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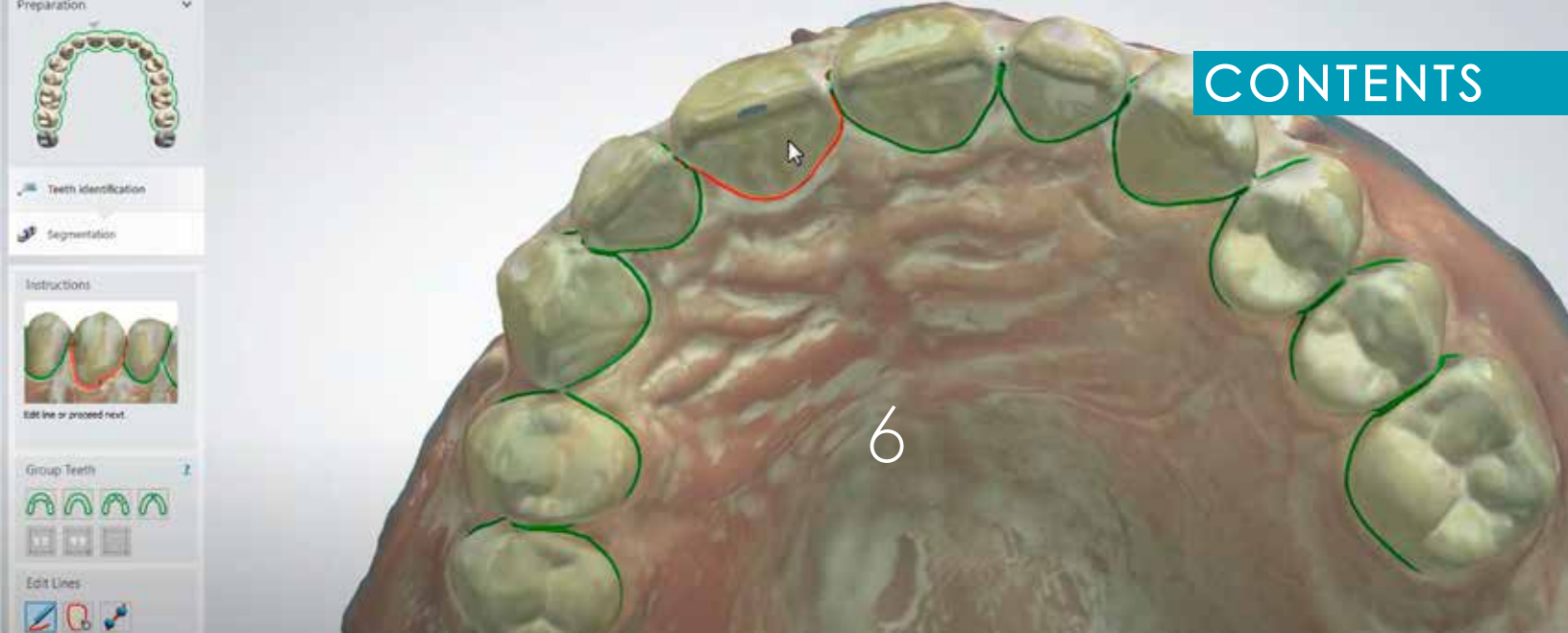
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**4 PRESIDENT'S MESSAGE**

**Invest in People**  
By Chris Peterson, CDT

**6 COVER**  
**Digital Denture Design: It's Now that Easy**

By Gene Peterson, CDT

**12 FEATURE**  
**Essential Skills. The Forgotten Keys to Culture.**

By Sasha Der Avanessian

**16 HIGHLIGHTS FROM THE SOUTHERN STATES SYMPOSIUM & EXPO, PRESENTED BY FDLA**

**20 TECHNICAL**  
**Innovative Products and Trends in Dentistry**

By Daniel M. Swamy, PhD, CDT

**24 FDLA BUSINESS PARTNERS**  
*Support FDLA's partner companies*

**26 ZERO IN**  
*Connections, calendar and advertiser directory*

**26 CLASSIFIEDS**

**28 HEADLINES**  
*Industry information, news and updates*

**30 FOCAL POINT**  
**Going the Extra Mile**

**focus**

**Florida Dental Laboratory Association**  
325 John Knox Rd,  
Ste L103  
Tallahassee, FL 32303  
Phone: 850-224-0711  
Fax: 850-222-3019

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**focus Staff**

**Jillian Heddaeus, CMP, IOM**  
*Executive Director & focus Publisher*  
jillian@fdla.net

**Kristi Demuth, CAE**  
*Editor*  
editor@fdla.net

**Maureen Turner**  
*Advertising Sales*  
advertising@fdla.net

**Christina Welty**  
*Program Manager*  
membership@fdla.net



# Invest in People

**By Chris Peterson, CDT**  
*FDLA President*

As the new FDLA president, I am so honored and grateful to serve this dental laboratory community. As I look at the state of Florida, I see how our state is booming economically, and how more and more people are moving to our great state. People need teeth and teeth need technicians to create them. Dental labs will have the opportunity to mature in automation and to invest in people to meet this demand.

We could discuss dental lab schools, training programs, workforce training incentives, quality systems, bonus structures and other incentive programs to grow our dental lab industry. I want to focus, however, on a more personal approach: investing in individuals. I've been the recipient of this kind of intentional investment, and I'd like to express my gratitude to three people who chose to invest in me and further my career.

My father Michael Peterson, CDT. As a certified technician and business owner for over 40 years, never once did he forget that "Father" was his most important title, before any technical credential. To be a good dental tech (or any good at any other job for that matter), you need to be a good person. Let us not forget to invest in our families before we invest in our companies. If our personal life has issues, it will eventually contaminate our working ability. My father demonstrated the importance of investing in family first, and I am grateful to have been shaped by his love and leadership.

Morris Fucarino, CDT and Bennett Napier. These two industry leaders went out of their way so many years ago to show interest in me. At the time, I'm not sure what they saw. Looking back now, it is simple. These two industry professionals saw a young man with potential. They simply started a conver-



sation. From there, the conversations grew year after year at the FDLA Symposium. As a young man wanting to grow in this industry, I needed outside perspectives that I could not find within "the lab." Thank you both.

What do my father, Morris and Bennett have in common? They all chose to invest in someone. These men have shaped me as a person, dental lab technician, lab owner and now the FDLA president.

Who are you investing in today? If you don't know where to start, let me give you a few ideas. Open your eyes at home first. Sometimes it might mean hiring additional staff at work so that you can achieve a better work life balance or speaking with your employer about investing in a larger team. Once you find this balance, continue investing in your laboratory team. They are your greatest investment at work. Once the lab team is solid, come join the FDLA and be part of an organization that has shaped the dental lab industry for so many years. Meet fellow industry professionals, make connections, and invest in relationships. You might look back years later and see that major growth began with a simple conversation.

If you're ready to invest at any level and have questions, please reach out to any FDLA board member or email me at [Chris@petersondentallab.com](mailto:Chris@petersondentallab.com). I would be glad to help! 

*Meet fellow industry professionals, make connections, and invest in relationships.*



#### **FDLA Mission**

Serving Florida's dental technology professionals as a valued part of the dental team enhancing oral health care.

#### **FDLA Vision**

Advancing the individual and collective success of Florida's dental technology professionals in a changing environment.

#### **Values Statement**

FDLA's board of directors and professional staff are guided by these principles: Integrity, Leadership, Recognition, Safety, Acceptance and Innovation.



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By Gene Peterson, CDT



# DIGITAL DENTURE DESIGN: *It's Now that Easy*

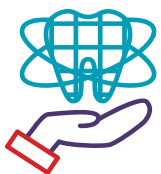
Since digital dentures were first proposed, there has been a stigma associated with the design and fabrication of a complete denture by means of CAD/CAM technology. It was seen by some as the forbidden process. The process of creating the analog denture has been codified and protected for over 100 years by skilled technicians who perfected their craft. Critics argued that it was a process never to be trusted to a computer and that tasks performed in a software program would never live up to what a skilled technician could do with their hands. The perception and fear of losing control of the design, which had become second nature in the conventional process, lead to the opinion that it couldn't (or shouldn't) be done. As a result, technicians were better off using their precious time and energy, confidence in what to do, and tools and materials on what worked best for them, rather than make the transition, struggle, or possibly fail. Perhaps the loudest argument could be that it was just too difficult.

## IT'S NOT THAT HARD AFTER ALL

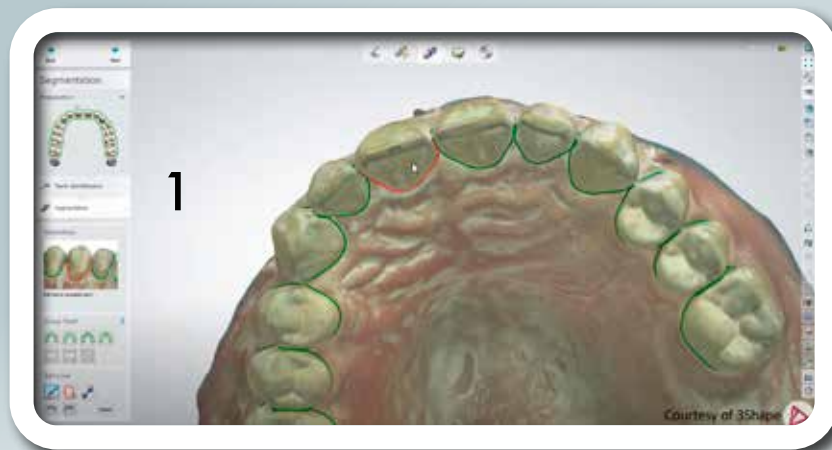
There may have been some truth to these arguments. During the early development of digital dentures, it wasn't completely clear that all of the requirements for designing a complete denture were available. Some tools existed and others didn't, which required shortcuts or workarounds that naturally created skepticism for the seasoned technician. In turn, this made the decision to transition and allow for the substitution of a digital workflow quite nerve-racking. Today however, for those still questioning the process or considering the transition, there is comfort in knowing that the digital tools are available to accomplish what technicians do conventionally. With software packages available that are either stand-alone digital denture design packages or add-on modules of popu-

lar universal digital design platforms, there are many choices. Regardless of the software, fundamentally the industry is at a point in the evolution of digital denture design software where parody exists across all systems. In one form or another, all the tools required to satisfy the seasoned denture technician's needs are available, and more importantly, they have become more user-friendly, making the digital setup quicker and easier.

In the world of digital denture design, the tools and demands that are required for a conventional setup as well as clear output file capabilities have been reorganized into a smooth digital workflow. It may not seem that all the tools and steps are present in the conventional setup, but in fact, they are deeply embedded into the digital workflow, which has become the standard for digital denture design.



*They have become more user-friendly, making the digital setup quicker and easier.*



## DIGITAL DENTURE DESIGN SOFTWARE

When choosing a digital denture design software, it is important to understand that all of the digital denture software will design a denture. The way in which the designer arrives to that point, however, may vary. There are price differences, purchase options, learning curve adjustments, and differences in the step-by-step protocols for designing the denture. This does not make one easier or harder than the other, just different. The digital denture design software systems and the companies offering them today can be divided into two general groups. Those that are module based and those that are stand-alone.

### THE DENTURE MODULE

The 3Shape Dental System© design software has long been a favorite digital dental design package and has partnered with several companies to offer a digital denture solution. These generally coincide with the company's manufacturing materials and methods. The Denture Module® within the 3Shape Dental System™ (Fig. 1) software is a digital denture module that exists within its comprehensive digital design software system. It enables the user to create complete digital denture designs with full design control and export capabilities. Some of these partnered digital denture solutions include Ivoclar™, Carbon™, Dentsply™, and Whip Mix™. Another example is Exocad's™ Full Denture Module (Fig. 2). Both considered industry leaders, Exocad™ and 3Shape's® software is coupled with their own allied design features respectively, which adds flexibility and makes

for a powerful and fully integrated system across all design modalities. One distinct feature to either of these systems is the ability to simply add on its digital denture module. Due to the higher initial investment for these software packages, if previous modules have already been purchased for another application within the laboratory or clinic, the cost to add digital dentures is marginal.

### THE STAND-ALONE

The stand-alone software manufacturers have created software dedicated to digital dentures only, which in some cases may present a simpler pathway. These programs lean toward a more streamlined, user-friendly, and fewer stepped approach, thus leading to more efficient and quicker design times. A distinct advantage to some of these programs is the tendency to have a much lower entry price, if any at all. Some of the software packages are free for download; they simply charge the customer for the output data files. Some of these software programs include the BD Creator® Plus by Merz Dental™ (Fig. 3), Dentca CAD/CAM Denture®, DWOS™ by Dental Wings™, and InLab SW 20.0® by Dentsply™ Sirona™.



*There are price differences, purchase options, learning curve adjustments, and differences in the step-by-step protocols for designing the denture.*



*Designing digital immediate dentures has increased the efficiency and accuracy of the fabrication of the immediate denture.*

## THE STANDARD

As previously discussed, as long as the design systems provide the required features which will allow the technician to perform their tasks, a clinically correct digital denture will be designed. The current state of digital denture design software packages demonstrates the following common standard capabilities: 1) Model analysis 2) Class I, II, or III jaw relationships 3) Complete tooth control and single tooth adjustment 4) Single-arch design with adaptable occlusion 5) Immediate complete denture 6) Mold library selection 7) Natural gingival sculpting 8) Create and export of .STL files and 9) Digital overdenture. BD Creator® Plus is a good example that visualizes how this standard and the common design capabilities are applied and how they are important and necessary to the design of a digital denture.

## MODEL ANALYSIS

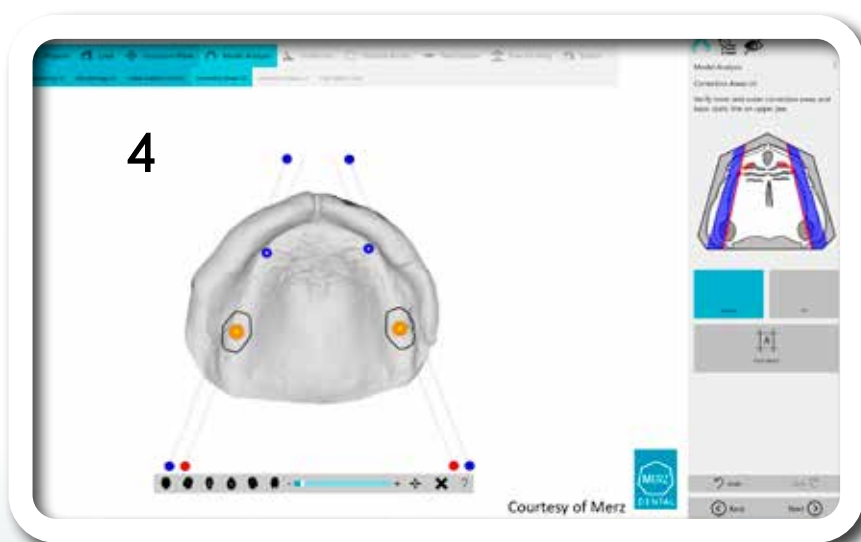
As digital dental design continues to evolve, an important element of any software package is its ability to work in an automated fashion. Model analysis is as important in the digital world as it is in the conventional. Based on common anatomical landmarks established in the software and contained within the digital record, accurate model analysis enables the software to intuitively set the teeth. Here the software allows for the classic landmarks, ridge positions, and borders to be identified. This will lead to the appropriate positioning of the teeth (**Fig. 4**).

## CLASS I, II, OR III

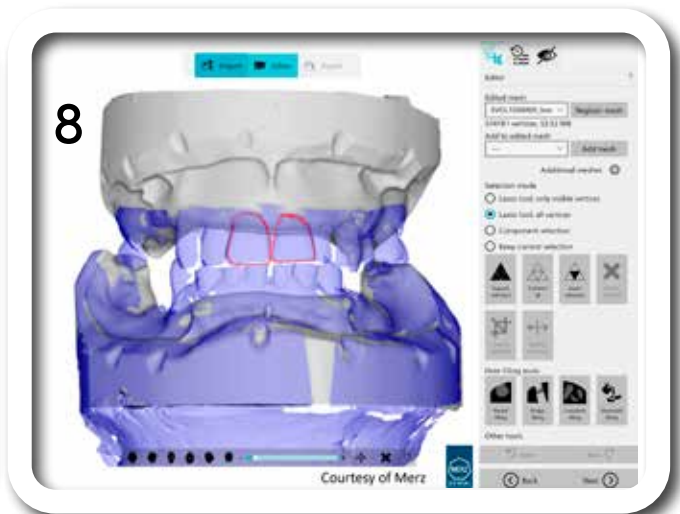
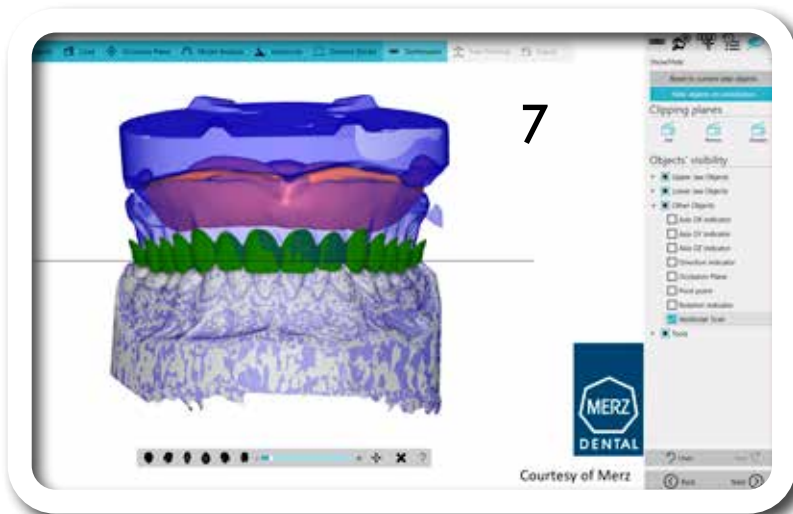
As no one setup is the same and is unique to each patient, the maxillomandibular relationship is no different. It's not clinically acceptable to attempt to design every patient's setup into one classification. The ability to create a Class I, Class II, or Class III setup and anything in between is critical to the functional success of the setup and patient's well-being. The software must allow for all three of these variations (**Fig. 5**).

## COMPLETE TOOTH CONTROL AND SINGLE TOOTH MOVEMENT

Once the teeth are arranged by the software, necessary changes that need to be made, whether for functional occlusion or esthetics, can be made. The software will create a setup proposal based on the model analysis, tooth se-







lection, etc. The ability to move individual teeth if needed is just as important as the classification. Again, no one setup is the same (Fig. 6).

## SINGLE ARCH DESIGN WITH ADAPTABLE OCCLUSION

The majority of complete dentures are single arches. The need to have independent control of the single arch design is fundamental. Equally important is the ability to set those teeth into occlusion and have teeth modified and adapted to the opposing occlusion. This includes all functional movements as well, which will be reflected in the final milled or printed denture (Fig. 7).

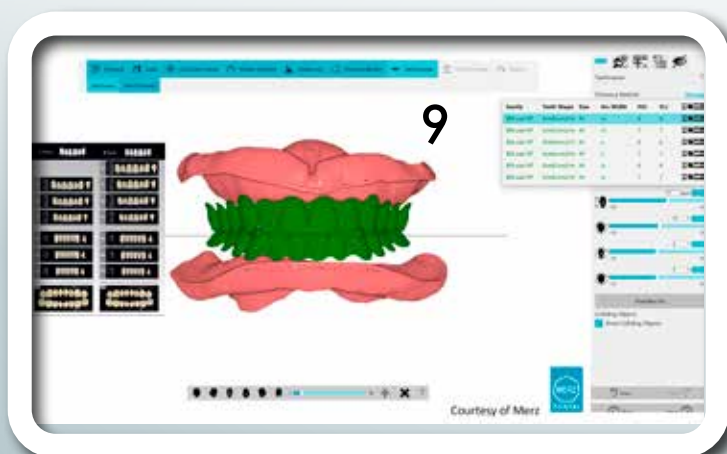
## IMMEDIATE COMPLETE DENTURES

Most likely, a patient with dentures began the edentulous process with an immediate denture. Designing digital immediate dentures has increased the efficiency and accuracy of the fabrication of the immediate denture. The ability to digitally extract the terminal teeth and perform digital alveoplasty at the direction of the clinician is paramount. This allows the technician to maximize the restorative space nec-

essary and create a functional and esthetically acceptable prosthesis (Fig. 8).

## MOLD SELECTION

Esthetically and functionally necessary, mold selection from a well-populated tooth library is fundamental to creating a clinically acceptable digital denture. The technician must have control over a set of molds that span the entire size, shape, and occlusal offering. Those systems without an adequate mold library would be at a disadvantage (Fig. 9).



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## NATURAL GINGIVAL

Another aspect of the automated nature of digital dentures is the ability to create natural gingiva. Many programs automatically build and create natural contour to the gingiva, including accurate interproximal papillae and festooning. In addition, the ability to modify and sculpt the gingival tissues adds to the designer's ability to customize the final digital files prior to manufacturing (**Fig. 10**).

## CREATION AND EXPORT OF .STL FILES

The technology of digital denture materials is evolving faster than ever. The ability, ease, and flexibility to create and export .STL files for the fabrication method of choice is fundamental to the digital denture success (**Fig. 11**).

## DIGITAL OVERDENTURE CREATION

Digital workflows are becoming more self-contained as technology evolves. The ability to integrate digital scans, including the digital spacers needed to design the pockets for overdenture housings, is a critical step to making the entire process digital (**Fig. 12**).

## IT'S NOW THAT EASY

Digital denture design has evolved and improved over the last 12 years and more and more technicians are willing to make the transition and adopt the technology; it's now mainstream. Fearing loss of control of the process is no longer an impediment to going digital. The tools are available and everything that was once performed conventionally can now confidently be done digitally. No matter which design soft-



ware is used, the process of designing a digital denture will be similar across the systems and the result will be the same, a clinically correct prosthesis. More important, due to the standard that has evolved in designing digital dentures, the entire process has become more efficient, easier and can be a reality for everyone. [i](#)

## ABOUT THE AUTHOR

Gene is the Director of Technical Development and Learning at Sterngold Dental, LLC. He is a CDT and has a BS in Biology. He owned and operated a full-service dental lab for over 18 years in Arizona and has been a pioneer and developer of digital dental workflows over the last 35 years. Gene has multiple publications and has lectured worldwide on both clinical and technical dental subjects.



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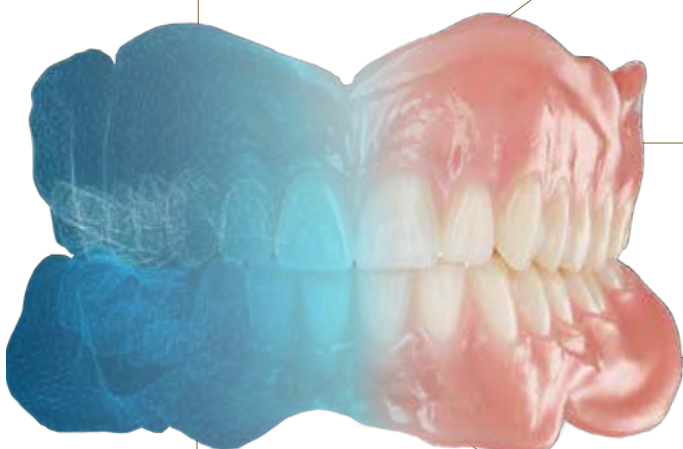
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# Essential Skills

## THE FORGOTTEN KEYS TO CULTURE

They are  
**ESSENTIAL**  
because  
they hold  
the **KEYS**  
for strong  
**LEADERSHIP,**  
for **TRUST,**  
and for  
**PROBLEM**  
**SOLVING.**

### But first, a thought experiment.

I'd like to start this article by taking you on a thought experiment.

Imagine for a moment, that there is a computer system that was designed to connect people. One that had their resumes, skills, and personality attributes, all in one giant database.

Now, imagine that you could say to that computer system:

"Here's what I'm looking for in a high-quality candidate. Here's what I'm looking for in a technician, a pick-up and delivery driver, a department manager, or a customer support individual."

Now, if you had that kind of control in the process, meaning that you could pick a person with a certain set of attributes, the very ones that you, yourself are attracted to, what attributes would you pick?

Someone who is a...

- Strong leader?
- Great communicator?
- Problem solver?
- Creative thinker?

As we ponder our 'dream employee' together, let me ask you another question. Would you define these attributes as 'gifts' one is born with, or 'skills' one can learn?

Whether you go down your list or mine, what you'll find is that every single one of these attributes are in fact... 'skills.'

'Being a great communicator' is not a gift one is born with. It's a choice we make. We can choose to be a better listener, more attentive, and more understanding.

As business owners and managers, we all too often organize our HR departments and hiring criteria around the 'hard' vocational skills that we are desperate for, and neglect the essential skills like self-control, wisdom and perception that manifest the skills we want in our hallways.

In this article, we explore the importance of essential skills in the workplace, and the power they have to shape your dental lab culture if not forgotten.

### Culture is a widely misunderstood superpower.

Whether you understand culture or not, your lab has one, and it is ultimately at the core of whether you are going to get to where you want to go, or not.

Your culture, at its essence, is the collective set of individual attitudes, born of the individual behavioral tendencies of the people you've hired, that together, guide the human engagement of





your laboratory. Which by the way, will determine whether it is successful or not.

### The common trap – shortage breeds desperation.

It is widely known that there is a shortage of talented people in the 'for hire' marketplace. The need for talented dental technicians is no exception.

In environments like this, it is very easy to allow desperation to trump culture. The result is an "I'll take what I can get mentality."

I have heard story after story about talented technicians being great at making teeth, but are not behaviorally great for the culture the lab owner wants to create as they demonstrate dissention, disrespect, ungratefulness and gossiping. Yet the lab owner feels trapped, forced to retain the skills they desperately need at the great expense of the attitudes they dearly want.

More on that later.

### Culture has a different metric.

Outside of the skill-based productivity metrics that are customarily used to define the effectiveness of employees and managers, there are also those valuable skills that cannot be assessed on a linear scale. These include those who remain calm under pressure, add valuable insights to the decision-making process, and those who carry a high-level situation awareness.

The reality is that most businesses continue to focus their internal hiring, training and rewarding on their people as if the hard numbers are all that matter.

Of course, certain focused skills are needed for the success of a dental lab; hiring designers who can't design, or waxers who can't wax, or salespeople who can't sell, would be ludicrous.

These vocational skills, however, become the only ones we measure because it's safe; it's black and white and we know how to track 'units per day.' What is more inconvenient to track is resiliency, good judgement, and high intuition.

### Let's call them *Essential Skills*, not soft.

We can all agree that vocational skills can be taught. You are not born knowing how to make a crown, run a CAD/CAM machine, or call on a doctor. These are teachable and learnable.

As leaders though, we absolve ourselves of responsibility when it comes to training our people in the areas of decision making, involvement, working through fear, listening, working in teams, building confidence and inspiring others.

We under-invest in this training because we assume that these types of skills are not skills at all, but rather 'gifts' that someone is born with, and therefore, cannot be taught or learned.

We often refer to these as personality traits, or 'soft' skills.

From now on, let's call them *essential skills*.

### They're *Essential Skills* because...

They are essential because they hold the keys for strong leadership, for trust, and for problem solving. They're essential because, even the most highly skilled technician, without these skills, cannot be the *true* asset you are looking for.

These are  
age-old  
VIRTUES,  
and proven  
cornerstones  
of a  
SUCCESSFUL  
LIFE.

Obviously, essential skills are not a direct substitute for technical skills. They will, however, if cultivated within the right context, understanding, and leadership intent, greatly enhance the culture of your lab and the success metrics you are already measuring.

### Three forgotten keys to culture.

Not surprisingly, there is not a business textbook where you'll find a list of the essential skills that every successful business needs to build a strong internal culture. For some odd reason, they left that chapter out.

So, for the sake of this article, I have ventured to identify three essential skills that I believe

to be grossly neglected and overlooked when it comes to the people we hire, train and reward. There are three keys to the culture you want to create.

These are age-old virtues, and proven cornerstones of a successful life, let alone work life. They are *self-control*, *wisdom*, and *perception*. Yes, they can be taught, and they can be learned.

### Self-Control

*Self-control* is the ability to regulate your thoughts, actions and impulses; to choose your reactions, timing and tone.

To control your emotions is an essential skill that can keep life in the room. Business is full of difficult conversations. Self-control keeps the temperature cool, level, and professional.

Lack of self-control can exhibit fits of rage, bucking authority, or gossiping about others.

Those who have this skill are emotionally intelligent, self-confident and can defuse an otherwise destructive situation.

### Traits of Self-Control

- Exhibit calmness under pressure.
- Handle difficult conversations well.
- Resilient when faced with obstacles.
- Integrity with self and others.

### Training on Self-Control

A popular training method for learning the self-control skill is practicing *mindfulness exercises*, as they cultivate the awareness that arises from paying attention and being intentionally present in the moment of a situation.

Mindfulness exercises include activities such as prayer and meditation, focused 'box breathing' sessions, and journaling on attitudes such as gratitude. They enable us to put space between ourselves and our reactions, leading to better focus and context framing.

Research has found that mindfulness training helps regulate negative emotions and increases higher order thinking.



## Wisdom

*Wisdom* is the ability to value past experiences, whether positive or negative, as learning opportunities and data points to make better future decisions.

People who own the essential skill of wisdom remain creative in the face of challenges, offer conflict resolution solutions, and carry a natural desire to mentor and teach others what they have learned.

Those that lack this skill tend to make costly mistakes over and over again, speak out of turn, and become defensive when a situation is addressed.

Wisdom is the best friend for any culture that thrives.

### Traits of Wisdom

- Exercises good judgement.
- Views knowledge as an asset.
- Offers valuable insights.
- Sees problems as projects.

### Training on Wisdom

*Performance reviews* are a great platform to cultivate wisdom within your organization. Use this 1:1 opportunity to highlight projects that didn't go as planned, and ask questions around what was learned from that experience.

In addition, address any repetitive or cyclical mistakes with questions like, "What do you think the root problem is?", or "what would you have done differently?"

## Perception

*Perception* has to do with one's depth of field, their lens of focus, and their pattern recognition.

This essential skill enables one to see the most stressful business situations that arise in a clear and rational framework. Perception applies itself in the stability of inter-company relationships, as it maps out emotional outcomes by understanding one's stance or position.

For example, for a salesperson to perceive whether their lead wants to hear more, or no more, is the difference between building your brand or destroying it.

### Traits of Perception

- Strong emotional intelligence.
- Solution-based design thinker.

- Manages personalities well.
- Operates with high intuition.

### Training on Perception

*Situational game play* is a common tactic when training on this essential skill.

Present a business scenario with a set of choices from which to pick. For example, you may present a dilemma that a salesperson has, such as, "which of our restoration products should I upsell?" "Which offers the lowest friction to conversion?"

Ask the participants to select their answer and explain why they chose it. After each person has presented their choice, come together to decide the best upsell fit for each lead product.

The objective here is to encourage 'read and react' value-based decision making.

### And finally, I'll end with four questions:

1. What are the essential skills and attitudes that you are attracted to in others and why?
2. What if you wrote them down, clearly defined them, and identified the three you want as cornerstones to the lab culture you want to create?
3. If you took the time to cultivate those three essential skills in your own life, would you become a better leader, spouse, parent, friend and co-worker? Which leads me to the final question...
4. What are we waiting for? 🎯

### About the Author

Sasha Der Avanesian is the founder and CEO of Harvest Dental, a global dental products brand based in California. After starting in a two-car garage, Harvest is now distributed in 70 countries, and the recipient of multiple product design awards. *IDT* magazine named Sasha One of the 10 Most Influential People in Dental Technology, and he has recently launched a podcast called *Entrepreneur Insight*, which focuses on dental lab entrepreneurship, brand strategy and personal transformation.






# Southern States SYMPOSIUM & EXPO

presented by **FDLA**

## HIGHLIGHTS FROM THE *Southern States Symposium & Expo, presented by FDLA*

The 2022 Southern States Symposium & Expo was a huge success! After ten years, the event was held at a different property – Signia by Hilton Orlando Bonnet Creek, where approximately 600 dental laboratory technicians, dentists, dental team members, manufacturers and suppliers gathered together. Everyone thoroughly enjoyed the education, workshops, expansive exhibit hall and networking. The FDLA Board of Directors and staff would like to thank everyone who attended and the many sponsors and exhibitors who helped make this year’s Symposium & Expo a reality. We look forward to next year’s event!



Above: General session



Above: Panel presentation with (from left to right) Bennett Napier, CAE; Barbara Warner, CDT, AAACD; Rick Sonntag, RDT and Rob Woosley.



Above: Table clinic at VITA North America booth



Above: Bart Cothran, CDT leading a hands-on workshop



Above: FDLA Luncheon



Above: Table Clinic at Zahn Dental booth



Above: Congratulations to anax USA, 2022 Southern States Symposium & Expo Best of Show Winner!





Right: FDLA Board of Directors installation ceremony



Above: Newly elected FDLA President Chris Peterson, CDT



Above: Outstanding Student award winners (from left to right) Taylor Davis, Maylen Rodriguez and Camila Maria Silva



Above: Outgoing board members Berdine Proctor (left) and Doug Jackson, CDT with Dory Sartoris, FDLA Immediate Past President



Above: Dory Sartoris, FDLA Immediate Past President receives a gavel plaque from Mark Stueck, CDT, NBC Chair



Above: from left to right: Alexander Wünsche, CDT & FDLA past president; Dr. Jerry Bird, FDA President Elect; Danielle Wünsche, FDLA President-Elect; Jessica Sapp, Florida Board of Dentistry Executive Director; Dory Sartoris, FDLA Immediate Past President; Dr. David Boden, FDA President and Chris Peterson, CDT, FDLA President.



Above: From left to right – Richard Sirkin (Argen), Mike Peterson, CDT, Donnie Bridges, CDT (Argen) and Chris Peterson, CDT, FDLA President

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Above: Expo ribbon cutting



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# INNOVATIVE Products and Trends in Dentistry

## OVERVIEW

**A**s we progress into the digital age of dentistry, the processes seem to head into faster production modes. It is an exciting time to be in this industry and to watch the fascinating and innovative materials and processes being redefined. The increase in automated production is also due in part to the lack of fewer qualified dental technicians. With very few schools available, most labs must structure training into their production. This becomes a tedious process as production slows and employee turnover to other industries affects dental laboratory technology. In addition, technicians and dentists are concerned about the increasing cost of restorations and the effect on insurance for services and fabricated appliances.

Fortunately, materials are getting more advanced with innovative zirconia, PMMA, and hybrid polyamides leading the way. Multi-gradient zirconia, as opposed to multi-layered, offers better and much-needed color schemes to match shade guides accurately. New manufacturing processes allow for no demarcations and each colored portion supports the strength of another. Optical properties and structural integrity are more enhanced, eliminating the need for time-consuming porcelain build-up as restorations resemble layered ceramics. Monolithic restorations can now be fabricated in dramatically reduced time and enhanced accuracy.

Furthermore, high-quality spindles and multiple disc changer milling machines offer fewer issues with breakdowns and around the clock milling efficiency. Print technology is getting more advanced with high-efficiency units and better inert poly-vinyl. The designs and technology of milled dentures and partials are headed for greater improvements, all with efficiency in mind. Choices of hybrid dentures and materials are undergoing many improvements as dentists and laboratory personnel explore advanced techniques.

On the horizon is printable zirconia, which may reduce the manufacturing and milling cost, eliminating milling machines and tools. Although this research and development by zirconia manufacturers was started a few years ago, I believe it will become a reality soon. The elimination of tedious milling

and processing is a practical possibility, therefore eliminating tool replacements and machine maintenance.

## NEW MATERIALS

One main new product introduced to dentistry is zirconia for veneers. In the past, glass ceramic was the material of choice, but better techniques of bonding zirconia have lent a novel approach to esthetics and reduced cost. A lithium disilicate spray is sintered to the intaglio surface and etched for bonding.

This will revolutionize the concepts of veneering with multiple shade and value options, a strength of six hundred and fifty MPa and 60 percent translucency. Multiple single veneer units can be nested within the disc at a much reduced cost.

## INTRAORAL CAMERAS

More dentists are utilizing intraoral cameras for efficiency and cost savings. As these become popular, the prices for such equipment will become more affordable with open architecture, as closed systems do not offer many options. Digital dentistry is moving forward at a rapid pace. Dentists and laboratories are utilizing these advanced technologies to promote more rapid and time-saving technology.

The following are examples of new products recently introduced that are changing the dental landscape.



## VENEER ZIRCONIA

EZ neer® is a new zirconia for veneers. This innovative zirconia retains the balance of 600 MPa strength and 60 percent translucency, making it ideal for veneers and high translucent, single anterior restorations. It is available in seven value, bleach and multilayer shades and compliments any dental understructure. A zirconia shade guide depicting the shades is also available for accurate color matching.

The material allows for minimum preparation designs while maintaining its structural and optical characteristics. A thin application of lithium-silicate spray forms a micro-etchable surface for easy bonding. Thinner preparation designs and lower material cost enables the user to fabricate veneers with ease. Accuracy and efficiency are enhanced with minimum patient discomfort. Data transmission is done instantaneously, and production of appliances is started without delay.

## COLORATION SYSTEM

Of significant importance is the introduction of flowable ceramic coloration systems. This enables ceramists to create a micro-layer of fine-grained feldspathic porcelain on the restorations. Universally used for feldspathic, lithium disilicates, and zirconia, an immediate vitality in optical properties is observed with fluorescence and 3D effects. Aesthetic colors as well as pink hues are available to color crown and tissue portions of restorations.

Viscosity control enables the user to add proximal contacts and minor additions without the need to perform additional bakes. Stain and glaze with metal oxides that block light are now being replaced with flowable ceramics with earth color grains and added fluorescence to easily replicate natural bioesthetics with natural effects.

This new coloration system was researched and developed to provide dental professionals with a unique product that is easy to use and designed to replicate bio esthetics of natural dentition. Biomic is colored, micro-fine fluorescent ceramic particles in a special glaze medium. It is available as a paste where the viscosity can be controlled for slight additions of contour. The flowable chromized ceramic coloration system is not simply stain and glaze, but a flowable ceramic coloration system of colors for crown and tissue areas. The system contains pre-mixed A, B, C, and D shades and six pink colored pastes that balance out the color saturation.

Forward-thinking companies with a vision for the future are always progressive with innovative products and techniques. Companies that offer comprehensive support and education will thrive as this has become of prime importance. New software developments and materials are driving this industry and the need for prompt support is critical for success. Without this valuable resource, clinicians and labs may encounter difficulties and inconsistencies with fabricated appliances.



## MULTIGRAIDENT ZIRCONIA

3D Pro Zirconia from Aidite is a layerless-multigradient colored zirconia with a balance of strength and translucency.

Using state-of-the-art manufacturing processes, this material achieves 1050 MPa flexural strength with 57 percent translucency at the incisal. It has been formulated to show a gradient scheme with no demarcation and is ideal for single unit or full arch bridges. The hue, value and chroma match the Aidite Vita Shade Guide and are formulated from the same zirconia to minimize labor during finishing. It is available in 16 Vita® and bleach shades for all milling systems in multiple sizes.

## 3D PRO / BIOMIC RESTORATIONS



Above: Monolithic single units, 3D PRO colored with BIOMIC Daniel M. Swamy, CDT



Above: Hybrid Bridge : 3D PRO, PEEK frame bar Shama Dental Lab, Seattle, Wash.



Above: 3D PRO Implant supported hybrid with tissue simulation Shama Dental Lab, Seattle, Wash.



Above: 3D PRO Bridge seated Shama Dental Lab, Seattle, Wash.

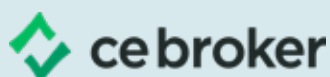
## CONCLUSION

The future looks interesting as we see newer developments and wait with anticipation for the newest trends in dentistry. There are many opportunities available for dental professionals to learn the newest and the best possibilities for success.



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## About the Author

Dr. Daniel M. Swamy, PhD, CDT, has extensive experience with manufacturing of a variety of dental prosthetics and is an innovative leader in the restorative dental industry as a denturist and former laboratory owner. He is an educator for prosthetics solutions with emphasis in training professionals on dental materials, research and development of the newest trends in zirconia, nano flowable — ceramics and implant-supported restorations. He is the director of technology for Aidite USA.



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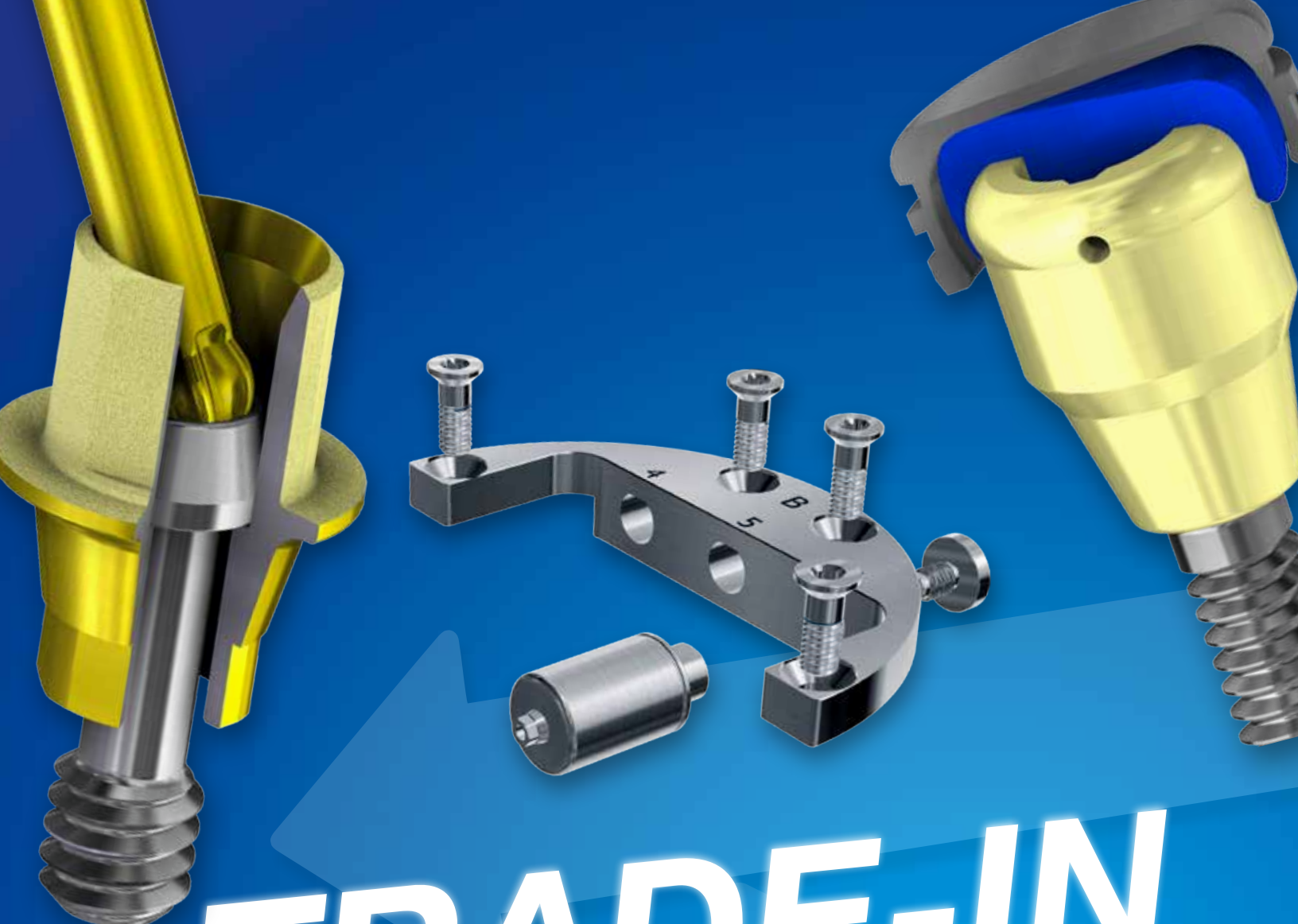
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TAAF provides financial assistance to manufacturers that can be used to cover 50-75 percent of the costs of consultants or industry-specific experts ranging from financial and general management, process improvement, marketing, technology implementation, cyber security and more, to strengthen operations and sharpen competitiveness. The program provides up to \$75,000 of cost-share matching funds to implement critical business improvements for manufacturers to

battle cheaper imports and import competition. In general, to qualify for TAAF, any manufacturing firm headquartered in the U.S. must be experiencing declines in sales or production and employment, as well as losing some business to imports.

The Southeastern Trade Adjustment Assistance Center (SE-TAAC), housed out of the Enterprise Innovation Institute (EII) at Georgia Institute of Technology, administers the program in N.C., S.C., Ga., Fla., Ala., Miss., Tenn., and Ky. SETAAC strongly encourages manufacturers to call for a quick discussion about their specific situation. SETAAC has funding available for these companies and the application process is quite simple with few restrictions.

Please contact Teresa Stockton at [Teresa.stockton@innovate.gatech.edu](mailto:Teresa.stockton@innovate.gatech.edu) or visit [www.setaac.org](http://www.setaac.org) to learn more.



## Congratulations to the 2022 CDT Milestones!

The following CDTs have maintained their status for 25 or more years and were presented with a certificate and pin during the 2022 Southern States Symposium & Expo.

### 25 YEARS:

- Edith May, CDT
- Stanley Montanye, CDT, TE

### 30 YEARS:

- Jean Joseph El Najjar, CDT
- Edward Schaier, CDT
- Michael Senn, CDT
- Robert Woosley, CDT
- Robert Young, CDT

### 35 YEARS:

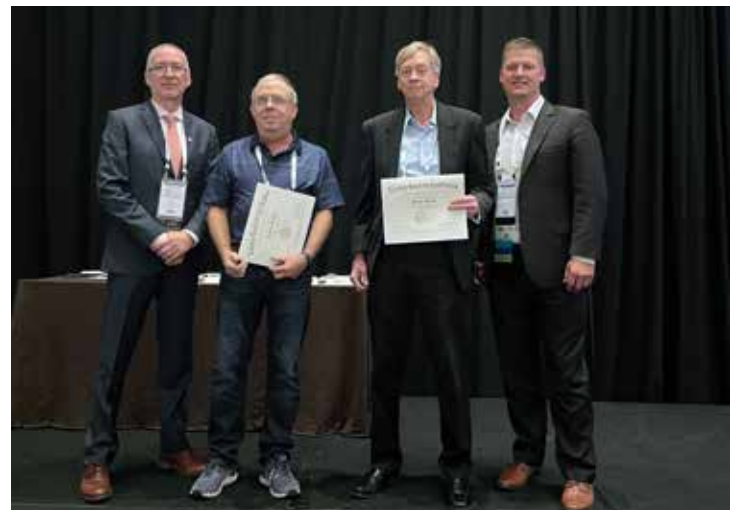
- Charles Kim, CDT, TE
- Ned Lamarti, CDT

### 40 YEARS:

- Nancy Almendarez, CDT
- Mark Armstrong, CDT
- Bruce Baker, CDT
- Donald Cobb, CDT, TE
- Jimmy Herbez, CDT
- Gregory Johnson, CDT
- Stephen Mueller, CDT
- John Strawder, CDT
- Donald Yancey, CDT

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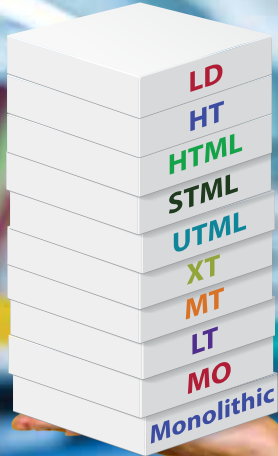
- Edward Rietz, CDT



Above: 40-year CDT milestone recipients Jimmy Herbez, CDT and Bruce Baker, CDT (center) with NBC Chair Mark Stueck, CDT (left) and FDLA President Chris Peterson, CDT (right).



Right: NBC Chair Mark Stueck, CDT (left) and FDLA President Chris Peterson, CDT with 25-year CDT milestone recipient Edith May, CDT.



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Layer 3	Transition 5Y-PSZ and 3Y-TZR	40%	1160 MPa
Layer 4	Mixture Transition		
Layer 5	Cervical 3Y-TZR	37%	1450 MPa



Internal data on file: ISO6872:2015



**Smart Dentistry**  
Solutions

# Going the Extra Mile

**Jeff Hebrank**, *president and CEO at Cardinal Rotary Instruments, based in Odessa, Fla., shares his positive outlook on the future of the industry and the value of preserving traditions.*

*Be aware of your strengths, and focus on the unique aspects of your lab.*

## How does Cardinal Rotary Instruments help dental laboratories be successful?

We try our best to stay on top of current technologies and trends in material development, and find the best rotary instruments for our customers accordingly. Before taking a new line to market, we test it out extensively in the field. The key from our perspective is to identify niche products before there is a need for them on a macro level. Once our customers are ready for a new solution on a wide scale, we hope to be ready to confidently help them with recommending our rotary instruments. Simply put, if our customers can count on us to save time, increase profits, and produce their best work with our products, then we have done our part in helping them be successful.

## Where do you see the industry headed in the next five years?


As history is our guide, technology will continue to get better — faster — cheaper. Milling machines and 3D printers have become standard

equipment, and will continue to evolve into new levels of speed, accuracy, and cost efficiency. We will also see business consolidation as our industry transitions into the next generation of technicians. There will be fewer and fewer laboratories as current lab owners sell or close their doors, but the need for services will remain strong. The remaining labs that keep pace with new technologies should thrive, and enjoy more and more success as the demand for dentistry continues to expand. I think the future is bright.

## How can lab owners differentiate themselves in today's environment?

With the exponential progress of current technology, consistent quality will become a given expectation. Service and branding are the most important ways lab owners can differentiate themselves from competition. Be aware of your strengths, and focus on the unique aspects of your lab. Let your clients know how you can specifically help them, and what sets your lab apart. Go the extra mile with communication and ease of doing business. Digital communication is efficient, but nothing compares to talking face to face with your dentist clients. Visit your doctors, fortify personal relationships, and remind them you are a trusted and valuable extension of their practice.

## Why is being an FDLA Business Partner valuable to you?

Altogether, I've been part of the Florida dental laboratory industry for almost 25 years. Many of us have "grown up" in this family community together, and now some of our children are getting involved in our businesses. My son, Jake, attended his first symposium last year and is excited to become involved in our industry. The value in being an FDLA Business Partner is the opportunity to help support and preserve these traditions, and keep the association going strong. 



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