Becoming an Outstanding Dental Director

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We can do no better in our lives than lead people to excellence, fulfillment and collective achievement.
WHO ARE YOU?
REAL SELF, YOUR IMAGE AND IDEAL SELF

Close the gap between your real self, your image and ideal self through

MINDFUL, INTENTIONAL CHANGE!
Most of us feel Change will mean more work
Most of us feel Change is too uncomfortable,
“I have too much on my plate now!”

Great Leaders cultivate room for Adaptive Reserve
HEALTH CARE IS NOT JUST CHANGING.

IT IS TRANSFORMING
People are not always ready and willing
Knowledge alone is rarely enough to change

Most people view themselves as competent and smart AND irrationally go to great lengths to hold onto their beliefs

Psychological Dissonance is a major issue for many people
Cognitive Dissonance – When two Cognitions (ideas, beliefs) are Psychologically Inconsistent

- Very disquieting
- We all will go to great lengths to reduce or eliminate dissonance.
- **Mistakes were made (but not by me)!**
- **Dissonance reduction is the engine that blindly drives self-justification**
- “We are thinking reeds, not rational creatures” – J. Gould
- “I will look at any evidence to confirm the opinion to which I have already come” – Lord Molson (Brit. Politician)
The number one trait all good leaders must gain is **trust**!

Number two trait is **sincere empathy**

You must be forthright and spontaneous in your honor

Let your integrity show! Emanate it!

Others can immediately feel your sincere empathy which leads to trust. Lead by Example!
QUALITY BEGINS WITH INTEGRITY
BEING SMART ONLY GETS YOU IN THE DOOR

Your Emotional and Social Intelligence keeps you in the room.
Emotional self-awareness is the ability to process one’s own emotions as they happen, and immediately understand their effects on oneself and on others.

Resonant Leaders have *Presence*: a person notices and trusts them because it is obvious who they are and what is most important for those they lead. They live up to their own standards, a quality that shows in every action and decision.
Emotions surge through us like electricity, and our brains process information at a rate beyond our imagination. We respond a light speed emotionally and respond far more slowly cognitively. The first emotion is self-preservation to reduce Dissonance.
Understand your strengths and weaknesses
You can change your weaknesses
How people learn:
Content (what we say) 30%
Tone and body language 70%
Resonance or Dissonance
The Leader’s Choice

- Resonance is a powerful collective energy that reverberates among people and supports higher productivity, creativity, a sense of unity, a sense of purpose and better results.
- Dissonance is marked by fear, anger, pessimism, and often extreme individualism and egocentricity.
- Resonant leaders manage negative emotions, find ways to make them positive!!
- Resonant leaders encourage vision, hope, clarity, openness and transparency.
LAW OF ATTRACTION

We are packaged energy
Thoughts emanate energy – positive and negative.
You are a powerful transmitter
Your thoughts permeated the universe
Like attracts like
Naysayers never invent or envision anything
Get in the habit of positive dreams, visions and thoughts and you will attract positive results!
Many people live an image and are different in different environments
Lack sincerity
Cannot understand the difference between truth and a convenient little white lie.
We are cast into roles (boss, mentor, friend family) that may not align with our self-image. Social identities and roles form a prism which we view the world and the world views us. Examine your social web and talk with a mentor. Do an “environmental scanning” to find clues how the world views you.

The more your roles fit your ideal self the higher your social intelligence.
Dentists operate in silos. We concentrate on repairs. Yet oral disease is pandemic and caused by simple bacterial infection. Specific Plaque Hypothesis. Your challenge is find answers.
The Conundrum of Dentistry

- Dental School is expensive
- Dental Procedures are expensive
- Third party payers cover procedures only and is separate from medical insurance
- No payment for prevention and disease management
- Therefore the primary focus is on expensive repairs, **NOT MANAGING THE DISEASES!**
Alzheimer’s disease - a neurospirochetosis. Analysis of the evidence following Koch’s and Hill’s criteria

Judith Miklossy

Abstract

It is established that chronic spirochetal infection can cause slowly progressive dementia, brain atrophy and amyloid deposition in late neurosyphilis. Recently it has been suggested that various types of spirochetes, in an analogous way to Treponema pallidum, could cause dementia and may be involved in the pathogenesis of Alzheimer’s disease (AD). Here, we review all data available in the literature on the detection of spirochetes in AD and critically analyze the association and causal relationship between spirochetes and AD following established criteria of Koch and Hill. The results show a statistically significant association between spirochetes and AD (P < 10^-17, OR = 20, 95% CI = 8-60, N = 247). When neutral techniques recognizing all types of spirochetes were used for the highly prevalent periodontal pathogen Treponema, spirochetes were observed in the brain tissue of AD patients.
At Osaka Rosai Hospital 203 specimens from lesions of walls of aortic and mitral valves, and aortic aneurisms were taken:

- Found oral pathogens in over 80% of specimens
- S. mutans most frequently found organism (63%)
- A. actinomycetumcommitans, 35%
- S. sanguinis z0%)
- P. gingivalis 20%
- T. denticola (20%)
What is your one year – five year plan for yourself and your dental program
Manifest your values that give you your philosophic orientation.

- Compare your real self to the image you project.
- Use your vision to plan your future
Always be forthright and honorable!
Admit mistakes, but
Stay positive – Law of Attraction – your peers can sense your negativity.
Negative energy = sense of “overstressed and/or overworked” Self-awareness – Check your emotional intelligence
Create the action to rectify the mistake through:
Mindfulness – Reflection-Compassion – Empathy
Resonate your vision, your hopes and dreams. Listen to wake-up calls when you are out of sync with the world.
TAKING CHARGE OF YOUR DEPARTMENT

In order for you to BE THE BEST
You must work diligently to believe YOU ARE THE BEST
Office Basics

- Firm, Clear Policies and Procedures
- Best Practice Protocols
- Production Incentives
- Collection incentives
- Cost per encounter
- Collection per encounter
- No show rate
- Supply controls – benchmark around 10% of income
- Budget Management
- EFFICIENCY, EFFECTIVENESS, EFFORT AWARD
EEE AWARD
EFFICIENCY, EFFECTIVENESS, EFFORT Benchmarks

- Patient Satisfaction
- Production/Provider FTE
- % Collections/charges
- Costs/income
- Net Production/Provider FTE
- No show rate
- Incident reports
- Unexcused absences
Your universe awaits you
DREAM BIG
THANK YOU

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