our patients our raison d’être

The most important reason or purpose for someone’s or something’s existence.
IN THIS ISSUE

2 Patient Care at Temple Dental: What Do Our Patients Seek? Amid I. Ismail, BDS, MPH, MBA, DrPH, Dean

4 Serving Our Patients
What They Said: When We Asked Three Temple VIPs About Their Temple Dental Clinic Experience

6 Where Do Our Patients Reside?

7 Clinic Survey Calculates a Good Patient Satisfaction Score

8 From the Clinic: Positive Experiences Tell the Story

10 How We Help Our Patients Pay for Dental Care

12 Embracing the Local Community: Dr. Jeffrey Godel Infuses an Attitude of Service into the Department of Orthodontics

14 Dental Care Blends with Medical Care: Temple Dental and Greater Philadelphia Health Action, Inc. Work Together to Benefit the Community

16 Research & Innovation
A New Standard Is Created for Classroom Study

18 New Oral Maxillofacial Surgery Residency Program Comes to Temple Dental

21 Sedation Center Update

22 Admissions
New Admissions Criteria

24 Faculty
New Faculty

26 Students
Graduation 2019

27 Students Honored for Their Achievements

28 White Coat Ceremony: Transition into Clinical Training

29 Counseling to Help Students Get Back on Track
Mom-n-Pa

30 Larger Scholarships Encourage Applications

31 Class of 2023 Orientation: Interactive, Engaging and Thought Provoking

32 Community
Shaping a Model of Care for Underserved Children

34 Seniors and the Personal Side of Dental Care

36 Alumni
The Legacy of Dr. David Bresler, ‘79

38 Leave a Legacy with High-Impact Giving

39 A Message from Alumni Association President, Dr. Reem Shafi

40 Reunion 2019: Coming Back to See How We’re Moving Forward

41 Alumni Recognized for Outstanding Achievement

42 Class Ambassadors Help Rekindle Old Friendships

43 Legacy Day: An Opportunity to Experience Temple Dental

44 End Notes
Office of the Provost Recognizes Faculty
2020 CE Courses

45 In Memoriam
Diamond Credits
PATIENT CARE AT TEMPLE DENTAL: WHAT DO OUR PATIENTS SEEK?

When I am asked what differentiates Temple Dental from other dental schools, there is no hesitation in my response: our patients. Temple Dental is the primary and comprehensive care center in Philadelphia, now treating close to 30,000 patients a year.

Among our patients are those who arrive early because of a toothache or trauma, those who are scheduled to receive comprehensive care and those who aspire to have better-looking teeth. Our patients are children, adolescents, adults and elders who receive complex or limited care. In fact, our general dentists and teams of faculty specialists in endodontics, periodontics, pediatric dentistry and oral surgery now provide all levels of care, from primary to tertiary, from preventive to hospital care. Because we emphasize meeting all the dental needs of patients who receive care under sedation, and because the time limits that dental insurance plans impose don’t restrict us, this comprehensive care may last for hours at a time. Additionally, we treat able and disabled patients of all ages, and that makes our sedation center unlike any other center in Philadelphia.

There is another difference between Temple Dental and other dental schools. We are outcome and values focused. Last year, the dental school implemented the Patient Wellness Report, a 14-item evaluation of patients’ general health, behavioral and oral disease states and risks. The process is continuing with a new model of education focused on critical analysis and compassionate care. For most practicing dentists, patient focus is key to their professional and practice success. Yet so far, dental education has focused on procedural care, which is not the real-life model for success. We are changing that direction. We are concentrating on patient overall health and well-being in order to achieve oral and systemic health outcomes.

Invaluable student experiences

Another deeper educational value has always been a Temple Dental hallmark. It’s our wealth of patient care experience. Our patients can range from the lowest 1% to the highest 1% of income (yes, we have a few). They come from North Philadelphia, Philadelphia, adjacent counties and New Jersey. A few even come from faraway states to receive care from our faculty. The social, economic, behavioral, racial, ethnic and language diversity provides our students and residents with unparalleled learning experiences. As a result, effective communication, empathy and consideration of others, and how to be a successful student who graduates on time are all enhanced. Our approach is about so much more than just dentistry. These experiences develop the character necessary for successful careers as health professionals, and that’s invaluable.

In a state of dynamic change, too, are our clinical models of education. Last year, we introduced a full electronic health record. The year before, we developed a new app that allows our students and faculty to share cases and discuss them 24/7. This year, we will open a fully commercial digital laboratory at the school. In addition, we are creating...
learning opportunities beyond our school environs. At KleinLife, a senior center located 45 minutes away from the school, we are developing a model clinic to prepare students for providing care to a growing population: the American elderly. In the process, we also are providing free dental care to more than 80 Holocaust survivors there. To build on that initiative, we are negotiating to provide care for a large community of elderly patients in assisted living facilities. Moreover, we are providing free endodontic care at a local free clinic, HealthLink, in Southampton, Pennsylvania, and we are considering expanding our program in pre-K and middle schools in Philadelphia. Driving all of this innovation, and the inspiration for our compassionate care, is our mission: providing better patient care.

Some of these patient care services are highlighted in this issue of *Diamond*, but many other facets of our dental care cannot be covered in one issue. If you want to see how Temple Dental has been transformed, please email me at ismailai@temple.edu, and we will host you for a visit. The pulse of this school can only truly be felt in real time.

Finally, I invite our many alumni to return to their alma mater. See how your dental school has reached the mountaintop. In our past, there had been behaviors that current faculty and administrators do not condone. In fact, we deplore and feel ashamed by some of the stories that we have heard from alumni. Those stories taught us how we needed to change, and I am so grateful to the alumni who shared them. Now our students, staff and faculty work in a very positive and collaborative environment that is dynamic and supports success.

If you would like to help our students reduce their educational debt and would like to support our staff and faculty, please consider making a donation. They all are so deserving of your gift, and you will truly be making a difference. For your convenience, please go to dentistry.temple.edu/giving or call Joe Maiellano at 215.707.7887 to support our mission. ◆
What’s unique about the care, and I haven’t experienced this any other time going to the dentist, is when I go in, I get a truly complete health checkup. My blood pressure is taken. My mouth is checked for anything that might look irregular: the tongue, the glands on the side of the neck, everything. We’re not talking about just teeth. We’re talking about the health of the entire patient, and it’s great. They are so good. They treat the entire person. What’s magical is not only are our dental professionals outstanding, but the receptionist, the people who provide the support are also very caring, very engaging and very patient centered.

There’s nothing better in my mind than combining healthcare and academics and cutting-edge research, and indeed our dental school is known for being able to put together dental care plus teaching plus research. To me, that’s everything when you can go to an academic health center and literally get state-of-the-art care. It doesn’t get any better than that.

“What’s magical is not only are our dental professionals outstanding, but the receptionist, the people who provide the support are also very caring, very engaging and very patient centered.”

Dr. Richard Englert
President of Temple University
I had a dental emergency, and my dentist wasn’t around. It was a root canal, and I had never been to a clinic at a dental school. I’m a fearful dental patient, and I was terrified. But they did a great job at the clinic. It didn’t hurt. They were really kind and someone even held my hand.

The students really know all the latest information. They truly practice evidence-based dentistry. I do research, and I appreciate that their treatment is informed by research around medical care and that they keep up with the literature, some of which is created at the dental school.

A series of dental students have seen me, and they've all been lovely. We chat, and they tell me why they’re going to dental school, their interests. I find out a lot about dental education. I really am so impressed by the care and the thoroughness, the students and the faculty that I decided that's where I'm going to get my dental care. I've recommended the clinic to my colleagues, saying I went there, it was great, the students are wonderful and the faculty is great.

I always like to receive services as a patient from Temple affiliates. I’m loyal to Temple, and it’s easy for me to go up the street on the subway from main campus. But, frankly, part of the reason I keep going back is my amazing hygienist at the faculty practice clinic.

She's been the touchstone for me. She does a fantastic job and also advocates for me. On occasion, the dentist will come in and look at the films and say, “You have a spot here. We should probably have you come back and fill a cavity.” But my hygienist will say, “Well, six months ago, the dentist said the same thing, but it’s a spot he’s had for three or four years.” So they wait and look at it again in six months.

Also, my partner has been getting massive dental care at the clinic for the last five or six years. He's had multiple implants and multiple practitioners over the years. People are really responsive to his needs, and he's had a really good experience there. The clinic and the management and the dean make sure people are well cared for.
WHERE DO OUR PATIENTS RESIDE?

Although the majority of patients at Temple Dental are from Philadelphia, people from a large geographical area come to TUKSoD to meet their dental needs.
What's the likelihood that Temple Dental patients will recommend the clinic to family, friends and others? To find out, in September the school asked 106 patients to provide a score between 0 and 10. The high end of 10 represented a definite recommendation and 0 represented a “never” recommendation.

To help classify the scores, they were divided into three groups.

Detractors: scoring the clinic 0 to 6
Neutrals: scoring the clinic 7 and 8
Promoters: scoring the clinic 9 and 10

The 76% of patients who said they would promote the school cited the friendliness of staff and students as one of the reasons for their recommendation. As a very satisfied patient reported, “[her] son felt good enough to let them work on him—he never [let] a dentist clean his teeth before. Great job, Kornberg.”

The patients who rated the school low on the NPS scale cited student or staff communications, website and the long waiting time in some clinics, among other factors.

Excellence is a state that can only be achieved through self-evaluation and improvements. The NPS shows that Temple Dental has many promoters, but can continue to improve overall patient satisfaction.
“Our aim is to provide the best customer service possible, and with a smile. In an environment that patients can view as stressful, we make them feel that they are important and that we care. So far, this has been a winning combination.”
—Della Ford-Ball, clinical coordinator

“I love coming to work every day knowing I get to interact with the students and not only teach them, but also know that at the end of the day, they help teach me!”
—Lisa Jaskowiak, clinical hygienist

“We serve our patients.”

“Seeing the improvement and growth in students over their two years providing patient care in cluster is rewarding. Students leave Temple well prepared for entering advanced programs or working in the outside world.”
—Emily Rudick, clinical hygienist

“Many patients have even stopped me on their way out of the cluster to tell me how satisfied they are with the work they’ve had and what a good job their student dentist has done.”
—Becky Newcombe, clinical hygienist

“I love working with the dental students and watching them grow over their two years in the dental clinic.”
—Stacie Ormando, clinical coordinator

“We aim to provide the best customer service possible, and with a smile. In an environment that patients can view as stressful, we make them feel that they are important and that we care. So far, this has been a winning combination.”
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“The most positive experience I have had is when I see a student with little or no experience and then see their skill and confidence skyrocket. Being a part of the student’s education is rewarding because it sets the foundation of the future in dentistry.”
—Marlaina Gagliardi, clinical hygienist

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—Marlaina Gagliardi, clinical hygienist
HOW THEY ENSURE STUDENT EXPERTISE AND PATIENT SATISFACTION

Clinical coordinators
Focusing on patient flow and assigning patients to students are part of their work. So, too, is their collaboration with students, faculty and staff to resolve any patient issues and complaints as well as monitoring infection control, quality assurance and safety compliance, and coordinating with the business office to resolve any financial and insurance issues.

Clinical hygienists
While educating students about the wide variety of hygiene procedures and how to interact with patients to make them feel appreciated and understood, our hygienists supervise dental assistants and encourage their overall improvement, make sure the clinic is fully operational and stocked, assist with dental procedures, rotate through other clinics and work in the dispensary as needed.

OTHER EXCELLENT CARE

Donna Rounsaville, dental hygienist and office manager of the Faculty Dental Practice and Sedation Center, says that patients are often referred to one of the specialists in her area, although patients also may seek a general dentist in the practice. She adds, “Some referrals for a specific procedure translate to the patient becoming a patient of record for their future dental needs. I feel that once they are treated, they appreciate the teamwork and communication that our dental team displays and decide to make Temple their dental home.”

In the Faculty Dental Practice
One memorable experience for Rounsaville involved a patient referred to the dental school for a root canal under sedation. “The referring dentist felt sedation was needed because the patient didn’t get numb after many injections,” she says. “When I spoke with the patient, I suggested he schedule a consult with one of our faculty endodontists, Dr. Yang. A week after the consult, the patient had the treatment completed with local anesthesia only. He was thrilled that sedation wasn’t needed and left the faculty practice out of pain and ready to return to his dentist to complete treatment.”

In the Sedation Center
Remembering a young woman treated in the Sedation Center, Rounsaville says, “She was a special-needs patient and needed extensive treatment. Usually, the sedation is covered by Pennsylvania state insurance. However, this patient’s claim kept getting denied. Finally, after many phone calls, I was able to speak with the state dental director for this plan. Working with him finally resulted in the insurance company authorizing the sedation charges. The patient’s mother was very grateful, and we felt like family by the time her daughter finally walked into Temple.”

From our patients

I have always been fearful of the dentist until you changed those feelings. You were always kind, thoughtful and caring. I felt you cared about me and my fears. It’s nice to have had the experience of a doc-tor who really put the concern of the patient first. You are the best, and I have my beautiful teeth to remem-ber you.
—Denise Rush Seigler to her student doctor

—Denise Rush Seigler to her student doctor
Years before Sonya Bryant-Lockett joined the Temple Dental team as director of business operations, she already experienced firsthand the school’s commitment to serving the local community.

“Temple Dental partnered with my church, Triumph Baptist Church, right down the street on W. Hunting Park Ave. We held a Triumph Dental Day where Temple Dental provided screening and simple dental services for the church community,” explained Bryant-Lockett. “Temple Dental was able to offer various incentives and discount programs so attendees could get dental services that same day.”

With a large footprint in North Philadelphia and beyond, Temple Dental works hard to engage with residents of the surrounding area who might not otherwise have access to dental care. A major goal of outreach like that at Triumph Baptist Church is to educate and inform the community about the services and flexible payment options offered at the school’s clinics.

Naturally, patients are welcome to pay via cash, credit card, debit, check and through insurance, but for those facing extenuating circumstances, Temple Dental has other options available.

We checked in with Bryant-Lockett and Jerry Barber, assistant dean of finance, to learn about how Temple Dental patients can pay for their care.

**Dental Pass Discount Plan**

For patients without insurance, Temple Dental offers a “Dental Pass” program, where an individual pays an annual fee of $150 for an array of services, including:

- Up to two examinations per year
- Intraoral or panoramic X-rays required as a result of these examinations
- Up to two dental cleanings per year
- Up to two fluoride applications per year

The program also offers patients a 15% discount on many other dental procedures.

“The Dental Pass is focused on preventive care and maintenance and makes care more affordable than similar commercial discount programs,” Barber explained.

**Sliding Scale**

As part of its mission to help as many patients as possible, no matter their financial situation, in some cases, Temple Dental offers patients a sliding scale of fees tied to their income level.

**SERVING OUR PATIENTS**

**HOW WE HELP OUR PATIENTS PAY FOR DENTAL CARE**
Following the federal poverty guidelines and state guidelines, Temple Dental requests documentation of income from patients who wish to apply for the sliding scale program (i.e., unemployment materials, disability check stub, etc.). From there, Temple Dental is able to offer a discounted rate on services a patient may need, depending on their income and ability to pay.

While the Dental Pass is for patients without insurance, the sliding scale can be applied to patients with insurance that might not cover necessary dental services.

“This provides an opportunity for no one to be turned away for care if they’re seeking it,” said Barber. “The sliding fee is a great program for patients who may be on limited income.”

Because Temple Dental has different clinics with students, residents and faculty, fees are set differently depending on who is offering care. For example, the lowest cost of care is at the predoctoral clinics where students are supervised by licensed dentists. The residents’ clinics provide more advanced specialty care, therefore the fees are higher than the predoctoral clinic. Care provided by dental faculty has the the highest cost at Temple Dental, but still comes in at a much lower cost than a private practice.

According to Barber, some of Temple Dental’s fees can be as much as 50% lower than fees charged at private practices in the region, sending a message to the local community that they’re here to serve.

“Our goal is to ensure that the dental school is a community partner always seeking ways to attract members of the local community,” explained Bryant-Lockett. “We don’t want to turn anyone away who is seeking dental care.”

ENDODONTIC & PERIODONTIC INCENTIVE PROGRAMS

Adult Medicaid has for a long time disallowed coverage for endodontic or periodontal procedures, and this often poses both a financial burden and serious health consequences for patients. Due to lack of coverage or lack of funds, patients often will choose to have a tooth extracted that could be saved with endodontic care and a subsequent restoration. In addition, patients frequently opt out of comprehensive care because the basic ability to provide initial periodontal treatment needed to establish a health foundation for subsequent restorative care is not attainable for the same reasons. Thus, patients do not receive much-needed dental care, and student doctors aren’t afforded the opportunity to learn.

In an effort to address this cycle, Dean Ismail has initiated the endodontic and periodontic care incentive programs. These programs are available for cash-paying patients or Medicaid patients whose Benefit Limit Exception (BLE) application is denied by a managed care organization. When that happens, the sliding scale fees are approved through Business Services. Each student is eligible to treat two teeth under this reduced-cost arrangement. Patients who are eligible for this program pay the cost of the restoration or for a reduced $100 resin-enforced milled crown. They are also eligible for a reduced crown-lengthening fee when indicated. Eligibility of a patient for the periodontic incentive is similar to that for the endodontic program. Once approved for this reduced fee, a patient will be responsible for a nominal fee per quadrant per year.
EMBRACING THE LOCAL COMMUNITY: DR. JEFFREY GODEL INFUSES AN ATTITUDE OF SERVICE INTO THE DEPARTMENT OF ORTHODONTICS

Jeffrey Godel, DDS, MS, associate clinical professor, chair and graduate program director of the Department of Orthodontics, speaks with pride about the clinic’s location in the heart of North Philadelphia.

“Treating the children in this neighborhood is very rewarding,” Dr. Godel said. “That’s something I really try to promote with our residents. It’s a very important concept for them to learn the importance of giving back to the community. What better place to start teaching them than in their graduate program?”

Godel said orthodontics is an especially exciting area of dentistry for both patients and practitioners, thanks to strides in technology.

“The profession has been changing rapidly,” explained Godel. “The technology over the last decade is exploding with 3D digital technology.”

Digital dentistry, or in this case, digital orthodontics, is allowing Temple orthodontic residents to work more efficiently and accurately, while making patients more comfortable.

“Thanks to the dean’s support, we have been able to incorporate 3D scanners and printers, along with specialized software into the education of our residents and the comprehensive treatment of our patients,” he said.

No doubt, better efficiency allows the team at Temple Dental to help more patients who need it.

Godel said that working with underserved populations is an important learning experience for Temple orthodontic residents. For many of them, it may be the first time in their careers they have been exposed to a location like North Philadelphia with so many underserved patients in close proximity to treat. It could lead them into providing care in other underserved communities after they graduate. An additional benefit for residents is that they can also be role models. “Many of the adolescents we see look up to our residents. The residents have the opportunity to become mentors to them. I really believe in that,” Godel explained. “If you have a positive effect on one person, that makes a difference.”

Prior to joining Temple Dental in March of 2011, Godel ran a private practice for many years in Voorhees, New Jersey. In addition to overseeing the Department of Orthodontics, he spends a few days every week in the clinic teaching the residents and predoctoral students, and chairing and serving on various committees within the school.

“Giving back—it’s my nature. It’s my upbringing,” Godel said. “Once you’re here at Temple and you get to know the people in the community, it behooves you to try to educate, motivate and mentor.”
If you have a positive effect on one person, that makes a difference.
A few years ago, the faculty of Temple Dental began discussing the high number of patients coming into the clinics presenting with symptoms of conditions—like hypertension and poorly regulated diabetes—that indicated there might be special risks associated with their dental care. Temple Dental surveyed its patients and found that a large percentage of patients did not have a primary care physician to diagnose or treat these medical conditions.

Bridging this gap is precisely why Greater Philadelphia Health Action, Inc. (GPHA) became the first federally qualified health center in the country to partner with a major dental institution like Temple Dental to provide medical care on-site back in 2016.

In 2015, Dean Amid Ismail approached GPHA to see if the organization might be interested in placing a medical clinic within the school. Together, Temple Dental and GPHA are working diligently to integrate dentistry with medical care to make it easier and faster for patients to get the services they need.

GPHA, a multidisciplinary nonprofit ambulatory health corporation, has a mission to provide quality comprehensive services to underserved populations throughout the Philly area. The organization celebrates its 50th anniversary next year after growing to 11 locations with 85,000+ patients.

“We refer to ourselves as a total health-care home,” explained Dr. Janet E. Young, chief medical officer/medical director at GPHA.

“The dean has a vision for what dentistry could be—how it can be integrated with medical care, as opposed to being a separate standalone service,” said Young. “When dental students are trained with that mindset, they’re more apt to have their practices closely aligned with medical practices.”

Like Temple Dental, GPHA has a special interest in working with underserved populations.

“The definition of underserved is broad,” explained Young. “It’s not just about finances. It applies to patients suffering from health disparities. Underserved could mean a patient who doesn’t speak English well, and can’t clearly communicate health needs. It could be geographic or dealing with ethnicity, race and gender.”

At the heart of GPHA’s services are the people who keep the organization humming. Myrlita Clark is a certified registered nurse practitioner with GPHA—she’s worked in the dental school since the office opened in 2016. She sees patients from the local community, giving them the medical attention they need so they can receive various dental services.

“Clark takes pride in her relationships with members of the local community. “I’ve had many patients come back to thank me for helping them get insurance or get the care they need,” she said.

Young wants the community to know that GPHA is open for business.

“There’s no requirement that a patient receive dental care, though we do see many patients referred from Temple Dental. We accept patients who don’t have a connection to a primary care physician. We’re able to fill that role,” she explained.

Clark agreed. “It’s important for us to be able to be open to the community coming into the clinic,” she said. “We want people to know that we are here.”

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How do you create a new kind of classroom? One that encourages divergent thinking gained from free-flowing peer and faculty feedback? One that allows reasoning aloud as multiple sources are analyzed, conclusions are formulated and limitations are acknowledged?

The answer is classroom engagement that goes beyond the standard lecture. For several years, Temple Dental has been focused on a new type of teaching that uses experiential exercises such as case scenarios, workshops, clinicopathologic correlations and literature review for best-evidence practices.

Now that direction has evolved into a flexible and efficient classroom filled with state-of-the-art technology. Networked monitors for sharing material from and with students or faculty; iPad apps to engage while teaching; a main console for controlling all room activity, including lecture recording and images from an overhead camera—they’re all there and more. And, quite simply, faculty and students love it.

That’s according to Dr. Maria Fornatora, associate dean for academic affairs. She explains: “I always tell my students that I want them to struggle with difficult clinical questions in the classroom, make their mistakes and learn from them before they get to clinic. Classroom exercises should ideally take away the fear of failure, encourage students to ask questions and move past novice-level, overly simplistic thinking where there is only one right answer. Uni-directional lecturing doesn’t allow for students to do this. You have to incorporate deliberate practice into the classroom to allow students to attempt to apply what they’ve learned.”

She continues, “This is something we’ve been committed to at Kornberg. The faculty that direct our didactic courses have been incorporating case-based learning and other forms of active learning and clinical reasoning into classroom exercises in every course. The new classrooms are a natural next step in this evolution of teaching and learning.”
Resources that helped the redesign

Helping with the change have been a number of professionals. Temple’s Center for the Advancement of Teaching and the Instructional Support Center have offered faculty development workshops to help faculty identify and feel comfortable with classroom management tools and technology that make sense for each course. Additionally, Dr. Catherine Schifter, emeritus associate professor in psychological studies in education from Temple’s College of Education, has worked with faculty and course directors, as well as with the Office of Academic Affairs. As a result, with her dual background in education and dental hygiene, she has guided Temple Dental in creating tools and resources, such as our “Guide to Best Practices for Case-Based/Patient-Based Teaching.”

Yet another resource continues to be the expanding Office of Academic Affairs. Those bringing additional expertise in education are Jeremy Hull, director of academic affairs, John Moore, director of outcomes measurement, and Joanna King, assistant director of academic affairs, who has a background in the needs of people with disabilities.

“The standard in dental education is to teach hand skills in a simulation laboratory setting,” says Fornatora. “But teaching critical thinking and analysis in a simulation setting has not been as standard.” That is now changing at Temple Dental.◆

A CLOSER LOOK: ACTIVE LEARNING THROUGH TECHNOLOGY

Walk into Room 388, and you immediately notice the openness and flexibility of the space. What you don’t immediately see is the technology that makes this lecture room different from any other on the Temple University campus. Included among the many most up-to-date features are:

- 10 tables, each with HDMI cords so students can plug in their devices and project material on individual monitors around the room;
- Main teaching stand with controls to send faculty or student material around the room to monitors—as well as switches for room lighting;
- Overhead camera to capture/record and clearly project chairside demonstrations plus the class lecture for at-home study—all sent to individual room monitors;
- Projection screen for conference presentations;
- and
- Partition to separate or open the two rooms.

All of this equipment allows faculty to lecture or switch seamlessly to an experiential exercise, such as annotating a histology or dental anatomy atlas. Faculty also can use apps on an iPad to teach, draw, illustrate and annotate while walking around the room or just remaining at the podium. Either way, they energize the learning experience.

Meanwhile, with their required iPads, students can work in groups, share their screens with the room and discuss ideas with faculty. Additionally, because the room is also open during non-lecture hours, students can study with their peers till 10 p.m. on weeknights.

Next on deck: a redesign from stadium seating for Timmons Hall.
NEW ORAL MAXILLOFACIAL SURGERY RESIDENCY PROGRAM COMES TO TEMPLE DENTAL

The new program, launched in September, brings the training of oral surgery residents back to Temple Dental after more than 25 years. What prompted the decision now?

The primary reason: improved patient care. The residency program will allow Temple Dental to provide more advanced oral surgical care to our patients through its sedation center and oral surgery clinic and at Temple University Hospital. In the past, such patients were referred out to other facilities. Now, Temple Dental will be able to treat these patients in its academic center where oral maxillofacial surgery is part of comprehensive care and patient-centered clinics.

With the abrupt announcement in June 2019 that Hahnemann University Hospital would cease operating just three months later, other healthcare institutions in Philadelphia braced for an influx in patients and made preparations to provide services to Hahnemann’s displaced patient population. Located just two miles north of Hahnemann on Broad Street, both Temple Dental and Temple University Hospital were logical choices for patients that would have otherwise sought care at Hahnemann. And Hahnemann’s closure would also affect its residency programs, depriving the programs of their host institution.

“The guiding principles in the decision to step in and help in this situation were the same principles that guide us in all of our decisions: providing comprehensive oral healthcare to patients and providing exceptional education for our students,” says Dean Ismail.

Very soon after the Hahnemann announcement, officials operating the hospital’s joint MD/oral surgery certificate program approached officials at Temple Dental to strategize how to save the program. “We felt we could not leave the residents in the program in limbo, through no fault of their own,” says Dean Ismail. “We also knew we would need to expand capacity to absorb an increase in patients resulting from the Hahnemann closure. We knew it was the right thing to do, and the timing was urgent.”

The residency program will allow Temple Dental to advance oral surgical care in its oral surgery clinic and emergency service, its sedation center and at Temple University Hospital. The dental school also will be able to treat the overwhelming number of patients who in the past were referred outside to other practices and hospitals.
Here, these patients will be cared for in a comprehensive, patient-centered model, where all of their oral health needs can be met.

Educationally, too, the program is important. Referring patients with complex needs to outside clinics has no educational value for students in the predoctoral program. With the new residency, predoctoral students will work closely with OMS residents on these more challenging cases, allowing students to learn a broader sense of comprehensive dental care.

Another benefit of the residency program is that it will allow Temple Dental to recruit new faculty, according to Dr. Mehran Hossaini, chair of the Department of Oral and Maxillofacial Pathology, Medicine and Surgery. Attracting oral surgeons is difficult when a surgery residency program isn’t in place. “Very good candidates have come here excited about a number of good things they’ve heard about us. But my feedback is that many of them felt it was a less attractive option when they suddenly found out they weren’t going to be working with residents,” he says. With the addition of the residency, Temple Dental was able to recruit Dr. Robert Pellecchia, former chairman of the Department of Oral Medicine and Maxillofacial Surgery, and program director of the residency program in Oral and Maxillofacial Surgery at Geisinger Medical Center.

Seizing an opportunity

A large team worked on the many complexities of establishing the residency, including senior administrators of the University, its Lewis Katz School of Medicine and Temple University Hospital: Richard Englert, Temple University president; JoAnne Epps, Temple University executive vice president and provost; Dr. Larry Kaiser, former executive vice president for health sciences and dean of the Lewis Katz School of Medicine; Michael Young, Temple University Hospital president; Susan Coull, Temple University Hospital director of the graduate medical education; and Dr. Michael Bianchi and Dr. Thomas Nordone, former program director and faculty, respectively, of the Hahnemann.

Notes Dean Ismail, “Thanks to their help, we were able to prepare the necessary applications to Temple University and the Commission on Dental Accreditation in just four weeks. The pace and pressure were tremendous on all involved. I’m so proud of the Temple Dental team for their work.”

\[What happened here is that our medical school, hospital and dental school worked together synergistically]\]

That team included Dr. Maria Fornatora, associate dean for academic affairs; Jeremy Hull, director of academic affairs; John Moore, director of outcomes measurement; Dr. Leona Sperrazza, associate dean for patient care; Jerry Barber, assistant dean of finance; Cynthia Russell, assistant dean for administration; Dr. Mehran Hossaini, chair of the Department of Oral and Maxillofacial Pathology, Medicine and Surgery; and others.

“What happened here,” emphasizes Hossaini, “is that our medical school, hospital and dental school worked together synergistically. We did something that can take years to develop and requires strong leadership, many times behind the scenes. We succeeded in developing structure for the residency in less than two months.” Adds the dean, “This achievement was the result of years of hard work to position the school as a major oral healthcare center at Temple University and in the region.”

As a result, Temple’s Lewis Katz School of Medicine agreed to accept the residents into their MD program, and Temple University Hospital agreed to onboard the residents into their graduate education system and residency structure. And Temple Dental agreed to be a sponsor of the program, providing educational, financial and administrative support.

While not all of the residents in the former program transferred to Temple, half of them did and have begun their studies and clinical duties. Looking ahead, the dean says, “We are recruiting candidates and have several excellent applicants for the 2020 cohort.”

Importance of dual degree MD/OMS specialty certificate

Temple Dental received CODA approval on August 28, allowing the school to provide both medical education at the MD level (first two years) and a specialty certificate program in OMS (4 years). Pennsylvania has only four dual-credential programs such as this. Graduates of the Temple program OMS residency will be qualified for licensures as MDs and OMS surgeons upon completion of the program.

“That’s important,” says Hossaini. “Because what we’ve noticed is that folks with the dual credentials tend to have more opportunities educationally and clinically to practice a broader scope of surgery. When you look at academic or fellowship training environments, you see mostly dual-credentialled surgeons getting involved in that. So we felt we would like our residents to essentially do whatever
they want. If they choose to go into private practice with a limited focus, that’s great. On the other hand, we would like them to have the opportunity to become involved with academics, fellowships and research.”

The early reaction of predoctoral students to the OMS residency was, “Will this impact our exposure to various surgical experiences?” says Hossaini. But they very quickly learned that wasn’t the case. “Temple Dental has large capabilities and access to patients,” notes the dean, “and a model program for academic OMS residency will emerge from this transition.”

All of the facilities and much of the infrastructure already were in place to develop the program. In fact, two years ago, Temple Dental opened its advanced sedation center and hired two dentist anesthesiologists. The dental school also has activated the clinic designated for the previous OMS residency program terminated more than 25 years ago. So now Temple Dental can provide care in outpatient OMS clinics, care under general anesthesia and care in the operating rooms of Temple University Hospital.
Patients are on cloud nine at the Temple Dental Sedation Center. Our dedicated providers, including specialists in the fields of dental anesthesiology, endodontics, oral and maxillofacial surgery, pediatric dentistry, periodontology and prosthodontics have been hard at work meeting the needs of patients from southeastern Pennsylvania, southern New Jersey, Delaware and beyond.

Treating a patient terrified of needles? A child in need of dental rehabilitation? How about someone with special healthcare needs, unable to tolerate dental procedures in a traditional setting? We’re making dental treatment easy and accessible for them all.

The process for most begins with a consultation. During this appointment, patients and their families or caregivers have the opportunity to meet with providers, learn about what to expect, and have any questions answered. Patients leave their consult visit with a highly individualized plan for management of their dental and sedation/anesthesia needs.

From reimbursement for secure parking to transportation assistance, we also make the day of surgery a breeze. Escorts and family members are welcome to tag along with their loved one to the pre-operative treatment area while the patient is prepared for surgery. Once ready, and after a quick “See you later” for those accompanying them, patients are taken to fully equipped surgical suites where dental care is safely completed under sedation/anesthesia administered by a provider board certified in their field.

After surgery, patients are transferred to a post-anesthesia care unit where they are rejoined by their loved ones. Following recovery, the patient is discharged to home with post-operative instructions complete with after-hours contact information for their provider(s).

We accept patients from our own clinics and are happy to take referrals from private practices that may not have advanced sedation/anesthesia facilities for their patients. All are welcome!

Want to see what we’re all about, firsthand? We’re here Monday through Friday 8 a.m. to 5 p.m. and welcome visits from members of the TUKSoD family. Reach us by phone at 215.707.9400 or via email at sedation@temple.edu to schedule a visit.
NEW ADMISSIONS CRITERIA

Like all dental schools, Kornberg School of Dentistry (KSoD) participates in the American Dental Education Association’s (ADEA) centralized application system called AADSAS. ADEA has established timelines and provides step-by-step guides for submitting applications and updating academic transcripts and recommendation letters. Usually, Temple KSoD receives about 3,000 dental school applications per application cycle for the 140 seats that are available in the four-year DMD program. Applicants come from all over the states, Canada and a number of international countries.

Dentistry is a healthcare profession that not only requires intellectual ability for the rigorous dental curriculum but also good manual dexterity skills, communication, empathy, resilience, compassion, self-motivation, great ethics and professionalism—all soft skills that are needed to succeed in a career. While it is easy to assess academic ability of dental applicants, it is more challenging to evaluate a candidate’s character and other non-cognitive factors in a short day’s interview.

An admissions committee that does a holistic review of applicants’ files before voting to offer admission reviews all applications to the dental school. One of the goals of the admissions committee is to select applicants with indicators of great cognitive and non-cognitive skills so they can complete dental school with no serious academic or social problems. Each year, the committee receives a great pool of applicants with outstanding academic achievements, various backgrounds and life experiences.

This year, a number of initiatives have been implemented into the application process to make it more objective and to help ensure that the committee selects academically qualified applicants with compelling backgrounds and experiences, diligence, communication skills and good ethics, along with other soft skills, to complete the rigorous dental school curriculum and graduate as compassionate, caring and competent dentists. Non-cognitive skills are now an important part of the overall evaluation of the dental school applicants. The school has introduced a computerized assessment of personal characteristics, which is an online screening tool offered by Altus and which is commonly used by other healthcare programs as an objective and fair evaluation of applicants’ non-cognitive skills. All students selected to interview will take this exam in the comfort of their home. CASPer is composed of 12 sections using a video-based or word-based situational scenario followed by a series of open-ended questions, which allow for a wider spectrum of possible approaches to a problem. Each section is rated by a unique, blinded rater, and the result is a final score made up of 12 independent raters. CASPer is not a pass-or-fail test but offers a way to rank a large number of applicants on personal characteristics and professionalism. CASPer results provide holistic applicant information and are one of the many evaluation criteria that will guide the admissions committee in its decisions.

Applicants selected to interview are invited to tour the school and to interact with students and faculty to get a good insight into the dental school and what to expect.

To improve efficiency and candidates’ user experiences, the school has also introduced online self-scheduling of interviews and online processing of admission deposits.

Temple Dental remains committed to recruiting and admitting a diverse body of students with varying backgrounds who will respect and learn from each other; students with substantial promise of success in dental school and a strong likelihood of succeeding in the practice of dentistry or research; and students focused on contributing to the well-being of others. The inclusion of a structured, non-cognitive holistic evaluation in the interview process will help the committee select well-rounded applicants who possess skills to graduate as competent and compassionate dentists. ✪
A holistic approach means thinking about the big picture. In a medical setting, holistic refers to addressing the whole person, including their physical, mental and emotional health, while taking social factors into consideration.
Robert Pellecchia, DDS, FACS
Professor, Department of Oral and Maxillofacial Pathology, Medicine and Surgery

Dr. Pellecchia joins Temple after more than a decade of service with Geisinger Medical Center. At Geisinger, he was chairman of the Department of Oral Medicine and Maxillofacial Surgery, and program director of Geisinger’s residency program in Oral and Maxillofacial Surgery. Prior to this work, he held academic and clinical appointments in several New York institutions, including New York University College of Dentistry, North General Hospital, St. Barnabas Hospital and Our Lady of Mercy Hospital.

Dr. Pellecchia received his DDS degree from New York University College of Dentistry and went on to complete a general practice residency at Montefiore Medical Center as well as a residency in oral and maxillofacial surgery at New York Medical College. He is a board-certified oral and maxillofacial surgeon with clinical interests in total joint reconstruction surgery of TMJ, reconstruction of the orofacial complex, pathology, pain management and maxillofacial trauma. His research interests include orofacial pain management and opiate addiction.

Maryam Khallil, DDS, MDS
Assistant Professor, Department of Restorative Dentistry

Dr. Khallil earned her DDS from Ajman University of Science and Technology, where she also completed a general practice residency. She has had strong clinical experience in hospital settings and government-supported clinics. Dr. Khallil most recently completed a postgraduate residency in prosthodontics from Rutgers School of Dental Medicine. Her appointment will contribute to the Department of Restorative Dentistry’s efforts to expand teaching in prosthodontics, including the transition to digital dentistry diagnostics and fabrication.
**Delsazs Sultan, DMD**  
*Assistant Professor, Department of Restorative Dentistry*

Dr. Sultan is a board-certified prosthodontist. She earned her DMD from Boston University’s Henry M. Goldman School of Dental Medicine and completed a master of science and postgraduate residency in prosthodontics at the University of Pittsburgh School of Dental Medicine. Her clinical experience has included appointments in three corporate-owned clinics where her work focused on dental implants. Dr. Sultan’s appointment supports the ongoing growth of the Department of Restorative Dentistry’s instruction in complex prosthodontic and restorative procedures.

**Nicholas R. Bizzaro, DMD**  
*Clinical Instructor, Department of Restorative Dentistry*

Dr. Bizzaro received his bachelor of science degree in bioengineering from Penn State. He was awarded his DMD from Temple University’s Kornberg School of Dentistry in 2019. His one-year appointment marks the second year in which the school has hired dentists from the previous year’s graduating class to provide them with experience in teaching and an introduction to an academic career.

**Ruoxue Feng, DMD**  
*Clinical Instructor, Department of Endodontics*

Dr. Feng earned her bachelor of science degree from Penn State and her DDM from the University of Pennsylvania’s School of Dental Medicine. She is a third-year resident in the Kornberg School of Dentistry postgraduate program in endodontics. Each year, the Department of Endodontics selects a second-year resident to be appointed to the faculty for a third year of clinical experience and opportunities for clinical teaching in the predoctoral dental clinics.

**Becky Newcomb, RDH**  
*Clinical Instructor, Department of Restorative Dentistry*

Ms. Newcomb joins the faculty as a dental hygienist deployed in the predoctoral clinics to instruct students in dental hygiene procedures and to provide support for efficient clinic management. She received her AAS degree in dental hygiene from Camden County College and is studying toward the completion of a bachelor of science degree in healthcare administration from Rutgers University.
Held at the Academy of Music, May 17, the graduation ceremony featured Dean Ismail’s call to the graduates to “remain critical and inquisitive learners and to continue seeking emerging knowledge, technology and materials . . . and to lead by example of treating all people with compassion and professionalism . . . (during) this time of great societal tensions where ideologies divide many communities.” Keynote speaker, Jeffrey Cohen, MD, president of Allegheny General Hospital in Pittsburgh where many of the Tree of Life synagogue shooting victims were treated, delivered an inspiring message on the true meaning of compassion and professionalism in healthcare.

Sharing their thoughts, too, were Reem Shafi, DMD, speaking about the rewards of providing free dental services to individuals with limited access to care and urging fellow alumni to give back to the school; Susan Chialastri, DMD, MS, representing the faculty; and co-valedictorians Jimmy Chen, DMD, and Anita Gotz, DMD, delivering messages to their classmates.

After presentation of degrees and specialty certificates, friends, family and faculty enthusiastically welcomed the graduates into the dental profession. Notably, they already have made outstanding contributions to dental care. At Kornberg, they treated over 20,000 patients and provided about 130,000 procedures during their last two years. In clinical board examinations for our region, these 147 DMD graduates have an overall 95% pass rate; 22 dentist-residents also graduated and are now qualified to pursue careers as orthodontists, periodontists, endodontists and advanced general dentists.
STUDENTS HONORED FOR THEIR ACHIEVEMENTS

Awardees (clockwise from top left) Harika Mendu, Anamaria Castillo, Zach Emerson, Josh Nguyen and Lori Herman
One of the most significant events in a dental student’s life, the White Coat Ceremony, was held May 3 at the Temple University Performing Arts Center. After a welcome from Dean Amid Ismail and remarks by Dr. Charles Incalcaterra, president of the Pennsylvania Dental Association, keynote speaker Jennifer Unis Sullivan, DMD (Temple University 1986), JD, FCLM, offered advice from her “Life’s Little Instruction Booklet for Dentists” on how to achieve a reputation of integrity, compassion and respect.

A highlight, as always, was when a family or faculty member coated each student, recognizing the beginning of his or her clinical education while moving into the third year of dental school. Underscoring the importance of the ceremony, each of the 150 students in the Class of 2021 signed the Dentist’s Pledge and also recited in unison the Professional Oath with Dr. Incalcaterra. Class President Sarah Catania spoke about celebrating the challenges that led to this milestone. The dean’s remarks and a musical selection from Kornberg’s a cappella group, the Impressions, concluded the ceremony; a reception followed in the Great Court of Mitten Hall.
We all know that dental school is highly stressful. In fact, research confirms the fact. But what specifically prompts our dental students to seek counseling? According to Leah Brusco, the current counseling intern who works with Temple Dental students, common concerns similar to those experienced by other University students.

Fortunately, Temple Dental uses an embedded model of counseling, meaning that the program is within the school and easily accessible. For instance, a first step is simply to reach out to dentalcounseling@temple.edu for questions or to set up an individual counseling appointment. Next, an intake session with Brusco of about 60–90 minutes helps determine, as much as possible, an accurate and complete picture of the student’s needs, lifestyle, goals and what brought him or her to seek counseling.

By the end of the intake, Brusco and the student discuss next steps. They may include further sessions of about 45–50 minutes, referral for medication evaluation or to a provider in the community, depending on the student’s needs. If more sessions are indicated, they may involve talking about the student’s current thoughts, emotions and life concerns. A safe, non-judgmental environment is always part of the process.

Importantly, counseling calls for the individual’s active effort to work toward solutions. The result can lead to better relationships, resolution to specific problems and significant reduction in feelings of distress.

Leah Brusco, in Temple University’s master’s program for counseling psychology, works with Temple Dental students in one-on-one sessions. She also provides consultation for faculty and staff, as well as mindfulness workshops.

Many students, faculty, staff and alumni volunteered on May 18 and 19 with Mission of Mercy in Pennsylvania (MOM-n-PA), which provides dental care at no cost to underserved populations in Pennsylvania. This year’s free clinic in Reading, Pennsylvania, attracted almost 2,000 patients who received 1,642 comprehensive exams; 1,904 total patient visits with 195 return visits; 7,848 total procedures; and $1,032,359 in provided services. MOM-n-PA was founded six years ago by alumni Dr. Bernie Dishler (’62) and Dr. Bruce Terry (’86), along with several other dentists from Pennsylvania. Temple alumnus Dr. John Reitz (’80) is also active in MOM-n-PA’s food operations and Dr. Jay Goldberg (’83) volunteers in the Endodontology Department of the clinic. Since 2013, MOM-n-PA has provided over $4 million worth of free dental services to underserved patients across Pennsylvania.
T hey’re highly academic, ethnically diverse, eager to deliver quality dental care—and searching for the best dental education that fits their requirements. How do you motivate these predoctoral students to come to Temple Dental?

Of course, a stellar clinical reputation is foremost. But also important is how the financial load is addressed, since most students need help. Sensing a need for change, Temple Dental has initiated a new approach to scholarships. Although all students who apply for aid receive some amount, the focus now is on giving larger amounts to fewer students. A benefit for freshmen is that they don’t have to wait to be on the honor roll to receive aid.

One of the larger amounts is $100,000, paid in installments over four years. This Abramson Family Foundation Scholarship, is one other for a four-year total of $20,000, are based on financial need, as indicated on students’ self-reported financial need history. Still other awards are based on merit, which is defined as a combination of 60% academic and 40% non-cognitive aspects. Included among the academic considerations are the undergraduate biology, chemistry, and physics (BCP) GPA, a master’s or post-baccalaureate BCP GPA, undergraduate school rigor, total BCP hours and dental admissions test scores. Non-cognitive considerations include life experiences such as volunteering and research, commitment to dentistry such as shadowing, legacy status, economic and academic disadvantaged background, written essay and interview. A committee of faculty and administrative staff reviews the applications and makes the selections.

C. Terry-Griffin, senior student services coordinator, sums up the thinking. “Because the admissions process has become more competitive, we think this is a great way to be more attractive to students.”

Expressing their thanks

Typical of scholarship students’ gratitude for the major awards are these responses.

“I hail from University of Texas at Dallas in addition to several years of experience as a pharmacy technician. While educationally UTD was very fulfilling, I found work left much to be desired, and I craved the hands-on approach that pharmacy lacked. I found my calling after shadowing dental clinic, and it seemed meant to be that I would be accepted into Kornberg, a school known for their clinical prowess.”
—Huy Pham

“Coming from a technical school, I found the strong clinical training at Temple to be a compelling draw. Thank you for your help in mitigating the heavy financial burden that can come along with a stellar education.”
—Stephanie Jacobovits

“Dental school at Temple has been an amazing experience for me, and I appreciate all the help from faculty and staff.”
—Ayla Ahmed

“It is a great motivation for me to continue to do well in clinic and in my classes. In the future I will be sure to pass on the extra help to a future student.”
—Aivy Dao

Major freshman awards equal more than $700,000

- Abramson Family Foundation Scholarship
  $100,000 over 4 years based on financial need
  2 awards = $200,000

- Financial Need Scholarship
  $20,000 over 4 years
  10 awards = $200,000

- Merit Scholarship
  $20,000 over 4 years
  10 awards = $200,000

- Health Resources and Services Administration Grant
  $123,133 for 3 years
  1 award = $123,133
The incoming class at Komberg School of Dentistry spent August 20 through 22 learning about the school, themselves and one another. From networking, to information from older students, to an interactive daylong session called “Emotional Intelligence & Empathy: Foundations of Effective Collaborations with Patients, Peers and Faculty,” members of the class were immersed in compelling exercises. The three days culminated in a presentation of “The Mindful Way through Dental School,” followed by a reception with the dean and D1 faculty.
The questions are many. How do you increase access to dental care for poor, minority children in six Philadelphia outreach sites? Do you move beyond a mobile dental unit visiting schools? Perhaps with a part-time dental clinic in schools? And, then, how do you incentivize parents to give consent to care?

Temple Dental’s Dr. Marisol Tellez believes some answers are becoming clearer. As associate professor and chair of the Department of Pediatric Dentistry and Community Oral Health Sciences, she has been leading a team responding to the issue.

In 2015, according to Tellez, a program model started taking shape when the dental school began using a mobile dental operation for providing basic preventive services, including oral exams, cleanings, oral hygiene instructions, nutritional counseling and topical fluoride application treatment. With six project partners—BrightSide Academy; Norris Square Community Alliance; Acelero; NORTH Inc. Philadelphia Women, Infants and Children (WIC) program; GATEway Organiza-

tion; and Philadelphia Head Start School District—the program reached out to pre-K children in community and school settings. The goal was to serve Temple Dental’s nearby neighborhoods that are known to be medically underserved and are designated as Dental Health Professions Shortage Areas.

The results? Although the initiative provided several hundred children with preventive care in 2016, many children remained untreated. Something more needed to be done.

So to increase the effort, the Temple team applied for and received a 2018 Jessie Ball DuPont grant to extend services. The $93,000 for one year of program support would go far.

A big first step was hiring a community health worker (CHW) to help deliver a more robust oral health program. That idea was not new. It has been explored throughout the U.S., but in Pennsylvania no other dental school has been offering CHW aid to community partners.
Also envisioned was hiring a public health dental hygienist to dramatically increase service from one or two times a month to two or three days each week; increasing parental consent for treatment, a main concern; and rotating all upcoming senior dental students at the sites.

Helping Tellez to measure and evaluate outcomes were Dr. Vinodh Bhoopathi, assistant professor of pediatric dentistry and community oral health sciences and deputy director of community-based dental educational outreach; Dr. Karen Cook, adjunct assistant professor in pediatric dentistry; Theresa Hopkins, family and community development coordinator; Dr. Maria Cordero-Ricardo, associate clinical professor of pediatric dentistry and community oral health sciences and clinic director in the department; and Kathryn Falcone, public health dental hygienist.

What were the outcomes?
Clearly, additional resources from the Jessie Ball DuPont grant made a difference. For the 2018–2019 academic year, significantly larger number of procedures were provided to several hundred children.

So overall success was measurable and encouraging. Importantly, the data also showed what could be improved.

For instance, with two of the partners, WIC and the Philadelphia School District, the dental school has the potential to access 26,000 at-risk children. The two organizations now have become an important community connection, even as the program has shifted its focus from the other four partners, who underwent substantial administrative changes, lost external funding and didn’t implement the program well enough for substantial results.

Also, incentives worked at sites where the team had direct contact with parents and where administrative permission and support were granted. As an example, at the WIC facility, where parents are present with their children, Temple Dental was able to present caregivers with $15 gift cards for consenting to children’s treatment.

Some of the children with treatment consent reported they didn’t have a dental home, and they were referred to the dental school’s pediatric clinic and followed up. For those who didn’t schedule an appointment or didn’t seek further treatment, the reasons were documented.

Notably, for the first time, more than half of senior dental students rotated at outreach-to-children sites.

Yet, the data also showed where an improvement could be made. Even though the original intent was to hire both a dental hygienist and a CHW to help increase student rotations so more patients could be seen, the plan hit a snag. For various reasons, the team combined the two jobs into one and hired a public health dental hygienist. Looking back, the initial idea was a better one. The CHW and the dental hygienist roles are important enough that two people are needed.

A new approach for success
Going forward, the Temple Dental team now feels it knows what is needed for a successful model of care. The approach will be to:

◆ Maintain a regular schedule for a more streamlined process, so more children are treated, 100% of students are rotated and more Medicaid reimbursements are paid;
◆ Extend affiliations with sites operating similar to that of WIC programs; and
◆ Increase the number of days in WIC and the school district for more efficiency, reimbursement and access to underserved children up to age five.

Says Tellez, “We’re excited. The grant is in line with Temple Dental’s mission and core value, to connect with the community. We can extend services beyond what we do at school, especially with children who have no dental home.”
A few flowers, a personalized thank you card, a little box of chocolates. The presents that a disabled senior presented before each treatment were small and unexpected, but every time, they delighted the clinic staff. Appreciation for dental care is often stated but seldom shown so tangibly.

The patient had first arrived in desperate shape. He needed extractions, upper and lower dentures, and relief from constant pain. In an electric wheelchair that wouldn’t go far without recharging the battery, he was seeking immediate care near home. Temple Dental’s clinic at KleinLife, just across the parking lot, was the perfect answer. After five visits, he was all smiles with healed gums and new dentures. And, like many patients at the clinic, he’s a Holocaust survivor.

Holocaust seniors are a focus for the clinic at KleinLife. Staff treat all who come to the center. But Holocaust survivors receive special consideration: no fee if they qualify as low-income patients. Otherwise, cash or insurance covers the affordable fees.

Although most of the patients live locally, sometimes dental care is so important that traveling a distance is worth the trip. Victoria Dawdanow, the clinic’s senior
The clinic is a great opportunity for Temple Dental students to do outreach and learn, to meet with Holocaust survivors, and to work with elderly patients. The training is great.

Despite these issues, the number of patients is slowly increasing. Word of mouth due to the excellent care certainly is working. Also, more parents are bringing their children because childcare is on the first floor of the center. As a result, dentists are seeing about 10 patients a day, 65 to 70 patients every two weeks for preventive care, cleanings, exams and X-rays, fillings, crowns, and dentures.

So, as Temple Dental’s commitment to KleinLife’s underserved continues, at-risk seniors receive treatment that otherwise might not be possible—and students work with a culturally and linguistically diverse senior population they might not otherwise encounter.

DENTAL CARE AT KLEINLIFE:
PAST AND PRESENT
Several years ago, Dean Ismail met with Andre Krug, president and CEO of KleinLife; Steve Kess, the dentist who operated a dental clinic for one day at the center; and Dr. Allen Finkelstein, ’69. After listening to the discussion and discovering the number of Holocaust survivors that KleinLife serves, the dean decided to purchase the clinic from Temple University and adopt the program. Today, its heart-warming and successful dental care is meeting our mission of serving our communities, especially those in need.

The billing representative, remembers another Holocaust survivor. She lives an hour away in Montgomery County, has many health issues and is on a limited budget. When her upper denture broke, she went to her local dentist who said the device could not be repaired. Quite anxious, she was referred to the Temple Dental’s clinic at KleinLife. There, the staff were happy to help, assuring her they could make a new denture without a fee. Once again, five visits plus a few for dental adjustments made the difference. Today, she is able to eat and smile.

Opportunity for outreach
According to Dawdanow, the clinic “is a great opportunity for Temple Dental students to do outreach and learn, to meet with Holocaust survivors, and to work with elderly patients. The training is great.”

Yet, challenges exist. One is the language barrier. These seniors speak mostly Russian, but also Vietnamese, Korean and Chinese. Although Dawdanow speaks Russian, Temple’s phone translating service, the Language Line, is a big help.

Health issues are another challenge. “The elderly get sick and forget appointments, even though we call them two days before, one day before and the morning of,” notes Dawdanow. “Also, sometimes we have to wait for them to get better before treatment can be given.”
Crazy colorful shoes. Funny scrubs. A song, a skip and a dance. Being goofy was what made Dr. David Bresler so memorable to the many kids who knew him. He was the dentist who was so much fun they couldn't wait for him to come back. But to his students, David was even more. Yes, he would dress up as a silly character on Halloween, walk right into a lecture hall, laugh and hug the faculty member, even if it was the dean who was lecturing. However, what David really emphasized was working as a team, being compassionate, putting the patients’ needs first and loving what you do.

“There’s a billion stories we could tell you about our Dad,” says Dr. Rachel Bresler, ’14, “But his favorite one of all was that his three children followed in his footsteps, continuing to preserve his legacy of being humanitarian, being advocates for children in this area—all children, regardless of their background or financial situation—being educators and, most important, being kind to each other. Also, that the three of us are working well together, continuing the dental practice and continuing the love of pediatric dentistry.”

What David really emphasized was working as a team, being compassionate, putting the patients’ needs first and loving what you do.

While thinking about how to honor their Dad’s legacy, Drs. Jason, Josh and Rachel Bresler remembered the first-day lecture to freshmen for which their father was famous. It was “How to survive dental school,” and he always referred to the fourth floor cafeteria in the old building and how things there never changed. Message boards had the same postings from years before. Food vendors came and went, but the tables, windows, floors and walls stayed just like they were in the 1940s.

Of course, their father also talked about how helping each other is clearly the best way to get through dental school, that you’ll blink and it will be graduation day, that the nights of tears will be forgotten and the days of happiness will be remembered as time goes on.

But that fourth floor reference stayed in their minds. So to memorialize their Dad, they decided to transform the fourth floor into something that will create camaraderie and bring people together. Due to open in
early 2020, their idea will take shape as the new Bresler Student Life Center, featuring a café, cafeteria, dozens of lunch tables, breakout study rooms, a computer lab and a yoga meditation room. Filled with light, the large space will have glass hallways and walls and beautiful rooms. “And it’s all coming along nicely,” say the Breslers.

**Philanthropy in the family**

For years, David and his family had been thinking about a gift to Temple Dental in honor of David’s parents, who believed in giving back. “That’s where it all started, with my grandfather’s philanthropic personality,” recalls Josh,’03. “My Dad idolized him. My grandfather would do anything for anybody to help them. And my grandmother was the kindest and nicest person you’d ever want to meet. My grandparents were role models for my father.”

In fact, David chose dentistry as a career in large part because of his father. “Although his father was a physician, he could see the impact that insurance companies would have on the medical profession,” says Josh. “He saw that dentistry was an up-and-coming field where practitioners could maintain autonomy to make decisions and have good lifestyles. Since my Dad was always very good with his hands, my grandfather encouraged my Dad to go into dentistry instead of medicine.”

“When first starting his practice, Dad had a vision of what the future could potentially hold,” says Rachel. “But he exceeded his wildest dreams.”

In fact, when he died in 2015, his practice was in many locations but always focused on caring for kids, regardless of family income. He even embraced dental care for special-needs adults.

And he was busy through the years, teaching at Temple Dental and Harcum College, lecturing at the University of Pennsylvania and all around the country, plus serving as spokesman for the American Academy of Pediatric Dentistry, president of the Pennsylvania Society of Dentistry for Children and president of the Temple Dental Alumni Association.

But David was always hopeful that at least one of his children would join him. “He was very smart about integrating us into the practice at a young age,” stresses Rachel. “He found fun ways for us to come and play with him at the office, until one by one, each of us followed his passion for dentistry, and it became our passion as well.”

Adds Josh, “He tried to show his students the ways they could have that same passion and feel the same love for their careers. He wanted to help as many people as he could, not only at school, but his staff members and friends. He really was a teacher and mentor to everyone who knew him.”

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**His impact on students**

“To this day,” says Josh, “I have friends who come to me and say, ‘I still remember your Dad’s lecture the first day of dental school.’ They recall his exact words because he was a very powerful speaker and he spoke from the heart. He made a significant impact on lots of students throughout his 30-plus years of teaching.

A few of those students recall the importance of Dr. David Bresler in their careers and their lives. We encourage you to visit the new David A. Bresler Dental Student Life Center on the 4th floor of the old dental school to remember Dr. Bresler’s life and contributions.
We are driving innovation. Inspiring compassionate care. Building for today and the future.

Our plans are ambitious, and they are unfolding with new lecture halls and seminar rooms for state-of-the-art teaching and collaborative learning, as well as the new student center and clinical upgrades.

You can be part of this exciting progress and help keep our trajectory moving forward. Financial support from alumni, parents, friends and grateful patients is essential to our ongoing efforts to have the best facilities possible.

And your support can be recognized in naming special places in the school:

- Operators, about 90 square feet each, throughout the clinics
- Specialty operators in periodontic, endodontic, pediatric and AEGD clinics
- Clinic waiting rooms
- Conference rooms in clinics and administrative offices
- Orthodontic carousels, a central hub for working with patients
- Lecture halls in small, medium and large sizes
- The Sedation Center and procedure rooms for children and adults
- KleinLife clinic for older adults, including Holocaust survivors
- Future clinic for disabled children

“Naming spaces at Temple Dental is a great opportunity to make a lasting impact for generations of students and to help us continue improving student life and learning,” says Joe Maiellano, assistant dean, Office of Development and Alumni Relations.

For more information, contact Joe Maiellano at joseph.maiellano@temple.edu or 215.707.7887 (office), or 202.297.8019 (mobile).
Dear Fellow Alumni:

On behalf of all Alumni of Kornberg School of Dentistry, it is my pleasure to welcome you to the school’s Alumni Association. The Alumni Association provides a meaningful bridge between the Alumni and the Dental School, connecting the two, offering the chance to share our challenges and opportunities, and a structured process for input and ideas.

A little bit about my background. I graduated from Temple Dental in 1998 and after my incredibly rewarding time at Temple University, I became a proud Temple Alumna.

Shortly after my graduation, my main focus was to find employment. And while I worked as an associate for a few years, I quickly realized that my passion lay in opening my own dental practice where I could serve the needy and underserved in my own way. I aspired to build my dental business from the ground up so that I could have the freedom to incorporate the values I believe in within my business model.

My journey began in 2003 when I opened my first dental practice called Two Rivers Dental in Illinois. It was a very satisfying experience. And since then, with over 25 years in the dental field, I have become accustomed to treating patients who come from different backgrounds and ethnicities. Realizing that dental care is not always easily accessible to certain demographics, I have become a provider with a mission to help patients take care of their oral health and gain a healthy smile. To this end, I feel good in placing a higher value on providing individuals with limited access to dental care, such as refugees and the underprivileged, with free dental services.

By following my passion for dentistry and adhering to a code of ethics that prioritized patient care and satisfaction, I found success in my field. Today I own 18 dental practices, in various locations, that serve multitudes of patients.

As an owner of multiple practices, it allows me to do much more than just practice dentistry. While I will always be a dentist at heart, I am now a full-time businesswoman, a mentor, a teacher and a philanthropist.

I am proud to attribute my humble beginnings and the woman I am today to my time at Temple University. I am honored to call myself a Temple University Alumna and together we are all part of a close-knit Temple Alumni family.

As a proud Temple Alumni, I encourage you to come back to school often and get involved in many of the Alumni programs we hold several times a year. Give back a little to the same institution that has given you so much. Please remain involved with the school. By doing so, you can make a difference and a positive impact in the life of a dental student whose seat you were sitting in not too long ago.

And finally, we all remember the first day when we started pre-clinic and the unfamiliar surroundings of our school. We remember the apprehension of whether we would survive the challenges of the dental education program. Remember that time and volunteer to become a mentor to today’s dental students. That is one of the many ways in which you can make a difference.

I look forward to meeting you at our Alumni events. ✦
Among the May 4 celebratory events, including a stirring account of Dr. Beatriz Mirabal-Garcés’ pride in her Temple Dental education, this year’s reunion began with a look at one of the newest advances in the field, digital dentistry. In fact, the subject was the focus of a morning continuing education course held in two new lecture rooms that are so technologically advanced no other facility on the Temple University campus has rooms like them. Then alumni toured the school to see what else is new in clinical learning.

Of course, a main event was the festive dinner at The Logan Philadelphia for about 150 guests. Cocktails, dinner and dessert allowed plenty of time for reconnecting with friends and colleagues, while the presentation of Dean’s Awards and Alumni Achievement Awards ended the evening with appreciative recognition.

Next year’s reunion is already in the planning stages. So please mark your calendars now for April 30, 2020. And please let us know if you would like to be a reunion ambassador for your class. Just contact Katie Sanders, assistant director of alumni relations, at katherinesanders@temple.edu.
ALUMNI RECOGNIZED FOR OUTSTANDING ACHIEVEMENT

Dean Ismail and Dr. Reem Shafi, president of the Alumni Association, congratulate three Temple Dental alumni for their work (from top): Dr. Susan M. Chialastri, associate professor and chair of the Department of Periodontology and Oral Implantology, with a Leadership Award; Dr. Steven Present, clinical associate professor, Department of Restorative Dentistry, with a Service Award; and Dr. Cemil Yesilsoy, associate professor, Department of Endodontology, with an Education Award.
Nothing is as powerful as a handshake and seeing someone eye to eye,” says Dr. Michael Bydalek, reunion ambassador for the Class of 1989. Not Facebook or any other social media,” he emphasizes. “Really, the reunion is about being able to talk with your classmates and people from other years about life and what we’ve all been collectively through. When you sit back, have a drink, eat dinner and laugh about experiences, reflecting on what has transpired, it’s very heartwarming. The camaraderie is special.”

He adds, “Why these reunions are also important is for alumni to see the changes. The school isn’t the same school as when we were here 30 years ago. It has gone through a major transformation, and I think it’s because of the hard work and leadership of Dean Ismail. He’s made himself available to all the community activities, all the alumni associations, all the tri-state dental organizations. He can’t be thanked enough for what he’s doing for the school. You may read about the changes, like the new collaborative learning rooms, but to physically see them and talk to students—the changes are palpable.”

Bydalek’s class had the second highest attendance, while the Class of 1999 had the highest, due to the diligence of reunion ambassadors Dr. David Zirlin and Dr. Robert Simyar. Claiming third highest attendance was the Class of 1964 and its ambassador, Dr. Alan Simkins. Additionally, the Class of 1964 showed strong support with an endowed scholarship.
LEGACY DAY: AN OPPORTUNITY TO EXPERIENCE TEMPLE DENTAL

It’s Admissions 101, a day for prospective legacy applicants to see firsthand the school’s culture and newly renovated facilities, to understand the admissions process and, importantly, to interact with current students. Held on January 11 and July 12 this year, Legacy Day answered parent and student questions, such as which academic and non-academic qualities make a competitive applicant and what are the school’s as well as the national trends for dental school applications.

In addition, the admissions team described graduate success stories and aspects of a dental career, details about curriculum and planned projects, as well as the specifics of the DMD, post-baccalaureate and international DMD programs.

Legacy Day started with breakfast and a welcome from Dean Ismail, followed with an admissions presentation. Next came a student-led tour and the always appreciated one-on-one consultation with an admissions counselor.

To learn more about the next Legacy Day, to be held January 24 and July 17, 2020, please contact the Admissions Office at 215.707.2801.
**OFFICE OF THE PROVOST RECOGNIZES FACULTY**

On Saturday, January 19, Maurice H. Kornberg School of Dentistry faculty members Drs. Michele Dimaira and Mao-bin Yang were recognized by the Office of the Provost at the men’s basketball game against the University of Pennsylvania. From left, Louis DiPede, Rocco DiPede (Dr. Dimaira’s sons); Dean Ismail; Dr. Dimaira; Dr. Yang; his wife, Ellen Yu; his nephew, James Yu; in front, his son, Jonathan Yang.

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**ALUMNI CALENDAR OF EVENTS**

[https://dentistry.temple.edu/alumni/alumni-events](https://dentistry.temple.edu/alumni/alumni-events)

**2020 CE COURSES**

*Indicates hands-on course

**Wednesday, February 12, 2020**

*Nitrous Oxide Sedation*  
Dr. Stanton Braid and Dr. Allen Fielding  
D $800 / 7 CE — 8:00am – 4:00pm

**Wednesday, March 4, 2020**

Medical Emergencies in the Dental Office  
Dr. Allen Fielding and Dr. Stanley Heleniak  
D $350 DT $150 / 7 CE — 8:00am – 4:00pm

**Friday, March 6, 2020**

3D Cone-beam CT- Anatomy, Pathology, and Safety Guidelines  
Dr. Jie Yang — D $295 DT $125 / 6 CE — 8:00 am – 4:00 pm

**Wednesday, March 25, 2020**

Clasps, Interlocks, and Attachments in Segmented Bridgework and for Retention of Removable Prosthodontics  
Dr. Joseph Breitman and Dr. Hana Hasson  
D $195 DT $95 / 3 CE — 9:00am – 12:00pm

**Saturday, March 28, 2020**

Temple Dental Licensing Colloquium  
Child Abuse Reporting, Radiation Safety and Acute Pain Management and Use/Misuse of Opioids  
Dr. Jie Yang, Dr. Marc Gottlieb and Dr. Angela Stout  
(Single Lecture Options Available)  
D $295 DT $125 / 7 CE — 9:00am – 5:00pm

**Saturday, May 2, 2020**

*21st Century Esthetic Restorative Dentistry (LIMITED ATTENDANCE)*  
Dr. Steven Weinberg — D $325 DT $175 / 6 CE  
9:00am – 4:00pm

**Friday-Saturday, May 1-2, 2020**

*Total Joint Reconstruction of the TMJ with a Custom Fitted Prostheses: Diagnostic and Surgical Treatment Considerations (LIMITED ATTENDANCE)*  
Keynote Speaker: Dr. Louis Mercuri  
Course Director: Dr. Robert Pellecchia  
Please see website for more information.

**Saturday, September 26, 2020**

Practical and Simple Interceptive Orthodontic Treatment for the GP HANDS-ON (LIMITED ATTENDANCE)  
Dr. Lance Kisby — D $325 DT $175 / 6 CE — 9:00am – 4:00pm

**October 2-4, 2020 SAVE THE DATE!**

Bender, Seltzer and Grossman Academic Review of Endodontontology

**Friday, October 9, 2020**

Clear Aligners  
Dr. Harold Slutsky — D $295 DT $125 / 6 CE — 9:00am – 4:00pm

**Friday, October 23, 2020**

Oral Lesions: Recognition, Diagnosis and Management  
Dr. Chizobam Idahosa — D$295 DT$125 / 6 CE — 9:00am – 4:00pm

**Friday, November 13, 2020**

10th Annual Straumann Event: Implant Dentistry in the Digital Age  
Dr. Adam Hamilton — D $295 DT $125 / 6 CE — 9:00am – 4:00pm

For more information contact Nicole Carreno at ncarreno@temple.edu or 215-707-7541.

Or visit our website at [https://dentistry.temple.edu/continuing-ed](https://dentistry.temple.edu/continuing-ed)

Temple Dental alumni and former faculty have prominent roles in the American Academy of Oral and Maxillofacial Pathology (AAOMP). Kurt Summersgill, DDS, ’19, is secretary-treasurer and Donald Cohen, MS, ’19, is vice president. Dr. John Fantasia, former assistant professor, and Dr. Arthur Miller, emeritus professor, are past presidents.
Clarke Morgan, D.D.S.  
Kerry M. Winkel, D.M.D.  
David K. Burns, D.D.S.  
Carmen D. Galdieri, D.D.S.  
Gerald W. Minsky, D.D.S.  
Timothy W. Conway, III, D.D.S.  
Bernard Bronstein, D.D.S.  
Donald E. Brown, D.D.S.  
William R. Griffith, D.D.S.  
Joseph D. Stephens, D.D.S.  
Mark S. Tuberoso, D.M.D.  
Alfred B. Brown, D.D.S.  
Angelo DiPlazia, D.D.S.  
Lloyd J. Teran, D.D.S.  
Michael P. Leddy, Sr., D.D.S.  
Jerome H. Sklaroff, D.D.S.  
William A. Dingerson, D.D.S.  
Arnold Bucciarelli, D.D.S.  
Martin L. Wimmer, D.D.S.  
Elwood P. Fuerstman, D.D.S.  
George S. Blymire, Jr., D.D.S.  
Jerry Summers, D.D.S.  

Sidney Glanz, D.D.S.  
Methodius J. Kocis, D.D.S.  
Stanton J. Oliver, D.D.S.  
George J. Capaldi, D.D.S.  
Adrian N. Spitz, D.D.S.  
Edward J. White, Jr., D.D.S.  
Ronald A. Bernhardt, D.D.S.  
Norman J. Rosenberg, D.D.S.  
George M. Shopp, D.D.S.  
Eli J. Rubin, D.D.S.  
Harris I. Mann, D.M.D.  
Sumter D. Camp, D.D.S.  
Henry A. Spies, Jr., D.D.S.  
Charles F. Rider, D.D.S.  
Gary Wiser, D.D.S.  
George Kanamori, D.D.S.  
Homer Minus, D.D.S.  
John F. Centonze, D.D.S.  
Gary J. Mencel, D.M.D.  
John V. DiGirolamo, D.D.S.  
Michael M. Krop, D.D.S.
Save the Date
APRIL 30 & MAY 1, 2020
REUNION