



The Dental Examiner

President's Message

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Greetings from the WV Board of Dentistry. This newsletter is our opportunity to share with you what has been keeping us busy over the last year. I would like to thank Dr. Jack Bogers for his leadership and mentoring the last two years as President and commend him on his commitment to the mission of protecting the health, safety, and welfare of our citizens. It is with much gratitude to my fellow board members that I am able to serve as President of the WV Board of Dentistry.

One of the unique aspects of our Board is that representation comes from many different areas of the state. We have those individuals who practice in some of our larger cities and others who have practices in the smaller rural communities. We have members with experience in general practice, specialty practice, public health, education, and a citizen member who can advocate for the consumer. Working together, the challenges of the future can be met creating a better outcome for the citizens of our state.

In October 2023, Governor Justice appointed our newest addition to the Board, Dr. Don Skaff, a pediatric dentist from Charleston. He has also assumed the responsibility of being chair of the Anesthesia Committee. Dr. Skaff has a wealth of knowledge he continues to share with us and helps guide us in decision making in those areas of his expertise.

The other members of our Board are dentists, Dr. Dave Edwards, Dr. Rich Gerber, Dr. Vince Veltri, and Dr. Jack Bogers, dental hygienist, Mrs. Gina Sharps, MPH, BSDH, dental assistant, Ms. Kim Lowe, RDA, and Mr. Terry Coatney our citizen member.

Joanne Vella, JD, with the WV Attorney General's office has been assigned to our Board for 3 years and has been instrumental in the handling and resolution of many backlogged complaint cases. We are thankful for her commitment to our Board, her legal advice, and her continued guidance on matters before the Board.



WILLIAM A. KLENK, DDS
President



President's Message Continued

Our office, just outside of Beckley, is staffed by our Executive Director, Susan Combs who in June celebrated her 30th anniversary of being with the Board with the past 10 years in her current position. Our other employee is Christina Lesko, Administrative Assistant, who has been with our Board office for 5 years. Together, they have the knowledge and experience to efficiently handle licensure, certification, complaints and all other activities related to our mission as a Board.

One of the primary responsibilities of the WV Board of Dentistry is handling all complaints related to the practice of dentistry and dental hygiene. The majority of complaints are patient generated, but the Board may initiate its own complaint if warranted. We also review all cases that have been placed in the National Practitioners Data Bank for any WV providers and determine if further action is required. In 2023, we had 40 complaints filed and we are anticipating our numbers this year will be similar. Many of these complaints have no further action required once reviewed. However, disciplinary action can be taken if the Board determines there is a deviation from the standard of care or a violation of the practice act. Any cases where disciplinary actions were taken are available to be viewed on the Board's website. If a complaint is filed, the practitioner must respond within 30 days, including a detailed response for timely Board review.

As board members we each have the opportunity to be examiners for testing agencies recognized under state statute. Those agencies are CDCA-WREB-CITA and CRDTS/SRTA. These testing agencies are both clinical competency examinations which utilize hand skills as part of the evaluation process. Current WV statute requires all licensees to have passed this form of examination. I bring this to your attention as this type of examination plays an important role to address portability through a dental and dental hygiene compact privilege.

There are currently two different compact model approaches being presented to legislatures across the country. Although as a Board we are in favor of increased portability, there are several issues still in need of clarification. First, one of the proposed compacts does not require a hand-skill examination. There are several states that have alternate pathways to licensure that exclude this requirement. Our board believes it is not only important to have critical thinking and analytical skills as a provider, but that the motor skills that our profession requires, need to be assessed before allowing a practitioner to treat a fellow WV resident. Further, if you allow a compact privilege holder to come in from a state that does not require a hand-skill examination, it puts the graduates of our state institutions in an unequal and unfair position. Those individuals seeking a dental or dental hygiene compact privilege will get licenses in states where it is easiest to obtain, creating a lower standard for all participating states. Also, what would be the financial impact to our State to belong to such a compact and how would this affect the ability of the Board to fulfill its mission of protecting the public? We firmly believe as a Board that West Virginia should uphold the current licensure and disciplining process and not allow it to be diminished by the promise of portability potentially lowering the quality of care across our state.

Legislatively, we have updated rules, following public comment and the legislative process, concerning the Practitioner Requirements for Accessing the West Virginia Controlled Substance Monitoring Program Database. We are currently updating the Continuing Education Rule and the Mobile Dental Facility and Portable Dental Unit Rule which have been forwarded to the Legislative Rule Making Committee and we will seek passage of them this upcoming legislative session.

As changes occur in dentistry, whether it be in technology, workforce issues, or access to care, our Board will still be focusing on the health and welfare of our citizens. If alignment can occur with these issues, then changes can be made to our rules to better serve the oral health needs of our citizens.

My best to each of you. May you continue doing the wonderful work throughout our state of helping our citizens maintain optimal oral and overall health.

Respectfully,

William A. (Bill) Klenk, DDS

President





Don't Slack on Standards

Exceeding the standard of care in a dental practice means providing a level of care that SURPASSES the minimum acceptable level or "Standard of Care."

During Covid we all learned the importance of going above and beyond to not only keep patients safe but to keep ourselves, our staff and our families safe. We learned that everything has changed since the pandemic, prices of supplies went up, staff became hard to maintain and hiring staff became nearly impossible, but through all the lessons Covid taught us, the most valuable one was our relationships with our patients.

Why is exceeding the standard of care important?

- * Patient satisfaction: Providing exceptional care can lead to higher patient satisfaction, loyalty and compliance.
- * Reduced risk of malpractice: Adhering to or exceeding the standard of care can help mitigate the risk of malpractice claims.
- * Professional reputation: A reputation for providing high-quality care can enhance a dental practice's standing in the community.
- * Infection Control standards: Infection control standards are in place to keep everyone safe. It is critical to your practice and your patients to follow proper infection control standards at all times. There are many fantastic resources to help aid you with any questions you may have about infection control.

How can we exceed the standard of care?

- * Continuing education: Stay up-to-date with the latest dental techniques, technologies, and research. Invest in staff, take them to in person CE courses, their knowledge will shine through to your patients.
- * Invest in technology: Utilize advanced equipment and software to improve diagnosis and treatment, improve work flow and efficiency of your practice.
- * Communication: Taking an extra few minutes to talk to your patients can stop a lot of misunderstandings and correct issues before they start, sometimes we forget that we talk about the same things everyday but for our patients, this is all new to them and a greater understanding will cause much less confusion.
- * Prioritize patient comfort: Create a relaxing and welcoming environment for patients. Offer sedation/Nitrous Oxide options for anxious patients within the parameters of the law. Provide personalized treatment plans tailored to individual needs.
- * Going the extra mile to ensure patient satisfaction, such as following up after procedures or offering flexible appointment times.

By consistently exceeding the standard of care, dental practices can build trust with patients, improve outcomes, maintain patient loyalty and avoid complaints. The Board is here to protect the public. Let's all serve our State to the best of our ability. Remember it's about quality and not quantity!

Happy Fall Y'all

Kim Lowe, RDA



Future Meetings

October 25 & 26, 2024 - Hilton Garden Inn, Morgantown, WV

January 23 & 24, 2025 - Embassy Suites, Charleston, WV

Spring Meeting - TBD

July 17 & 18, 2025 - The Greenbrier, White Sulphur Springs, WV



Message from Jason Roush, State Dental Director

I would like to thank all our dental professionals for their hard work and dedication to providing school-based oral health services over the past 10+ years. During this time, through the Oral Disease Prevention Project, dental professionals have provided services in 317 different Pre-k, elementary, middle, and high schools in 43 WV counties. Thanks in large part to these public health opportunities, the oral health status of many students has improved. Since 2013, the percentage of 3rd grade children with decay experience has decreased by 18% and the percentage of 3rd grade children with untreated decay has decreased by 38%. In that same time, the percentage of 3rd grade children with dental sealants more than doubled.

I would emphasize that all community services provided within the school-based setting should adhere to established best practices and guidelines. Specifically, all oral health services must follow protocols established by the Oral Health Program (WVBE Policy 2423 §126-51.7, 7.1.c). Furthermore, all school-based services shall comply with the WV Board of Dentistry's requirements. I appreciate your continued partnership and collaborative effort to provide West Virginia's children with a healthy future and a beautiful smile.

Sincerely,

Dr. Jason Roush

West Virginia State Dental Director



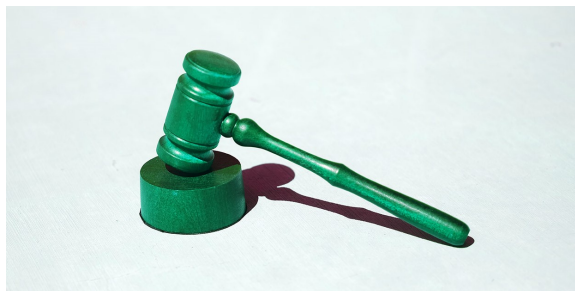
Board Actions

2020-DB-0020D - Consent Agreement & Order - Reprimand; Assessed costs of \$3,725.00; Assessed fine of \$1,000; Restitution to Patient \$275.00. Entered December 1, 2023.

2023-DB-0021H - Consent Agreement & Order - Reprimand; Assessed fine of \$250.00; Completion of 6 hours of professional education in dental ethics.

2024-DB-0001D - Consent Agreement & Order - Reprimand; Assessed costs of \$390.00; Completion of 5 hours of continuing education in record keeping.

2020-DB-0027D, 2020-DB-0033D, and 2021-DB-0038D - Consent Agreement & Order - Reprimand; Assessed costs of \$7,000; Assessed Fine of \$12,000.00; 20 hours of continuing education in dental implants; Restricted from any permitted level of sedation procedures until a permit has been applied for and been issued; May apply for up to a 3A permit.





Sedation Inspections, Be Prepared - Kevin Lucky, DDS

Sedation inspections and facility checks are essential, whether for first-time permitting or permit renewals. To ensure the safety and efficiency of your dental practice, thorough preparation for your inspection is critical.

Once you've scheduled your inspection, the board will provide a checklist to guide your preparation. It is important to meticulously follow this checklist. Common issues found during inspections include:

- Missing or out-of-date emergency drugs
- Non-functioning or expired AED batteries
- Out-of-date AED pads

Many practices rely on services to monitor and replace drugs as they expire. However, it is ultimately your (the permit holder's) responsibility—not the service provider's—to ensure that all emergency drugs and equipment are current and in proper working order.

When the examiner arrives at your practice, please have all emergency drugs and equipment out and readily available for inspection. This will help avoid the common issue of disorganization. For example, expired drugs should never be found in emergency drug kits. Additionally, all required paperwork and certificates should be copied and ready to provide to the examiner upon their arrival.

When choosing a case for your inspection, short, simple procedures are best. Examples include small fillings, single extractions, uncovering an implant, or cementing a crown. These cases allow the examiners to observe what is necessary for the inspection. **If you are a Class 4 permit holder or are applying for a Class 4 permit, you must administer the appropriate drugs and doses to achieve general anesthesia, not conscious sedation.*

Adhering to the rules and guidelines for sedation dentistry is crucial. Failure to do so may result in delayed renewals or failed inspections, necessitating a repeat process.

Many people gain access to oral health care through sedation dentistry that they may otherwise not receive. Therefore, as a profession, we must maintain high standards to not only ensure the safety of our patients but also to keep sedation dentistry viable and available in the state of West Virginia.

If you have any questions prior to your office visit, your examiner will be able to help you when they call to schedule your inspection, or you may contact the WV Board of Dentistry. Together, we will help more patients through sedation dentistry.

Dr. Lucky is a member of the Anesthesia Committee.

Workforce Survey, Renewals & Database Projects

The Board would like to thank everyone for participating in the workforce survey, which was added to the renewal forms last year. In cooperation with the WV Oral Health Program, the Board will continue to include this survey on the renewal forms in order to keep current workforce data. Please continue to complete the survey in order to ensure proper data. The survey can be completed on the paper form or the online renewal form.

Renewals are due on or before February 1, 2025. Renewals received after this date are subject to late fees. There is no grace period past February 1, 2025. Continuing education reporting is not required for this renewal period.

The Board is currently going through a modernization of its website. The current projects are focused on a new login dashboard for individuals and businesses. These dashboards will include a normal login option as well as a social account login option. These dashboards will not be ready for this current renewal period.

The verification page is currently under construction as well and will include any certifications held for dental hygienists such as local anesthesia, laser therapy, nitrous monitoring, etc. Perfecting this page will take some time, please be patient.

Future projects include updating the Corporation and PLLC renewal pages, initial applications and renewal pages. All projects will provide a more mobile friendly user experience.

When visiting the Board's website, please enter the web address in the browser address bar, not the search bar. The Board's website is www.wvdentalboard.org.



WV Board of Dentistry

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We Are on The Web!

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The Board's Mission

The West Virginia Board of Dentistry is an agency of the State mandated by legislature to protect the health, safety, and welfare of its citizens. The Board regulates the profession of dentistry and licenses dentists and dental hygienists who have proven minimal competency standards by examination.

MEMBERS OF THE BOARD & STAFF

William A. Klenk, DDS, President

Terry L. Coatney, Secretary

John E. Bogers, DDS

David G. Edwards, DDS

C. Richard Gerber, DDS

Don E. Skaff, DDS

S. Vincent Veltri, DDS

Gina Sharps, MPH, BSDH

Kimberly A. Lowe, RDA

Susan M. Combs, Executive Director

Christina M. Lesko, Administrative Assistant

Dina A. Vaughan, Investigator

Public Notification of Expenses FY 2024

Salaries & Employee Benefits*	\$223,687.55
Professional Services**	\$40,894.09
Contractual Services***	\$11,250.00
Association Dues	\$6,635.00
Operation/Office Expenses	\$141,085.79
TOTAL EXPENSES	\$423,552.43



*Includes Staff Salaries, and Board and Anesthesia Committee Member Per Diems

**Includes Attorney General Pay

***Includes fees paid to Dental Recovery Network