# Meeting Agenda

**Wednesday, July 25th**

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30am-8:30am</td>
<td><strong>Meeting Registration &amp; Breakfast</strong></td>
<td>Student Community Bridge</td>
</tr>
<tr>
<td>8:30am-8:45am</td>
<td><strong>Welcome to Colorado</strong></td>
<td>Education 2 North Rm 2104</td>
</tr>
<tr>
<td>8:45am-9:45am</td>
<td><strong>Keynote Presentation:</strong> Four Tools to Address Clinician Burnout with Practice Efficiency</td>
<td>Education 2 North Rm 2104</td>
</tr>
</tbody>
</table>

*Courtesy of our Platinum Sponsor: The University of Colorado Office of Lifelong Learning and Continuing Dental Education*

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:45am-10:00am</td>
<td><strong>Break</strong></td>
<td>Student Community Bridge</td>
</tr>
<tr>
<td>10:00am-11:00am</td>
<td><strong>Quality Improvement:</strong> Willamette Dental Group’s Development of the Pediatric Education Program (PEP)</td>
<td>Education 2 North Rm 2104</td>
</tr>
<tr>
<td>11:00am-12:00pm</td>
<td><strong>axiUm Update</strong></td>
<td>Education 2 North Rm 2104</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>12:00pm-1:00pm</td>
<td><strong>Lunch</strong></td>
<td>Fulginiti Pavilion &amp; Boettcher Commons</td>
</tr>
<tr>
<td>1:00pm-1:45pm</td>
<td><strong>The Use of Cash Carts at Detroit Mercy Dental Center</strong></td>
<td>Education 2 North Rm 2106</td>
</tr>
<tr>
<td>1:00pm-1:45pm</td>
<td><strong>Making a Match:</strong> The axiUm Needs Matching Process</td>
<td>Education 2 North Rm 2307</td>
</tr>
<tr>
<td>1:00pm-1:45pm</td>
<td><strong>FirstAccess Kiosks and Patient Check-Ins:</strong> Ideas, Solutions, &amp; Lessons Learned</td>
<td>Education 2 North Rm 2302</td>
</tr>
<tr>
<td>1:00pm-1:45pm</td>
<td><strong>Gold Sponsor Presentation:</strong> Medicor Imaging MiPACS Updates</td>
<td>Education 2 North Rm 2104</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>1:45pm-2:00pm</td>
<td><strong>Break</strong></td>
<td>Student Community Bridge</td>
</tr>
<tr>
<td>2:00pm-2:45pm</td>
<td><strong>835i Module Discussion</strong></td>
<td>Education 2 North Rm 2106</td>
</tr>
<tr>
<td>2:00pm-2:45pm</td>
<td><strong>School Wide Planned Appointments:</strong> 3 Years Later – Pros and Cons</td>
<td>Education 2 North Rm 2307</td>
</tr>
<tr>
<td>2:00pm-2:45pm</td>
<td><strong>Gold Sponsor Presentation:</strong> Topaz Systems</td>
<td>Education 2 North Rm 2302</td>
</tr>
<tr>
<td>2:00pm-2:45pm</td>
<td><strong>axiUm Business Intelligence Workshop Session 1</strong></td>
<td>Education 2 North Rm 2104</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>2:45pm-3:00pm</td>
<td><strong>Break</strong></td>
<td>Student Community Bridge</td>
</tr>
<tr>
<td>3:00pm-3:45pm</td>
<td><strong>Our Oral Pathway to Revenue</strong></td>
<td>Education 2 North Rm 2106</td>
</tr>
<tr>
<td>3:00pm-3:45pm</td>
<td><strong>Student Attendance Tracking Panel</strong></td>
<td>Education 2 North Rm 2307</td>
</tr>
<tr>
<td>3:00pm-3:45pm</td>
<td><strong>axiUm Infrastructure:</strong> Disaster Recovery and Oracle Instances &amp; Encryption</td>
<td>Education 2 North Rm 2302</td>
</tr>
<tr>
<td>3:00pm-3:45pm</td>
<td><strong>axiUm Business Intelligence Workshop Session 2</strong></td>
<td>Education 2 North Rm 2104</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>3:45pm-4:00pm</td>
<td><strong>Break</strong></td>
<td>Student Community Bridge</td>
</tr>
<tr>
<td>4:00pm-5:00pm</td>
<td><strong>Tour of the University of Colorado School of Dental Medicine</strong></td>
<td>Pre-Tour Presentation: Education 2 North Rm 2104</td>
</tr>
</tbody>
</table>

Charter Buses to Downtown Denver – Pickup in front of Hyatt at 6:00pm
## Meeting Agenda
**Thursday, July 26**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30am-8:30am</td>
<td><strong>Breakfast</strong></td>
<td>Student Community Bridge</td>
</tr>
<tr>
<td>8:30am-8:45am</td>
<td><strong>Welcome to Day 2</strong></td>
<td>Education 2 North Rm 2104</td>
</tr>
<tr>
<td>8:45am-9:00am</td>
<td><strong>Midyear 2019 Invitation</strong></td>
<td>Tufts University School of Dental Medicine Education 2 North Rm 2104</td>
</tr>
<tr>
<td>9:00am-10:00am</td>
<td><strong>CODA Site Visit Panel Discussion</strong></td>
<td>Education 2 North Rm 2104</td>
</tr>
<tr>
<td>10:00am-10:15am</td>
<td><strong>Break</strong></td>
<td>Student Community Bridge</td>
</tr>
<tr>
<td>10:15am-11:15am</td>
<td><strong>We Have Tableau, We Have Data, Now What?</strong></td>
<td>Education 2 North Rm 2104</td>
</tr>
<tr>
<td>11:15am-12:00pm</td>
<td><strong>Overcoming Productivity Barriers using Citrix</strong></td>
<td>Education 2 North Rm 2104</td>
</tr>
<tr>
<td>12:00pm-1:00pm</td>
<td><strong>Lunch</strong></td>
<td>Fulginiti Pavilion &amp; Boettcher Commons</td>
</tr>
<tr>
<td>1:00pm-2:00pm</td>
<td><strong>Chart Audits for Every Occasion</strong></td>
<td>Education 2 North Rm 2106</td>
</tr>
<tr>
<td></td>
<td><strong>Patient Safety &amp; Incident Reporting</strong></td>
<td>Education 2 North Rm 2307</td>
</tr>
<tr>
<td></td>
<td><strong>Updates on axiUm Ascend</strong></td>
<td>Education 2 North Rm 2301</td>
</tr>
<tr>
<td>2:00pm-2:15pm</td>
<td><strong>Break</strong></td>
<td>Student Community Bridge</td>
</tr>
<tr>
<td>2:15pm-3:15pm</td>
<td><strong>Dental &amp; Medical Primary Care Clinic-Headache? Toothache? We can help you with both.</strong></td>
<td>Education 2 North Rm 2106</td>
</tr>
<tr>
<td></td>
<td><strong>From Call Center to Contact Center: Using Live Chat for Customer Service</strong></td>
<td>Education 2 North Rm 2307</td>
</tr>
<tr>
<td></td>
<td><strong>Solving Business &amp; Clinical Problems Through axiUm Customization</strong></td>
<td>Education 2 North Rm 2301</td>
</tr>
<tr>
<td>3:15pm-3:30pm</td>
<td><strong>Break</strong></td>
<td>Student Community Bridge</td>
</tr>
<tr>
<td>3:30pm-4:30pm</td>
<td><strong>COHRI</strong></td>
<td>Education 2 North Rm 2106</td>
</tr>
<tr>
<td></td>
<td><strong>Finance Focus Group</strong></td>
<td>Education 2 North Rm 2307</td>
</tr>
<tr>
<td></td>
<td><strong>Clinical Focus Group</strong></td>
<td>Education 2 North Rm 2301</td>
</tr>
<tr>
<td></td>
<td><strong>IT Focus Group</strong></td>
<td>Education 2 North Rm 2302</td>
</tr>
</tbody>
</table>

**Dinner Reception at Wings over the Rockies—Buses Leave Hyatt at 5:45pm**
# Meeting Agenda
**Friday, July 27th**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00am-9:00am</td>
<td><strong>Breakfast</strong></td>
</tr>
<tr>
<td></td>
<td><em>Student Community Bridge</em></td>
</tr>
<tr>
<td>9:00am-9:45am</td>
<td><strong>Digital Dentistry - An Overview of axiUm eLab</strong></td>
</tr>
<tr>
<td></td>
<td><em>Education 2 North Rm 2302</em></td>
</tr>
<tr>
<td></td>
<td><strong>Gold Sponsor Presentation</strong></td>
</tr>
<tr>
<td></td>
<td><em>Student/Clinic/Faculty Scheduling Using the Calendar Lab App</em></td>
</tr>
<tr>
<td></td>
<td><em>Education 2 North Rm 2307</em></td>
</tr>
<tr>
<td></td>
<td><strong>Replacing Clipboards with iPads: Medical History iForm in PatientAccess</strong></td>
</tr>
<tr>
<td></td>
<td><em>Education 2 North Rm 2106</em></td>
</tr>
<tr>
<td>9:45am-10:00am</td>
<td><strong>Break</strong></td>
</tr>
<tr>
<td></td>
<td><em>Student Community Bridge</em></td>
</tr>
<tr>
<td>10:00am-10:45am</td>
<td><strong>axiUm Training Panel</strong></td>
</tr>
<tr>
<td></td>
<td><em>Education 2 North Rm 2106</em></td>
</tr>
<tr>
<td></td>
<td><strong>Program Development: Oral and Maxillofacial Surgery Residency Lessons of Establishing a New Dental School Program</strong></td>
</tr>
<tr>
<td></td>
<td><em>Education 2 North Rm 2307</em></td>
</tr>
<tr>
<td></td>
<td><strong>Converting Paper Competency Forms in to axiUm</strong></td>
</tr>
<tr>
<td></td>
<td><em>Education 2 North Rm 2302</em></td>
</tr>
<tr>
<td>10:45am-11:00am</td>
<td><strong>Break</strong></td>
</tr>
<tr>
<td></td>
<td><em>Student Community Bridge</em></td>
</tr>
<tr>
<td>11:00am-11:45am</td>
<td><strong>Focus Group Updates</strong></td>
</tr>
<tr>
<td></td>
<td><em>COHRI, Finance, IT, Clinical, Consortium Board</em></td>
</tr>
<tr>
<td></td>
<td><em>Education 2 North Rm 2104</em></td>
</tr>
<tr>
<td>11:45am-12:00pm</td>
<td><strong>Colorado Send Off</strong></td>
</tr>
<tr>
<td></td>
<td><em>Education 2 North Rm 2104</em></td>
</tr>
</tbody>
</table>

---

**Mountain Town /Casino Trip**—Buses Leave Hyatt at 2:00pm
Wednesday, July 25th

8:30 – 8:45  Welcome to Colorado
Education 2 North Rm 2104
Lonnie R. Johnson, DDS, PhD, Sr. Associate Dean for Clinics and Professional Practice
University of Colorado School of Dental Medicine

8:45 – 9:45  Keynote Presentation- Courtesy of our Platinum Sponsor:
The University of Colorado Office of Lifelong Learning and Continuing Dental Education
“Four Tools to Address Clinician Burnout with Practice Efficiency”
Education 2 North Rm 2104
CT Lin MD, FACP
Chief Medical Information Officer, University of Colorado Health

Physician burnout is a national healthcare crisis. The electronic health record is often cited as the primary cause. At UCHealth, we have tried to address this in many ways, and we will present four potential solutions that may be applicable to dental practices and clinicians.

10:00 – 11:00  Quality Improvement:
Willamette Dental Group’s development of the Pediatric Education Program (PEP)
Education 2 North Rm 2104
Joshua B. Even, DMD, Director of Clinical Strategy & Support
Joanna Mullins, RDH, MHI, Clinical Strategy & Support Manager
Tim Ericson, Senior Applications System Administrator
Ferit Kivanc, Enterprise Data & Analytics Manager
Willamette Dental Group

Willamette Dental Group clinical and IT representatives will describe a quality improvement initiative related to pediatric patient care and referral cost control. The presentation will cover data analytics, clinical training design and axiUm customization that was needed to implement the Pediatric Education Program (PEP).

11:00 – 12:00  axiUm Update
Education 2 North Rm 2104
Bethany Foote, Director of Development, Exan Software

An overview of axiUm development and releases to-date in 2018 and an update on the product development roadmap for the rest of the year. The presentation will also include an early look at proposed features for 2019.

1:00 – 1:45  The Use of Cash Carts at Detroit Mercy Dental Center
Education 2 North Rm 2106
Gwendolyn Grahm, Patient Services Manager, University of Detroit Mercy Dental Center

In this presentation, we will discuss the use of cash carts at Detroit Mercy Dental for registering patients, verifying patient’s insurance, to collect payments and for treatment planning.

Making a Match: The axiUm Needs Matching Process
Education 2 North Rm 2307
Emily Reddick, MPA, Director of Clinical Operations and Patient Advocacy
Harley Robertson, MBA, Clinical Systems Analyst
University of Colorado School of Dental Medicine

Join us to learn about our journey in making a needs-based patient assignment process that incorporates both the patient dental needs and the students’ educational needs. We’ve created a centralized and standardized workflow that helps our clinic care faculty and coordinators ensure that students and patients will have a perfect match!
Wednesday, July 25th

1:00 – 1:45  **FirstAccess Kiosks and Patient Check-Ins: Ideas, Solutions, & Lessons Learned**  
**Education 2 North Rm 2104**  
**Adam Gibson, Systems Analyst, University of Louisville School of Dentistry**

Do check-in kiosks make sense for your patient reception area? Interested in learning delivery options for the FirstAccess web app? Have experience integrating FirstAccess into the patient experience? Join the conversation as the University of Louisville shares how Apple Configurator, SimpleMDM, KioskPro, and Armmodilo kiosk enclosures help manage, present, and secure Exan FirstAccess for patient check-ins. Whether you have questions or years of experience, you’ll leave this session with ideas that you can take back to your practice!

**Gold Sponsor Presentation: Medicor Imaging**  
**MiPACS Updates**  
**Education 2 North Rm 2302**  
**Scott Mallonee, Sales Manager, Medicor Imaging**

New features in MiPACS will be presented, including the MiPACS 3D Viewer, new graphical user interface, workflow adjustments, and CAD/CAM storage in DICOM format. Additionally, we’ll show off our latest achievement with 3D support in our HTML5 web viewer.

2:00 – 2:45  **835i Module Discussion**  
**Education 2 North Rm 2106**  
**Jill LeClare, Applications Administrator, Tufts University School of Dental Medicine**

Tufts University did initial testing of the 835i module in axiUm. We worked with several other universities to have Exan create some new adjustments for the module. This will just be a discussion on why we decided to explore the 835, what some of our initial testing discovered and if we are going to go forward in the future with the 835 and the new adjustments. Currently Tufts is on version 7.01 and needs to be on at least 7.03 to test the adjustment piece.

**School Wide Planned Appointments: 3 Years Later- Pros and Cons**  
**Education 2 North Rm 2307**  
**Robert G. Gellin, D.M.D., M.H.S., Professor and Chair, Department of Stomatology**  
**Frankie Maffett, Business and Clinical Operations Manager**  
**Medical University of South Carolina College of Dental Medicine**

Three years from our initial implementation of planned appointments, the MUSC College of Dental Medicine is utilizing axiUm planned appointments school wide, except for the Graduate Oral Surgery clinic (explanation of why not here during the presentation). For 10 years, we utilized appointment requests until planned appointments were created in axiUm. We will answer the question “What is a planned appointment”? This presentation will discuss and provide visual examples of our journey including: pros and cons of appointment requests, pros and cons of planned appointments, how we are using planned appointments, implications and changes to our phone tree system and ideas about a proposed centralized call center.
Wednesday, July 25th

2:00 – 2:45  Gold Sponsor Presentation: Topaz Systems
Education 2 North Rm 2302
Jim Fox, Tom Scott and Steve Sweet
Topaz Systems Inc.

Founded in 1995, Topaz Systems provides electronic signature solutions for digital documents, including complete software, tools, intellectual property, robust hardware pads, and lifetime support. Topaz® facilitates the “eSign Ecosystem™”, bringing together the widest range of integrated technology, intellectual property, distribution, reseller, technical support, service, and ISV 3rd-party application elements in the industry by a wide margin. Customers thereby gain the benefits of network effects, making your products, software, and services easier to deploy, update, and support, and more successful and profitable overall.

axiUm Business Intelligence Workshop: Session 1
Education 2 North Rm 2104
Samir Boudjebla, Product Management Manager, Exan Software

axiUm allows your organization to collect a lot of data which can be overwhelming or challenging to process. Technologies like business intelligence provide the opportunity to increase the value of the information collected by axiUm. To maximize the benefits of your axiUm data, Exan is inviting you to this workshop session where you will have the opportunity to work with our product team (designers, product specialists) and other organizations on designing the next generation axiUm dashboard solution.

3:00 – 3:45  Our Oral Pathway to Revenue
Education 2 North Rm 2106
Anna Trieu, MHA, RHIA, CPC, Director of Patient Services
Lien Nguyen, Senior Analyst, Billing and Collections
UTHealth Science Center Houston School of Dentistry

- Background on Oral Pathology & Billing Process at UTHSC Houston
- Current billing workflow in axiUm for Oral Pathology
- Lessons learned, pin points and wish list

Student Attendance Tracking Panel
Education 2 North Rm 2307

axiUm User Forms to Track Clinical Attendance
Emily Reddick, MPA, Director of Clinical Operations and Patient Advocacy
Pirin Becker, Program Manager, Clinical Software Systems
Kasey Stutler, Clinic Manager, Dental Team Care Clinics
University of Colorado School of Dental Medicine

The University of Colorado School of Dental Medicine rolled out a new process in fall 2017 to track clinical attendance. The new process features the use of an axiUm User Form to track students’ participation in clinic and also includes robust reporting to track appointment success rates and various types of personal time.

Tracking Clinical Attendance: Ongoing Process Improvement
Nisha Ganesh, DDS, Director of Predoctoral Education in General Dentistry
Kathy Martin, Sr. Systems Analyst
University of Maryland School of Dentistry

In an effort to provide course directors, Academic Affairs, and students with accurate and timely information regarding clinic attendance in the complex and unpredictable world of patient care, the type of clinical activity is critical information to ensure adequate clinical experiences.
3:00 – 3:45  axiUm Infrastructure: Disaster Recovery and Oracle Instances & Encryption  
Education 2 North Rm 2302  
Raybel L. Ramos  
Assistant Vice President for SF Campus Technology Services  
University of the Pacific, Arthur A. Dugoni School of Dentistry

Sam Wheeler, Server and Storage Administrator  
Arthur Swanson, Senior Oracle Database and Clinical Applications Administrator  
University of Colorado School of Dental Medicine

Part 1: We may need to act quickly to safeguard ourselves, our patients or our axiUm infrastructure following a natural or man-made emergency. What’s our emergency action and disaster recovery plan?  
Part 2: Oracle Instances: Database, purpose and encryption

axiUm Business Intelligence Workshop: Session 2  
Education 2 North Rm 2104  
Samir Boudjebla, Product Management Manager, Exan Software

axiUm allows your organization to collect a lot of data, which can be overwhelming or challenging to process. Technologies like business intelligence provide the opportunity to increase the value of the information collected by axiUm. To maximize the benefits of your axiUm data, Exan is inviting you to this workshop session where you will have the opportunity to work with our product team (designers, product specialists) and other organizations on designing the next generation axiUm dashboard solution.

4:00 – 5:00  Tour: University of Colorado School of Dental Medicine  
Pre-Tour Presentation- Education 2 North Rm 2104  
Lonnie R. Johnson, DDS, PhD, Sr. Associate Dean for Clinics and Professional Practice  
University of Colorado School of Dental Medicine

We’ll start with a pre-tour presentation in the large lecture hall and then split into small groups and walk over to the University of Colorado School of Dental Medicine.
Thursday, July 26th

8:30 – 8:45  Welcome to Day 2  
Education 2 North Rm 2104  
Pirin Becker, Program Manager of Clinical Software Systems  
University of Colorado School of Dental Medicine

8:45 – 9:00  Midyear 2019 Invitation  
Education 2 North Rm 2104  
Jill LeClare, Applications Administrator, Tufts University School of Dental Medicine

Tufts University will be presenting the 2019 Mid Year Consortium. This invite will highlight some of the details for the upcoming event.

9:00 – 10:00  CODA Site Visit Panel Discussion  
Education 2 North Rm 2104  
Lonnie R. Johnson, DDS, PhD, Sr. Associate Dean for Clinics and Professional Practice  
Sheila Kennedy, MBA, Sr. Director of Institutional Effectiveness and Innovation Strategies  
University of Colorado School of Dental Medicine  
Joni Yoder, Support Services Patient Manager  
The University of Iowa College of Dentistry and Dental Clinics  
David George, DDS, Chief of Staff  
Nisha Ganesh, DDS, Director of Predoctoral Education in General Dentistry  
Kathy Martin, Sr. Systems Analyst  
University of Maryland School of Dentistry

Every seven years, all dental schools take a minute or two (or a year) to conduct a Self-Study responding to CODA Standards. Where is your school in this journey of self-reflection? Our panel of speakers are at different stages of the seven-year cycle: one has just completed a site-visit, one is preparing for an upcoming visit, and one is four-years out from a visit. Join us as they discuss ways they are datamining axiUm to answer various Standards and the Annual CODA Survey.

10:15 – 11:15  Courtesy of our Platinum Sponsor: Tableau  
“We Have Tableau, We Have Data, Now What?”  
Education 2 North Rm 2104  
Ramon Enachescu, Clinical Systems Administrator  
Loma Linda University School of Dentistry  
Matt Andrews, Enterprise Account Manager, Tableau

The use of data analytics and understanding how to effectively use the application is one feat, but first an organization must understand the importance of why data analytics is needed and how it will be used in the organization. This presentation will provide a learned process through personal experience on the success and challenges that were faced in the implementation of Tableau and creating different types of dashboards. We will explore different methods on how data analytics are used in a dental school environment and how data intelligence plays an important role in making informed decisions. More importantly, we will highlight the need of utilization of Tableau to identify problems and trends and to plan for future cyclical systems.
Thursday, July 26th

11:15 – 12:00  Courtesy of our Platinum Sponsors: Citrix & Alchemy Tech Group

“Overcoming Productivity Barriers using Citrix”

Education 2 North Rm 2104
Sam Wheeler, Server & Storage Administrator
Ernesto Jamison, Infrastructure Engineer
University of Colorado School of Dental Medicine

Jason McGeough, Alchemy Tech Group

Find out how you can overcome productivity barriers with modern technology. Citrix technologies will let you choose the hardware that works best for you, allow your students, faculty and staff to get their work done wherever they are, and enable a more secure environment that allows better collaboration for your team.

1:00 – 2:00  Chart Audits for Every Occasion

Education 2 North Rm 2106
Laura Cox, Quality Improvement Coordinator, UTHealth Science Center Houston School of Dentistry
Rebecca Dixon, Director of Patient Care Services, Indiana University School of Dentistry

Chart audits are the gold standard for tracking key performance indicators. With the transition to digital charts, automated techniques should aid us in achieving more thorough reviews with less manual effort. The presentation will discuss financial, quality, and administrative audits among others, for purposes including accreditation and billing compliance.

Patient Safety & Incident Reporting

Education 2 North Rm 2307
Sheila Kennedy, Sr. Director of Institutional Effectiveness and Innovation Strategies
Emily Reddick, Director of Clinical Operations and Patient Advocacy
Jamye Smith, Director of Quality & Patient Safety
Colette Kuhfuss, Patient Advocate
University of Colorado School of Dental Medicine

Sharps, injuries, falls, swallowed objects, equipment malfunctions, patient complaints, they happen to all of us. This presentation outlines CU’s journey from colorful paper forms to online occurrence and patient complaint reporting. We will provide examples of how we use data from the UHC Safety Intelligence system to implement changes to improve patient safety and patient satisfaction.

Gold Sponsor Presentation: Scriptel Corporation

Education 2 North Rm 2302
Steve Sedaker, Director of Strategic Marketing, Scriptel Corporation
Ernesto Jamison, Infrastructure Engineer, University of Colorado School of Dental Medicine

Since 1983, Scriptel Corporation has been delivering electronic handwriting and signature capture and digitization solutions. For axiUm users, Scriptel offers Citrix Ready USB signature pads and apps that you can use on any mobile device for wireless signature capture with axiUm. Come and hear how and why the University of Colorado School of Dental Medicine deployed 200 USB signature pads chairside on its Citrix-based system with Wyse thin clients within one week during Spring Break and take some pointers back to plan your own chairside signature implementation.
Thursday, July 26th

1:00 – 2:00 Updates on axiUm Ascend
Education 2 North Rm 2301
Jonny Brennan, MD, DMD, MPH, Associate Dean, Innovation and Curriculum
Arizona School of Dentistry & Oral Health at A.T. Still University

An overview of the current state of axiUm Ascend.

2:15 – 3:15 Dental & Medical Primary Care Clinic- Headache? Toothache? We can help you with both.
Education 2 North Rm 2106
Kathryn Hansel, RDH, axiUm Administrator, Louisiana State University New Orleans School of Dentistry

The LSU Health New Orleans Schools of Nursing and Dentistry collaborated to open the LSU Health New Orleans Dental & Medical Primary Care Clinic in November 2015, as part of the Dental Interprofessional Education (IPE) initiative. Moving from the first IPE academic course in 2012 into the collaborative care arena has produced many challenges. How does the goal of delivering integrated, interprofessional dental and primary care services translate into running a clinic with both medical and dental EHR programs, schedules, payment systems, clinical and office staff, as well as nursing and dental student rotations?

From Call Center to Contact Center: Using Live Chat for Customer Service
Education 2 North Rm 2307
J. Donnie Parris, Director, Clinical Business Services, Virginia Commonwealth University

Using a Live Chat interface has become as commonplace as making a phone call in the customer service industry. Why should healthcare be any different? This presentation will explore the process of converting from a call center that handles only inbound phone calls, to a contact center that manages phone calls and Live Chat requests as well. It will review success and challenges of the selection and implementation processes, and a live demo of the product currently in use.

Solving Business & Clinical Problems Through axiUm Customization
Education 2 North Rm 2301
Tamara Lee, Director, Support and Custom Services
Philip Qumsieh, Manager, Technical Support
Exan Software

Tamara Lee and Philip Qumsieh from Exan will talk about the axiUm customization process by walking through the various steps involved. They will review common business problems and discuss alternative ways to solve those problems through customizing axiUm. With so many options available, it can be difficult to determine the best approach, so strategies for evaluating which custom solution will work for your environment will also be covered. They will also demonstrate some of the pre-built solutions, how they work, and how you can obtain them from our Custom Services team.

Gold Sponsor Presentation: EasyMarkit
Communication 2.0: Dentistry Just Got Easier
Education 2 North Rm 2302
Josh DeVries & Charlie Mussche
EasyMarkit

Join the EasyMarkit team as they present on the newly designed EasyMarkit platform, take an in-depth look at the recall feature and listen to client success stories including SOS messaging.
Thursday, July 26th

3:30 – 4:30  COHRI
Education 2 North Rm 2106
Facilitated by Gary F. Guest, DDS, Associate Dean for Patient Care, UT Health San Antonio School of Dentistry

The Session for COHRI will be dedicated to Strategic Planning and Action Item Development for these Consortium efforts in 2018 –2019. We will be extending online invitation to members and interested individuals who will not be able to attend the meeting in Denver.

Finance Focus Group
Education 2 North Rm 2307
Facilitated by Lynn Conway, Revenue Cycle Director, University of Iowa College of Dentistry

Review of Existing Enhancement Requests and Submission Process via axiUm Idea Portal

Clinical Focus Group
Education 2 North Rm 2301
Facilitated by Dr. Mary Jane Hanlon, Interim Associate Dean of Clinical Affairs, Tufts University

Meeting for those interested in the clinical components of axiUm. The group will meet and discuss strategic planning and action item development.

IT Focus Group
Education 2 North Rm 2302
Facilitated by Charles Laird, Dental Clinic IT Director, University of Detroit Mercy Dental Center

Meeting of those interested in the information technology aspect of axiUm with the goal to discuss topics for future meetings.
9:00 – 9:45  Digital Dentistry: An Overview of axiUm eLab  
Education 2 North Rm 2302  
Samir Boudjebla, Product Management Manager, Exan Software

axiUm eLab is a module that is powered by the Digital Dental Exchange Network by Henry Schein Inc that allows the digital lab case data to flow between a dental technician and the lab, producing high quality dental restoration work.

Gold Sponsor Presentation: Calendar Lab  
Student, Clinic and Faculty Scheduling Using the Calendar Lab App  
Education 2 North Rm 2307

Emily Reddick, MPA, Director of Clinical Operations and Patient Advocacy  
Sze Pui Shum, Academic and Clinical Systems Coordinator  
University of Colorado School of Dental Medicine

Sheryl Meier, Clinical Informatics Specialist and Trainer, Medical University of South Carolina

Martin Gremm, Calendar Lab

Each dental has the arduous task of creating a complex academic and clinical schedule, which involves various courses, labs, and rotations. Calendar Lab is an application created specifically to build these intricate systems and produce a user-friendly calendar/schedule. Calendar Lab’s creator Martin Gremm will share his experience in creating the application, and representatives from the CU School of Dental Medicine and the Medical University of South Carolina will share experiences in using the application to meet each School’s unique scheduling considerations.

Replacing Clipboards with iPads: Medical History iForm in PatientAccess  
Education 2 North Rm 2106

Pirin Becker, Program Manager, Clinical Software Systems, University of Colorado School of Dental Medicine

In October 2017, the University of Colorado School of Dental Medicine transitioned to the COHRI Adult Medical/Dental History form. In this session, we will cover the implementation of the COHRI Adult Medical/Dental History form as well as the transition from paper and clipboards to iPads for new patients in the Dental Faculty Practice.

10:00 – 10:45  axiUm Training Panel  
Education 2 North Rm 2106

A Comprehensive Way to Teach the Electronic Health Record to Dental Students  
Cindy Bauer, DDS, MA, Director of axiUm Integration, University of Detroit Mercy, School of Dentistry

Learn a comprehensive alternative to teaching the Electronic Health Record. Students learn how to use the Electronic Health Record from semester one in the Simulation Clinic and the Clinic through patient cases. Comprehensive skills assessments measure the student’s ability to document findings, diagnose, treatment plan, and complete treatment and treatment documentation in the Simulation Clinic.

axiUm Consortium Trainer Collaboration  
Pirin Becker, Program Manager, Clinical Software Systems, University of Colorado School of Dental Medicine

An open discussion on how the consortium can support each other and collaborate with regards to axiUm training, training materials and training methodologies.
Friday, July 27th

10:00 – 10:45  Program Development: Oral and Maxillofacial Surgery Residency
Lessons of Establishing a New Dental School Program
Education 2 North Rm 2307
Lonnie R. Johnson, DDS, PhD, Sr. Associate Dean for Clinics and Professional Practice
Brian Davis, MBA, MSHA, CMA, Associate Dean for Finance, Budget and Strategic Projects
University of Colorado School of Dental Medicine

A presentation and open discussion covering the topics of creating, initiating and surviving the trials of establishing the Oral and Maxillofacial Surgery Residency program at the University of Colorado School of Dental Medicine. A lively conversation of a journey fraught with pitfalls, politics, passion and a new high-demand service to the Rocky Mountain region.

Converting Paper Competency Forms in to axiUm
Education 2 North Rm 2302
Ramanjit Chohan, Clinical Systems Administrator, University of California, Los Angeles School of Dentistry

UCLA School of Dentistry will share their journey of converting paper competency forms into axiUm. This includes planning, gathering requirements, implementing and training front end users.

11:00 – 11:45  Focus Group Updates
Education 2 North Rm 2104

11:45 – 12:00  Colorado Send Off
Education 2 North Rm 2104
Brian Davis, MBA, MSHA, CMA, Associate Dean for Finance, Budget and Strategic Projects
University of Colorado School of Dental Medicine