

focus

2024 Trends with OSHA AND FDA

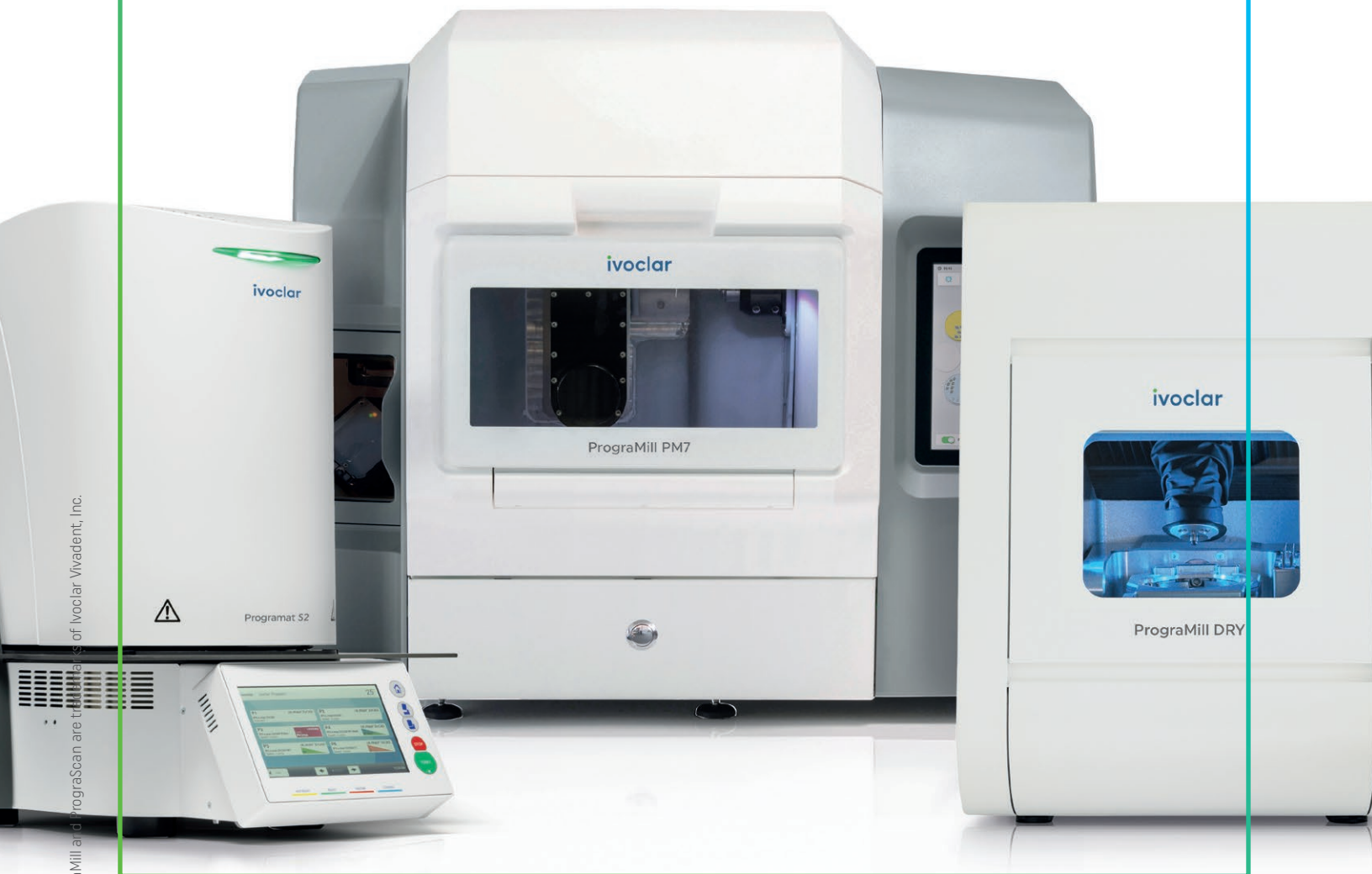


Southern States
SYMPOSIUM & EXPO
presented by **FDIA**

JUNE 7 – 8, 2024

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focus

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A Reflection on My Journey



By Danielle Wuensche

FDLA President

As I deliver my final focus magazine message to you, it is with a profound sense of gratitude and pride that I reflect on the remarkable journey we have taken together these past 12 months. Serving as your president has been an honor, and I am deeply thankful for the trust and support you have bestowed upon me.

As I traveled the country to attend various dental technology meetings, I was always so proud to tell everyone about the Florida Dental Laboratory Association (FDLA). We are still the strongest state association in the country and our success is only possible because of our passionate membership. For this, I thank you for your faith and commitment to our organization.

One of the highlights of this year has been our relentless pursuit of knowledge and skill enhancement. We organized our first regional hands-on workshop since the start of the COVID-19 pandemic. Technicians from all over the state traveled to Oldsmar to learn about light-cured stain and glaze techniques that could level-up the esthetics of 3D-printed restorations.

I am excited for the FDLA to continue organizing hands-on workshops and expanding our offering to online education. We are aware that there is a need for business and leadership skills enhancement. Your growth is important to us.

Another highlight was increasing our social footprint to Instagram. As the average age of our skilled workforce increases, it is ever important to attract new people to our industry. Social media has enabled us to grow our reach and deliver more important information to our current and future members. Please like, share, and interact with our social media pages on Instagram and Facebook.

As we look forward, it is essential to recognize that the strength of our association lies in the unity of its members. Each one of you plays a crucial role in shaping the future of dental laboratory technology. I encourage you to actively engage with your fellow members, share your experiences, and contribute your insights. Together, we can create a vibrant and supportive community that propels us forward.

In closing, I want to express my heartfelt gratitude for the privilege of serving as your president. The passion and dedication of our members have been the driving force behind our success. I am confident that, as you continue to uphold the values of excellence, innovation, and collaboration, our association will flourish, setting new benchmarks for the dental laboratory profession.

Wishing you all continued success and fulfillment in your endeavors. See you in Orlando! 

Together, we can create a vibrant and supportive community that propels us forward.



FDLA Mission

Advancing the individual and collective success of Florida's dental laboratory professionals to enhance oral health care.

Values Statement

INTEGRITY - being honest and open in all that we do
LEADERSHIP - being the guiding light in a changing environment
RECOGNITION - honoring those committed to our industry

SAFETY - promoting safe and quality driven manufacturing practices

INNOVATION THROUGH COLLABORATION - fostering an environment where creative and inspiring ideas are encouraged to enhance patient care



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2024 Trends with OSHA AND FDA

Regulatory agencies such as OSHA and FDA are back in full enforcement mode after being restricted due to the COVID pandemic. This article will look at how both agencies are stepping up their commitment to ensure that worker and patient safety are of the highest importance.

OSHA has ramped up efforts to hold employers accountable for safety violations by imposing stricter penalties.

OSHA

OSHA's focus over the past few years was on protecting workers from the risks of exposure to COVID infection in the workplace, especially in healthcare. COVID remains a concern even though it is no longer the danger it once was. Industries deemed essential during the pandemic, such as healthcare, manufacturing, and retail, have faced heightened scrutiny from OSHA. Given the elevated risks faced by workers in these sectors, OSHA has prioritized inspections and enforcement actions to effectively address safety concerns.

Dental laboratories have not had the same scrutiny as other healthcare providers. A review of OSHA inspection activities for dental labs showed that there were less than 20 onsite investigations during 2023. Over 90 percent of those investigations were due to complaints and only one was due to an accident. Nearly 170 dental practices had inspections. Most were complaints, but some were planned inspections in states that operate their own OSHA programs.

The majority of workplace safety complaints, especially those that are not serious, are being initially handled through correspondence with

the employer and are usually resolved without an onsite inspection. Workers are more likely to file complaints if they feel that their employer is not focusing on employee safety, especially if the employee has notified the employer of safety concerns.

OSHA has ramped up efforts to hold employers accountable for safety violations by imposing stricter penalties. In recent years, there has been a noticeable increase in the fines levied against non-compliant employers, with OSHA employing various enforcement tools to ensure deterrence. This includes issuing citations, imposing monetary penalties, and, in severe cases, pursuing criminal charges against egregious offenders. The shift toward tougher penalties underscores OSHA's commitment to fostering a culture of compliance and accountability in workplaces nationwide.

Just like the cost of living increases each year, OSHA's penalty schedule is also adjusted each year. For 2024, the maximum penalty for serious and other than serious violations is \$16,131, up from \$15,625, and the maximum for willful or repeated violations increased from \$156,259 to \$161,323.

Most complaints have focused on air quality, respiratory protection, exposure to hazardous materials, and the failure of the employer to notify and train employees on the hazards.

A takeaway from this information is that employers should pay attention to safety and encourage employees to come to them with concerns about their safety in the workplace rather than immediately filing a complaint with OSHA.

In July, OSHA issued a final rule that amends its occupational injury and illness recordkeeping regulation. Establishments with 100 or more employees in certain high-hazard industries are required to electronically submit information from their Form 300-Log of Work-Related Injuries and Illnesses, and Form 301-Injury and Illness Incident Report to OSHA once a year. Dental laboratories are included in the designated industries. These submissions are in addition to submission of Form 300A-Summary of Work-Related Injuries and Illnesses.



Employers should pay attention to safety and encourage employees to come to them with concerns about their safety.

The final rule retains the current requirements for electronic submission of information from Form 300A from establishments with 20-249 employees in certain high-hazard industries and from establishments with 250 or more employees in industries that must routinely keep OSHA injury and illness records. Dental laboratories fall under this requirement. Under current regulations, employers with more than 10 employees in most industries are required to keep records of occupational injuries and illnesses at their establishment. The amended OSHA recordkeeping requirements went into effect on January 1, 2024.

In May of this last year, OSHA published a standard interpretation letter concluding injuries resulting from workplace violence are recordable, even if the incident occurs outside of the workplace. Whether the employee was injured while at the employer's workplace or while traveling for work, the injury will be considered work-related if the employee's work was a causal element of the injury or illness. This is only for recording and reporting purposes and is not intended to place fault on the employer or employee.

FDA

The other major federal regulatory agency, the Food and Drug Administration (FDA), has, like OSHA, increased its enforcement activities. The FDA has added many new investigators, many of whom have an engineering background, and have been directed to return to a pre-pandemic cadence of medical device establishment inspections. Typically, inspections occur every two to four years.



Featured Speaker!

Don't miss Gary Morgan's presentations at the 2024 Symposium!

- ▶ Florida Laws & Rules - Emerging Trends
- ▶ Is FDA in Your Lab's Future?

Most dental laboratories have been out of FDA's inspection inventory, but over the last few years that has changed as more laboratories engage in activities that fall under the medical device manufacturing designation. The fear of inspection by FDA is being mitigated by a better understanding of the requirements and the inspection experience in most instances.

With the advancements in CAD/CAM manufacturing, devices that were once difficult and time consuming to manufacture are now fast and easy. The return on investment of the implementation of these manufacturing technologies has made it worthwhile for many laboratories to engage in activities that were limited to very large companies. Design software has made it possible for dental laboratories to mill or print customized medical devices such as implant abutments and sequential aligners, which are regulated by FDA as Class II medical devices.

Unlike traditional fixed and removable prosthetic devices manufactured by dental laboratories, facilities that engage in manufacturing activities of these Class II medical devices must register and list them with FDA. These activities include developing specifications for new medical devices, manufacturing their own medical devices, contract manufacturing for another medical device company, repackaging or relabeling medical devices, and importing medical devices. Registration automatically places the manufacturer into the queue to be inspected by FDA for compliance with medical device regulations, including implementation of a Quality Management System (QMS) and current good manufacturing practices (cGMP).

The QMS requirements are laid out in the Code of Federal Regulations, Title 21, Part 820, referred to as the Quality System Regulation (QSR). Part 820 describes the activities and documentation of those activities that all medical device manufacturers, which are not exempted, must implement. This documentation is aimed at standardizing processes to achieve consistent quality outcomes.

Ensuring the quality and reliability of medical devices is fundamental to regulatory compliance and patient safety. The FDA has heightened its focus on Quality Management Systems, emphasizing the need for manufacturers to establish comprehensive quality systems that encompass design controls, good manufacturing processes, and complaint management.

ISO13485 is a set of standards or QMS for medical device developers and manufacturers that was developed by the International Organization for Standardization. Since 1996, it has been a voluntary QMS to which companies may seek

certification through an audit process for conformance to the standards. The standards are reviewed and revised on a scheduled basis to maintain relevance. The current revision occurred in 2016. Many regulatory agencies have adopted ISO13485 as their regulatory standard as well, Canada being a prime example.

FDA determined a few years ago that alignment with ISO13485 would harmonize U.S. regulations with those of other regulatory agencies across the world. To that end, FDA announced on January 31, 2024, the issuance of the rule revising the QSR to become the QMSR, Quality Management System Regulation. The adoption of the QMSR does not significantly change FDA's requirements, although ISO does place more importance on risk management and risk-based decision making. Importantly, adoption of the regulation does not require certification to ISO13485 and FDA will continue to inspect establishments that are certified by ISO. Enforcement of the QMSR will not begin until February 2, 2026.

The cost of registration with FDA has become a significant deterrent for many small businesses and has been a major impact deterring them from entering into regulated manufacturing activities. In 2017, the annual registration fee was \$3,382. It almost doubled by 2023 to nearly \$6,500. The fee for 2024 jumped to \$7,653.

In conclusion, regulatory compliance is a demanding aspect of operating a dental laboratory and the trend is toward more requirements. Dental laboratory owners must seek to be well-informed on these trends from OSHA and FDA, along with the myriad of other federal and state regulatory agencies to operate their businesses safely and efficiently and not face any negative consequences. [i](#)

ABOUT THE AUTHOR

Gary Morgan, CDT, CQA/ASQ, is the Vice President and Senior Consultant with SafeLink Consulting. Gary guides businesses in implementing employee health and safety programs and quality systems. Gary is an Authorized Trainer under OSHA's Outreach Program, a Certified Quality Auditor and a Certified Dental Technician. His experience as a dental laboratory owner has provided a unique understanding that enables him to help companies integrate compliance in a way that not only mitigates risk but also benefits the business. He performs safety and quality audits throughout the U.S. and internationally.



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Southern States SYMPOSIUM & EXPO *presented by* FDIA

JUNE 7 – 8, 2024

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The Southern States Symposium & Expo, presented by FDIA, is the largest dental laboratory industry meeting in the country run by a non-profit association. Everything offered at the Symposium provides an exceptional educational experience.

“Celebrating 60 Years of FDIA” is the theme for the 2024 Southern States Symposium & Expo. We hope you will join us in celebrating our anniversary with continuing education, an excellent showcase of dental laboratory products and services, and great networking opportunities with others in the industry!

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For more information, contact FDIA's Southern States Symposium office by phone at 850.224.0711 or email meetings@fdia.net.

▶ See page 27 for hotel information.



FRIDAY – JUNE 7

- 7:00 a.m. – 6:00 p.m. **Registration Desk Open**
Sponsored by: Alien Milling
- 7:30 a.m. – 8:00 a.m. **Morning Beverage Break**
Sponsored by: XTCERA
- 8:00 a.m. – 8:30 a.m. **Welcome, Board Installation & President’s Message**
- 8:00 a.m. – 12:15 p.m. **OPTIONAL LECTURE/ DEMONSTRATION**
Artistry is Still in Our Future
Presented by: Peter Pizzi, CDT, MDT, F.N.G.S
Sponsored by: Vita North America
(Pre-registration & additional fees required – Capacity 25)
- 8:30 a.m. – 9:30 a.m. **OPENING KEYNOTE ADDRESS**
Change Your Life by Creating the Brand You Were Born to Build
Presented by: Tay Harvey, Co-Founder and CEO, Anax USA
Sponsored by: Anax USA
- 9:30 a.m. – 9:45 a.m. **Mid-Morning Beverage Break**
Sponsored by: Vulcan Custom Dental
- 9:45 a.m. – 11:45 a.m. **FRIDAY MORNING KEYNOTE**
The Team Perspective: Digital Workflows from Data Capture to Definitive Prosthesis
Collaboration = Predictability
Presented by: Lawrence E. Brecht, DDS and Marisa Notturmo
Sponsored by: Straumann
- 11:45 a.m. – 12:15 p.m. **Awards Presentation & NADL / NBC / FDLT Updates**
- 12:30 p.m. – 1:15 p.m. **FDLA Luncheon**
Sponsored by: Argen Corporation
- 1:30 p.m. – 3:00 p.m. **AFTERNOON INTERACTIVE PANEL PRESENTATION**
Through Collaboration, We are Better Together!
Facilitated by:
Rick Sonntag, RDT – 4Points Dental Designs
Barbara Warner, CDT, AAACD – Knight Dental Group | Leixir Dental, CDL
Alexander Wünsche, CDT – Zahntechnik, Inc., CDL
Sponsored by: FDLA

- 3:00 p.m. – 6:00 p.m. **Expo Hall Open**
- 3:00 p.m. – 6:00 p.m. **Expo Hall Kickoff Reception**
Sponsored by: Benco Dental and IPD USA Corp.

- 6:00 p.m. **Dinner On Your Own**

SATURDAY – JUNE 8

- 7:00 a.m. – 3:30 p.m. **Registration Desk Open**
Sponsored by: Alien Milling
- 7:30 a.m. – 8:00 a.m. **Morning Beverage Break**
Sponsored by: Cardinal Rotary Instruments
- 8:00 a.m. – 9:30 a.m. **A COURSES**
- 8:00 a.m. – 11:00 a.m. **OPTIONAL HANDS-ON WORKSHOP**
Take Your Monolithic to the Next Level with MiYo
Presented by: Bart Cothran, CDT & Kevin Krumm, CDT, TE
Sponsored by: Jensen Dental
(Pre-registration & additional fees required – Capacity 15)
- 9:30 a.m. – 10:30 a.m. **Expo Hall Break / Mid-Morning Beverage Break in Expo Hall**
Sponsored by: Affordable Dentures Dental Laboratories, Inc.
- 9:30 a.m. – 3:00 p.m. **Expo Hall Open**
- 10:30 a.m. – 11:30 a.m. **B COURSES**
- 11:30 a.m. – 1:00 p.m. **Expo Hall Break / Lunch in Expo Hall**
- 1:00 p.m. – 2:00 p.m. **C COURSES**
- 1:00 p.m. – 4:00 p.m. **OPTIONAL HANDS-ON WORKSHOP**
Surgical Planning – The Key to Restorative Success
Presented by: Lawrence E. Brecht, DDS and Marisa Notturmo
Sponsored by: Straumann
(Pre-registration & additional fees required – Capacity 15)
- 2:00 p.m. – 3:00 p.m. **Expo Hall Open / Afternoon Beverage Break in Expo Hall**
Sponsored by: GPS Dental Lab, Inc.
- 3:00 p.m. – 4:00 p.m. **D COURSES**

KEYNOTE SESSIONS – FRIDAY, JUNE 7

OPENING KEYNOTE ADDRESS

Change Your Life by Creating the Brand You Were Born to Build

Presented by: *Tay Harvey, Co-Founder and CEO, Anax USA*

CDT/RG: 1 Hour of Professional Development Credit • State of Florida: 1 Hour of General Credit

In this session, Tay will share an honest account of the bumpy road from starting her first company and thinking she had it all figured out, then realizing she was doing it all wrong. She will share the process she used to tap into her own intuition, recalibrate her approach, turn her company around, and successfully build a beloved brand impossible for competitors to duplicate, and she'll challenge you to do the same. Tay will also share her approach to building a team that can take your vision to the next level and how to hold on to the magic as you grow.

Sponsored by:

anax | USA



Harvey

FRIDAY MORNING KEYNOTE

The Team Perspective: Digital Workflows from Data Capture to Definitive Prosthesis. Collaboration = Predictability

Presented by: *Lawrence E. Brecht, DDS and Marisa Notturmo*

CDT/RG: 2 Hours of Scientific Credit • State of Florida: 2 Hours of General Credit

The Age of Digital Dentistry is essentially the totality of restorative dentistry in the 21st century. Our reliance on the wide variety of digital technologies can often make things more complicated than streamlined. As a result, the development of predictable and reliable workflows between the clinician and the technician is crucial. This refinement of the "best practices" approach to digital workflow development is dependent upon clear and concise collaboration between team members. Together, they must figure out what "works" and what "doesn't work" for their particular partnership and work style. This presentation by a technician/clinician team who have worked together for 20 years (with over 15 years of digital experience), will discuss how to develop productive and predictable workflows.

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Brecht



Notturmo

AFTERNOON INTERACTIVE PANEL PRESENTATION

Through Collaboration, We are Better Together!

Facilitated by: *Rick Sonntag, RDT – 4Points Dental Designs*

Barbara Warner, CDT, AAACD – Knight Dental Group | Leixir Dental, CDL

Alexander Wünsche, CDT – Zahntechnik, Inc., CDL

CDT/RG: 1.5 Hours of Scientific Credit • State of Florida: 1.5 Hours of General Credit

Join Rick, Barbara and Alexander for an interactive discussion on a variety of topics affecting your laboratory and the dental industry as a whole. Learn ways to approach these issues and offer your own suggestions.

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Sonntag



Warner



Wünsche

Don't miss the clinics, workshops, and exhibitors in the Expo Hall! www.fdia.net/symposium

2024 COURSES & EXPO SCHEDULE – SATURDAY, JUNE 8

	BREAKOUT GROUP 1	BREAKOUT GROUP 2	BREAKOUT GROUP 3	OPTIONAL WORKSHOPS
8:00 A.M. – 9:30 A.M. A COURSES	COURSE A1 IMPLANTS Face, White and Pink: Simplify Complex Restorative Cases Presented by: Peter Pizzi, CDT, MDT, F.N.G.S. Sponsored by: VITA North America	COURSE A2 3D PRINTING 3D Printing – Increasing Profitability and Productivity Presented by: Mark Chan Sponsored by: Asiga	COURSE A3 REMOVABLES Removable Prosthetics: 3 Decades of Techniques Presented by: Thomas Zaleske, AS Sponsored by: FDLA	WORKSHOP #1 8:00 a.m. – 11:00 a.m. (3-Hour Workshop) Take Your Monolithic to the Next Level with MiYo Presented by Bart Cothran, CDT & Kevin Krumm, CDT, TE Sponsored by: Jensen Dental
9:30 A.M. – 10:30 A.M.	EXPO HALL OPEN (Expo Hall Opens at 9:30 A.M.)			(Pre-registration & additional fees required – Capacity 15)
10:30 A.M. – 11:30 A.M. B COURSES	COURSE B1 DIGITAL WORKFLOW Digital Workflow for Full Arch, Single Unit Zirconia Presented by: Juan Escobar, CDT, AAACD Sponsored by: Zubler USA	COURSE B2 BUSINESS MANAGEMENT Balancing Your Life and Work: Skills for Avoiding Burnout and Living Your Best Life Presented by: Ira Rosenau Sponsored by: LuxCreo	COURSE B3 DIGITAL WORKFLOW The Modern Digital Denture: Find the Best Workflow and Benefits for Your Dental Laboratory Success Presented by: Daniel Alter, MDT, MSc, CDT Sponsored by: Zahn Dental	(Participants in 8:00 a.m. – 11:00 a.m. workshop may attend any lecture in C & D Tracks, Expo Hall / Lunch.)
11:30 A.M. – 1:00 P.M.	EXPO HALL OPEN (Lunch in Expo Hall)			
1:00 P.M. – 2:00 P.M. C COURSES	COURSE C1 CERAMICS / CROWN & BRIDGE Maximizing Monolithic ZR Esthetics Through Proper Green State Finishing Presented by: Kite Saito, CDT, MDC Sponsored by: Jensen Dental	COURSE C2 FLORIDA LAWS & RULES / PROFESSIONAL DEVELOPMENT Florida Laws & Rules - Emerging Trends Presented by: Gary Morgan, CDT Sponsored by: FDLA	COURSE C3 DIGITAL WORKFLOW / REMOVABLES SLM Printing of Partial Frameworks Presented by: Josh Williams Sponsored by: GPS Digital RPD	WORKSHOP #2 1:00 p.m. – 4:00 p.m. (3-Hour Workshop) Surgical Planning – The Key to Restorative Success Presented by: Lawrence E. Brecht, DDS and Marisa Notturmo Sponsored by: Straumann
2:00 P.M. – 3:00 P.M.	EXPO HALL OPEN			(Pre-registration & additional fees required – Capacity 15)
3:00 P.M. – 4:00 P.M. D COURSES	COURSE D1 CERAMICS Methods to Achieve a Superior Natural Look with Translucent Multi Layered Zirconia Presented by: Sung Bin Im, MDC, CDT, BS Sponsored by: Kuraray Noritake Dental	COURSE D2 REGULATORY STANDARDS / PREVENTION OF MEDICAL ERRORS Is FDA in Your Lab's Future? Presented by: Gary Morgan, CDT Sponsored by: Safelink Consulting		(Participants in 1:00 p.m. – 4:00 p.m. workshop may attend any lecture in A & B Tracks, Expo Hall / Lunch.)



FDLA is a State of Florida Approved CE Provider



CDT/RG Credits

All Southern States Symposium & Expo courses have been approved by the National Board for Certification for CDT/RG Credits.



AGD Credits

Approved PACE Program Provider FAGD/MAGD Credit: Approval does not imply acceptance by a state or provincial board of dentistry or AGD endorsement.

2024 SOUTHERN STATES SYMPOSIUM & EXPO REGISTRATION FORM
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Please print or type. Please photocopy form for additional registrants or register online at www.fdla.net/symposium.

First Name: Last Name:

Are you an authorized buyer for your dental laboratory? YES NO CDT RG DDS DMD Other:

State of FL Dental Laboratory/Dentist License Number (if applicable): CDT/RG Number (if applicable):

Laboratory, Dental Practice or Organization: CDL

Address:

City: State: Zip:

Phone: E-mail:

NOTE: For Florida laboratories, please include your dental license number to receive CE credits through CE Broker (for your Florida license renewal). For CDT/RG Registrations, you MUST include your CDT/RG Number to receive CE credits for attending the courses.

FULL REGISTRATION - JUNE 7 & 8

Includes: Friday Keynote Sessions, Friday Lunch, choice of Saturday courses, Saturday Lunch, unlimited admission to the Expo Hall on Friday and Saturday

- FDLA Member \$315 (\$345 after 5/15/24)
Non-Member \$575
Add Friday Pizzi Workshop* \$200
Add Saturday Cothran/Krumm Workshop (8 - 11 a.m.)* \$150
Add Saturday Brecht/Notturmo Workshop (1 - 4 p.m.)* \$150
*(Full Registration Required - Must Pre-register to attend)

Subtotal Due: \$

FRIDAY ONLY REGISTRATION - JUNE 7

Includes: Friday Keynote Sessions, Friday Lunch, unlimited admission to the Expo Hall on Friday and Saturday

- FDLA Member \$205 (\$235 after 5/15/24)
Non-Member \$455

Subtotal Due: \$

SATURDAY ONLY REGISTRATION - JUNE 8

Includes: Choice of Saturday courses, Saturday Lunch, unlimited admission to the Expo Hall on Friday and Saturday

- FDLA Member \$205 (\$235 after 5/15/24)
Non-Member \$455

Subtotal Due: \$

EXHIBITS ONLY REGISTRATION

Pass good for entry into Expo Hall either Friday, Saturday, or both. Must register and receive a name badge to enter Expo Hall.

- FDLA Member No Charge
Non-Member \$115

Subtotal Due: \$

ADDITIONAL EVENT OPTIONS

- FDLA Friday Luncheon \$55 each ticket
Saturday Expo Hall Boxed Lunch \$55 each ticket

Subtotal Due: \$

Please visit www.fdla.net/symposium for more registration information and expo policies.

For more information, contact FDLA's Southern States Symposium office by phone at 850.224.0711 or email meetings@fdla.net.

HANDS-ON WORKSHOPS

NOTE: You must register in advance by May 15, 2024, for all Hands-on Workshops. Workshops have limited capacities and are on a first-come, first-served basis. Onsite registrations will not be accepted.

FRIDAY - JUNE 7 (8:00 A.M. - 12:15 P.M.)

Artistry is Still in Our Future (Pizzi)

Includes: Friday Only Registration for Hands-on Workshop, Friday Lunch, admission to the Expo Hall on Friday and Saturday

- FDLA Member \$350
Non-Member \$650

SATURDAY - JUNE 8 (8:00 A.M. - 11:00 A.M.)

Take Your Monolithic to the Next Level with MiYO (Cothran & Krumm)

Includes: Saturday Only Registration for Hands-on Workshop, Choice of C & D Courses (including Regulatory Standards Course), Saturday Lunch, admission to the Expo Hall on Saturday

- FDLA Member \$250
Non-Member \$505

SATURDAY - JUNE 8 (1:00 P.M. - 4:00 P.M.)

Surgical Planning - The Key to Restorative Success (Brecht/Notturmo)

Includes: Saturday Only Registration for Hands-on Workshop, Choice of A & B Courses, Saturday Lunch, admission to the Expo Hall on Saturday

- FDLA Member \$250
Non-Member \$505

Workshops Subtotal Due: \$

PAYMENT:

SUB-TOTAL DUE FOR SYMPOSIUM & EXPO: \$

FDLA MEMBERSHIP DUES: \$

FOUNDATION FOR DENTAL LABORATORY TECHNOLOGY DONATION: \$

TOTAL ENCLOSED: \$

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High translucency (top) and High strength (bottom) are indicated by arrows on the right side of the table.

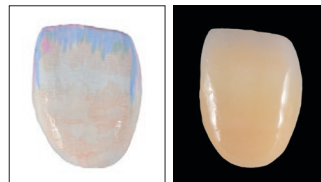
*Finished the restoration by polishing, glazing, and porcelain layering. Photo courtesy of Shigeru Adachi, DT, Cusp Dental Supply, Inc.

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Restoring Youthfulness and Function WITH A METAL-REINFORCED OVERDENTURE

Overdentures have long been a staple among implant treatments and will continue to remain so with a projected 6.7 percent growth from 2024-2028.⁽¹⁾ Tissue supported overdentures are an extremely cost-effective option for restoring functional capacity, confidence, and improving long-term oral health. Tissue supported overdenture patients report an improvement in retention, chewing ability, and less phonetic issues compared to their previous conventional denture prostheses.⁽²⁾ While patients may choose overdentures as a more affordable edentulous treatment option – especially now given the uncertain economy and high interest rates – it does not lessen their desire for a seamless, esthetic smile. This tissue supported overdenture does not necessarily need to be the definitive restoration for the patient; it may well be used as a long-term provisional until patient finances allow for more implants and a rigid, abutment supported prosthesis may be provided. The tissue supported prosthesis also gives the restorative team the information if this patient will exercise the hygiene necessary to successfully support a fully abutment-supported prosthesis.

Many patients who have had fixed prosthesis are converting to removable because the removable prosthesis, unlike a fixed, can replace both lost teeth and bone/tissue. The overdenture flanges can reproduce the lip and face fullness lost by the removal of teeth and shrinkage of the soft and hard tissues⁽³⁾ and provide a dental “face lift.”

This recent LOCATOR® case is an example of evaluating and meeting a patient’s esthetic

concerns. The patient, a 56-year-old female, presented with ongoing infection, discomfort and desire for new and beautiful smile. She was initially brought into the practice for sedation to extract all her teeth and place implants on the same day. Before surgery, a bite registration was taken. Astra EV implants (Dentsply Sirona) were placed at teeth 4, 6, 10, 14 in the maxillae and 19, 22, 27 and 29 in the mandible, then submerged for a four-month healing period. Following the initial healing period, healing abutments were placed. Two weeks later, the LOCATOR® abutments were placed (Figs. 1-2) and final impressions taken, utilizing the LOCATOR® impression copings and a PVS material. The patient received immediate dentures.

Preat Corporation has been our supplier for all our LOCATOR® attachment cases. They have always been available to help when needed either through customer service questions or technical support. The technical knowledge of their team

Figures 1-2
LOCATOR® Abutments placed following the healing period.



is absolutely bar none. Although not required for this particular case, we have always been able to count on their implant identification service to help us identify and restore unknown implants.

One of the advantages of an in-house laboratory is the ability to consult with patients directly. Our in-house laboratory supports 12 offices and on any given day, I may meet with 6-12 patients to review their cases. This gives me intimate knowledge not only of their facial characteristics and lip movements, but also their desired smile. In this case, the patient was concerned about the sunken look that had occurred due to tooth loss (**Fig. 3**) and wanted a bold smile to plump up her lips. She wanted to improve upon the immediate denture she had been provided and while she had tried to communicate with the clinician, they had trouble understanding the feedback. By meeting with her myself, I was able to delve into her concerns and develop an understanding of how to address them on the definitive restoration. This also gave me the opportunity to discuss with her that in order to support the lip prominence she was looking for, more gum would show as the lip moved up (**Fig. 4**). A manual assessment was taken of key facial and smile features including the width of her face, the placement of her smile line, as well as ideal positioning of the smile midline and cuspids. An easy trick is to ensure that the cupid aligns with the iris of the eye.

The case was sent to the in-house laboratory for fabrication of the metal substructure. Incorporating a metal substructure has become our standard for acrylic as it provides additional



Figure 3

Patient presented with “sunken” appearance that aged her.

Figure 4:

The design trade-off of visible gumline in order to provide the desired lip support

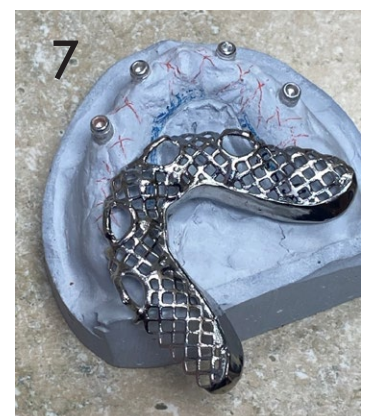
strength and balances the load across the implants equally (**Figs. 5-7**). This not only supports the longevity of the restoration itself but the stability the patient experiences. Cobalt-chromium (Vitallium 2000, Dentsply Sirona) was used for a lightweight and nickel-free, hypoallergenic solution. While titanium is a great option for metal substructures of overdentures, we generally avoid it for typical frameworks because if a clasp breaks, it cannot be welded. Thus, cobalt-chromium has become our go-to.

Once the frame was completed, a bite registration was taken, and teeth (Classic® Denture Teeth, Dentsply Sirona) set in wax. The overdenture in this case was designed without a palate given there were four implants to adequately secure it. There is consensus that four is the minimum number of implants for a Max-IOD without palatal coverage.⁽⁴⁾ Studies have shown that 84.6 percent of patients preferred reduced palatal coverage, regardless of prosthodontic design, and compared with conventional maxillary dentures, this treatment modality significantly improved levels of patient satisfaction.⁽⁵⁾

One of the advantages of an in-house laboratory is the ability to consult with patients directly.

Figures 5-7:

A cobalt-chromium metal substructure for LOCATOR® overdenture



Figures 8-9
Patient's final smile met her esthetic expectations.

The patient was extremely happy with the results as it was exactly what she wanted.



Once the wax try-in was completed, the case was processed for delivery. We used Lucitone® HIPA (Dentsply Sirona), a high-strength pourable acrylic which has the added benefit of being self-cured.

When delivering an overdenture, we typically start the patient with the LOCATOR® Standard Range Low Retention (1.5 lbs.) blue insert. We will switch to the Medium Retention (3.0 lbs.) pink insert if needed and have rarely found the need for a retention higher than that.

The patient was extremely happy with the results as it was exactly what she wanted. The final overdenture supported her lips for the esthetic smile she was looking for (Figs. 8-9). In addition, there was a significant reduction in facial lines that gave her a much more youthful appearance.

There's nothing more rewarding than giving a patient the ability eat well, live without discomfort, and interact with the world confidently. 📍

Figure 10
The dramatic facial difference between how the patient presented (left) and with the final overdenture



About the Author

Darren Stiff, MDT, is the in-house laboratory manager for Dr. Vincent Monticciolo, DDS, MBA, JD, in New Port Richey, Florida. They currently have twelve offices that all offer sedation dentistry on the central west coast of Florida. The in-house laboratory has sixteen technicians and one travel technician. They are a full-service dental laboratory that only services Monticciolo Family and Sedation Dentistry offices.



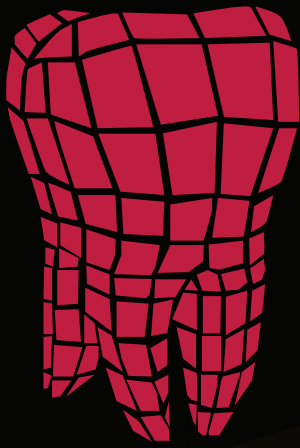
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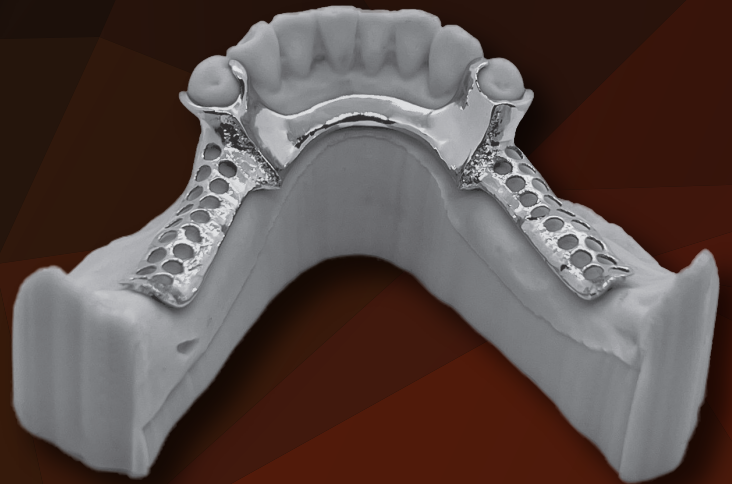
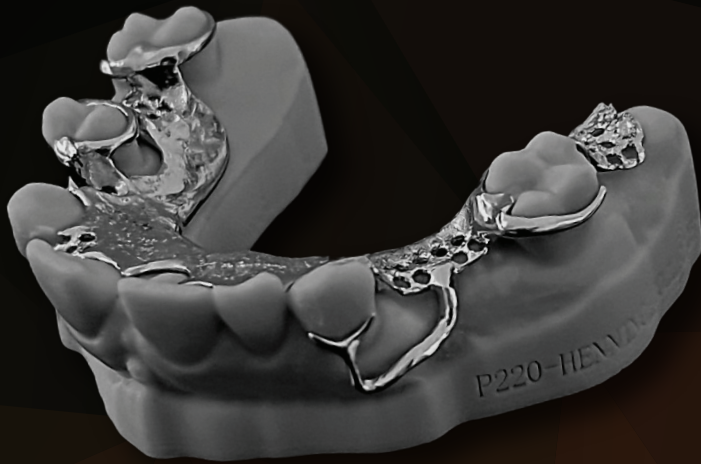
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Operational MANAGEMENT SERIES

By David Avery, AS, CDT, TE

Part 2:

CUSTOMER SERVICE AND RETENTION

Customer service and client retention are often considered sales and marketing topics. They are indeed completely connected as customer service is the function, and retention, or the lack thereof, is a direct result.

Anything that affects the client experience has a customer service impact.

CUSTOMER SERVICE

When it comes to customer service, we often think the responsibility lies with a group of team members in an office environment with computers and phones. While this group may be responsible for scheduling, billing, and some level of technical communication, it's only a small part of the total picture.

The mindset that best supports the customer service effort should be a key component of the laboratory's culture.

It is crucial for the successful production of consistent, high-quality results that every team member in the dental laboratory understands that customer service is their responsibility.

Great customer experiences are defined by several factors. On-time delivery, minimal remakes, predictable chair time at delivery, and patient satisfaction all matter a great deal.

How many customers are affected by the daily operation of the laboratory? Many technicians are surprised to find that they have an inter-

nal customer— the next team member that picks up a case they have worked on. For example, if the metal finisher must spend an inordinate amount of time on a case because the waxer did not provide a pattern that was close to the desired result, we have an unhappy or frustrated customer. Many times, technicians function under undue levels of stress rather than attempt to communicate for fear of negative response from their fellow colleagues. This type of scenario is quite common and should be corrected through open lines of communication between departments. Constant communication from leadership is also necessary to ensure that small problems do not grow into large issues from misunderstanding the expectations. Most laboratories face this issue, and it can create a toxic environment, which ultimately affects the result the client and patient receive.

At first glance, it may not seem like a customer service issue, but I assure you, it is. Anything that affects the client experience has a customer service impact.

Another often-overlooked area is pre-production communication. Having an incoming quality control process is beneficial on many levels. The initial process should involve reading the prescription thoroughly and looking specifically for “missing” information. The issues should be discovered and communicated to the clinician before beginning the fabrication. Common omissions are shade, request for a crown

to be prepared for a future RPD, or a desired return date. If the clinician has not allowed the appropriate amount of “lab time” for fabrication, a call should be made to confirm the need and ensure that the laboratory can successfully meet that need.

There is a significant lack of understanding throughout much of the clinical community regarding appropriate material selection in fixed and removable restorations. This provides an excellent opportunity to gain the clinician’s trust by demonstrating technical expertise and helping them accomplish the best result for their patient.

Satisfied loyal laboratory clients receive a level of support and service that can only come about when a team works together on every level for the benefit of the ultimate customer, the patient.

RETENTION

Managing a laboratory’s growth at first glance appears to be straightforward. If you add new customers and increase the level of sales to each account, you have growth. Lying beneath the surface, production issues can deter true growth if the top line grows but the bottom line is killed. We also call this bringing new clients in the front door while existing clients go out the back door!



Many times, technicians function under undue levels of stress rather than attempt to communicate for fear of negative response from their fellow colleagues.

There is an adage that states, 'for every dissatisfied customer, you potentially lose the opportunity to attract three new ones.' People talk, especially in this era of web-based commentary. Based on this exponential point, I now say three becomes 20 or more. It is more important than ever to take great care of your customers. The better we do this, the more success we can expect.

The measurement of retention can be done in numerous ways. The most obvious approach is tabulating the number of active accounts each month. To be effective, you need to look deeper into these numbers by tracking your existing business subcategories, i.e., by fixed product, e.max, monolithic zirconia, implants and removable product, flex RPD, cast RPD, complete dentures, splints, and implants for each client.

Most laboratories have clients that only use them for specialty restorations, particularly implants. It is more difficult to maintain an accurate sense of customer loyalty with this type of client. The situation is yet another great reason to cross-sell the limited customer into an additional 'routine' category. Success here makes it easier to measure the retention of the customer as they become more consistently active each month. It is well-established that an existing customer is the lowest hanging fruit for increased business. If they like a product and service you provide, it is logical that they will give you a shot at another category.

I would like to discuss cross-selling in our business. Most laboratories avoid calling or emailing their clients with concerns about a particular case because they don't want to "bother" them. This is a serious mistake on many levels.

1. If the case is compromised with a poor impression, bite registration, or the requested material isn't the best leading to unsuccessful delivery of the case, the lab is at fault. If the communication is accomplished prior to completion, it is viewed as a concern. If it is brought up afterwards, it is an excuse.
2. Any legitimate reason to communicate provides an opportunity to improve the bond with the client and cross-sell.

I consider retention an operational function first and foremost. Customer retention levels are measured in numerous ways, but are the ultimate benchmark for how well the laboratory meets customer expectations. The problems that lead to customer loss are always visible with hindsight.

It is more important than ever to take great care of your customers.



The technical contribution to lost business that is most often overlooked or undervalued is internal remakes. These start/stop errors can be dealt with more efficiently when known. Tracking the issues can identify if training is needed to correct a misunderstanding of what is correct. Ultimately, production time is affected and can lead to last-minute calls to change the delivery date!! We must realize that accounts can be lost due to the stress we have now placed on the staff. The frustrated patient will typically show displeasure to the chairside and front desk team members more readily than the dentist. Remember, the clinical support team can fire a lab just as quickly as the dentist; therefore, we need to take good care of the entire team! [i](#)

ABOUT THE AUTHOR

David Avery, AS, CDT, TE, received his AAS degree in dental laboratory technology from Durham Technical College in Durham, North Carolina in 1976 and served as an executive team member at Drake Precision Dental Laboratory in Charlotte, N.C., for 30 years ending in June 2015. He actively consults with laboratories, manufacturers, and dentists on technical training and operational management. Mr. Avery has published in numerous laboratory and clinical journals, and serves on many editorial boards. He has presented more than 700 scientific programs for local, regional, and national professional clinical and laboratory organizations covering every aspect of dental laboratory technology and communication.





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ASK FOR THE RIGHT Information

By Enja Dorj

W

hen I got my first job as an opaquer in 2005, I knew nothing about the industry of dental technology. In my unexperienced eyes, the labs and doctors had a servant/master relationship. I thought the industry was doomed, and it would not be a good career.

Almost 20 years later, however, I see that good partnerships can be formed and sustained. Labs and laboratory technology are as important to dentistry as handpieces, assistants, dental chairs, or research and development. We need to develop what information is required to fabricate the best crown, best denture, and best partial. Once the standard is set, the information requested is all the same.

Then we need to be relentless in requesting the same information on every complex case. It is a new opportunity for us to educate and inform our doctors and offices. Sakr Dental Arts always required “approved temporary” scan/impression, and a full-face photo of that approved temporary for any anterior esthetic multiple unit cases. If we call and ask for some cases, but not others, doctors will not adapt to this as part of their workflow. Having a good team that is trained is essential. We have a case entry team that calls automatically, and then we have our mounting team reinforce and call again to request approved temporaries.

Do they even have an approved temporary/provisional? We start with what they have. We then offer a better lab-fabricated provisional that the patient can wear and approve. Then and only then will we proceed to the final full arch or anterior prosthesis.

Does it always work? Do doctors always cooperate? No, but that is where our team comes in to play the persistence game. Every case without the required information is an opportunity for our client relation team to put on their training hat to inform and educate anyone from the front desk, to the assistants, to the doctors.

It may not be the best way to do business, but it is a very good way to do business. We are accomplishing several different tasks here. We are creating more points of contact with the



client, we are asserting our position as a competent partner, we are developing trust, and we are elevating the quality of both businesses. This will in turn create “stickiness” and loyalty from our doctors instead of just cheaper pricing. 📍

About the Author

Enja Dorj is the Business Operations Manager at Sakr Dental Arts. Sakr Dental Arts focuses on simplifying, streamlining, and improving dental technology through better tools, better workflows, and better communication. Like many, she started her career on the bench doing model work. She has grown and learned all aspects of the laboratory business for 18+ years. For the last eight years she has delved deeper into implant dentistry, hybrid restorations, and improving communication and workflow with doctors and staff. Enja earned her Master of Business Administration from University of Central Florida in 2012 majoring in business and accounting. She likes to develop systems and workflow processes that improves the lab, and aspires to take Sakr Dental Arts to a national level.



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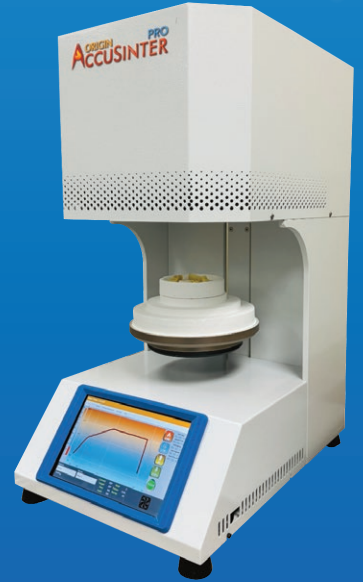
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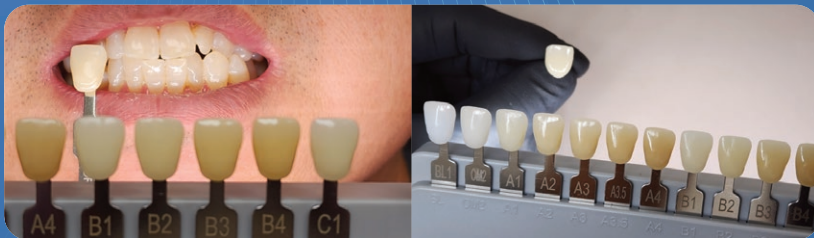


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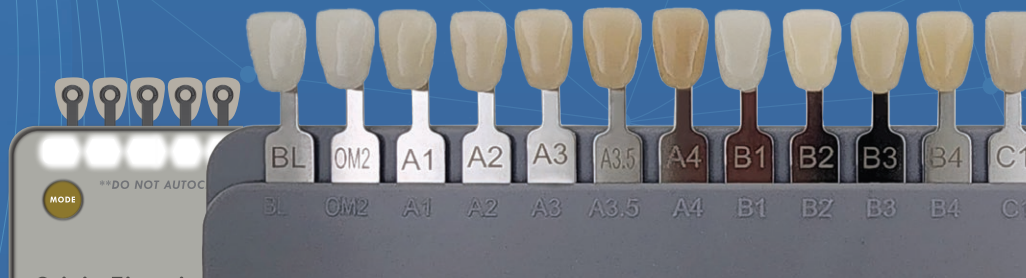


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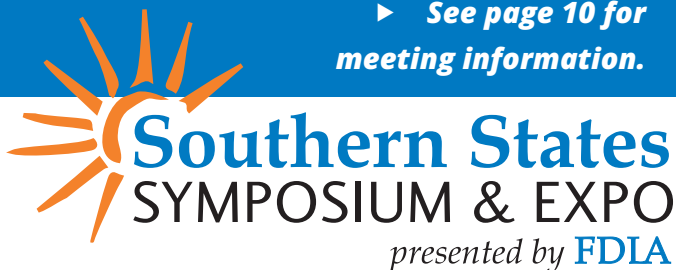
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Please continue your support of the FDLA Southern States Symposium & Expo by staying at the Signia by Hilton Orlando Bonnet Creek, the appointed FDLA host hotel.

Past FDLA President Denise Sansone Passes Away

We are saddened to share that Denise Sansone, a former FDLA president, passed away last November. Denise was installed as the association president in May 2011. At that time, she had been a technician for 36 years and owned her own dental laboratory, The Incisal Edge, Inc. located in Fort Lauderdale, Florida for 16 years. With her success up to that point, she revealed that becoming the association's president was a career highpoint. Denise was a dedicated FDLA member and board member over the years and focused on member recruitment and education.

Her fellow South Florida laboratory friend and colleague Lenny Herrera, CDT, shared that, "Denise and I go way back to the early seventies. I became a board member and president of the FDLA thanks to her. She opened a successful dental lab all by herself, which showed how hardworking and smart she was. I cannot express how strong she was to face such difficult times with such a positive attitude. She will be missed dearly".

FDLA staff and board members would like to thank Denise for her dedication to the association and share our sympathy with her family. She will be missed.



"Denise was small in stature but big in heart. She was extremely passionate about dental laboratory technology and was a great advocate for FDLA. As a small laboratory owner, she connected with a lot of people that also operated small or one-person dental laboratories. She was a pleasure to work with during her time as a member and president of the board."




—Bennett Napier, M.S., CAE, past FDLA executive director



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FDLA Calendar

May 30 - June 1, 2024

2024 Florida Mission of Mercy

RP Funding Center
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We are excited to announce that the Florida Dental Association Foundation and the West Coast District Dental Association will be partnering to bring the ninth FLA-MOM to the RP Funding Center in Lakeland! Find out more today at <https://www.floridadental.org/foundation/programs/mission-of-mercy>.



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Understanding the Customer Journey

Chet Spivey, *president of Ivoclar North America*, talks about the importance of building relationships based on trust.

How does Ivoclar help dental laboratories be successful?

In many ways. It starts with products and equipment that have been thoroughly researched and tested to make sure they meet the needs and standards of our laboratory partners. Next, our sales team works closely with our customers regarding product information and training opportunities. It's all about servicing our customers' needs. We do this by listening more than we speak. In Florida, we have a designated team of people who work together to service dental professionals...these are both technical and clinical experts who help guide our customers. Lastly, we provide marketing support materials to help drive dentist and patient awareness. For example, customers using our Prime Zirconia have a plethora of communication tools to help drive their business. This includes educational tools, prescription and case stickers, customized marketing assets, videos, web content, patient marketing, and a variety of other items. Our laboratory customers love knowing we have their back.

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

Currently, three of the hottest topics in dentistry center around industry consolidation, utilization of 3D printing and the advancement of AI. These topics will continue to be relevant over the next five years. When I think of challenges that the industry is facing now, we all need to work together to help labs find qualified employees, control costs, and help them maintain their profitability. Considering all of this, we want laboratories to know that we at Ivoclar are in this together. We will continue to do our best in creating opportunities for success.

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

While our industry is rapidly changing, I still think it's the personal touch that means so much. We have many new ways of communicating with dentists; however, laboratories



that service their customers with sincere objectives will win the game. It may sound simple but using please and thank you means so much. I also think that in today's world, we need to have measurable goals...we can't just "hope things will work." I often use a phrase, "Inspect what you expect." This helps us understand the customer journey of a process and troubleshoot potential problems. It also helps us set goals before we even get started.

Why is being an FDLA Business Partner valuable to you?

Being an FDLA Business Partner provides many tangible benefits. It helps us stay connected with our laboratories by sharing information in FOCUS magazine. We also support the annual meeting. This is a wonderful event that allows us to spend additional time with one another and network. Creating long-lasting relationships built on trust is very important. [📌](#)

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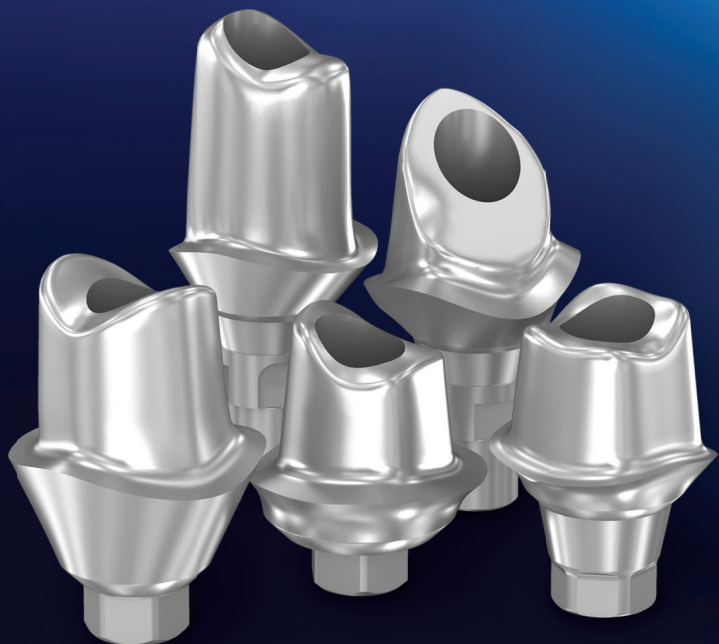
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