

JOURNAL

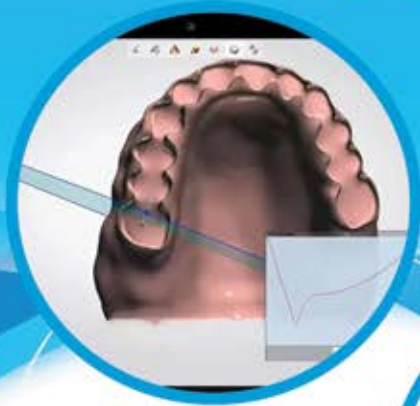
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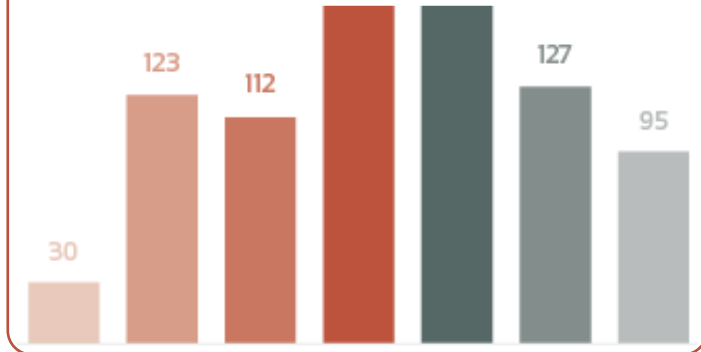
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Hawaii Dental Association JOURNAL

Quarter 2, 2022

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

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HDA President
Scott Kanamori, DDS

From the President

Dear Members,
Welcome to summer! With nearly half the year behind us, I wanted to extend to you my sincere appreciation for all that you do for our profession, your patients and community.

On March 31, 2022, I called a special meeting of the HDA House of Delegates to vote on a resolution put forward by our Building Program to put the HDA building up for sale. Thank you to the HDA delegates for your attendance via Zoom, as your votes carry the voice and final decision of all members. It is with mixed emotions that I inform you that the House has voted to move forward with the marketing of the HDA building. The building is now on the market. Thank you to our members who helped to provide a physical home for HDA, who helped to



Much of the work our Legislative Program does is in addition to their own busy lives as practice owners and householders—thank you for your years of service and helping HDA navigate the ever-changing dental industry and political landscape.

maintain our building and spent time in leadership utilizing the space for meetings. I am certain there are many precious memories attached to this space. If buyers present themselves, the House of Delegates will make the final decision.

We had another successful legislative session which ended in May. Once again, our partners at Hawaii Public Policy Advocates worked with the HDA Legislative Program to sift through the many proposed pieces of legislation that could impact our profession and how we serve our patients. Much of the work our Legislative Program does is in addition to their own busy lives as practice owners and householders—thank you for your years of service and helping HDA navigate the ever-changing dental industry and political landscape.

Unlike last year, government restrictions on in-person meetings have been dropping, people are traveling more freely and masks mandates have been lifted. I ask all of you as healthcare providers to remain vigilant in protecting yourselves against community spread of COVID. (As I write this, COVID has breached my own home and I am dealing with the challenges of maintaining my distance while still being loving and supportive.) Many of us are sole practitioners, so if we fall ill there are so many ripple effects on our offices—patient rescheduling, staff lost hours, and loss of production.

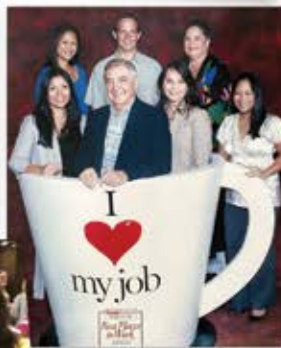
I hope all of you have a safe and enjoyable summer. I look forward to seeing you at our upcoming in-person events planned for the rest of this year.

With Warm Regards,
Scott Kanamori, DDS

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*Here's to 25 years
of helping our community.*



HDA Executive Director
Kim Nguyen, MSW

From the Executive Director

Aloha HDA Members,
We're about halfway through 2022 and what a year so far. 2022 is really looking like a "recovery" year—primarily due to the resumption of in-person events. That has in turn, gotten our office buzzing even more:

- The **Young Dentists Group**, led by our very energetic Dr. Scott Morita, is planning for a couple of events that will bring together our many young dentists. We are especially excited to welcome those new young dentists who joined the tripartite during the pandemic. Calling our young dentists—be on the lookout for these email invitations.

BBgg

2022 is really looking like a
"recovery" year—primarily due to the
resumption of in-person events.

- Our Young Dentists are also responsible for powering our Give Kids a Smile (GKAS) event. In order to hold GKAS for our keiki, the HDA Foundation invites you to its "Roaring 20s Great Gatsby"—themed **Gala** on October 1 at the Alohilani. Proceeds raised not only support GKAS on Oahu, but statewide, and the growth of oral health programs. Please join us!
- Even though we held a Special **House of Delegates** (HOD) meeting at the end of March, we are moving full speed ahead with our annual HOD meeting on Sunday morning, November 20. All

current HDA members are invited. Watch your emails for HOD meeting information.

- We're excited to be planning our 2-day in person **Convention** for January 26–27, 2023 at the Convention Center. We will first open up to exhibitors, and then we'll open registration around September/October.
- In addition to all of the activities, we are **hiring** for a full-time Projects Manager, who will be responsible for the planning of all our events. Go to our website under Leadership and Staff, for the full job description and application instructions. Until then, we ask for your patience as there may be delays in responses.
- Also, a note that due to ongoing security issues at our building, we are now **accepting mail** at PO Box 2241, Honolulu, HI 96804. Please update your records. And emails continue to be the faster way to reach us (than phone calls).
- And as you know, the ADA experienced a **cybersecurity attack** that disrupted their services and networks for a few weeks. This is such an important reminder to constantly be on the lookout and be vigilant about scams, phishing, and anything that seems suspicious that comes your way. Protect yourself, protect your patients, and protect your practice!

We are excited for the rest of 2022. We hope you join us on the journey! Be well and be safe.

My best,

A handwritten signature in black ink that reads "Kim Nguyen". The signature is fluid and cursive.

Kim Nguyen, MSW
Executive Director



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2022 HDA Meeting Calendar

All HDA members welcome at all HDA meetings—RSVPs required

OFFICIAL ANNOUNCEMENT

House of Delegates and Awards Ceremony
Sunday, November 20, 2022
8:30am—Halekulani Hotel

Executive Council
Wednesday
6:30– approx 8:30pm
via Zoom
 (unless otherwise noted)

Board of Trustees
Thursday
8:30am– approx 1pm
via Zoom
 (unless otherwise noted)

HOD Reference Task Force
Wednesday, October 5, 2022
6:30pm—via Zoom

June 22, 2022
August 10, 2022
October 26, 2022

July 7, 2022
September 29, 2022

Conferences & Events

HDA 2022 CE Series
 July 14 via Zoom

ADA 14th District Caucus I
 August 26–28, Denver, CO

ADA Presidents-Elect, Management, and Membership Conferences
 July 17–20, Chicago, IL

ADA “SmileCon” Annual Session and House of Delegates
 October 13–17, Houston, TX

Western States Presidents Conference
 July 28–30, Seward, AK

Hawaii County Dental Society

By Dr. Lena Hamakawa, *County President*

Hawaii County had our first meeting in March. Central Pacific Bank has graciously offered to sponsor our next meeting in July. We will be having our first in-person/Zoom hybrid meeting.

Dates/times subject to change. Please call to confirm attendance. If you would like to add your event, please contact the HDA office.

E Komo Mai! New Members

- | | | |
|----------------------|-----------------------|---------------------|
| Spencer Kim, DDS | Jeremy Oakley, DDS | Gordon Stanger, DDS |
| Kristi Koyanagi, DDS | Lena Poonnopatam, DDS | Jessica Vo, DMD |
| Cara Lawler, DMD | Crystal Ramdeo, DMD | Erin White, DDS |
| Lauren Lee, DMD | Benjamin Rotwein, DMD | |
| Robert Leonard, DDS | Alyssa Shaikh, DDS | |

In Memoriam

Clifford Park, DDS

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170 practices sold

Average number of years of
dental industry experience of
our DDSmatch Professionals:
23+ years

Number of Licensed Real Estate
Professionals: **17**

Years in business: **13**

website stats

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73,576 web visitors
5 pages per session
3 minutes 38 seconds
average session duration
125,000 dentist email
addresses

Top locations:

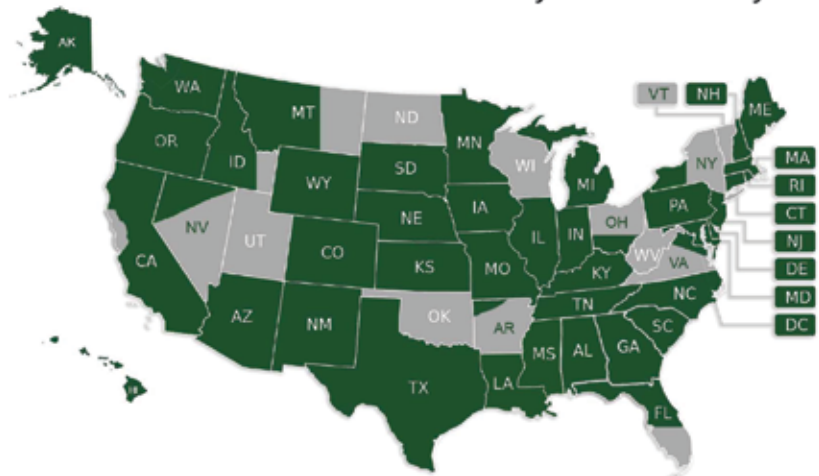
California, Texas, Virginia, New
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Indiana, Illinois, Georgia,
Florida, Pennsylvania

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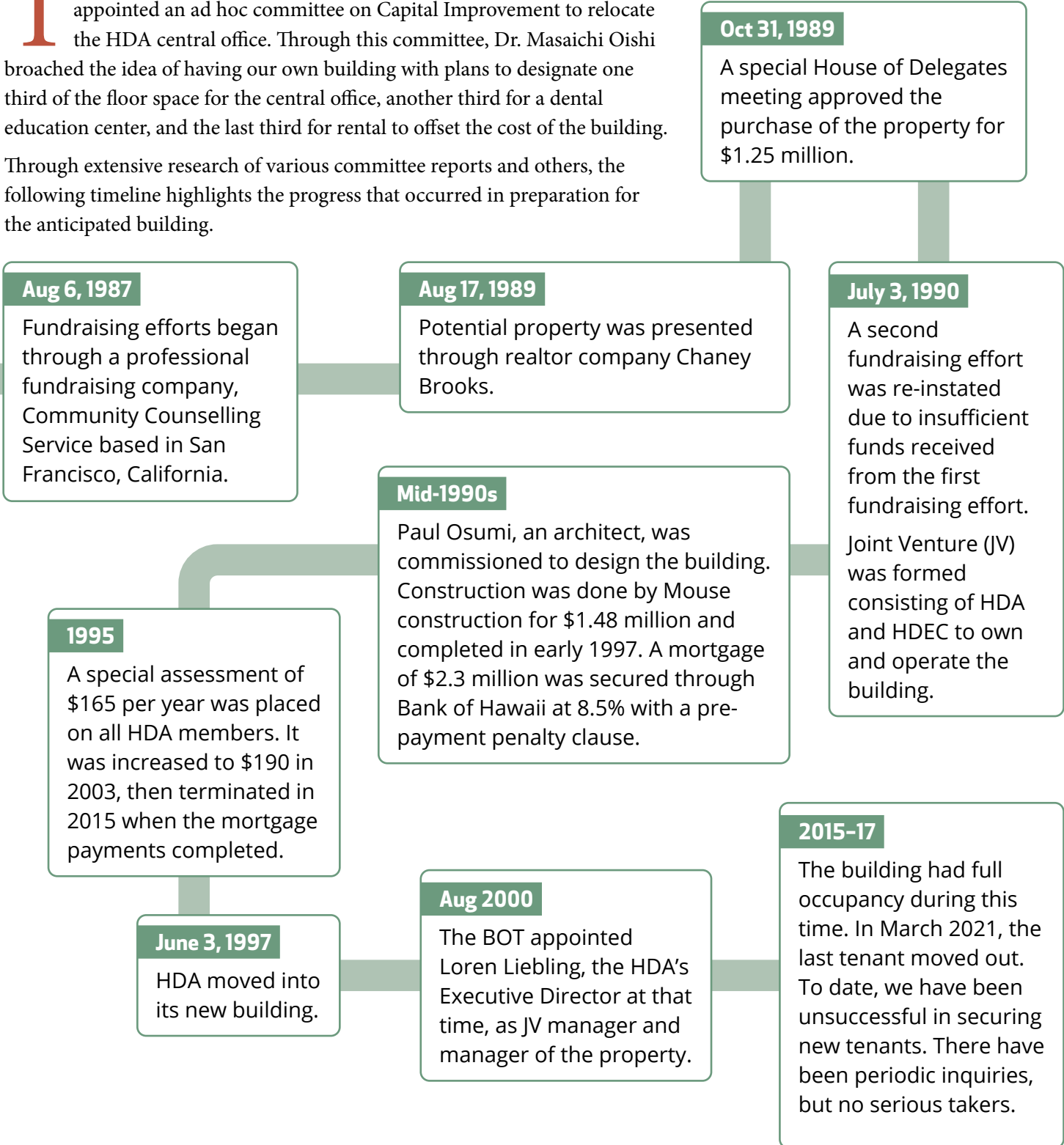
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HDA Building Legacy

By Dr. Calbert Lum, *Building Program Chair*

This journey began some 36 years ago. On May 15, 1986, the BOT appointed an ad hoc committee on Capital Improvement to relocate the HDA central office. Through this committee, Dr. Masaichi Oishi broached the idea of having our own building with plans to designate one third of the floor space for the central office, another third for a dental education center, and the last third for rental to offset the cost of the building. Through extensive research of various committee reports and others, the following timeline highlights the progress that occurred in preparation for the anticipated building.



Concerns and unresolved problems that are naturally expected of an aging building began mounting over the years. For unknown reasons, records of a building reserve fund nor a committee designated to oversee the building were not found to have existed from the time the building was built. As the building began showing its “wear ‘n tear” and age, in 2006, \$100,000 was designated to start a building reserve fund. In 2019, a report showed a remaining balance of \$16,000. Unfortunately, there is no accounting record reflecting where and how monies were spent or any effort to rebuild this reserve fund. In 2020 and 2021, the BOT replaced monies into the reserve fund to the current balance of \$155,000. This reserve fund will easily be depleted again as we continue to encounter more areas needing attention such as:

Capital improvements: Major repairs (such as the roof and AC units) were acknowledged back in 2016. Only patch work repairs to the roof have been done at least twice in the past two years. Unfortunately, this method of repair created moisture pockets to form between the concrete roof and the membrane coating on top. It led to areas of breeding grounds for gnats that have become a daily nuisance in the office areas. Pest control companies were consulted with no permanent solutions. The rusting AC units are past their life expectancies, and are essentially on borrowed time. Within the last year, both units have only been

repaired. On the first floor, suite 101 needs major renovations to remove unpermitted structures and alterations made by the latest tenant. It is clearly not in a rentable condition.

Financially: Since 2018, HDA has been using its general fund to pay for monthly expenses. Currently it is approximately \$8,000 per month since there are no tenants to offset the cost as originally planned for. Plans for the dental education center were never implemented nor fully realized.

Parking: This is the perennial issue from day one. There are only seven parking stalls for customers of the building that also include HDA members who visit the central office for business. These stalls are narrow with limited space to maneuver in and out of. Lack of adequate stalls has been a deterrent for possible rent inquiries. With this issue, it narrows down the field of the type of businesses inquiring into renting. An attempt was made in 2011 to resolve this. Original architect, Paul Osumi was contacted to design more parking stalls on the first floor. This design entailed removing suite 101 from the rental equation and replacing this space with parking stalls. The matter was tabled by the BOT.

Security: Homeless encampment has been an issue since 2009. The first-floor garage door was installed at that time to prevent this. Homeless encampment persisted despite the newly installed garage door. This created a security problem for the staff coming in the mornings and

weekends, and leaving in the late afternoons and evenings. The Honolulu Police Department has been called numerous times to assist in removing the homeless from blocking the driveway. With the homeless situation, sanitation also became an issue. The homeless encampments have tendencies to leave behind their material and human waste products.

We are overdue once again, to seriously, realistically, and practically look ahead on considerations of how this building can and will benefit HDA. In Feb 2022, a survey was emailed out twice and mailed once to all active and retired members with updates about past and current conditions. Two options were offered: to sell the building because the original concept no longer fits today’s situation, or to retain the building, and make necessary renovations, which would require re-instating a special assessment on members (the amount and length to be determined). Of the 900 members, 325 responded within the time period of three weeks. The consensus of 298 responded in favor to put the HDA building up for sale. Special Board and House meetings were called by President Scott Kanamori and a resolution to put the building up for sale, was passed on March 31, 2022. Marcus Realty, our current managing and leasing agent, has been hosting showings to prospective buyers.

We will continue to keep members informed. 🦷



Dr. Nora Harmsen

HDA Dental Education Program 2022

By Dr. Nora Harmsen, HDA Dental Education Program Member

The Zoom meetings continued for the Dental Education Program (DEP) with Dr. Allen Wong on April 7. Dr. Wong gave a passionate program on “Finding the Joy in Treating Patients with Special Health Care Needs.” His background as both a graduate of and professor at the University of the Pacific Arthur A. Dugoni School of Dentistry led him to his interest in working with patients with special needs. He currently is the President of the American Academy of Developmental Medicine & Dentistry (AADMD).

Dr. Wong expressed to our attendees the need to incorporate patients with special needs, both young and old, into our everyday practice, emphasizing that many times it just takes a bit more time and compassion on our part as the practitioner, to accomplish the same procedures that are done every day in our office. He emphasized training our teams as well to work with the patient, as many of these patients cannot find a dental home and often lack the needed attention and therefore experience dental pain and tooth loss that could have been prevented.

Caries risk assessments for special needs patients was addressed and minimally invasive procedures were shown. Patients could be seen for fluoride or silver diamine

appointments to arrest decay and shorter visits often help the patient adjust to your office team. Later, more lengthy appointments could allow the patient to have a positive experience in your office and be less stressful to your office staff members. The ADA has now pushed for private offices to lessen the disparity of care by seeing patients with special needs. This program was a step forward for those who had the pleasure to experience Dr. Wong’s lecture. His enthusiasm for caring for the patients with special needs was evident and hopefully rubbed off on all those who attended.

The DEP is now looking forward to our July 14 meeting, continuing in the Zoom format for now, with a presentation on HIPAA. The Compliancy group, an ADA endorsed group, will provide the updates on being HIPAA compliant in your office. Mark your calendars now, as this is a very important meeting, especially in light of all the cybersecurity issues that we see across many businesses, including our own ADA. When there is a small failure to keep records secure and private, there can be costly consequences to your office, should it happen to you. Huddle up the staff and make this a priority on your weekly schedule for Thursday morning, July 14!

For those of you who enjoyed the small, in-person meeting this past January, you can now get excited that we will be back to our two-day format for our HDA meeting January 26–27, 2023.

Get out your calendars and block off time for attending with your staff. We hope that you will enjoy getting into a “new normal” with



Mark Your Calendar!

**HDA 2022 CE Series
July 14 via Zoom**

our exhibitors and lecturers. The DEP is working hard on your behalf to find some new and inviting ways for you to get back to in-person lectures, interaction with your colleagues and experiencing hands-on products with the vendors. We hope that you will take this opportunity to get your CE locally.

Remember that the Board of Dentistry still requires that we cannot use more than eight credits via “computer correspondence” format. Although this was not enforced during the pandemic years, the board is working to make it a permanent law (statute). Since it takes time to make these legal changes through Rules hearings, don’t get caught lacking CE with in-person attendance. This is your chance to get CE in person at a local venue with far

less costs than flying to another state. Mark your calendars for our January 2023 experience at the Hawaii Convention Center!

As always, the active members of the DEP are working for you! If you know of speakers you would like to see in

person, let us know. Send an email to Dr. Jackie Lum, our Chair, or to Ms. Kim Nguyen, our Executive Director at the HDA office. We need your input and support to make the educational programs a success. Let us know how we can help you! 🦷



Remember that the Board of Dentistry still requires that we cannot use more than eight credits via “computer correspondence” format. Although this was not enforced during the pandemic years, the board is working to make it a permanent law (statute).

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Welcoming New HDA Members!

By Dr. Anthony Kim, HDA Vice President and Membership Engagement Program Member

On the evening of April 28, after a long hiatus from social events, the HDA's Membership Engagement Program (MEP) with the generous support of Central Pacific Bank (CPB), hosted a "New Member Welcome to the HDA" event. The venue was the beautiful 20th floor of the Central Pacific Plaza building downtown, which was set up with a wonderful buffet line and beverage bar. The views of Honolulu and the ocean were amazing, but the best part of the evening was the opportunity to meet our newest HDA members.

The setup was very conducive to networking and trading the familiar "what dental school?" and "in Hawaii?"—the more important "what high school did you go to?" rounds

of conversation. Long lost friends and friends of friends were discovered: "Eh, you know that guy? He graduated around the same time as you." And for those not raised in our islands, it was a great time to make new acquaintances.

Several HDA officers and board members were in attendance to spread the aloha. While some of us older members could not play the "what school you went to" conversations with much success (haha), we were there for moral support and to welcome the future of our organization.

Following an informative presentation by Mr. Scott Kurosawa from CPB, Drs. Chris Young, Carla Fukumoto, and Wes Sato entertained with HDA trivia games and gave



Newest HDA members and leaders gather to visit at the New Member Welcome Event.

out prizes. Nothing brings out the competition like giving out HDA visors. And as you know, there are gunners in every dental group! Visors were flying all over the room like we were at a UH game.

Judging from all the laughter and smiles, a great time was had by all. We cannot wait to return to in-person events with more of you in the coming months!

As an officer and volunteer on the MEP, I would like to extend an invitation to you all. Yes, you *all*—to stay involved and be active in our beloved HDA. It is only through your participation that leadership is given the traction to maintain the effective strength of our professional organization. Your membership and participation go a long way to accomplish much behind the scenes; from advocating for the dental professional at the state and national level, contributing our voice to other organizations who seek our insights into oral health and practice, to participating and growing the future of oral healthcare in Hawaii, and supporting community oral health efforts through our HDA Foundation. We work for you.

6699

Judging from all the laughter and smiles, a great time was had by all.

We cannot wait to return to in-person events with more of you in the coming months!

It is so simple to participate in the HDA! It starts with reading your emails and keeping up with the practice of dentistry in Hawaii. Opportunities present themselves throughout the year, like Give Kids a Smile, and attending CE courses and events. You wonderful dental professionals are what we are about. We are grateful to all our member dentists in every stage of practice! 🦷

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Meet Dr. Lauren Yap

By Dr. Lynn Fujimoto, Past HDA President

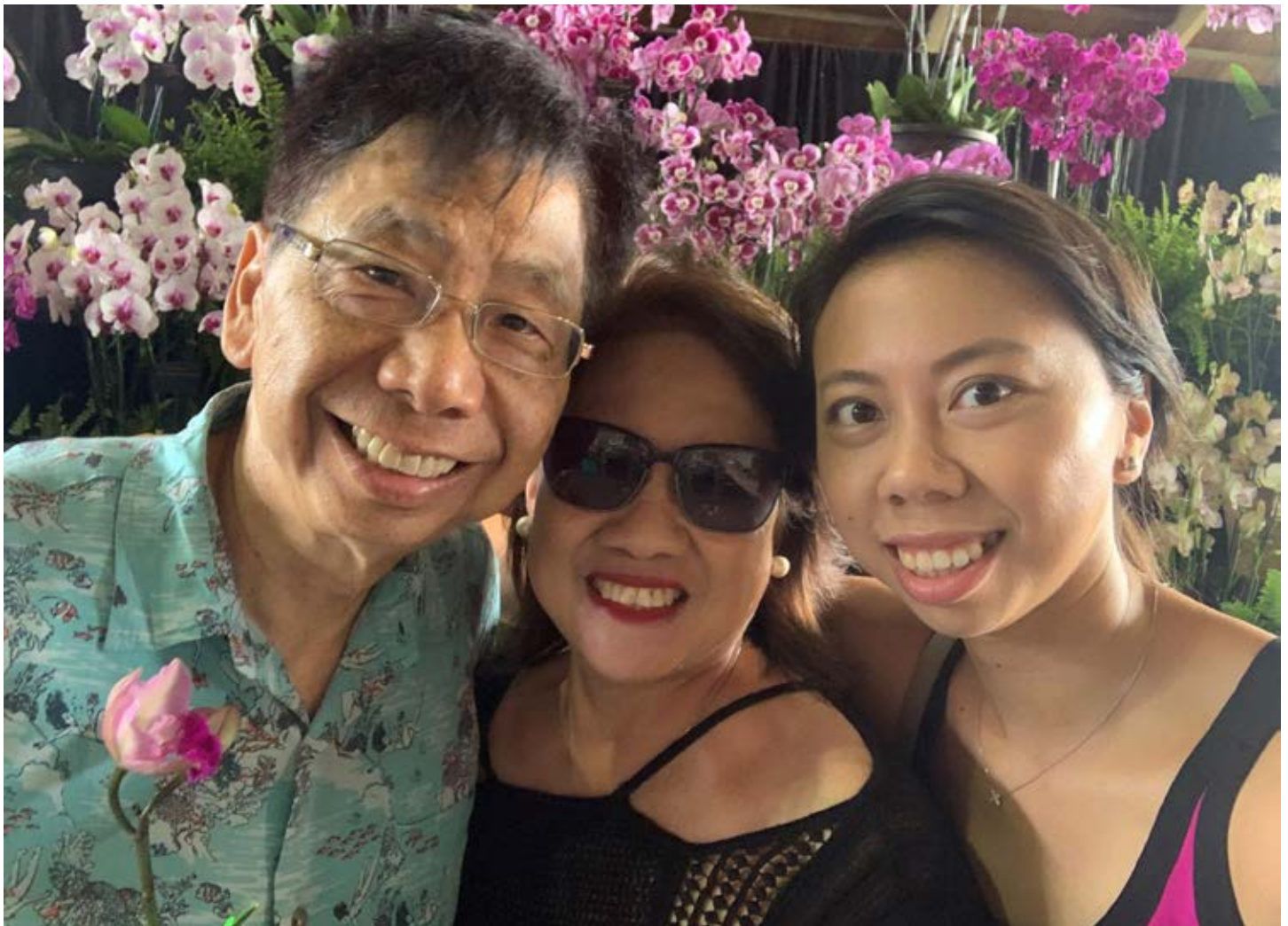
Dr. Lauren Yap grew up in Ellicott City, Maryland and attended Kornberg School of Dentistry in Philadelphia, PA. However, an NYU Langone Advanced Education in General Dentistry Residency brought her to Keeau, Hawaii in 2019. There she became a part of the island culture and has continued her love for Hawaii in her advocacy pursuits. Lauren will be completing her pediatric dental residency at Geisinger Medical Center at the end of June and has

accomplished numerous lobby days for the American Academy of Pediatric Dentistry as well as the ADA during dental school and most recently, this year.

Her advocacy experience began in dental school as she was the National Chair of the Council on Advocacy for the American Student Dental Association (ASDA) as well as the ASDA representative to the ADA Council on Government Affairs. During 2016 to 2018, she was the Advocacy Chair and Legislative



Dr. Lauren Yap in Hilo.



Dr. Lauren Yap with her parents.



Dr. Lauren Yap advocating for oral health with Dr. Lynn Fujimoto.

Liaison for Temple Dental's American Student Dental Association.

These experiences helped her to advocate for the AAPD at its most recent Pediatric Oral Health Advocacy Conference March 13–15, 2022 in Washington DC, along with myself and two NYU Langone Hawaii pediatric dental residents, Drs. Liza Heron and Mika Katsura. The AAPD Hawaii team spoke with all four of the Hawaii Congressional members regarding access to operating rooms for pediatric dentists; access to oral health care to cover full medically necessary treatment for patients with congenital and craniofacial anomalies; and most importantly funding of \$46 million in a HRSA Title VII appropriation for Pediatric Dentistry training programs as well as faculty loan repayment programs.

At the ADA Lobby Day, Dr. Yap joined the HDA delegation including Dr. Neil Nunokawa in Washington DC. Along



with over 400 dentists and dental students from across the country, they advocated for access to oral health care

to cover medically necessary treatment for patients with congenital and craniofacial anomalies, the dental and optometric care act of 2021, the Medicaid dental benefit act of 2021, and student loans and postgraduate educational debt. Virtually meeting with Congressional office staff, Dr. Yap lent her voice and shared her story of working with children both on the mainland and in Hawaii, as well as her passion for educating the next generation of dentists and pediatric dentists.

In all of Lauren's experiences, she always advocates for the children of Hawaii who she has bonded with during her time on the Big Island. She is truly one of our ohana and hopefully will return to Hawaii to help take care of our keiki! 🍷

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HDA Foundation's Activities

By Dr. Gary Yonemoto, *Foundation President*

The Hawaii Dental Association Foundation is ramping up our activities for 2022. We expect a tremendous year.

First, let me thank all of you that have donated to the Foundation in 2022. The “spirit” of giving within the HDA always surprises me, even when some of our members are still struggling to get their practices to pre-COVID levels. Our fund development committee headed by board member Dr. Jeff Sonson is progressing in re-vamping our fund development and will soon be ready to present to our members new avenues to donate. We are targeting Fall 2022 for this rollout to our membership and the community.

The activities we have planned for 2022 are geared toward our mission, “to help improve the oral health of our community.” Here is an update of what is accomplished so far.

- Our animated Give Kids a Smile (GKAS) video is complete. Our goal is to work with the DOE to have this available to grades K-6 by this Fall school year. Thank you to Dr. Scott Morita’s mother for helping develop the testing to go with the video for the various grade levels, and for helping as the liaison with the DOE. The Board has seen the video and it is great!
- Our first grant giving cycle was completed in early May and we have another with a due date on Nov. 5. If you know of any 501C3 organizations that have projects consistent with our mission, please let us know.
- The island of Maui is on schedule to hold a live GKAS event on October 22nd. As you know Oahu suspended its school visitation and GKAS clinic for 2022. We plan to resume normal activities in February 2023.

Again, I would like to remind the members that HDAF is still planning on having our GKAS Gala fundraiser on October 1, 2022. The theme is the “Roaring 20’s, The Great Gatsby”. As with our last Gala several years ago, there will be a Whiskey Wine Wall and a Silent Auction. All of you who have attended our past function know that IT IS FUN! Please consider attending and making a donation to the Wall and to Silent Auction. I hope to see you there.

The HDAF is still seeking volunteers to join the board from the islands of Hawaii and Kauai. Our goal is to truly be a statewide foundation. If you are interested or know of someone who would like to join the HDAF Board, please let us know. In addition, one of our long time board members from Oahu, Dr. Chris Nakamura has moved to Colorado. We are also actively seeking his replacement. He will be missed! 🦷

Please visit our website, www.hawaiidentalfoundation.org, to learn more about the Foundation and to get involved.



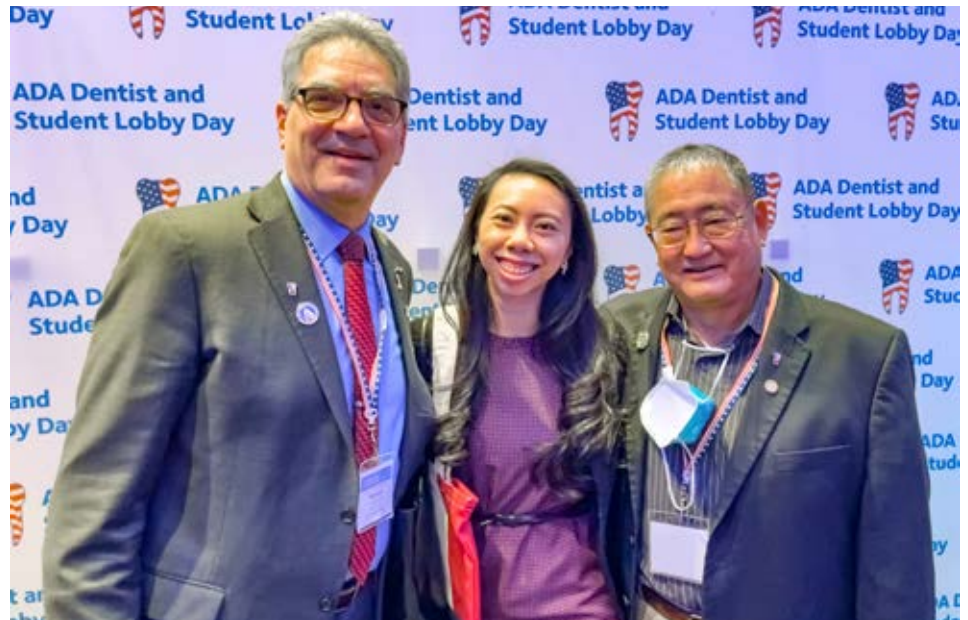
ADA 2022 Dentist and Student Lobby Day

By Dr. Neil Nunokawa, *Hawaii Action Team Leader*

The 2022 ADA Dentist and Student Lobby Day was finally held as an in-person event at the Washington Hilton with over 400 dentists and dental students in attendance. The COVID-19 pandemic necessitated a virtual lobby effort the last two years and this year's conference, although not as eventful as during the years 2019 and earlier, was a welcome relief.

This conference brings dental students and dentists to Washington, D.C. for issue briefings, grassroots education, and political training, culminating in virtual or in-person meetings with members of Congress and/or their staff. Dentist Action Team Leaders (ATLs) and students from each state establish invaluable relationships over the years with their respective members of Congress which result in a productive political effort. As many Congressional offices were still not doing in-person visitations, many offices preferred virtual meetings.

This year's Hawaii ATLs were Drs. Norman Chun, Wayne Leong, and myself. Our dental student lobbyist was Dr. Lauren Yap, a pediatric resident at the Geisinger Medical Center and former chair of the Council on Advocacy of the American Student Dental Association (ASDA). Due to unforeseen circumstances, I was the only ATL able to attend the Lobby Day conference in person this year. Dr. Yap attended the Sunday and Monday presentations but was unable to



ADA Executive Director Dr. Ray Cohlmia, Student Representative Dr. Lauren Yap, and Hawaii Action Team Leader Dr. Neil Nunokawa at Lobby Day in DC.

participate in any in person Hill visits as she had to return to her clinic first thing Tuesday, March 22, the only day scheduled for Hill meetings. She did, however, attend all scheduled virtual meetings on Tuesday morning from the medical center.

Virtual meetings were held as requested by two Congressional offices: Senator Mazie Hirono at 10:00 am EST (4:00 am HST), and Senator Brian Schatz at 11:30 am EST (5:30 am HST).

Representative Kai Kahele's office actually preferred an in-person meeting at 1:30 pm EST, which I attended. As indicated, credit goes to Drs. Norman Chun and Wayne Leong, and Ms. Kim Nguyen, HDA Executive Director, for attending the two virtual

meetings at such an early hour from Hawaii.

The ADA requested co-sponsorship and/or support of four proposed congressional acts from our elected officials:

1) MEDICAID DENTAL BENEFIT ACT OF 2021 (S 3166/HR 4439)

Passage of this act would be a federal mandate to include Adult Medicaid coverage on a national level which would enhance the non-existent or meager adult Medicaid coverage presently in most states (including Hawaii).

2) DENTAL AND OPTOMETRIC CARE ACT OF 2021 (DOC Access Act) (S 7193/HR 3461)

Essentially this is legislation on a federal level to prevent insurance

companies from limiting reimbursement of “non-covered services”. Although Hawaii does not have any such law, 41 other states do have some sort of regulation. This bill would at least call attention to this unfair practice in all states.

3) ENSURING LASTING SMILES ACT (ELSA) (S754/HR1916)

Many in our communities suffer from congenital craniofacial anomalies (e.g., cleft lip and palate or hypodontia) that interfere with a person’s ability to breathe, speak, and/or eat in a normal manner. Specialized reconstructive surgery is needed to correct these anomalies.

Unfortunately, many insurance companies consider these surgeries to be “cosmetic” and although they may cover preliminary surgeries, they often delay or deny follow up or corrective procedures needed as the child physically grows as well as dental work related to the anomaly (e.g., orthodontic treatment). ELSA would rectify this unfair practice by insurance companies.

4) STUDENT LOANS AND POSTGRADUATE EDUCATIONAL DEBT

HR 2160: the Student Loan

Refinancing Act – This bill provides fair and reasonable ways to offset the enormous educational debt that new dentists face at graduation (nearly \$305,000). This act allows students to refinance their Federal Direct Loans, Direct Plus Loans and Direct Consolidation Loans when interest rates are lower and ensures that these refinanced rates are fixed to prevent future rate hikes.

HR 4122/S. 3658, The Resident Education Deferred Interest Act (Redi Act) – This Act allows medical and dental residents to automatically defer payments on their federal student loans until after their medical or dental residency is completed. This act also suspends the accrual of interest on federal student loans during the residency period. *NOTE: Dr. Lauren Yap spoke eloquently from first-hand experience on the need for such legislation.*

These four issues were thoroughly covered by our ATLS back home in Hawaii, Dr. Yap from Geisinger Medical Center, and myself from my hotel room in Zoom conferences with Senators Hirono’s and Schatz’s office staff. As previously mentioned, I presented these issues to Representative Kahele’s office in person.

CONGRESSIONAL MEETINGS:

SENATOR HIRONO’S OFFICE – We met virtually with Mr. Chris Cryan of Senator Hirono’s staff. Senator Hirono could not attend as she was in the Senate confirmation hearing for Ketanji Brown Jackson, President Biden’s appointment to the Supreme Court of the United States. (She was on TV as we conferenced with Mr. Cryan.) The issues presented were well-received by Mr. Cryan and he didn’t have any concerns with any of them.

SENATOR SCHATZ’S OFFICE – We met virtually with staff Ms. Gabrielle Schecter and Mr. Corbin Kenaly (and assistant Sam Jeske). Surprisingly, Senator Schatz joined our meeting midway through and was very much concerned with all four issues, especially the DOC Access Act and

ELSA. (He was surprised that there may be ANY opposition to these two bills.). Senator Schatz in the past has also been very receptive to issues of student debt.

REPRESENTATIVE KAHELE’S OFFICE – I met in person with Ms. Kana Smith, Representative Kahele’s Health Aide. Although very knowledgeable with the four issues, she was concerned that they lacked bi-partisan support. When I offered to have the ADA lobbyists contact her, she declined as she felt she could count on her own sources.

All in all, the 2022 ADA Dentist and Student Lobby Day, although not as spectacular as it has been in the past, was quite successful. The ADA Washington office presented the issues thoroughly and provided adequate guidance and the usual political report with regards to the States’ corresponding elections this year as both timely and interesting. I look forward to next year’s conference where hopefully the COVID Pandemic will have further receded, enabling more in person meetings. And I encourage anyone interested in government affairs, to get involved through donations to ADA and HDA political action committees (PACs) and/or consulting with our Legislative Program. 🦷



The Hawaii Delegation met virtually with Sen. Brian Schatz.



Ms. Melissa Pavlicek



Mr. Danny Cup Choy

What's Next on the Advocacy Front? It's Not About the Money

By Ms. Melissa Pavlicek, JD, and Mr. Danny Cup Choy, M Ed, *HDA Legislative Consultants*

In May, the Hawaii legislature approved an Adult Dental Medicaid program with \$25.9 million in federal funds. The program is expected to cover a basic treatment package plus core prosthodontic services. The costs to fund the program were estimated by the Health Policy Institute (HPI) of the American Dental Association based on predicted utilization rates and a Hawaii adult Medicaid enrollee count of 120,694. "Evidence shows that providing adult dental benefits through Medicaid has a significant impact on access to and utilization of dental care among low-income adults," says a recent HPI report.

Cost, which will be addressed by the legislative appropriation, is the single most reported barrier to care, said 46% of Hawaii respondents who had not visited a dentist in the preceding 12 months. But it is not the only barrier, according to the HPI report. The Hawaii Dental Association can anticipate that the program will meet with

less than optimal success rate unless the other barriers to receiving care are also addressed. These reasons are opportunities to improve oral health in Hawaii through public education, outreach, and advocacy:

- Twenty-one percent of Hawaii respondents, more than one in five, said that they are afraid of the dentist. Consistent and persistent public outreach efforts to alleviate fear and educate patients about the risks and benefits of preventative care have the potential to reduce anxiety. Professional development can improve dentistry's ability to help patients cope with fear. In addition to managing fear and anxiety pharmacologically using either sedation or general anesthesia, behavior-modification therapies may help through learning, muscle relaxation and relaxation breathing, along with guided imagery and physiological monitoring using biofeedback, distraction, positive reinforcement, stop-signaling, and exposure-based treatments, such as systematic desensitization, and modeling, according to some recent reports. Advocating for public policies and practices that promote trust and favorable interactions between patients and the dental team can contribute to successful implementation of an Adult Dental Medicaid program.
- Twenty percent of Hawaii respondents said that they did not visit a dentist more frequently because of the inconvenient time or location of



Cost, which will be addressed by the legislative appropriation, is the single most reported barrier to care, said 46% of Hawaii respondents who had not visited a dentist in the preceding 12 months.

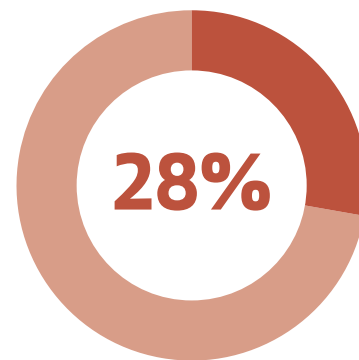
services. Programs such as the Community Dental Health Coordinator (CDHC) program which recently graduated an initial cohort at Kapiolani Community College can help by training and placing professionals who are experienced in alleviating the burden of transportation logistics and help with coordination of appointments. The CDHC program is a six to twelve-month professional development apprenticeship employment program including a 145-hour campus course that empowers dental hygienists to help diverse populations overcome barriers that prevent them from accessing and benefiting from dental health services. A CDHC focuses on case management, system navigation, oral health education and promotion, motivational interviewing and community mapping. Their expertise link patients to available but underutilized dental care. According to KCC program organizers, CDHCs serve as advocates, facilitators, motivators, and culture brokers with oral health resources.

- Thirteen percent of Hawaii respondents reported that they have trouble finding a dentist, while more than double that percentage—28%—of low income adults cite trouble finding a dentist as a reason not to visit. Nine percent said that they had no perceived need to see a dentist more frequently. A robust CDHC program could also help reduce reports of trouble finding a dentist and educating patients about the importance of preventive care.

The remainder indicated that they don't have any of their original teeth, gave no reason, or said "other." The bottomline is that the legislative advocacy that resulted in a \$25.9 million appropriation for Adult Dental Medicaid is a great start in serving low income adults, but it's not the only opportunity for public education and advocacy. More can be done to ensure the success of the program. 🦷

For more information about the HPI report on the costs of a Hawaii Adult Dental Medicaid program, see: https://www.ada.org/-/media/project/ada-organization/ada/ada-org/files/resources/research/hpi/hpibrief_0220_1.pdf

And for HPI's Hawaii state report, see: <https://www.ada.org/-/media/project/ada-organization/ada/ada-org/files/resources/research/hpi/oralhealthwell-being-statefacts/Hawaii-Oral-Health-Well-Being.pdf>



of low income adults cite trouble finding a dentist as a reason not to visit



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Meeting Your 2022 County Presidents

By Dr. Candace Wada, HDA Member

In this quarter, we're profiling our four County presidents! Learn more about them here.

Maui County Dental Society President

Dr. Tyler Brown

Tyler Brown was born in Wisconsin and grew up on a small family dairy farm. He went to school there and while an undergraduate Tyler said, "I spent a year on Oahu when I realized this was where I wanted to be." Tyler attended LECOM (Lake Erie College of Osteopathic Medicine)—School of Dental Medicine in Bradenton, FL and Erie, PA and then started working here on Maui right after graduating. He shares, "Most of my family is still in Wisconsin. I visit most summers. When I have free time, I like to hike and find new trails and get in the ocean when I can."

When asked how he decided to pursue a career in dentistry, Tyler said he had a cousin who was a dentist in the Navy stationed in San Diego. While on a trip out to visit him over spring break while he was undergraduate, Tyler said, "I was convinced." Tyler practices in two clinics, Kahana Family Dental Center and Lahaina Dental Group.

Tyler got involved in organized dentistry right from graduation from dental school. He said, "I guess never had a second thought about it." When asked about his vision for his county or anything he'd like to accomplish as county president, Tyler said, "I would say to continue the tradition of great leadership and a strong MCDS." Tyler's advice to the next generation of dentists: "Don't be afraid to ask questions; there are many ways to practice and everyone has their own way. Ask for different opinions and find the style that works well for you."



Then



Now

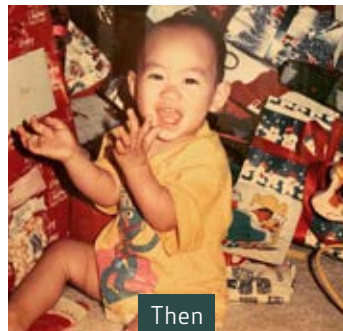
Kauai County Dental Society President

Dr. Jase Chun

Jase Chun was born in Honolulu. His family moved to Kauai when he was four years old. He grew up in Wailua. He said, "My dad opened up a pet store on Kauai. I went to Kamehameha for high school—class of 2006." Jase got his undergraduate degree from UH Manoa and then went to USC for dental school. On a personal note Jase said, "I met wife in dental school. She is also practicing dentistry here on Kauai and we have a 4-year-old daughter. We like to take her swimming and we enjoy playing tennis. For fun, I like to play games on my PC and watch movies."

Jase said, "Growing up I thought dentistry was so interesting and weird with all the little tools. Visiting the dentist was a fun change of pace from a regular life of fishing and hiking. I also knew I wanted to do something in healthcare where I could have a positive impact on people's lives. I also loved art and making little clay models growing up, so it seemed like a natural fit."

Jase practices in Hanapepe. He took over Dr. Stan Kanna's practice after he suddenly passed away in 2018. Jase got involved in organized dentistry because he said, "We have a small community of dentists on Kauai and we all take turns doing our part to support one another. Dr. Kanna was also a big inspiration to me with how much he did on both a local and national level for organized dentistry." Jase's timeless advice to the next generation: "Take time to take care of your own health too. Drink lots of water and stretch between patients!"



Then



Now

Hawaii County Dental Society President

Dr. Lena Hamakawa

Lena Hamakawa was born and raised in Hilo, Hawaii. She graduated from Waiakea High School. She went to college and dental school at Creighton University. She became interested in dentistry in high school. She said, “I liked doing things with my hands, and had the opportunity to shadow my dentist, and thought this was a profession that would be fun! Everything looked so interesting.” Lena practices in Hilo and recently purchased a practice in January of this year.

After graduating from dental school and moving back home, Lena became interested in organized dentistry upon meeting a couple of dentists who were very involved with organized dentistry. She said, “They encouraged me to come to County meetings and meet other dentists. I started attending meetings and a few years later became County secretary, then treasurer, and now president.” Her vision for her county dental society is to see younger dentists get involved with their county society and to have a Give Kids a Smile Event on the Big Island.

For fun, Lena likes to go to Bon Dances in the summer and play in a women’s basketball league. She also enjoys traveling.

Lena’s advice to up and coming dentists is to say, “Get involved with organized dentistry, and be the change you want to see. And always be willing to learn and grow so you can be the best dentist you can be.”



Honolulu County Dental Society President

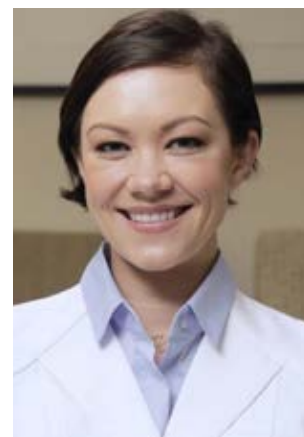
Dr. Eva Kiezik

Eva Kiezik was born in Poland and immigrated to NYC when she was 10 years old. She attended college at University of Oregon and then went on to Oregon Health and Science University for dental school. She always wanted to be involved in health care, originally considering medicine. She said, “I was fascinated by surgery from my teenage years. I met a dentist in undergrad who became my mentor and decided to pursue dentistry instead of medicine because it offered more flexibility in my career path and I could not imagine myself not doing something with my hands. I wanted to be sure that OMFS was right for me, as we all know the time commitment is significant. I decided to complete The Queen’s GPR right after dental school. It was a great way to be exposed to the full breadth of medicine, OMFS, head and neck oncology, and dentistry.

About halfway through I was 100% sure that OMFS was the right path for me.”

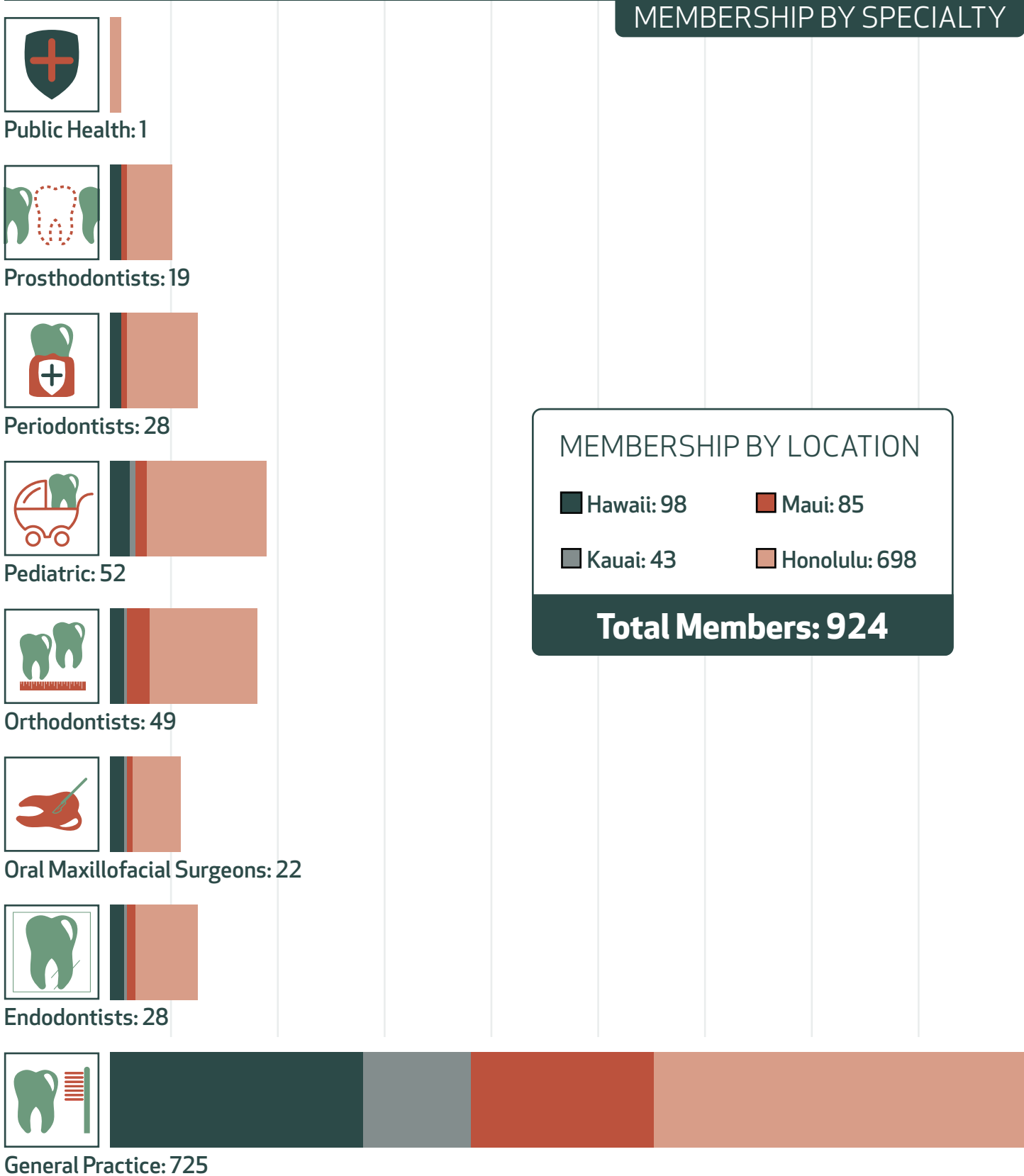
Eva practices at Oral Surgery Hawaii, traveling between their three offices in Honolulu, Aiea, and Kaneohe. For fun, Eva and her husband like to garden, soak up sun on the beach, and be entertained by their “two identical black kitties.” Eva became involved in organized dentistry because she is surrounded by many dentists who are also involved. She said, “You can’t help get involved when all your friends are involved too!” As county president, Eva said she has smaller goals, such as returning to some form of in-person interaction and would love to see more mentorship between the different generations of dentists in our county.

Her advice to the next generation of dentists is, “Professional development does not happen in a vacuum. Building a community of other dental professionals is important and should happen as soon as you finish dental school or specialty training. One of the best ways to meet other great dentists is to be involved in organized dentistry. It also gives you a glimpse into how legislation affects our profession, as it is important to keep up to date with current issues that are being reviewed at the state and national level.” 🦷

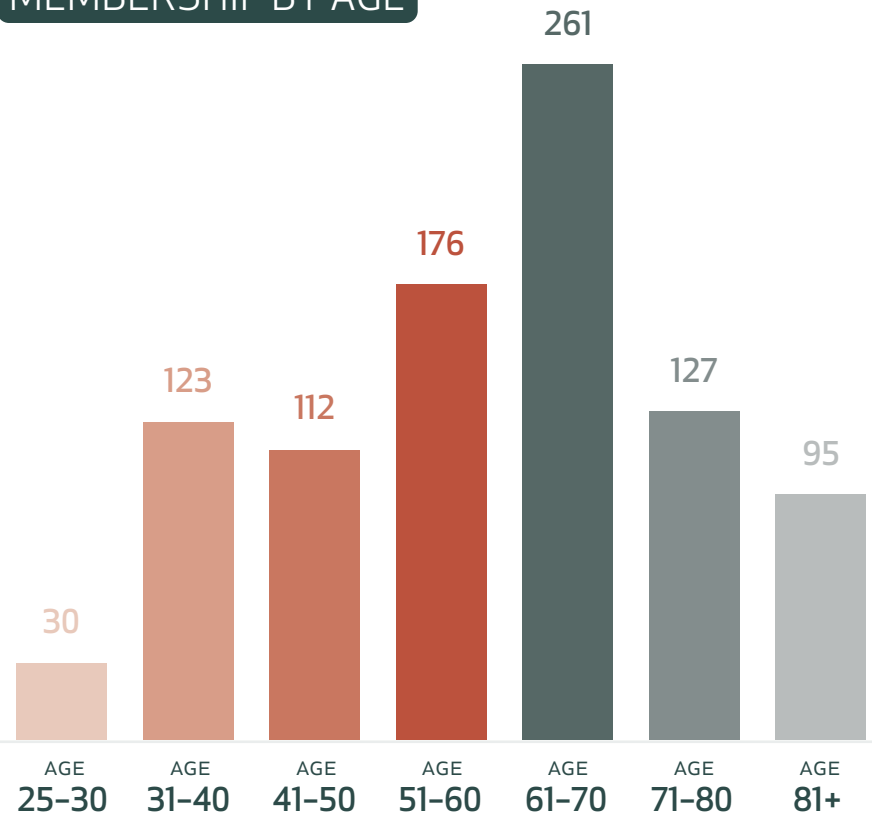


2022 HDA Membership Data

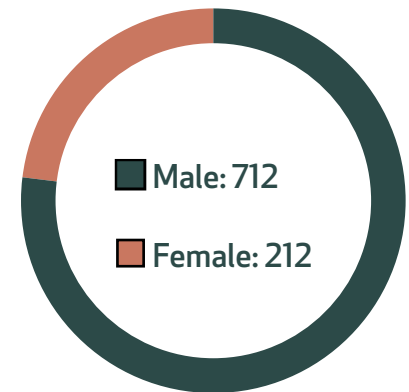
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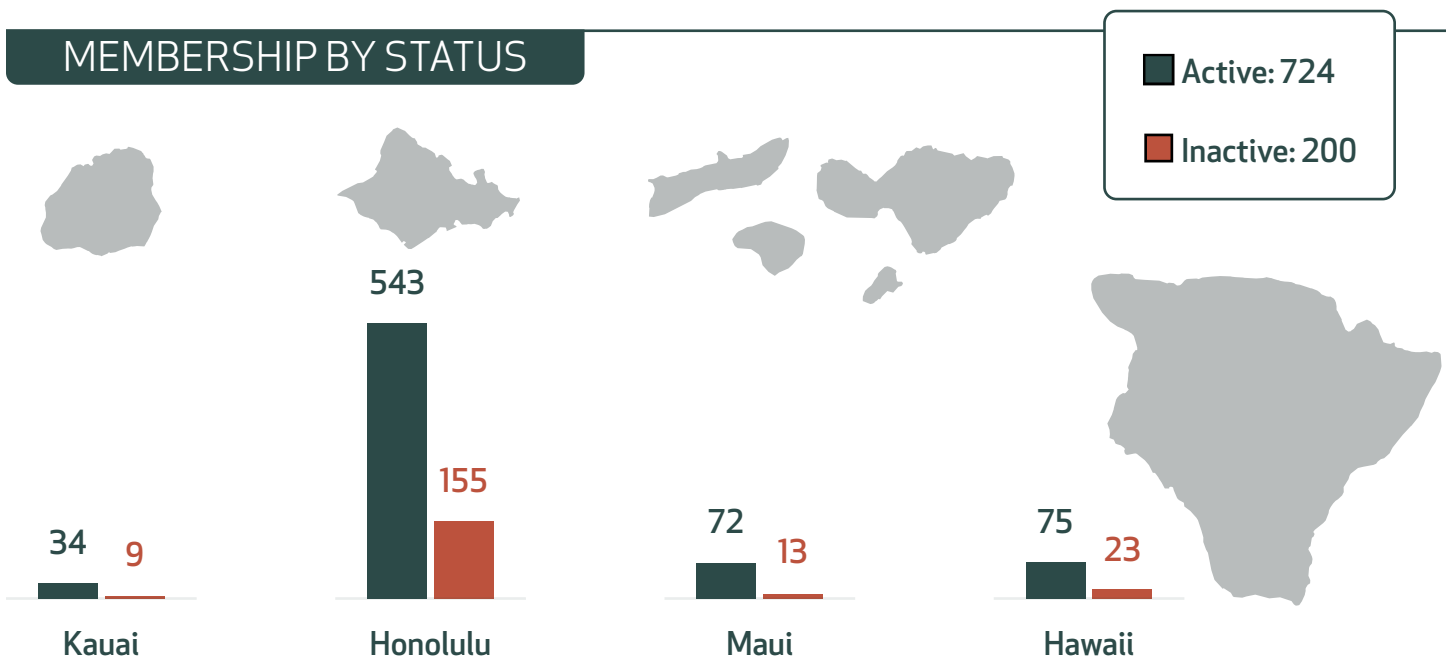
MEMBERSHIP BY AGE



MEMBERSHIP BY GENDER



MEMBERSHIP BY STATUS





Best Practices for Hiring the Right Employee

By TDIC Risk Management

When your staffing needs are immediate, you may be tempted to expedite available candidates and minimize their shortcomings. Protect your practice by implementing effective processes to find and hire solid employees.

Moviegoers love a case of mistaken identity, especially when the mix-up has characters taking on jobs for which they are wholly unsuited. While it may be entertaining to watch a rock star try to teach elementary school or a

precocious teen evade the FBI as an airline pilot, the reality of dealing with an employee who has misrepresented their competencies is not nearly as fun.

The average cost to hire an employee is about \$4,400, and it takes around 42 days to fill a position, according to a recent study by the Society for Human Resource Management. What's even more expensive is a bad hire. Per the U.S. Department of Labor, the cost of a bad hire is at least 30% of the employee's first-year earnings. And that's just the monetary cost—other

considerations are the loss of dental practice production and the labor loss of current employees being distracted and slowed by training. There's also a potential negative impact on employee morale when a new team member isn't a good fit.

While bad hires come in several forms, candidates who misrepresent their competencies are the most frequent topic of calls to The Dentists Insurance Company's Risk Management Advice Line.

When Good Candidates Become Bad Hires

A sampling of phone calls received by the Advice Line reveals some unfortunate similarities.

One dental office called for guidance on a newly hired financial coordinator. The employee had been on a performance improvement plan for a month due to not being able to perform tasks as indicated on her resume. In addition, it was discovered that she had been arrested for criminal offenses. Among other problems, the shift of this employee's responsibilities to other staff caused resentment for those team members.

Another caller had learned that a recently hired hygienist was practicing with an inactive license. The issue only became known when a patient complained about an interaction with the hygienist and demanded her license information. The discovery that an unlicensed employee was providing patient care caused reputational damage to the practice and a concern by patients about a perceived lack of controls implemented within the practice.

There's a simple adage that applies to these situations: An ounce of prevention is worth a pound of cure. Both bad hires could have been detected as unqualified candidates before they were hired had a few essential steps been taken to vet their qualifications and capabilities during the screening and interview process.

Many dentists urgently need to fill open positions in their practices, which can lead to justifying shortcuts, but investing the time upfront to create a robust screening and interviewing

process is invaluable. When these filters are in place, you essentially refine your pool of candidates to avoid costly and time-consuming hiring mistakes.

Filter One: Good Job Descriptions

A carefully composed job description allows an employer to define their expectations, qualifications, necessary experience and education involved to set a future employee up for success in their role. Michelle Coker, employment analyst at the California Dental Association, explains, "The job description will guide you when reviewing resumes and applications and in crafting your interview questions. Narrow down your pool of candidates through the job description."

- The job title should be clear and concise. "Fluffy" job titles may only make sense to your practice. Keep it simple.
- Outline the responsibilities and use bullet points. The shorter and easier to understand, the better. Plus, it's better for online viewing.
- Focus on the key job functions. Summarize the essential functions to answer the question "Why does this job exist?"
- Avoid unrealistic requirements but make a point of stating the requirements that are nonnegotiable (such as maintaining an active license).
- Define the work hours (full or part time) and attendance expectations (remote or on-site).

Beyond the hiring process, a well-defined job description functions as a tool to guide initial training of the new employee and is essential in setting performance expectations. When an

employee knows what's expected, they can better gauge their own performance and meet the expectations of the role. Additionally, the description will assist the employer as a reference when providing performance feedback and, if needed, the development of a performance improvement plan. Your documentation of their job description is essential should any employee not meet the expectations of the role and you find it necessary to end the relationship.

Filter Two: An Employment Application

Too often, employers decide that a resume and cover letter will provide all the information they need to know about a candidate. Not requiring the candidate to fill out a job application is a missed opportunity for filtering out potential bad hires.

There are several advantages to having job seekers fill out a job application along with submitting their resume:

- An application provides a consistent format for employers, and consistency can reduce liability. When the same data is gathered in the same format from each candidate, employers gain standardization of information, making comparisons of candidates' credentials easier. It also establishes a consistency of process to avoid potential allegations of unlawful preferential treatment of applicants.
- Discrepancies between application and resume information are a red flag indicating a potential misrepresentation of competencies and should signal employers to proceed with caution. >>

RISK MANAGEMENT



- An application gives the potential employer the ability to obtain the applicant's signature certifying that all statements on the application for employment are true and authorizing an investigation of all information submitted. This allows the employer to check the accuracy of all data provided on the employment application including employment history, education history, degrees earned and so forth. Fraudulent claims and information on application materials, including fake degrees, exaggerated job descriptions, fake dates of employment and other falsehoods, are increasing.
- The application is also an opportunity to obtain the applicant's signature to certify that they have read and understood certain policies and procedures of the employer that are spelled out on the employment application.

When creating an application, it's important to be mindful of the employment laws that exist to protect potential employees from discrimination. Use a state-specific application that includes, at minimum, a basic waiver that allows the employer to check past employment, personal references and education.

Filter Three: Interviews

Once you have identified candidates who can fulfill the duties of the job description and who have accurately portrayed their qualifications, an interview is the next step in the filtration process. Maintain consistency in the questions you ask other candidates applying for the same job as a basis for equitable comparison. Make

sure to keep copies of the application questions and answers in case they need to be referred to later.

TDIC's Risk Management analysts provide additional tips for vetting the knowledge, skills and expertise of clinical staff.

- Ask for a copy of the candidate's license (RDA, RDH, DDS) and verify that the license is in good standing with the state dental board. This is often assumed, but not confirmed, during the hiring process.
- Ask the candidate how they prepare for the workday and for each patient's treatment. What is the candidate's process for organizing trays? What is their process to keep different procedures straight? This will demonstrate the candidate's ability to follow directions and follow a system.
- Ask the candidate to describe a procedure from beginning to end. This will show the candidate's knowledge of the procedure and attention to detail as well as indicate holes in that knowledge

that will need to be addressed through training.

- Ask the candidate to walk you through a typical schedule of the practice they have worked in most recently. How many chairs did they support? What was the procedure mix? How many patients were seen per day? Were treatment notes dictated by the dentist and entered by the RDA or did the doctor do all the treatment entries? How was treatment presented and by whom?

When your staffing needs are immediate, you may be tempted to expedite available candidates and minimize their shortcomings. Frequent staff changes can reflect negatively on patients' perceptions of your business practices, impact morale of existing staff and create an emotional and financial drain for practice owners. Protect your practice by implementing effective processes to find and hire solid employees. Your patients, your employees and your practice will all be the grateful beneficiaries of your careful screening procedures. 🦷



When creating an application, it's important to be mindful of the employment laws that exist to protect potential employees from discrimination.

Most Common HIPAA Violations

What Can We Learn From Recent Fines?

By The Compliancy Group

The Department of Health and Human Services (HHS) regulators roared to life, announcing four fines for HIPAA violations in one day, totaling more than \$172,000. Three of the practices fined were dental practices, and the other was a behavioral health practice. All of them were small practices. These practices were fined for various reasons.

Three Dentists and a Behavioral Health Provider Fined

Just because a practice is small does not mean they're not vulnerable to fines for HIPAA violations. The recent enforcement actions underscore the importance and necessity for healthcare practices of all sizes to be HIPAA compliant.

Right of Access Violations

Dr. Donald Brockley, DDM, a solo dental practitioner in Butler, Pennsylvania, failed to provide a patient with a copy of their medical records. After being issued a Notice of Proposed Determination, Dr. Donald Brockley, DDM, requested a hearing before an Administrative Law Judge.

The litigation was resolved before the court made a determination by a settlement agreement in which Dr. Donald Brockley, DDM, agreed to pay \$30,000 and take corrective actions to comply with the HIPAA right of access standard.

Jacob and Associates, a psychiatric medical services provider with two



office locations in California, agreed to take corrective actions and pay OCR \$28,000 to settle potential violations of the HIPAA Privacy Rule, including provisions of the right of access standard.

Unauthorized PHI Disclosure

Dr. U. Phillip Igbinalolor, DMD & Associates, PA (UPI), a dental practice with offices in Charlotte and Monroe, North Carolina, impermissibly disclosed a patient's PHI on a webpage in response to a negative online review.

UPI did not respond to OCR's data request, did not respond or object to an administrative subpoena, and waived its rights to a hearing by not contesting the findings in OCR's Notice of

Proposed Determination. OCR imposed a \$50,000 HIPAA fine.

Northcutt Dental-Fairhope, LLC (Northcutt Dental), a dental practice in Fairhope, Alabama, impermissibly disclosed its patients' PHI to a campaign manager and a third-party marketing company hired to help with a state senate election campaign, agreed to take corrective action and pay \$62,500 to settle potential violations of the HIPAA Privacy Rule.

Most Common HIPAA Violations in the Dental Office

HIPAA violations can be detrimental to your practice, leading to costly fines and reputational damage. Many practices fail to realize that most HIPAA violations are due to the >>



lack of a comprehensive HIPAA program and lack of training.

So, what are common HIPAA violations that you can prepare your dental practice against?

1. Unauthorized Disclosure of PHI on Social Media

While social media can be an excellent way to increase patient engagement, there are restrictions on when patient information can be shared publicly. To use any protected health information (PHI) on social media, HIPAA requires practices to have signed written consent from the patient. Using patient testimonials, images, or videos for marketing purposes without prior written consent is a HIPAA violation.

2. Improper Response to Patient Reviews

The dental practice fined this year for improperly responding to a patient review was not the first practice fined for this reason. In 2019, a single-practitioner dental office was fined \$10,000 for responding to a patient's Yelp review.

Responding to patient reviews while complying with HIPAA can be tricky. It is not permitted to confirm that a patient is a patient, even if they have self-disclosed their information publicly. Even, "thank you for coming in!" or "sorry you had a bad experience" are HIPAA violations. The best way to respond to a patient review is a simple "thank you" or "please call us," or not at all.

"Social media is not the place for providers to discuss a patient's care," said former OCR Director Roger Severino. "Doctors and dentists must



Many practices fail to realize that most HIPAA violations are due to the lack of a comprehensive HIPAA program and lack of training.

think carefully about patient privacy before responding to online reviews."

3. Failure to Meet Right of Access Requirements

Since the OCR announced its right of access enforcement initiative, they have fined more than twenty healthcare providers for failing to meet the standard. The right of access standard gives patients the right to request copies of their medical records. Records must be provided to the patient within thirty days of the request, in the format the patient requests it. The standard also requires providers to adhere to a reasonable cost-based fee for meeting the request.

Although some providers have been fined for charging excessive fees for providing records, most right of access violations resulted from failing to provide patients with timely access to their medical records.

4. Improper Disposal of Medical Records

There have been several instances in which healthcare providers have been investigated for dumping paper records in unsecured public dumpsters. One of these instances involved a dentist that left more than sixty boxes

of patient files in a dumpster in Indianapolis and was fined \$12,000 for doing so.

To properly dispose of paper medical records, they must be shredded, burned, pulped, or pulverized to render PHI unreadable and unable to be reconstructed. PHI stored in an electronic format must be cleared, purged, or destroyed for proper disposal.

5. Failure to Conduct an Accurate and Thorough Risk Assessment

Dental practices must conduct an accurate and thorough security risk assessment (SRA) annually to identify risks and vulnerabilities to PHI. When healthcare organizations fail to conduct an SRA, they are ill-equipped to keep patient information secure, often leading to breaches.

Conducting an annual SRA is one of the most important aspects of HIPAA compliance, as healthcare breaches have skyrocketed over the past couple of years. 📌

Learn how you can avoid fines and become HIPAA compliant with Compliancy Group, endorsed by ADA Member Advantage and the Hawaii Dental Association. Members save 15% on a HIPAA compliance program. Visit compliancy-group.com/ada to learn more.

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