



Dentistry

IN SOUTH DAKOTA

Allied Staff News

Dental Team Retention Tools

By Mary Wolf

I have the honor of counseling and coaching dentists and team members across the state. As we talk, I'm seeing a pattern of frustration with being able to recruit and retain team members.

The dental community is not the only one seeing this challenge. We all changed through COVID and our values shifted. What we wanted pre-covid is not what we want post-covid. I see shifts in wanting to work less, enjoy more time with family, and prioritize physical and mental health. This often leads employees to re-evaluate how they want to live their values of integrating work/home responsibilities and managing finances.

This is all new and we need to have some grace for ourselves as we figure out what the new workplace needs. I am hearing creative ideas in how dentists and office managers are implementing retention strategies. They are creating a culture of wellbeing as one way to help employees feel belonging and connection at work.



Here are a few challenges for dentists and office managers

- Questioning whether they are being good leaders
- Feeling alone in this challenge and wondering if they are the only ones struggling to hire and retain staff
- Worrying about their ability to grow their dental practices
- Not having the difficult corrective action discussions with staff due to fear of the employee quitting. However, the unaddressed employee behavior is actually pushing other team members out the door.
- Hearing more complaints from team members on the time it takes to train new staff
- Having more aggressive and demanding patients than ever before

Strategies

- Utilize the job postings through the SD Dental Association
- Talk with your dental colleagues about what they are doing to address recruiting/retaining staff
- Invite me to provide a one-hour wellbeing workshop for your team

Utilize the three free and confidential counseling/coaching sessions with me. I provide an objective perspective, clarification on a situation, and then build a strategy together.

The great team at the SDDA is listening to these trends and planning for the annual session. They are including speakers on generational differences, wellbeing, and retention strategies. The Be Well Committee is discussing tips and tools to being well while managing the day to day stressors of the dental profession. Look for upcoming webinars. We hear you! Please continue to give us feedback on how we can enhance your wellbeing and offer useful topics and services.

Please contact me if you want to talk through these challenges or others in your personal or professional life. The three free and confidential counseling/coaching sessions are available to ALL dentists, clinic managers, and team members across the state.

Mary Wolf, MS, LPC-MH | mwolf@veriteepartners.com

Webinar: How to Support a Coworker who is Struggling

October 26, 2022 12:30 – 1:15pm CST

Everyone has challenges at some point in their life. Many times, we know that a coworker is suffering and experiencing a difficulty but are not sure what to say or do. Attend this webinar to learn what you can do to help your team members and ensure they receive the help they need and deserve. Let’s make it ok to talk about mental health issues and to reach out for help.

Since the SDDA started working with Mary Wolf of Veritee Partners to create the Be Well Program, sixteen dentists and team members have reached out for help. Join this webinar to learn how to talk with a struggling colleague and to find out more about the SDDA resources available as well as state and national resources.

Objectives:

- Identify signs of distress
- Learn strategies to approach a coworker who is struggling
- Find out about resources for referring a colleague for help

Can’t attend this webinar? Feel free to reach out to Mary directly at: Mary Wolf, MS, LPC-MH | mwolf@veriteepartners.com | 605-940-3868

When someone has the flu or breaks a bone, we send flowers. We reach out to show we care. Do we make them feel ashamed? No, we don't. So why don't we do the same for our friends and family who struggle mentally.

You don't have to understand someone to be there for someone.

HANNAH BLUM

Medicaid Monthly Mentorship

Since June your fellow dental colleagues have been meeting monthly to discuss all things South Dakota Medicaid dental with Delta Dental representatives. Sessions have touched on the July fee increases, denture and partial



coverage policies, and how offices can request special consideration for non-covered services. We hope you’ll join us soon!

Sessions are held via Zoom the second Thursday of each month from 5:00-6:00 pm CDT/4:00-5:00 pm MDT. Zoom Meeting ID: 816 3141 6766 and Passcode: 501195. You can also call in by dialing (312) 626-6799 and using the same codes. Watch for an email from Delta Dental each month with the Zoom link.

Sessions are for all interested dental office staff – dentists, hygienists, assistants, insurance coordinators, and front desk associates. Participants can earn 1 Practice Management CE from the SD Board of Dentistry for each session.

Questions? Email Lori Langdeaux at lori.langdeaux@deltadentalsd.com or call 605-494-2532.

Resources to Help Find Staff

The SDDA and the ADA each have an online site to help dental offices and employees find each other quickly. Dental offices can easily post job opportunities and view job seeker profiles that match specific criteria.

Go to “Bridge the Gap” on sddental.org or use the ADA Career Center: careercenter.ada.org as an online resource for recruiting team members or finding new job opportunities as dentists or allied staff.

Bridge the Gap

SOUTH DAKOTA OFFERS A HOST OF

DENTAL EMPLOYMENT OPPORTUNITIES

Check out sddental.org

South Dakota
DENTAL ASSOCIATION

2023 Annual Session Clinician Sneak Peak: Dr. Peter Tawil, D.M.D., M.S.

Dr. Tawil obtained his DMD at the Université de Montréal; his AEGD certificate at the University of Rochester; and, his Masters in Endodontics at UNC in Chapel Hill. He worked as a specialist in private practice for numerous years in Québec and in North Carolina and started an academic appointment at the University of North Carolina where he became the Director for Graduate Endodontics. He has several publications with an emphasis on Periapical Micro-surgery. He will speak on several topics during the state meeting including:

Embracing Endo Surgery: A Predictable Practice Pillar

This course will cover the significant improvements that occurred in recent years in the development of new instruments, materials and techniques which give modern endodontic protocols such excellent predictability.

Revolution In Instrumentation & Management of Complications

This course will go over the recent revolution in NiTi metallurgy and how the new file metallurgy can improve endodontic predictability. This course will also go over the various risks of root canal therapy to help understand how to minimize and manage endodontic complications.

Immediate & Long-Term Management of Traumatic Dental Injuries This course cover management of dental trauma emergencies at the time of the trauma and will also cover the long term side effects caused by trauma including post-trauma treatment options that are sometimes needed several years after the initial trauma. The lecture will include managing external root resorptions, internal root resorptions, cervical resorptions and the endodontic treatment of the immature root.



Sioux Empire
Smiles

Sioux Empire Smiles—Saturday, October 8, 2022

The Southeastern District Dental Society (SEDDS) is hosting its annual free dental clinic for children 18 and under. The clinic will begin at 8:30 am on Saturday, October 8, 2022 and will serve up to 150 patients with comprehensive dental care services, from cleanings and exams to surgical and restorative treatments. The clinic will focus on providing critical dental care while placing a high priority on

patients suffering from dental infections or pain and providing basic dental education and awareness to patients.

A clinic of this size needs the participation of many volunteers. Dentists, dental hygienists, and dental assistants are needed to make this clinic a success. There will be two shifts for volunteers: 8:30am-12pm and 12:30-4:00pm. Please contact Dr. Damon Thielen at: damon.thielen@gmail.com if you would like to volunteer.

Classified Ads

Dental Assistant: Delta Dental of South Dakota's Mobile Program has an opportunity for you to join a team of dedicated professionals committed to improving kids oral health. The ideal candidate will welcome kids with a smile as they come onto our mobile units and assist with dental treatment. Duties include: providing chairside assistance, x-rays, patient charting, and equipment sterilization. Extensive travel required during the work week. Graduate from an accredited dental assisting education program or equivalent training is preferred. CPR & x-ray certification will be provided if not already obtained. Competitive salary and benefits including health, dental, vision, life/long term disability insurance, paid holidays, vacation/sick leave, 401k, and more. For more information visit www.deltadentalsd.com. Submit a cover letter and resume to: summer.sporrer@deltadentalsd.com. Questions? Contact Summer Sporrer at 605-494-2569.

Dental Hygienist: Are you a dental hygienist looking for a change? Delta Dental of South Dakota's Mobile Program has opportunities for dental hygienists. These opportunities include both—full time and/or part-time flexible schedules, including working specific weeks and/or months out of the year. The dental hygienists will work under collaborative supervision in southwest South Dakota, primarily on the Pine Ridge Indian Reservation. The dental hygienists will join a team providing preventive services and oral health education in schools, Head Starts, etc. Extensive travel is required. Excellent salary and benefits including health, dental, vision, life/long term disability insurance, paid holidays, vacation/sick leave, 401k, and more. For more information visit www.deltadentalsd.com. Submit a cover letter and resume to: summer.sporrer@deltadentalsd.com. Questions? Contact Summer Sporrer at 605-494-2569.

Dentistry in South Dakota
804 N Euclid; Ste 103
Pierre SD 57501

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Pierre, SD 57501

CONTINUING EDUCATION CALENDAR

The listing of these programs is provided as a service to SDDA Newsletter subscribers, and does not mean that these programs have been endorsed or approved by the SD Dental Association or the SD State Board of Dentistry. All members are cautioned to evaluate the programs on their own merit.

SDDA 2023 ANNUAL SESSION

Contact: Melissa Afdahl | 605-609-1152
melissa@sddental.org; www.sddental.org
May 18-20, 2023 Sioux Falls, S

SDDA WEBINARS

Contact: Melissa Afdahl | 605-609-1152
melissa@sddental.org, www.sddental.org

How to Support a Coworker Who Is Struggling
Oct. 26, 2022; 12:30 PM CST

WESTERN DAKOTA TECHNICAL INSTITUTE

Contact: 605-718-2410

Dental Radiology 2-Day Course

Oct. 1-2, Nov. 19-20, and Dec. 3-4, 2022 in Rapid City

Nitrous Oxide/Oxygen Sedation (2-day course)

Oct. 29-30, 2022 in Rapid City

Third Friday of the Month, mornings

- American Heart Association CPR Class for Healthcare Professionals

Third Friday of the Month, afternoons

- American Heart Association Healthcare Provider CPR Recertification

SOUTHEAST TECHNICAL COLLEGE

Contact: 605-367-4607

- **Dental Radiology (2-day course)**
October 14-15; November 18-19, 2022

LAKE AREA TECHNICAL INSTITUTE

Contact: Amy Meadors, 800-657-4344
Amy.Meadors@lakeareatech.edu
<https://www.lakeareatech.edu/corporate-education/corporate-education-registration/>

Home Study Radiology Courses available:

- Radiology Safety
- Radiography Production

CPR

Contact: Tia Meyer, 605-842-5672
meyertia@hotmail.com

CPR Solutions: Local instructor with 20 years of CPR teaching experience. We provide AHA and Red Cross BLS/SCLS/PALS certification
www.cprsiouxfallssd.com;
sfcpr solutions@gmail.com;
605-525-4CPR (4277). Will travel.

UNIVERSITY OF SOUTH DAKOTA

Contact: Dept. of Dental Hygiene 605-677-5379

Nitrous Oxide/Oxygen Sedation Course

Offered two to three times per year

Home Study Radiology Courses available:

- Digital Radiography, Advantages & Disadvantages
- Exposure Errors of Periapicals & Bitewings
- Processing Errors
- Occlusal Exposures for Children
- Oral Effects of Head & Neck Radiation Therapy
- Panoramic Radiography
- Radiation Safety
- Vertical Bitewings
- Fluoride Varnish, Indication & Application

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804 N Euclid, Ste. 103

Pierre SD 57501

Telephone: 605-224-9133

Fax: 605-224-9168

E-Mail: paul.knecht@sddental.org

Website: www.sddental.org

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