

OREGON BOARD OF DENTISTRY
Strategic Planning Session
MINUTES
October 23, 2021

MEMBERS PRESENT: Alicia Riedman, R.D.H., President
Jose Javier, D.D.S., Vice President
Reza Sharifi, D.M.D.
Amy B. Fine, D.M.D.
Jennifer Brixey
Sheena Kansal, D.D.S.
Gary Underhill, D.M.D.
Yadira Martinez, R.D.H.
Chip Dunn
Aarati Kalluri, D.D.S.

STAFF PRESENT: Stephen Prisby, Executive Director
Winthrop “Bernie” Carter, D.D.S., Dental Director/ Chief Investigator
Angela Smorra, D.M.D., Dental Investigator
Haley Robinson, Office Manager
Ingrid Nye, Investigator

ALSO PRESENT: Lori Lindley, Sr. Assistant Attorney General
Jennifer Coyne, Strategic Planning Facilitator
Theresa Trelstad, Strategic Planning Facilitator

VISITORS PRESENT: Jen Lewis-Goff – ODA Representative via Zoom.

The session was held at:

Marriott Hotel- Downtown Portland
Pearl Conference Room
1401 SW Naito Pkwy
Portland, Or 97201
Willamette Conference Room

Session Opening Remarks and Welcome

Stephen Prisby thanked everyone for their attendance reviewed the overall plan for the day. He introduced OBD President, Alicia Riedman. He also thanked everyone for their attendance and stated that the last time the OBD conducted a strategic planning session was in 2016. Mr. Prisby then introduced the Strategic Planning Facilitators, Jennifer Coyne and Theresa Trelstad. They reviewed the agenda and next steps for the meeting.

Agenda Review and Session Working Agreements

Jennifer Coyne explained the day’s plan and housekeeping rules for everyone. Board and staff participated in a collaboration exercise, “a new way to ZOOM.”

The facilitators reviewed the feedback from the conversations and survey of all participants. The feedback was split into different goals for the Board of Dentistry: Community, Workplace

Environment, Technology and Processes, Dentistry and Private Practice, and Licensure Considerations.

Staff and Board members split into five groups and discussed subtopics under the goals established. Subtopics were scored and compiled into the graph (attachment #1).

Summarized Discussion

Community

Under the goals of community, the following themes were identified:

- Equity in investigation outcomes
- Marketing and communications in multiple languages, feature diversity in materials
- Ability to take complaints in a first language, possible vendor or software solution
- Diversity, equity, and inclusion
- Revise mission to include “protect consumers” or something similar

Workplace Environment

Under the goals of workplace environment, the following themes were identified:

- Performance evaluations and feedback
- Consideration of remote and flexible work
- Evolving workplace environment/evolving workplace environment
- Reduce unnecessary work due to outdated processes/optimize use of new capabilities in new system
- Workloads and staffing balance

Technology and Processes

Under the goals of technology and processes, the following themes were identified:

- Build working database to include remote backup and reduce reliance on paper files
- Leverage technology to improve workflow
- On-going modernization of processes and technology, including Board materials

Dentistry and Private Practice

Under the goals of dentistry and private practice, the following themes were identified:

- Strengthen statute regarding ownership and allow Licensees to dictate clinical care
- Request names of all owners and financially interested parties
- Hold Dental Therapists, Dentists, and Dental Hygienists to the respective level of competency. Have OHSU and other schools update Board with current curriculum every few years

Licensure Considerations

Under the goals of licensure considerations, the following themes were identified:

- Make changes to dental assisting rules to allow greater access
- Dental therapy rules and licensure

October 23, 2021

Strategic Planning Session

Page 2 of 4

Mission Adaptation & Alignment

On October 22, 2021, Board members and staff collaborated to modify/create a new proposed mission statement for the OBD. The current mission statement is: to promote high quality oral health care in the State of Oregon by equitably regulating dental professionals.

It was important to staff and Board members to expand on the mission statement to include Oregon citizens, and to broaden the scope of the mission statement. The proposed 2021 mission statement of the OBD is: to promote quality oral healthcare and protect all communities in the State of Oregon by equitably and ethically regulating dental professionals.

Lunch

The participants had lunch and time to attend to personal matters.

Strategic Objectives & Priorities 2022-2025

- Establish priorities
- Anticipated milestones
- Measure of success

Board and staff members prioritized and discussed the goals outlined. It was determined that licensing dental therapists is one of the main priorities, as it is required to be carried out in 2022 by statute. The Dental Therapy Rules Oversight Committee was created this year and is doing the work necessary to get the rules in place. Rulemaking also takes up a lot of staff time and staff is balancing this with their other required duties.

The Oregon Health Authority approved interpreter service was discussed in relation to diversity, equity, and inclusion. Mr. Prisby reported that a lot of work was coming forth from the Racial Justice Council and will be shared with the Board and staff when it is available.

Board members discussed corporate dental models and policies and the impact on patient care. The difference between a group dental practice and corporate offices was brought into question. The statute dictates that only an Oregon licensed dentist can own a dental office. Concerns have been addressed to the OBD regarding specific policies that require associate dentists to adhere to in the spirit of profit, rather than patient care. Ultimately, the responsibility falls on the treating dentist and not the owner of the dental office when it comes to patient care. Board staff were going to compile data regarding investigations to investigate the concerns further. Data will be presented to the Board when the document is finalized.

Mr. Prisby announced that OBD staff will have the opportunity to work remotely with a hybrid work schedule once technology is in place, protocols are established and other details are worked out. In addition to updating technology and obtaining a functional database would help staff retention and morale. The OBD is in the process of recruiting a new Office Specialist, as they have been short-staffed for over a year.

Summary

A draft document incorporating the main points would be first distributed to staff to fine-tune further. The Board would review that document and finalize the document.

The Strategic planning session adjourned at 2:46 p.m.

The next Board meeting would take place December 17, 2021

/S/

Alicia Riedman, R.D.H.
President