen
- Be honest
- Establish a partnership with customer
- Make yourself available
- Give customer undivided attention
- Follow-up
- Offer multiple options
- Be timely and prompt
- Have respect for privacy
- If you cannot find the answer, find someone who can
- Do what you promise to do
- Empathize
- Be courteous



### stepping up

Congratulations to the following employees on their promotions:

- Lina Al-Aswad, to clinical assistant professor, General Dentistry
- Patricia Alfred, to records coordinator, Dental Clinic
- Laura Cassell, to counselor, postdoctoral admissions, Office of Admissions
- Wendy Cheney, to associate professor, Pediatric Dentistry
- Fadi Farah, to clinical assistant professor, General Dentistry
- Dorothy Gurin, to clinical assistant professor, General Dentistry
- Michelle Henshaw, to associate professor, Health Policy and Health Services Research
- Michael Isner, to senior patient coordinator, Dental Health Center
- Marianne Jurasic, to clinical assistant professor, General Dentistry



# welcome

- Shola Abatti, *clinical instructor*, General Dentistry
- Adel S. AlagI, *research fellow*, Periodontology and Oral Biology
- Mani Alikhani, *research coordinator*, Periodontology and Oral Biology
- Brian Allen, *histology technician*, Periodontology and Oral Biology
- Garitza Antonetti, *clinical assistant*, Clinical Services
- Jeffrey Ashburner, *patient coordinator*, Office of Clinical Affairs
- Varvara Blidman, *dental assistant*, Dental Health Center
- George Boquet, *supply store assistant*, Dental Clinic
- Luis Bredeston, *research scholar*, Molecular and Cell Biology
- Lucila Bruno, *postdoctoral fellow*, Periodontology and Oral Biology
- Maria Casiano, *patient coordinator*, Office of Clinical Affairs
- Makia S. Centeno, *patient coordinator*, Clinical Services
- Edwardo Chacon-Barahona, *sterilization technician*, Dental Health Center
- Stefanie Charity, *hygienist*, Dental Health Center
- Jae Hyouk Choi, *dental ceramist*, Restorative Sciences
- Robert Chung, *predoctoral coordinator*, fifth- and sixth-floor Patient Treatment Centers
- Marisol Cuevas, *laboratory assistant*, Dental Health Center
- Maria D'empaire, *clinical instructor*, Dental Health Center
- Anuradha Deshmukh, *quality assurance manager*, Clinic Administration
- Gail Durant, *sterilization assistant*, Clinical Services
- Melissa Francis, *clinic coordinator*, Pediatric Dentistry
- Keith A. Franklin, *patient coordinator*, Clinical Services
- Sarah Freilich, *research assistant*, Health Policy and Health Services Research
- Jason Gagnon, *community liaison*, Health Policy and Health Services Research
- Esra Guzeldemir, *research associate*, Periodontology and Oral Biology
- Tosha Hairston, *patient coordinator*, Clinical Services
- Brenda Heaton, *administrative coordinator*, Health Policy and Health Services Research
- Yan Huang, *postdoctoral fellow*, Clinical Services
- Marie B. Jean-Mary, *clinical instructor*, Dental Health Center
- Sheba N. Jones, *research dental hygienist*, Health Policy and Health Services Research
- Victor L. Jones, *research technician*, Periodontology and Oral Biology
- Christine Keeves, *administrative secretary*, Health Policy and Health Services Research
- Marek Kloczewiak, *research assistant professor*, Periodontology and Oral Biology
- Ashleigh Loadholt, *patient coordinator*, Clinical Services
- Amir M. Mahoozi, *assistant professor*, General Dentistry
- Roshni Mark, *senior administrative secretary*, Periodontology and Oral Biology
- Mayumi Onoe Miyamoto, *clinical assistant professor*, General Dentistry
- Takanari Miyamoto, *assistant professor*, General Dentistry
- Thu Nguyen, *equipment technician*, Clinical Services
- Thuy Nguyen, *clinical assistant*, Clinical Services
- Lori Nolin, *communications specialist*, Communications
- Kazuhiro Omori, *research scholar*, Periodontology and Oral Biology
- Mayra Ortolaza, *receptionist*, Clinical Affairs
- Mimoza Panariti, *patient coordinator*, Clinical Services
- Carrie Parker, *administrative assistant*, Restorative Sciences
- Gregory Pezza, *clinical instructor*, General Dentistry
- Stacey Phelps, *program coordinator*, Educational Research and Evaluation
- Jacob A. Pourati, *clinical assistant professor*, General Dentistry
- Christine Pratt-Purvis, *patient coordinator*, fifth- and sixth-floor Patient Treatment Centers
- Rebecca Ramos, *educational support assistant*, Clinical Services
- Deborah Riordan, *sterilization assistant*, Oral Diagnosis
- Julian Saba, *postdoctoral fellow*, Periodontology and Oral Biology
- Walter Luiz Siqueira, *postdoctoral fellow*, Periodontology and Oral Biology
- Yushi Uchida, *visiting scholar*, Periodontology and Oral Biology
- Teresa Webb, *administrative assistant*, Implantology
- Liane Weber, *predoctoral admissions coordinator*, Admissions and Student Services
- Ira D. Weinberg, *clinical assistant professor*, General Dentistry
- Jeanette Yadegar, *dental technologist*, Dental Health Center
- Yuan Yao, *research associate*, Periodontology and Oral Biology

- Ashley Leavell, *to program coordinator*, Continuing Education
- Patti Lovendale, *to administrative coordinator*, Restorative Sciences
- Parastou Mansoor, *to assistant registrar (grade promotion)*, Office of the Registrar
- Mari Megias, *to associate director of communications*, Communications
- Amitha Palamakumbura, *to research assistant professor*, Periodontology and Oral Biology
- Alicia Ruff, *to administrative assistant*, Periodontology and Oral Biology
- Melinda Sanchez, *to administrative coordinator*, Pediatric Dentistry
- Amy Toledano, *to admissions coordinator*, Admissions and Student Services
- Gerardo Torres, *to records room coordinator*, Dental Clinic
- Philip Trackman, *to professor*, Molecular and Cell Biology
- Katrina Van Dellen, *to postdoctoral fellow*, Molecular and Cell Biology



## Researcher Spotlight



BUSDM researchers are increasingly working with other departments and schools at BU—and Dr. Salomon Amar, professor of periodontology and oral biology, is no exception. His collaborations include research with faculty in the Departments of Cardiology, Surgery, and Pharmacology at the School of Medicine and scientists at the BUMC Mass Spectrometry Resource.

### Cardiology


This NIH-funded project seeks to determine whether periodontal interventions can improve cardiovascular outcomes. Previous research published by Amar (Amar et al. 2003) has already established that periodontal status correlates with cardiovascular health. Now he and colleagues at the School of Medicine are trying to quantify the effects. “We look at the patient orally,” says Amar, “while the cardiologists look at the patient from a cardiovascular perspective. At this level we’re just looking at elimination of the periodontal infection by any means, whether surgery or only scaling and root planning as we’re not interested in determining which periodontal treatment works best. After treatment, I want to see a completely clean mouth. Then patients are reexamined to determine exactly which cardiovascular outcomes are changed as a result of the periodontal therapy and by how much.” The NIH and its Heart Institute are particularly interested in this research because of the public health ramifications in reducing heart disease, the second-biggest killer of Americans under age 85.

### Crohn’s Disease and Irritable Bowel Disorder (IBD)

Another of Amar’s collaborations includes work with faculty in the Departments of Surgery and Pharmacology at the School of Medicine. The research is a first attempt at a therapy based on Amar’s groundbreaking 1999 discovery of a gene that controls a molecule the body produces to destroy unwanted tissues. This gene encodes for a previously unknown transcription factor (a protein molecule) that Amar dubbed LITAF. Finding a way to regulate this gene has the potential to control the deleterious inflammation manifested in disorders such as Crohn’s disease and IBD. Amar and colleagues are now attempting to identify, through animal models, an anti-LITAF therapy—and also the best way to deliver this therapy safely and effectively.

### Biochemistry Proteomics

Amar and colleagues at the BUMC Mass Spectrometry Resource are trying to determine which proteins are present during an infection and then, once they discover the proteins, to intervene with them to stop the infection or inflammation. Using mass spectrometry, a tool that allows scientists to study minuscule amounts of proteins, Amar looks at the protein profiles of infected and noninfected tissues to see which proteins are involved or not involved in both the infected and control tissue samples. After identifying the proteins they will evaluate each’s pathway through the cell and determine where and how to intervene to prevent infection.



## research highlights

January 2004–January 2005

### Biomaterials

#### Russell Giordano

*Development of Novel All-Ceramic Restorations and Wear, Strength and Fatigue of Restorative Materials*  
Vita Zahnfabrik, Germany

*Interpenetrating Phase Materials for Load Bearing Applications*  
Therics Inc.

### Clinical Research

#### Elena Black

*The Role of Oxidative Stress in Periodontitis*  
NIH NIDCR

### General Dentistry

#### Judith Jones

*Conference: Elders’ Oral Health Summit*  
NIH NIDCR

### Health Policy and Health Services Research

#### Spencer Frankl

*The Delta Dental of Massachusetts Scholars Program*  
Delta Dental of Massachusetts  
  
*New England Dental Access Project*  
Robert Wood Johnson Foundation

### Raul Garcia

*Northeast Center for Research to Reduce Oral Health Disparities*  
NIH NIDCR

*Northeast Center to Reduce Oral Health Disparities Minority Supplement*  
NIH NIDCR

*Oral Conditions and Systemic Health Outcomes*  
NIH NIDCR



**Michelle Henshaw**

*Dental Disparities and Access to Fluoridation: A Policy Approach*  
Blue Cross and Blue Shield of Massachusetts

*Healthy Metrowest (Framingham)*

Metro West Community Health Care Foundation

*Healthy Metrowest (Natick)*  
Metro West Community Health Care Foundation

*Oral Conditions and Health Outcomes in Frail Elders*  
NIH NIDCR

*Oral Health Equity Project*  
Boston Public Health Commission—Massachusetts Delta Dental of Massachusetts

*Oral Health Promotion: Healthy Baby/Healthy Child Program*  
[with University of South Florida] Centers for Disease Control

*Smart Smiles Sealant Coordination Center*  
[with Mass Coalition for Oral Health] Oral Health Foundation

**Ana Karina Mascarenhas**  
*Access to Dental Careers*  
Kellogg Foundation

*Dental Public Health Residency Training Grant*  
HRSA BHP

*Project White Coat*  
Delta Dental of Massachusetts

**Martha Nunn**  
*Interleukin-1 Composite Genotype and Alveolar Bone Loss*  
NIH NIDCR

*Multivariate CART for Survival with Dental Applications*  
NIH NIDCR

**Molecular and Cell Biology**

**Claudia Abeijon-Gherbesi**  
*Biosynthesis of Yeast Cell Wall Beta 1,6 Glucan Polymers*  
NIH NIGMS

**Carlos Hirschberg**  
*Glycosylation Mechanisms*  
NIH NIGMS

**Maria Kukuruzinska**  
*Developmental Expression of the Salivary ALG7 Gene*  
NIH NIDCR

*Integrin Cadherins Cross-Talk in Salivary Gland Development*  
NIH NIDCR

**Phillips Robbins**  
*Glycosylation & Glycosidases-Cell & Molecular Biology*  
NIH NIGMS

**Miklos Sahin-Toth**  
*Molecular Pathomechanism of Hereditary Pancreatitis*  
NIH NIDDK

**John Samuelson**  
*Cell Biology, Genetics, and Biochemistry of Giardia*  
NIH NIAID

*Three Lectin Model of Amebic Encystation and Excystation*  
NIH NIAID

**Oral Diagnosis**

**Stephen DuLong**  
*HIV Dental Reimbursement Program (Ryan White Fund)*  
HRSA BHP

**Periodontology and Oral Biology**

**Salomon Amar**  
*Functional Genomics in Periodontal Host-Parasite Interactions*  
NIH NIDCR

*Modulation Molecular Pathogenesis in Systemic Disease* [with Biological Core Boston Medical Center]  
NIH NIDCR

*Role of LITAF in Inflammatory Processes*  
NIH NIDCR

*Systemic Endothelial Consequences of Periodontal Disease*  
NIH NIDCR

*Infection and Inflammation in Atherosclerosis*  
NHLBI

**Dana Graves**  
*Bone-Derived Cells Produce a Chemotactic Factor*  
NIH NIDCR

*Modulation of Molecular Pathogenesis in Systemic Disease* [with Boston Medical Center]  
NIH NIDCR

*Molecular Mechanisms of Skeletal Repair Director of Core B and Project 3*  
NIH NIDCR

**Robert Gyurko**  
*Nitric Oxide Defense Against Porphyromonas Gingivalis*  
NIH NIDCR

**Cataldo Leone**  
*Short-term Training for Minority & Women Dental Students*  
NIH NIDCR

**Frank Oppenheim**  
*Microbicidal Salivary Histidine-Rich Proteins*  
NIH NIDCR  
*Optical Microsensor Arrays for Saliva Diagnostics* [with Tufts University]  
NIH NIDCR

*Salivary Proteins in Dental Integuments*  
NIH NIDCR

**Philip Trackman**  
*Growth Factors and Gingival Fibrosis*  
NIH NIDCR  
*Inhibited Intramembraneous Bone Healing in Diabetes*  
NIH NIDCR

*Lysyl Oxidase Inhibition of Ras-Mediated Transformation*  
NIH NCI

**Thomas Van Dyke**  
*A Double-Blind, Placebo-Controlled, Single-Dose Parallel Study of the Analgesic Efficacy and Safety of Oxycodone HCL 5 mg / Ibuprofen 400 mg compared to Oxycodone HCL 5 mg / Acetaminophen 325 mg and Hydrocodone Bitartrate 7.5 mg / Acetaminophen 500 mg in Patients with Moderate to Severe Pain following Dental Surgery-OXY-MD-16*  
Forest Laboratories Inc.

*Biological Bases of Refractory Periodontal Diseases*  
Forsyth Institute  
NIH NIDCR

*IL-1B Genotype Association with Chemokine and Chemokine Receptor Expression*  
Interleukin Genetics, Inc.

*Modulation of Molecular Pathogenesis in Systemic Disease* [with Boston Medical Center]  
NIH NIDCR

*Molecular Mechanisms in Leukocyte-Mediated Tissue Injury Core B*  
[with Brigham and Women's Hospital]  
NIH NIDCR

*Molecular Mechanisms in Leukocyte-Mediated Tissue Injury Project 2*  
Brigham and Women's Hospital  
NIH NIDCR

*Periodontal Intervention for Cardiac Events Pilot Trial* [with Research Foundation of SUNY at Buffalo]  
NIH NIDCR

*Role of Cetylated Fatty Acids in Ligature Induced Periodontitis*  
Imagenetix, Inc.

*Specialized Center for Anti-Inflammation and Resolution in Periodontal Disease Core B*  
[with Brigham and Women's Hospital]  
NIH NIDCR

*Specialized Center for Anti-Inflammation and Resolution in Periodontal Disease Project 3*  
[with Brigham and Women's Hospital]  
NIH NIDCR

*Neutrophils and Periodontitis in Diabetes*  
[with Boston Medical Center]  
NIH-NIDCR

*A Multi-Center, Randomized, Blinded Study comparing the Effect of CRx-119 in Combination with Scaling and Root Planing (SRP) to that of Placebo plus SRP on Serum C-Reactive Protein (CRP) and Cytokines in Subjects with Severe Periodontitis*  
CombinatoRx, Inc.

*Efficacy of an Anti-Bacterial Mouthrinse on the Treatment of Gingivitis: A Randomized Clinical Study*  
United Guardian, Inc.

**Restorative Sciences**

**Dan Nathanson**  
*Clinical Evaluation of a New Endodontic Post System*  
Ivoclar-Vivadent Corporation



“

It's wonderful for people who have stayed the course to give back and encourage the youth to do the same.

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# close up



Annette McPhie left the island life of Trinidad as a young adult to build a future in the United States, and found her way to BUSDM.

Since arriving in Boston in 1978, you could say she has achieved the American Dream: a close-knit family, two college degrees, rewarding career, and, now, the chance to pass on what she has learned and her strong work ethic.

The administrative manager of BUSDM's Health Policy and Health Services Research, McPhie is the winner of this year's YMCA Black Achiever's Award. With the award comes opportunity to work with and shape the futures of children and young adults. Like all her challenges to this point, McPhie is embracing the opportunity.

"It is an honor and a real opportunity to give back to the community," says McPhie. "It's wonderful for people who have stayed the course to give back and encourage the youth to do the same."

As part of the program, McPhie will spend at least 40 hours a year doing community work with the YMCA. She says she is most interested in preparing people, particularly immigrants, for the job market and helping them to gain the necessary skills. She also plans to help young women as they transition into womanhood and work on the college path leadership program.

McPhie began her BU career 15 years ago at the School of Social Work on the Charles River Campus. She stayed there 12 years before joining BUSDM three years ago.

"I work hard but I feel very much at home at BU," she says. "It is supportive, encouraging, and a lot of people are very motivated."

In her role as administrative manager, McPhie manages all federal and nonfederal funding, over \$2.5 million annually, along with her department's expenses and budget, and is administrator to more than 35 people. In addition to doing just about anything her department needs, McPhie has a second title as administrative manager of the NIH grant-funded Center for Research to Evaluate and Eliminate Dental Disparities.

Juggling responsibilities and multitasking is familiar territory for her. She managed to get a bachelor's degree in accounting and a master's in administration, both at Boston University, while working full-time and raising two boys. Her husband of 25 years, Raymond, attended college at the same time.

"While it was tough, it worked because we both supported each other," she says. "I love what I do now and I get to use both my degrees in my job," she says. "Not everyone is that lucky."

With the support of the Office of the Dean, Health Policy and Health Services Research Chairperson Dr. Raul Garcia nominated McPhie for the Black Achiever's Award, impressed by both her high-caliber work and personal achievements.

"Ms. McPhie is respectful, nurturing, and skillful at problem solving, and these qualities exemplify her as a top notch manager. She handles personnel problems with tact and has the respect of the entire department," says Garcia.



## accolades

During its annual national session, the American Student Dental Association (ASDA) awarded the **Boston University ASDA chapter** two national awards: **outstanding website** and **outstanding communication and membership**.

The Massachusetts Dental Society has selected **Dr. Paul Farsai DMD 94 AEGD 95 MPH 97**, assistant professor in the Department of General Dentistry, as one of its "10 Under 10."

**Dean Spencer Frankl** was appointed chairperson of the **Oral Health Collaborative**, a group dedicated to **strategically improving** oral health in Massachusetts.

**Ms. Carole Green** received the BUSDM Goldman Award for Distinguished Service. Green joined the school in 1986, holding several positions along the way. She is now senior administrative secretary in the Department of General Dentistry, working closely with more than 80 clinical faculty and staff members.

**Dr. Dorothy Gurin DMD 97**, assistant clinical professor in the Department of General Dentistry, is the recipient of the Academy of General Dentistry's prestigious Fellowship Award.

The American Association of Endodontists has selected **Dr. Jeffrey Hutter**, BUSDM associate dean of academic affairs and chairperson, Department of Endodontics, to serve as a commissioner for the American Dental Association's Commission on Dental Accreditation. Hutter will serve a four-year appointment and be involved in all issues related to predoctoral and postdoctoral dental accreditation. He has also been assigned to serve as chairperson of the commission's review committee on endodontics education.

**Ms. Annette McPhie**, administrative manager, Health Policy and Health Services Research, has received the YMCA's 2005 Black Achievers Award.

**Ms. Carolyn Mills** is the staff recipient of the school's Community Award for Excellence. Mills joined the school in 1998 as supervisor of the first-floor patient reception desk, later relocating to the fifth floor. In 2002 she became manager of the fifth-floor Patient Treatment Center. She planned the administrative workflow of the new clinical

space during the sixth-floor build-out. She now splits her time between the fifth and sixth floors overseeing the patient coordinators in both.

**Dr. Zsafia Nemoda**, a postdoctoral fellow in Dr. Miklos Sahin-Toth's laboratory, Department of Molecular and Cell Biology, received the 2004 Abstract Award for Pancreatitis from the American Pancreatic Association in November.

**Dr. Vikki Noonan**, assistant professor in the Department of Diagnostic Sciences and Patient Services, passed the American Board of Oral and Maxillofacial Pathology certifying examination. After completing rigorous written and oral examinations, she is now recognized as a Diplomate of the American Board of Oral and Maxillofacial Pathology. Diplomates are recertified in competency every ten years.

**Erik Reifentahl DMD 05** and **Jonathan Tomlinson DMD 05** have been awarded the \$2,000 MDS Foundation/HPSC Louis J. P. Calisti Scholarship.

**Dr. Bruce Robinson** received the school's faculty Community Award for Excellence. Robinson joined the School's Department of Diagnostic Sciences and Patient Services in 1991.

**Elisa Sin DMD 07**, a second-year predoctoral research student, won the third prize certificate for the predoctoral category at the New England Dental Society meeting in November. The American Student Dental Association last summer chose Sin to be a national leader and serve as an extern at the ADA headquarters in Chicago.

The Greater Boston Chinese Dental Association recognized BUSDM's **Dr. Franson Kwock Sun Tom** with its Award of Appreciation in recognition of his "outstanding service and mentoring as president of the association" and his devotion to cultural awareness and leadership development.

**Ms. Carolyn Wehler**, assistant professor in the Departments of General Dentistry and Health Policy and Health Services Research, has been appointed to a national advisory committee for the American Dental Hygienists' Association.

### Future BUSDM Students?

Participants in BUSDM's Predental Internship Program pose for a photo in the school's Patient Treatment Center. The students, who are members of Boston University's Predental Society, intern at the school to learn more about what it is like to be a dentist.

from back left to right: Sveta Konfino, Satuik Jhamb, Mayse Yaraghi, Jennifer Anderson, Evan Lenhoff, Predental Society President Arabella Von Walstrom, front left to right Shanna Bernkrant, Sophia Chou, and Zeynab Barakat





# a school without walls



Ms. Corinna Culler (right) and Dr. Miguel Tabares (above)



BUSDM prides itself in being "A School Without Walls," reaching into the community with its people and resources.

In the Department of Health Policy and Health Services Research, Michelle Henshaw, director, Division of Community Health Programs, and Corinna Culler, program coordinator, Boston University/Chelsea Dental programs, work with a team of 14 others to pinpoint where the school can make a positive difference in the health and welfare of the community, and then they take action.

Working with the Health Care for All's Oral Health Task Force is one of Henshaw's latest undertakings. Comprising oral health stakeholders, the task force is trying to improve oral health through policy initiatives in Massachusetts. "We are working to move the oral health agenda forward on a statewide level," says Henshaw.

Meanwhile, Culler loves to leave her 560 Harrison office for two other new initiatives. Culler has been working with the Massachusetts Society for Prevention of Cruelty to Children (MSPCC) to educate social workers about the importance of oral health care. In regional training sessions throughout the state, she teaches the social workers how to speak to parents about oral health and how to assist parents in getting their children into care.

"Most people are very eager to learn more about oral health," she says.

In her role with the Boston University/Chelsea partnership, Culler is a familiar face with older children. While years have passed, the Chelsea school children still refer to her as "that dental lady," she says.

"It's really fun to see them in the hallway. They let me know, 'I brushed today.' What I really like about the program is the interaction with the children over the years. We are there from preschool to sixth grade and get to know them. When students remember something I told them the year before—I love that."

She and BUSDM dentist Dr. Miguel Tabares spoke about oral health care to 3,200 students in the classrooms, screened 2,324 in grades prekindergarten through six, provided dental sealants to 281 second-graders, and gave fluoride treatments to 501 first- and second-graders.

In addition, they, together with Dr. Jennifer Soncini, director of the Chelsea School Dental Center, provided comprehensive dental care to more than 200 of Chelsea's students who would not otherwise have received care.

Chelsea cable television took notice of Culler and Tabares's success and gave them time on air. The duo taped two programs about oral health care in English and Spanish. The shows continue to run on Chelsea public access cable channel three.



# gifts

This year we introduce new annual fund leadership giving societies. Each category provides benefits to our generous donors:

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**Executive Circle (\$1,000-\$2,499):** Recognition in *Impressions*, in select issues of *Outlook*, and in the all-university donor list in *Advancement*, email updates on university news, and correspondence from the dean of BUSDM. Graduates from the last ten years are eligible for membership in the Executive Circle with a minimum gift of \$500 during the fiscal year (July 1-June 30).

Your support allows us to remain at the forefront of education and clinical, biomedical, and epidemiological research—and for this we offer a resounding "thank you."

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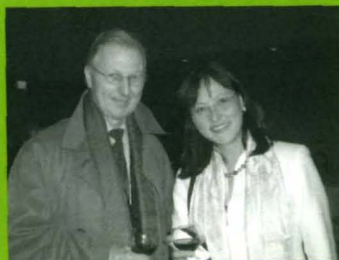
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# composites

Zhimon Jacobson PROS 80 and  
Linda Massod DMD 91



William Maness and Celeste Kong  
Maness PROS 84



Mandy Louis DMD 02 and  
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## Yankee Dental Congress January 28, 2005



Martin Nager DMD 85  
PERIO 87 and Madalyn  
Mann, BUSDM director of  
extramural programs

Richard Carr PEDO 73  
and Badrieh Edalatpour  
PEDO 97 AS 99



Hongmei Yang AS1 06;  
Jason Chen AS1 06; Yang  
Chen AS1 06; Ying Ta  
AS1 06; Xin Chen AS1 06



Ryan Yamanaka ENDO 02  
and Kevin Peterson DMD  
98 ENDO 00 with BUSDM  
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Ibrahim Kachouh, Paul Farsai DMD 94, BUSDM Dean Spencer N. Frankl,  
and George Haddad



# letters

On occasion, BUSDM patients write to express their thanks. The following recognizes doctors in our Patient Treatment Center for their outstanding service.

---

Dear Dean Frankl,

I hope this letter expresses the depth of my feelings for two young men, Peter Lee DMD 04 and Andy Hsu DMD 04. They are a tribute to your university. Your professors have taught them well and they have studied hard. I know these statements to be true by how diligently they created the masterpiece that I will call my smile. Whenever I see my new smile, I will be thinking of them both.

Sincerely,  
Maria Cervone  
Lynn, MA

---

To the head of Boston University School of Dental Medicine,

Hi, my name is Robert Gadsby and I'm 61 years old. What I'm writing you about is how happy I am about two of your students.

Over 30 years ago I made a promise that if I got out of a dental chair alive I would never go back.

Recently, as fate would have it, I ended up at your school. I had a broken tooth taken care of and Charishma Chelian [AS 2004] became my dentist.

I really think she will make a great dentist and represent your school highly. She has erased over 30 years of fear and resentment.

She is very dedicated, professional and most important, she is caring.

I've been told my fillings are excellent and she explains everything so I can understand what's happening and how to prevent further damage. I promised her I would keep up the work she does on me.

I've noticed when her instructors ask her about her procedures, she explains them. If they question some of them she explains her method—and sometimes they agree, sometimes they don't. But, it shows me she is thinking. She will represent your school wonderfully wherever she goes.

She also sent me to Dr. Hyo Jung Lee on the second floor for a possible implant. Guess what—Dr. Lee is as good as Dr. Chelian, and what are the odds of that? Is it the school or did I have great luck? Again, I'm very pleased with the treatment I've received at your school and I can't say enough about how pleased I am.

Again thank you for your time and students.

Gratefully yours,  
Robert Gadsby  
Raynham, MA

dentalschool.bu.edu/news



Get the latest in BUSDM news and events in Outlook This Week (formerly eNews This Week), delivered to you electronically, or go online to **[dentalschool.bu.edu/news](http://dentalschool.bu.edu/news)**. Submit your news or story ideas to Lori Nolin, communications specialist, at 617/638-4892 or [lnolin@bu.edu](mailto:lnolin@bu.edu).

## In case you missed it...

Recent headlines include:

- Delta Dental Grants BUSDM \$4 Million
- BUSDM Awarded Dental HIV Grant
- BUSDM Aims to Improve Elder Oral Health Care
- First-Year Students Teach Oral Health Care at "Countdown to Kindergarten"
- Accreditation, Mock Visit Top Staff and Faculty Meeting Discussion
- BUSDM Granted \$8.5 Million for New Research Center



## thoughts from the editors

It's hard to imagine ten years ago we could not instantaneously communicate without picking up the phone or getting out from behind the desk. In 1995 *Outlook* debuted and has remained unchanged.

With this issue of *Outlook* we bring you a new appearance and fresh perspective. This redesigned print edition offers a more in-depth perspective on the school's people, goals, and programs. To get the latest on what's going on at BUSDM, be sure to read *Outlook This Week* (formerly BUSDM eNews This Week), delivered to your email inbox and also online at [dentalschool.bu.edu/news](http://dentalschool.bu.edu/news).

We know lots of exciting things are happening at the school—the recent \$4 million gift from Delta Dental of Massachusetts and the NIDCR grant to establish the Specialized Center for Research in Oral Inflammation and Resolution, to name just two. But from our corner of BUSDM in the Robinson Building, we depend on you to let us know what is going on. Send us your feedback, story ideas, and news to share with the school community.

Connections among students, faculty, staff, departments, and our many external partners are paramount in our school without walls. We hope this newsletter inspires new connections and refreshes familiar relationships.

**Mari Megias, editor**  
associate director of  
communications  
[megias@bu.edu](mailto:megias@bu.edu)

**Lori A. Nolin, associate editor**  
communications specialist  
[lnolin@bu.edu](mailto:lnolin@bu.edu)

## happenings

**April 21**  
Oral Health Equity  
Project Volunteer  
Screening and  
Education, South  
Boston. Contact  
Kathy Lituri  
for details,  
[lituri@bu.edu](mailto:lituri@bu.edu)

**April 28**  
Oral Health Equity  
Project Volunteer  
Screening and  
Education, South  
Boston. Contact  
Kathy Lituri  
for details,  
[lituri@bu.edu](mailto:lituri@bu.edu)

**May 12**  
Oral Health Equity  
Project Volunteer  
Screening and  
Education, Roxbury.  
Contact Kathy  
Lituri for details,  
[lituri@bu.edu](mailto:lituri@bu.edu)

**May 20**  
BUSDM Reunion

**May 16–21**  
Implantology  
Symposium, Boston

**May 21**  
Spring Gala

**May 22**  
Commencement

**July 1**  
Orientation and  
Classes Begin for  
Oral Surgery

**July 5**  
Excel Program  
Begins

**July 5**  
Orientation and  
Classes Begin for  
Most Postdoctoral  
Programs

**July 11**  
National Board  
Exam, Part I

**August 1**  
DMD 2 and AS 2  
Classes and  
Orientation Begin

**DMD 1 and AS 1**  
Orientation Begins

**August 4**  
Welcome to  
the Profession  
Ceremony

**September 6**  
Interdisciplinary  
Curriculum for  
Postdoctoral Begins

**September 6**  
Orientation and  
Classes for Dental  
Public Health,  
Oral Biology, and  
Periodontology  
Begin

**September 20-22**  
Accreditation

**Dean:** Spencer N. Frankl, DDS, MSD **Photos:** Boston University Photo Services, Kent Dayton

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