

WSDLA *Calendar*

**2008**

**Oct 3 -4** —Lab Owners Retreat, Tulalip Resort Casino & Spa

**Oct 3** —General Membership Meeting/Election of Officers, Tulalip Resort Casino

**Oct 4** —Board of Directors Meeting, Tulalip Resort Casino & Spa

**2009**

**January 25-27** — NADL Vision 21, Las Vegas, Plant Hollywood Resort & Casino

**Feb 6-7** — WSDLA Strategic Planning, La Conner, WA

**April 2** — Board Meeting

**April 2-5**—NW Lab Forum 2009, Embassy Suites Seattle North/ Lynnwood

**April 30 – May 2**—Western States Conference, Reno

**2010**

**March 25-28** —NW Lab Forum 2010, Embassy Suites Seattle North/ Lynnwood

**CDT Milestones for 2008**

- 25 Year CDT  
William Disantis CDT  
Dan Holloman CDT  
Ossie Vereen CDT
- 30 Year CDT  
Myrna Avenson CDT  
Richard Garnick CDT  
David Haworth CDT  
David Nakanishi CDT  
Robert Van Hoven CDT
- 35 Year CDT  
Ronald Cox, Sr., CDT  
Jimmy Smith CDT
- 40 Year CDT  
Edmund Walker CDT

# BUILDING SUCCESS

## OUR COMMON GOAL

by Wes Brandon CDT,  
President WSDLA



Wes Brandon CDT

As a successful business owner, you know it is important to set goals and work towards reaching them. As a business association we have to do the same. Our success depends on your success. It's that simple. Our goals are to assist our members with employee issues, business education, information on new technology, and current issues.

The NW Lab Forum in April brought many programs on these topics to assist our members in their journeys on the road to success. Our next step comes on October 3rd when we kick off The Lab Owners' Retreat at the Tulalip Casino Resort & Spa. This event will be a chance for laboratory owners from across the Pacific Northwest to meet and exchange ideas with some of the leaders in our industry. Dave Nakanishi CDT has enlisted a cadre of business and industry experts to share their knowledge and answer questions in an informal setting. There will be panel roundtables on the topics ranging from Cad-Cam to outsourcing - all focused on your success as a business owner. This will be a once in a lifetime chance to mine the wisdom in the room. Be sure to register early as space is limited at this event. Look for more information about this event in this newsletter.

Another step toward assisting our members with business success was the mini-clinic held by our Secretary/Treasurer Jim Haxton CDT in Spokane. He was gracious enough to host a Nobel Biocare supported course on Implant Abutment Design. This course was part of our goal to bring information to our members as well as have them come to us at our NW Lab Forum.

Much work has been done on the coming NW Lab Forum at the Embassy Suites in Lynnwood next April 3, 4 & 5. Look for more information at the Lab Owners' Retreat in October or visit us at [www.wsdl.com](http://www.wsdl.com) for frequent updates.

WSDLA is committed to assisting our members in planning and preparing for the future of their businesses and the dental laboratory industry. Join us on the Journey to Success. Join WSDLA.

These are ambitious goals and it will take your help to make it all come together. We have set up committees to take up the task of organizing our efforts to meet these goals and you will find a more detailed explanation of each goal along with proposals on how we plan to pursue them. Read through them and see where you may be of help.

# REGIONAL MINI CLINICS

*"You come to us in the Spring and we will come to you throughout the Year."*

With the absence of a Fall Workshop and Meeting, regional mini clinics are being provided to bring educational opportunities to technicians in Washington State. The first Mini Clinic was held in Spokane on June 17, 2008 at Creative Design Dental Arts. A presentation, lecture and discussion was provided by Nobel Biocare. Nick Ballinger, Nobel's Esthetics Manager, led the presentation on provisional abutment design, emergence design, abutment design and selection as well as Zirconia custom abutment design. Nick was joined by Scott Oyler, Nobel's Regional Sales Manager, who offered a wealth of clinical knowledge to the discussion. Throughout the evening the importance of communication among the lab, the dentist and the surgeon was stressed. Techniques were suggested to transfer the emergence profile in the impression.

Implant technology continues to be a major area of growth in our industry and technicians would be wise to access information on the topic whenever possible. Two hours of CE credits were offered as well as a dinner buffet. Eleven technicians enjoyed the lecture and it was a great start to an educational format that should be of value to our members.

On behalf of the Washington State Dental Laboratory Association and Creative Design Dental Arts, I would like to thank Nobel Biocare, Nick and Scott for sharing their time and knowledge with technicians in the Spokane area.

Jim Haxton, CDT  
President of Creative Design  
Dental Arts, Inc.



## CHET CLAUS AWARD

The Chet Claus Award was first given in 1978 or '79.

The award is named for Chet Claus CDT who served the dental laboratory industry for many years.

As near as we can tell from sketchy records, there have been about 14 honorees over the years.

Earlier recipients are: Andy Anderson CDT, Ike Miller CDT, Bill Baker CDT, Ray Nakanishi CDT, Ron Geaudreau CDT, Tom Dahman CDT, Wilbur Brown CDT, Ron Cox Sr. CDT, Chuck Lemke CDT, Delores Reeves CDT, James McLees CDT, David McIntyre CDT, Gary Questad CDT and Bob Bragg CDT, Robert Holmes Jr., CDT and David Nakanishi CDT.

Last year we honored Peg Greive for her outstanding contributions to the WSDLA and the dental laboratory industry.

The honoree must meet at least three of the following four criteria:

- 1 – having held high office in and long time supporter of the WSDLA;
- 2 – an educator;
- 3 – holding a position at the national level;
- 4 – having owned a dental laboratory for over 20 years.

**THIS YEAR'S RECIPIENT MORE THAN QUALIFIES FOR THE CHET CLAUS AWARD.**

## DAVID REIMERS CDT

Dave has been the Treasurer and Secretary of WSDLA. He has lectured classes all over the world on dental implants. He has been involved with Edgewood Dental Laboratory as an employee, and owner since 1973. Dave began his career on his 14th birthday when he was hired as a pickup and delivery person for the Lewiston Dental Lab, in Lewiston Idaho. He continued to work there after high school until he joined the Navy in 1966. After 4 years as a Dental Technician there he returned to Lewiston to work until he joined Edgewood Dental Lab in 1973.

# SUCCESS IN IMPLANTS: SUMMARY AND GUIDELINES FROM A PANEL DISCUSSION

Leon Hermanides,  
NHD Dental Technology

At this year's NW Laboratory Forum a panel discussion was hosted to help bridge the gap in information among dental laboratories, dentists and other clinical/surgical specialists. The idea was to create guidelines from the information the panel provided to help laboratories of all kinds to improve their communication and provide the highest possible standard of patient care. The panel was comprised of local restorative dentists and a surgical specialist with reputations for providing excellent implant care.

Before the meeting the panelists were sent a list of proposed questions to help them prepare, and during the program audience participation was encouraged allowing participants to clarify any of their concerns. The program was divided into three main parts, Treatment Planning, Abutment Design and Restoration Design.

## Part 1: Treatment Planning and Impression Techniques

The panelists confirmed and agreed that with current success rates (92-98% depending on the brand and research quoted) for implant integration and the biologic determinates for dental implant success, our focus in treatment planning should be on the esthetic integration of our restorations. The panelists agreed that it is most commonly the esthetic determinates that provide long-term patient satisfaction.

It was agreed that there are four key points in treatment planning to determine the esthetic predictability of our implant restorations (these are not listed in order):

- Osseous and gingival anatomy
- Medical risks for the patients (such as medications for systemic diseases such as Bisphosphonates for treatment of degenerative bone disorders)

• Research driven guidelines for esthetic factors, examples used included the presence of inter-proximal papilla taken from an article by Salama, Salama, Garber and Adar published in 1998 and available online at [www.dentalxp.com](http://www.dentalxp.com). Other examples included the required inter-occlusal distance required to allow for the restorative components of different implant restoration designs and the tables shown were from the following articles published by Phillips and Wong:

- ❖ Phillips, K., Wong, K.M., Space requirements for Implant Retained Bar and Clip Overdentures. *Compend. Contin. Educ. Dent.*, 22(6): 516, 2001.
- ❖ Phillips, K., Wong, K.M., Vertical Space Requirements for the Fixed-Detachable, Implant-Supported Prosthesis. *Compend. Contin. Educ. Dent.*, 23(8): 516, 2002.
- ❖ Patient factors such as cost of treatment and emotional concerns were also considered important. Smoking was debated as a risk factor for biologic success but did not preclude patients from implant therapy.

The panelists agreed and research done at the University of Washington supported the use of the open tray impression technique. A technique using the provisional crown as the transfer coping was suggested to capture the contours of the gingival sulcus area between the fixture and gingival margin. The panelists agreed that they are currently using a healing period of about three months before recommending or taking final impressions.

## PANEL MEMBERS

*Keith Phillips DMD, MSD*

*Don Jayne DDS*

*Chris Pickel DDS, PS*

*Minou Karbakhshch DDS, PhD*

## MODERATOR

*Leon Hermanides*

## Part 2: Abutment Design

Before discussing abutment design the panelists were asked whether they preferred to use screw retained or cement retained implant restorations. All the panelists agreed that except for exceptional circumstances, such as limited occlusal clearance (<5mm fixture to opposing), lingually positioned and very deep implant fixtures, they all prefer cement retained restorations.

The panelists' guidelines for abutment design included creating an anatomically shaped custom abutment to duplicate the sulcus shape; maintaining margins depths at 1.5mm facially, 0.5-1mm interproximally, and equi-gingival on the lingual. Recommended materials for making custom abutments included Zirconia, gold and titanium.

Continued on page 4

# NEW DISTRICT REPRESENTATIVE:

## Tacoma & Kitsap County

**Matthew Chapman, Chapman Dental Laboratory, Inc.**  
**Chapmandental@comcast.net 253-565-1432**

Growing up in the dental industry and the son of an accomplished lab owner, I never thought I would become a technician. I loved the skill and the precision of the work not to mention all the great equipment. I also remember all the late hours my father would spend at the laboratory trying to finish all the cases due the next morning. There were times when I would not see him for weeks. I thought to myself all those long hours, it just didn't seem worth it. Do dentists and office staff not see these crowns as works of art as we do? Do they value our relationship? How about teamwork? After my early observations, I told my father I was not interested in becoming a technician.

I went to college to pursue bigger dreams. I received a BA in video communications. I went to work for a small

production company in Olympia WA. We created all types of videos from commercials to industrial safety videos. I worked there for three years and valued the artistic nature of creating films.

Nearly 12 years ago, I went to work for my father. It was an opportunity to join him in the business and transfer my passion for creating art to the dental industry. We still have occasional late nights but I see changes in our industry. The team concept and mutual respect is starting to be realized with a new generation of dentists. Many value our contributions and the previous hierarchy of the relationship is diminishing.

I believe we are lucky to be manufacturing dental restorations in the Northwest. We produce some of the best restorations in the nation. We are surrounded by great dental schools and, produce

great dentists. With only one accredited dental laboratory school remaining in the Northwest, at a vocational level, our field faces some future challenges. Most of the two and four year programs are closing or have closed. The average age of a Dental Technician is over fifty. That said, I believe the demand for skilled technicians is increasing. Where will we find new talent?

We have better products and better technology than ever before. So, what's wrong? I don't know but if we want to keep this industry alive we all need to get involved.

My grandfather once told me, "If you don't vote, you can't complain." I think I've done my fair share of complaining about our industry. I guess it is my time to get involved.

## SUCCESS IN IMPLANTS: CONTINUED FROM PAGE 3

### Part 3: Restoration Design

The panel agreed the most important determinate for esthetic soft tissue integration is the contours of implant restorations in the area of the gingival sulcus. If the crown is over-contoured in the cervical region the tissue has a tendency to migrate apically creating discrepancies in the apparent length of the teeth. This was described in an article by Phillips and Kois published in the Compendium of Continuing Education in Dentistry.

When a custom provisional has been made and the shape of the sulcus is transferred in the final impression; duplicating the contours of the sulcus in the custom abutment and restoration is critical to recreating

the soft tissue profiles developed in the provisional. When a restoration is being made for a patient that has not been through soft tissue management, the shape of the tissue profile is managed by the restoration. This is when creating flat emergence profiles on the facial are essential for gingival harmony and esthetic integration.

When asked if the panel would splint cases with multiple implants the consensus was that splinting provided better stability and would result in fewer complications such as component failure.

On the subject of using pink ceramic to duplicate the soft tissue architecture, the panel agreed that this was their last resort when all else failed. This is due to the difficulties in creating a junction

of soft tissue and ceramic that is not visible and the difficulty in creating natural looking tissue with the ceramic materials available.

### Conclusion

In order to successfully integrate implant restorations esthetically and biologically there are guidelines that are useful for everyone on the restorative team to know and understand. The panel assembled was pleased with the attempts of the participants to answer the issues they see standing in the way of better patient care and acknowledged that the best way to improve patient care is to have technicians and dentists learning side by side how to get better and more predictable with what they do.

Once again I was able to represent the WSDLA at the Western States Conference. There were 19 business and technical clinics, an exhibit hall with 56 exhibitors, and a Golf tournament. Over 415 people attended.

Charles W. Lemke CDT was elected President of WSC and Scott Dyer CDT was elected Secretary / Treasurer. David Bridgham CDT will continue to be a part of WSC as a Trustee and Shirley Bridgham will continue as Webmaster.

## IN MEMORY OF GLEN ANDERSON

Glen Roger Anderson "Andy" of Spanaway/Lakewood was born in Coutts Alberta, Canada on 05/08/30 passed away peacefully with his family present on Aug 01, 2008. Glen graduated from Irene S. Reid High School, Shelton, WA in 1948 and was a 3-sport letterman. He served in the USAF from 1950-1953 at MacDill Air Force Base, FL where he went to Great Lakes Naval Training Center for his dental schooling. Glen had the opportunity of starting a very successful dental career under the guidance of the following doctors: Marvin Johnson, Eugene Riggs, Richard Klein & John Winters. He owned and operated Anderson Dental Lab in Lakewood WA for 41 yrs. He was a past President of Washington State Den-

tal Laboratory Assoc, Lakewood Rotary Club which honored him as a "Paul Harris Fellow" and Oakbrook Golf & Country Club. Glen enjoyed golf, gardening, fishing, watching his grandchildren participate in sports and being surrounded by family. Glen was preceded in death by his parents Henry and Cressie Anderson and sister Helen. Glen is survived by his wife Darlene (Stevens) of 54yrs, his daughters Debra Bergman (Tony) of Co., Denise Anderson of Co., Diane Leonard (Brian) of Spanaway and Glenda Hottel (Alan) of Fl., brothers Sydney Anderson (Ann) of Shelton, Herman J. Anderson (Lyla) of Bellevue, Step-brother by marriage Kenneth Morrison, Va., 9 Grandchildren & 2 Great-grandchildren. You

will greatly be missed by all of us, Dad. Hit em' straight!! Viewing will be held Tue Aug. 5th from 12-9pm at Mt. View Funeral Home 4100 Steilacoom Blvd SW, Tacoma. A Memorial service will be held at Christ Lutheran Church 8211 112th St SW, Lakewood at 2pm on Wed Aug. 6th. In lieu of flowers donations can be made to Christ Lutheran Church (Scholarship fund), National Multiple Sclerosis Society, Greater Wa. Chapter PO Box 21269, Seattle, Wa 98111-3269.

## IN MEMORY OF CHARLES L. RICKABAUGH

**Charles (Chuck) Rickabaugh** founder of Twin Lakes Dental Laboratory Inc. (now DTI Twin Lakes Dental Laboratory) passed away from the complications of cancer on Saturday, May 10th, at 4:00 p.m. at his home.

Chuck grew up in Tacoma WA attending Wilson High School. While attending the University of Puget Sound he joined the US Navy and became a dental laboratory technician. Following his honorable discharge from the Navy, he completed his BS at the University of Puget Sound graduating in 1970. Chuck opened Twin Lakes Dental Laboratory in Twin Lakes (Federal Way) WA in 1970. He moved the lab over the years to Fed-

eral Way and then Fife where it is today. Chuck loved the industry especially enjoying the creativity involved in "making teeth" and those smiles that resulted. No one who had ever met Chuck can forget his sense of humor and his enjoyment of people. Chuck was very involved with the Washington State Dental Laboratory Association and the National Association of Dental Laboratories, having held both state offices and national positions. He was a Certified Dental Technician and the Laboratory was a Certified Dental Laboratory.

Chuck was a charter member of the Fife Milton Rotary and a Paul Harris Fellow. He cared greatly about Rotary and

its mission. He held many offices in the Fife Milton Rotary and on a district level.

Charles Rickabaugh is survived by his wife Tina and her children and grandchildren, his mother Ida Lee Rickabaugh of Gig Harbor, his brother Jon (Ann) Rickabaugh of Graham and numerous nieces, nephews and great nieces and nephews, and his devoted hunting partner Runner. His father Eugene Rickabaugh and sister Carol predeceased him.

The industry has lost another good man.



# SAVE THE DATE!! October 3 & 4, 2008

## The WASHINGTON STATE DENTAL LABORATORY ASSN. Lab Owners Roundtable Retreat



**SPONSORED BY: ARNOLD DENTAL SUPPLY, DENTSPLY, NOBEL BIOCARE, MARATHON PROCESSING INC.**

Ever hear it said that “There is no such thing as a new idea”? In other words all our brilliant ideas and thoughts are simply a collection of thoughts and ideas from other people which we have gathered throughout our personal relationships. If this is true, then to be successful in business or even personally it only makes good sense to surround yourself with wise people who have made the right decisions and are willing to share with others.

You will have just that opportunity when you join us at the WSDLA Laboratory Owners Retreat on October the 3rd and 4th at the New Tulalip Resort Casino near Marysville. (Registration 10/3/08 at 10:00 a.m.)

Attendance at this inaugural event will get you:

- **Current professional business advice from the following business experts:**
  - ❖ Mr. Bob Howie on Washington state employment law,
  - ❖ Mr. Marcus Bing on the latest in computer communication
  - ❖ Gayle Elliott RDH MA on dealing with difficult employees/clients
  - ❖ Mr. Terre Harris on WISHA from the business owner’s perspective
- **Industry specific discussion on:**
  - ❖ The latest generation of Cad / Cam systems including digital impressions
  - ❖ Wax printing, sintering and milling, which one is right for you
  - ❖ What’s happening with implant dentistry?
  - ❖ Outsourcing, both domestic and off shore
  - ❖ The FDA, NADL and YOU, and laboratory regulations

(Watch for a survey from WSDLA on Survey Monkey to help set the “Industry Specific” discussion at the Lab Owners RT Retreat.)

Registration information may be obtained from Peg Greiwe at 1-800-652-2212 or [www.wsdl.com](http://www.wsdl.com) (You must be a member of WSDLA or your state organization to attend.)

Tulalip Resort Casino – We have a small room block for October 2nd & 3rd so call 866-716-7162 and identify yourself as being with “Washington State Dental Laboratory”. The room block expires on 9/12/08. Room rate is \$176 for Deluxe King or Queen plus taxes.

## WSDLA 2008 OFFICERS AND BOARD MEMBERS

President	Wes Brandon CDT	206-363-0788
President Elect	Steve Gerhauser	509-965-0238
Vice President	Loren Ford CDT	425-486-2732
Secretary/Treasurer	Jim Haxton CDT	509-624-9316
Past President	Steve Croshaw CDT	425-743-2210
Dist 1, North of King County	Sandy Stuart	360-336-9502
Dist 2, Spokane	OPEN	
Dist 3, Yakima/Central	Jim Mooney CDT	509-663-4113
Dist 4, Tacoma & Kitsap County	Matt Chapman	253-565-1432
Dist 5, South of Tacoma	Bob Holmes, Jr., CDT	360-352-7645
Dist 6, Seattle	Karla Hillberg CDT	253-850-5571
Dist 7, King County	Leon Hermanides	425-497-9428
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Technicians	Sherill Aumiller CDT	206-947-8708
Manufacturers Rep	Lori Kellar, Dentsply	206-371-1248
Website	Robert Coghill	206-550-4668
Technology Committee	Bob Lathrop CDT	425-454-3123
Member Benefits	Dale Kelley CIC	888-291-9426
Executive Director	Peg Greiwe	800-652-2212