

**Dental Student Mentorship Program**  
**By Dr. Charles Smith**

**A. Overview of the Mentoring Program**

1. Introduction
2. Roundtables
  - a. Using HealthPark's training manuals as a resource- Jill Nesbitt, MBA
  - b. Relationship to mentor/staff-OSU
  - c. Developing your practice philosophy (vision, mission, strategic plan)

**B. Leadership**

1. Introduction
2. Roundtables
  - a. Strength Deployment Inventory – Dr. Smith
  - b. Teamwork - Jill Nesbitt, MBA
  - c. Being a good leader

**C. Staff management**

1. Introduction
2. Roundtables
  - a. Hiring, training, rewarding (bonuses, raises) – Dr. Smith
  - b. Communication/conflict management (public relations) – Jill Nesbitt, MBA
  - c. Staff continuing education – OSU

**D. The future of dentistry – 2017**

1. Introduction
2. Roundtables
  - a. Minimally Invasive Dentistry, Evidence-based dentistry, esthetic dentistry – Dr. Sharples
  - b. The future – Dr. Smith
  - c. Occlusion/TMD/implants/snoring – OSU

**E. Continuing education**

1. Introduction
2. Roundtables
  - a. How to stay on top of your CE – Dr. Smith (master in AGD)
  - b. Resources–Chicago mid-winter, AGD, Baldrige, AAAHC, ADA  
OSU journals, visit specialists, and state OSHA – Jill Nesbitt, MBA
  - c. OSU – The first 3 years CE program for new graduates, AGD – Fellow Track

**F. Business of Dentistry**

1. Introduction
2. Roundtables
  - a. Developing a fee schedule, recall system – Dr. Smith
  - b. Overhead – Jill Nesbitt, MBA
  - c. Banks/patient credit agencies for treatment

## **G. People who tell you how to practice**

1. Introduction
2. Roundtables
  - a. Dissatisfied patients and peer review – Dr. Smith
  - b. Insurance (industry representative) –
  - c. State board/Federal/State regulatory agencies (HIPAA, OSHA) – OSDB rep.

## **H. Organized Dentistry**

1. Introduction
2. Roundtables
  - a. ADA and AGD – representative
  - b. ODA – Chris Moore and Component Society – President, Columbus Dental Society
  - c. Choosing the right practice situation for you – Dr. Smith

## **I. The Private Practice Experience Part I**

1. Roundtables
  - a. Emergencies - OSU
  - b. The new client experience – Dr. Smith
  - c. Organizing, scheduling, huddles, etc. a practice day – Jill Nesbitt

## **J. The Private Practice Experience Part II**

1. Introduction
2. Roundtables
  - a. Choosing and responsibilities of: accountant, lawyer, primary vendors, management consultant – Dr. Smith
  - b. Reading your financial report/inventory systems – Jill Nesbitt
  - c. Marketing – Jill Nesbitt

## **K. Community involvement**

1. Introduction
2. Roundtables
  - a. County Health Commissioner/school nurse – Columbus
  - b. Getting yourself known  
- Rotary Club/Chamber of Commerce, Medicaid, Nursing Homes
  - c. Lifestyle, families – Jill Nesbitt, MBA, mother of two

## **L. Wrap up – Gary Henschen (management consultant)**

1. Topics – Gary decide
2. Roundtables
  - a. Finding a home after you graduate – Dr. Smith & Jill Nesbitt
  - b. Dr. Smith people skills – listening, relationship building, questions us, answers
  - c. Private practice – open discussion

## **#1 - Dean's Letter Request for Mentors**

I have a unique request of you that would require a significant effort on your part. I am very proud of how well the OSU College of Dentistry prepares students to provide technically competent dentistry to the people in Ohio. However, every year with increasing regulations from our state board, OSHA, EPA, HIPAA, and any number of other governmental agencies and regulatory bodies (to say nothing of insurance companies and managed care) it becomes more apparent that we have not prepared our graduating seniors to meet these business challenges. Today, if dentists can't be successful in the business of dentistry, they won't be able to provide the best care for their patients.

To help our students improve their understanding of how a dental practice is structured to provide care, I have established a prototype mentoring program. Since you are accomplishing on a daily basis what our students need to learn technically and we practicing dentists don't have nearly the experience that your combined faculty has. I am turning to you to help your students be successful after graduation.

Dentists in private practice who would be successful mentors would:

1. have a strong desire to "pay back" for the help that they have received in developing themselves professionally.
2. have a good level of skill and experience.
3. have the time and interest to help a student for twelve months.
4. build confidence in a student.
5. have a good sense of humor, high trust and are open to new and various ideas.
6. enjoy helping a student become a confident, successful dentist.
7. strengthen our dental profession in Ohio.
8. help the student develop confidence in their dental skills, their ability to make decisions and the desire to act when appropriate.

This will be a 12 month program. Each month will focus on a specific topic. Your student (one would be assigned based on matching interests) would come to the mentor's office for one day each month. Over lunch, the mentor would answer the student's questions, whatever they are, but primarily based on the reading material you would both be given on the topic.

The college should plan a celebration thank-you event with all the participating students and mentors after completion of the program. Their feedback will help us improve the content the following year.

In the first few years of this program, I'm sure we'll make mistakes, but with good feedback from the mentors and the students, I believe we can develop a unique "Ohio approach" to helping the students.

### **For Mentors**

If you would like to help us with our "Buckeye Approach," please fill out this questionnaire to provide the students with a profile of your practice by (date). This will insure that you will be paired with a student that wants to learn the style of dentistry that you have developed. Also include your C.V. Thanks for your support.



## #2 - Dean's Letter to Potential Student Participants



**HealthPARK**

**Dentistry**

110-A S. Tippecanoe

Tipp City, OH 45371

(937) 667-2417

October 1, 2010

Dear OSU Senior,

Congratulations on choosing one of the finest dental schools in the U.S. I have had the opportunity to work and learn with dentists from all over the U.S. and many other countries. You are being given a solid exposure to most of the basic techniques you will need to practice dentistry in the early years of the 21<sup>st</sup> century.

That's not enough.  
You know it's not.

Pharmacists now go 6-7 years and get a Pharm D. Accountants go 5-6 years. I don't mean to demean these professions, but I believe dentistry is a much more rigorous discipline. You have 4 years- and now the clock is running on your last year. Scary? You bet!

You need all the clinic time you can get to polish your technical skills, pass your boards and be comfortable taking your place with us next year as a licensed dentist. However, you know precious little about how to conduct yourself in the practical business side of your profession. For example:

1. How do you decide when and what new technology to purchase for your practice?
2. What is "quality" dentistry and how do you achieve it?
3. How do you build trusting relationships with your vendors?
4. How do you hire, train, and pay staff?

That's why I'm writing you this letter. As your dean, I have been involved in an extracurricular activity that I believe may help you build your confidence in how to conduct yourself professionally after graduation. As with any first year program, there will be mistakes. If you choose to participate in this initial year program, please give us your feedback on how we can improve next year.

You will fill out a profile and so will all the potential mentoring dentist volunteers. You will have access to all the dentist profiles (pick 5 in order of importance you would like to work with).

This will be a 12 month program. Each month will focus on a specific topic. You will be given a workbook that includes presentations on the entire year's topics. You will read the month's topic in

preparation for your visit to your mentor. After this full day visit, you will spend an evening here to discuss the month's topic and your questions on the topic and your visit with your mentor. You will have access to Dr. Charles Smith's staff training manuals to serve as a reference on private practice.

Dr. Smith's manuals aren't the way for you to practice. They are his way. As you read them you'll see they aren't focused on production, the key is quality care and creating value for your patients as the patient defines value.

You are the computer generation. You are used to learning what you want when you want-even from multiple sources simultaneously. Dr. Smith's manuals are for you. Scroll through literally 1000's of ideas. Pick and choose.

These manuals are a reference that will answer many questions as you become involved in the mentoring program and prepare to make the big choices about your professional future.

You can access his manuals at \_\_\_\_\_

All the best to you.

At the end of the 12 month session, we will have a celebration dinner to thank out mentors and for everyone to meet each other. Hopefully, your relationship with your mentor and others you meet will become resources for you for the first few years in your practice.

Please let \_\_\_\_\_ know by \_\_\_\_\_ if you would like to participate.

Sincerely,

(Dean)



## Observation for Mentors and Students

WHEREAS Mentor is responsible to provide dental services to patients and believes he/she can complement and enrich the professional experiences of visiting students.

Now, therefore, I, as someone with an interest in dentistry, understand, accept, and agree to adhere to the following:

1. Mentor:

- a. Will be responsible for providing dental health information to said student.
- b. Is an equal opportunity provider and does not and will not discriminate against anyone because of race, color, creed, sex, age or national origin.
- c. Will assign a liaison representative to the student.

2. Student Responsibilities

- a. Mentor requires student to sign an agreement to include the following:
  - i. Wear professional attire if available.
  - ii. Be responsible for compliance with all mentor's office policies.
  - iii. To keep confidential and not disclose any patient medical/dental information
  - iv. subject to the provisions of all applicable laws regarding privacy and confidentiality, including but not limited to HIPPA and state confidentiality laws.
  - v. To keep confidential and not disclose any information that may be obtained by student or to which the student may be exposed while at mentor's office. Confidential information includes but is not limited to patient lists and patient information, financial information and practice policies and procedures of the business.
  - vi. Avoid being alone with a patient.

3. Mutual Responsibilities - The rules and regulations of Mentor's office shall be applicable to the visitor.

4. Termination: This agreement may be terminated at any time by either party with notice in writing to the other party and the OSU College of Dentistry.

5. General Provisions:

- a. It is understood and agreed that the parties hereto may revise or modify this agreement by written amendments whenever mutually agreed upon, including agreement by the OSU College of Dentistry.
- b. The term of the agreement shall be one week for the student's senior year.

Name _____	Title _____
Student Name (print): _____	
Address: _____	
Signature: _____	Date: _____
Mentor _____	
Contact (if other than mentor) _____	
Signature: _____	Other contact _____
Date: _____	_____