

NEWSLETTER

INDIANA UNIVERSITY SCHOOL OF DENTISTRY

Vol. 2, No. 1
January-February 1987

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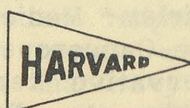
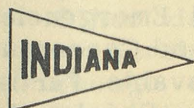
A New Friend Visits From Brazil....

Dr. Sergio G. Petersen says that he scheduled his trip to Indianapolis in January **intentionally** so that he and his family could experience snow for the first time. (Hoosier weather cooperated fully: The Petersens' arrived on the Friday of our hefty half-a-foot snow fall last month.) Dr. Petersen was at IUSD as a visiting scientist who, along with wife Sonia and children Renata and Rodrigo, was hosted by Dr. and Mrs. James R. Roche for three weeks. According to Dr. Petersen, the snow was just one of many fascinating aspects of Indianapolis and Indiana University. Arrangements were made through our School for Dr. Petersen, a pediatric dentist on the faculty at the Federal University of Rio de Janeiro, to participate in a three-week individualized learning program here. He fulfilled a rigorous schedule of classes and conferences, and on January 28 he presented a lecture on four clinical case studies to pediatric dentistry residents and faculty. Dr. Petersen said that he found the program very worthwhile and all of his new Indiana acquaintances "delightful." Shortly before returning home he spoke of his deep appreciation to Dean H. William Gilmore, Dr. David Avery, Dr. Hala Henderson, and especially Dr. and Mrs. Roche for their hospitality and friendship.

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I.U. SCHOOL OF DENTISTRY
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....And an Old Friend Heads for Harvard

With completion of an IU doctoral degree in education in sight, Dr. James E. Jones, associate professor of pediatric dentistry, looks ahead to yet another academic challenge. He has been awarded a fellowship to study for two years at Harvard University in Cambridge, Massachusetts, beginning next summer. The fellowship is part of the Robert Wood Johnson Dental Service Research Scholars Program, a national program of the

Robert Wood Johnson Foundation, administered by the University of North Carolina at Chapel Hill. In early February Dr. Jones completed interviews in Boston with research preceptors representing several schools at Harvard so that specific guidelines of his program can be identified. He is currently involved in a one-year Dental Faculty Training Fellowship sponsored by the American Fund for Dental Health.

EXCELLENCE IN DENTAL EDUCATION

Hospital Residents and IUSD Faculty Share Ideas at Morbidity Conference

One patient had lost a tooth after falling onto a swimming pool deck. Another had a self-inflicted gunshot wound to the face. Still another had facial injuries from a beating. These cases and others were highlighted by students of the IU hospital-based dental residency programs, and were discussed with an audience of some 50 IUSD faculty members and residents at the School of Dentistry's second annual Morbidity Conference. Held at the IUPUI Union Building on the evening of January 21, the Conference offered a special opportunity for faculty and residents to exchange ideas about problems or complications occurring with a variety of dental patients who have come to the Medical Center for treatment in pediatric dentistry, oral and maxillofacial surgery, maxillofacial prosthetics, and the general practice residency. Residents described patient histories, methods of treatment and prognoses. They included: **Drs. Ruby Zitterbart and Ernest DaBreo**, maxillofacial prosthetics; **Drs. Lesley Gilbert and Jay Platt**, general practice residency; **Drs. Chris Kinney, Brett Lehocky, and Robert McDonough**, oral and maxillofacial surgery; and **Drs. Anthony Kamp and Mark Loyer**, pediatric dentistry. According to **Dr. Charles E. Hutton**, chairman of oral and maxillofacial surgery and secretary of Hospital Dental Services, the Conference will now be offered semi-annually, with the next one scheduled on June 24.

Something for Everyone

Members of the **Indianapolis District Dental Society** teamed up with faculty members of the **IU School of Dentistry** for an evening of seminars on January 14, when the School hosted the **IDDS** membership meeting. From a field of eight faculty presenters, each Society member was given an opportunity to sit in on two seminars of the member's choice. After a buffet dinner in the School lounge, registrants gathered at eight sites throughout the building to hear the talks. IUSD faculty members, who presented their topics twice during the evening, included: **Dr. David R. Avery**: Bonded Veneer Restorations; **Dr. Michael A. Cochran**: Postoperative Complications/Restorative; **Dr. James H. Dirlam**: Medical Emergencies in the Dental Office; **Dr. Lawrence I. Goldblatt**: Pre-Cancerous and Cancerous Oral Lesions; **Dr. Charles J. Goodacre**: Conservative Removable Partial Dentures and Prostheses Using Precision Attachments; **Dr. Charles L. Nelson**: Drugs Used in Dentistry; **Dr. Carl W. Newton**: Alternative Endodontic Techniques; and **Dr. George K. Stookey**: Update on Dental Research.

Call for Help

Thanks to the efforts of the **IUSD Non-Academic Staff Council**, we cooked out in the "back yard" last summer, haunted the hallways in Halloween garb last fall, and brightened the entire building with carnations this winter. The dental school participates annually in the **Gleaners Food Drive**. The staff bulletin board overflows with photos and news about us. Without the Council's hardworking volunteers, there could be no such activity at the School. The Council needs staff members to work on committees and special projects. If you have ideas and would like to contribute to the action, please contact **Sally Phillips** in **TEAM Clinic** today.



Hanging It Up After a Career on the Phones

At last count back in 1984, we figured that Ruth Eitnier Buchanan, main lobby receptionist and "pager" for the School of Dentistry, had answered the telephone on the job somewhere in the neighborhood of 1,368,000 times. The total must have easily surpassed 1½ million by Friday, January 23, when Ruth picked up front desk calls and paged students in that familiar, low-key voice for the final time.

Ruth's career as a dental school pager began about six months after she was hired as a supply dispenser in 1965. During the past 21½ years she has handled with grace and aplomb most of what life as a pager has offered. As reported in a past issue of the Alumni Bulletin, some of Ruth's more lively memories include:

- . The Bathroom Flood of 1980, when a plumbing foul-up in the nearby ladies' room swamped the information desk, forcing the pagers to hurdle the counter in search of "higher ground";
- . The Great Ceiling Collapse of a few years back, when a water leak upstairs in Orthodontics weakened the ceiling over the information desk (the pagers escaped once again);
- . More blizzards and other gifts from Mother Nature than Ruth cares to remember;
- . Numerous laughing jags--the bane of a pager's existence. Getting the giggles when your voice is booming out over a microphone all over the dental school is no laughing matter. Any trivial event can start it, such as the time Janet Duncan (Ruth's former paging partner) tried to announce that a yellow Chevrolet was in the parking lot with its lights on. She leaned into the microphone and said: "There is a Yevy Chevy in the parking lot..."
- . Other dreaded "slips of the tongue." Ruth said that long names or foreign names were no challenge because "you practice those enough so that they become the easy ones." She was much more likely to page Ron Wines (Class of '72) as "Won Wines," and Nancy Mantich ('85) as "Nanny Manny." When she would direct a student over the microphone to call Complete Denture at 8322, it often came out "83 tooteetoot."

On the retirement agenda for Ruth are plans to travel with husband Paul H. Buchanan, a judge for the Indiana Court of Appeals, whom she married December 26, 1986. What will she miss most? "All of the people at the school and working with dental students," she says. And least? "Having to get out of bed each morning at 5:30 a.m."

Over the phone, on the mike, and in person at the front desk, she has represented the School of Dentistry in a dedicated and professional manner for more than two decades. To Judge and Mrs. Buchanan we extend our best wishes. (And we promise to write--not call--to keep in touch.)

Volunteer Outlines Crisis Service Work

"My cat died."

"I lost my purse."

"I wish I could go to bed and not wake up."

These are some of the messages that have come over the telephone wires to **Hazel Clark**, research associate in dental materials, in her volunteer job with the **Crisis and Suicide Service**, sponsored by the Marion County Mental Health Association. She has learned to take such statements as earnest cries for help. "That cat may have been the caller's only living contact," she explains. "The last source of support. The purse may have contained the caller's last dime. And a person who says that he wants to go to sleep without ever awakening has found a more comfortable way of saying, 'I'm thinking of killing myself.' Every caller's problem, no matter how minor it may **sound**, is taken seriously."

Hazel started out as a volunteer (Clinical Associate) for the Service's phone lines eight years ago, and in recent years has trained and supervised other CAs. She describes the Service as a referral system. "We are **not** a rap line. Our goal is to listen to the problem, then refer the caller for appropriate action. Callers often have tunnel vision in regard to their problems because they are overwhelmed by them. We try to widen their vision and get them moving toward a solution."

While the pool of CAs remains stable at 100, calls are on the rise (about 13,000 in 1985). The Service looks for volunteers who have empathy, rapport, are supportive and nonjudgmental about other people's lifestyles. No special background is required. CAs must be at least 18 and able to commit to a year's service and attend all training sessions. Some screening takes place, but the Service is more interested in bringing prospective volunteers in than in keeping them out.

Training involves three weeks (55 hours) of intensive role playing with trainers, as well as lectures by professionals, including those who work with special problem groups such as abused children. Volunteers who successfully complete training work out of their homes, handling six-hour shifts every other week. Each CA is assigned a line name so that only one "Joe" or "Mary" is on staff at any given time. People who call the Service leave name and number (sometimes just a number) with an answering service, which immediately contacts an on-duty CA, who in turn calls the caller. Hazel says that there is no typical caller, although statistics show that women and Caucasians phone most often. From her own experience Hazel sees people as most troubled by personal relationships or substance abuse. Divorced men frequently call to discuss the loss of their children. Obscene and crank calls are treated seriously. ("They come from troubled people, too.")

Hazel's schedule as a supervisor includes a 36-hour weekend shift every few weeks. She spends most of it at home and carries a beeper and plenty of quarters for pay phones if she must leave the house. Hazel says that it's human nature to get upset or impatient with some callers when they respond to every suggestion by saying 'I can't do

that.' "When I get a caller who responds that way, I try not to show my frustration. Instead, I call **my** supervisor and unload on her to get it off my chest." Conversations can be very painful. "I recently talked to a young man who had just found out he had AIDS; he was facing up to telling his parents. He sounded like such a nice kid."

But Hazel stays on the job year after year because she finds it enriching. "The Service can help people. People who call aren't fully committed to suicide or giving up--otherwise they wouldn't be on the phone. We have a chance to make a difference and I feel that we do. I'm not solving a problem for somebody, but I can put him or her on a pathway toward a resolution. That's what makes the job worthwhile."

The next training session for volunteers of the Crisis and Suicide Service is **March 7-31** (Saturdays, 8:30-5; Tuesdays and Thursdays, 6:30 pm-10:30 pm). **APPLICATION DEADLINE: MARCH 2.** Further information is available from Hazel (274-5147) or from the Service (269-1569).

People In the News

Dr. Carol G. McKown, a part-time faculty member and clinical fellow in pediatric dentistry, was interviewed by Channel 13's newswoman **Kim Hood** during the annual "Weekend With the Stars" Telethon for Cerebral Palsy, broadcast January 17-18. Dr. McKown, whose fellowship was awarded by the United Cerebral Palsy Research and Education Foundation, spoke of the work she has been doing with children who have Cerebral Palsy and discussed their special dental needs.

Dr. S. Miles Standish, professor of oral pathology and head of the oral diagnosis/oral medicine division of dental diagnostic sciences, presented in December an all-day program on "Forensic Dentistry" at Allentown Hospital in Allentown, Pennsylvania. The continuing education course was sponsored by the University of Pennsylvania.

Ms. Sara A. Hook was recently named acting head librarian of the School of Dentistry library. She served as reference librarian for three years prior to the appointment.

A message from **Dr. Ralph E. McDonald**, dean emeritus of the School of Dentistry and editor of Pediatric Dentistry, a publication of the American Academy of Pediatric Dentistry, recently appeared in the "View Point" column of the ADA News. In the article, entitled "Keeping Watch for Signs of Trouble," Dr. McDonald said that dentists should be alert to behavior of child and adolescent patients that may be a sign of suicidal tendencies, and he identified 11 characteristics in children that often serve as clues.

Dr. Chris H. Miller, chairman and professor of oral microbiology, spoke on "Infection Control In the Dental Office" in December to the National Health Service Corps, from the U.S. Department of Health and Human Services, in Lansing, Michigan.

Dr. Susan L. Zunt, assistant professor of oral pathology, spoke on oral manifestations of infectious diseases to the East Central District Dental Society in Muncie on January 6.

Dean's Message

The time has arrived once again for School of Dentistry department chairs and program directors to present their 1987-88 budget requests for instructional activities, remodeling and salaries. The School makes its request to Vice President Bepko in February. Merit pay increases are predicted to be slightly lower than last year's, and monies for travel are not expected to increase.

With the Indiana legislature in session, the University lobby and the Indiana Commission for Higher Education are working together to significantly increase our funding for the next biennium. Governor Orr has made an appeal for strengthening education at all levels in the state by enhancing programs and salaries. The new tax law and Gramm-Rudman legislation at the federal level will shift much funding responsibility to the states. How this is undertaken by the legislature will ultimately influence the amount of support for state universities in the years ahead. IU salaries are among the lowest in the Big Ten universities.

A decrease in the national applicant pool is a major factor contributing to the crisis in dental education. There is a 10% reduction in the number of applicants to IUSD again this year, although a sizable **increase** in the number of Asian and female candidates is noted. While IUSD's entering class next fall will be smaller, our School has not experienced the dramatic drop in enrollment predicted for many other schools, especially for private institutions.

Project SELECT, a national recruiting program, is beginning to take root in Indiana. The network will involve, in addition to many counselors of education, members of the IUSD faculty, Indiana Dental Association, and American Association of Dental Schools. With the top students in the sciences being attracted to fields other than dentistry, innovative recruitment programs such as SELECT will become increasingly important in helping us to maintain the quality standards of our undergraduate and auxiliary programs.

A top news item this winter is that Dr. E. Brady Hancock will join us in July as chairman of the Department of Periodontics. Dr. Hancock, who has served as an IUSD visiting professor for many years, received his graduate training at IU and is currently on the faculty at the US Naval Dental School in Bethesda, Maryland. We extend appreciation to the search and screen committee for a commendable job under the leadership of Dr. Charles Goodacre.

A marketing strategy is being developed to increase the patient pool and improve patient services. In the magazine Nation's Business, Wallace S. Hall warns that an oversized ego is the worst "disease" of management and he encourages managers to take care of business first. Mr. Hall says in part:

You must stay hungry. Remarry your work. Answer the phone for an hour or so each day. Call on potential clients. Spend time with the troops in the trenches. Meet with your customers individually. Learn how they use what you sell them. Ask what goods and services they need. Listen intently; they might need a new widget

that you can give them before anyone else can. Make sure that every staffer knows his or her responsibility, is capable of fulfilling it and has the burning desire to make your business--and everyone should feel as though it is their business, too--the best it can be.

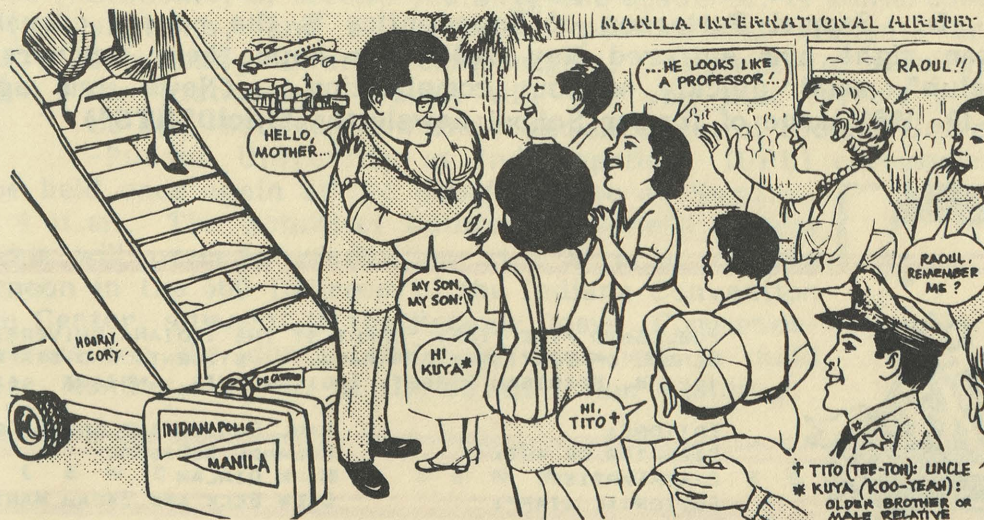
We might be well advised to apply some of his ideas in the shaping of our own attitudes toward patient services. Patient supply and patient services are the forces behind our curricula, and the time has come in dental education to address the need for professional marketing.

Sojourn to The Philippine Islands

You can go home again. Just ask Dr. Rolando A. DeCastro, professor of oral anatomy and director of dental art and illustrations, who recently returned to his homeland, after an absence of 14 years, to attend a family reunion. Not that he found things in Manila, The Philippines, exactly as they had been during his last visit. "I left a small city and came back to a huge metropolis," Rollie says. His mother's house seemed to have moved closer to main street and the river where he passed boyhood days fishing for shrimp and oysters was virtually gone, the victim of factory pollutants. But the real essence of home--family and friends--was just as he remembered. "We caught up with one another quickly," he says. "People looked different after all those years, but the 'old' personality of each friend and relative came shining through the 'new' face."

More than 100 friends and relatives gathered for the reunion, including family from Indianapolis, West Virginia and Florida. A large group of relatives greeted those who flew in for the occasion. Rollie knew he was really home again when someone shouted to him at the airport: "Hi, Raoul!"--a nickname he had not heard in many years. Among the group visiting Manila were Rollie's children, including **Evangeline** and her son, Arlan. Vangie is a former IUSD employee who left Indiana in 1976 when she married **Dr. George Tarquinio**, a graduate of the periodontics program. The Tarquinios reside in Pensacola, Florida.

Rollie stayed too busy getting reacquainted with everyone to do much sightseeing (he did sense enthusiasm in Manila for new president **Corazon Aquino**). Some of Rollie's classmates from dental school honored



him with a party (he is a 1953 graduate of Manila Central University). But the highlight of the trip was visiting his mother, Cristina, 82, with whom he spent most of his time. Mrs. DeCastro visited her son's home in Indiana a few years back.

Natty In Navy

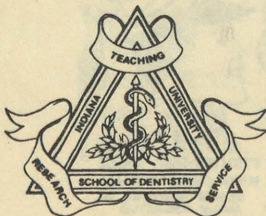
Employees in the patient admissions and assignment division of dental diagnostic sciences are lending an Ivy League look to the halls of the dental school these days with their snappy new blazers. Providing workers with navy blue jackets was the brain child of **Division Director R.C. Walters** and **Coordinator Agnes T. Kluska**, who were searching for a way for the department to look sharp and also assist patients in easily identifying employees. The wool jackets were purchased by the School from L.S. Ayres & Co. and are worn by non-clinical assisting staff members, Dr. Michael Stropes, and Dr. Walters. A bullion badge (a heavy lace trimming made of twisted silver threads) displaying the IU seal is an accessory that has received favorable comment around the building. One dental patient even asked how she could obtain one for herself! (The badges were handmade in India.) "We are proud of Indiana University," says Dr. Walters, "and this is one way of showing it."

New Folks

A warm welcome goes to each of the School's recently hired employees. Staff members include **Mrs. Kay E. Bowmar** and **Ms. Beth Ann Sarver**, oral and maxillofacial surgery; **Mrs. Jody Burns** and **Ms. Carole A. Busch**, office of student affairs; **Mrs. Angela D. Jewell** and **Ms. Roxanna M. Sweazy**, pediatric dentistry; and **Ms. Debra J. Pennington**, prosthodontics. New to the faculty are **Dr. William Cowling**, assistant professor of operative dentistry, and **Dr. M. Fran Dzurinko**, instructor in dental hygiene.

Remember when...

MEMBERS OF THE "FRACTURED FACULTY." There has been a rash of broken bones among faculty members lately. Dr. Ray Klein, Pedodontics, broke his left hand (he's left-handed) playing basketball in the Medical Center league last February and is still sporting the cast. Dr. E. Byrd Barr...fractured his arm while playing basketball with his sons. Dangerous sport! Dr. Samuel Patterson of Endodontics is the newest casualty with a broken right arm suffered May 3rd. We hope these members of the "cast club" mend quickly without complication. (News item appearing in May 10, 1965 issue of former School newsletter "**IncIDENTS**")



PUBLISHED FIVE TIMES YEARLY BY THE INDIANA UNIVERSITY
SCHOOL OF DENTISTRY FOR FACULTY, STUDENTS AND STAFF,
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