

WSDLA *Calendar*

**February 29-March 1, 2008**

WSDLA Strategic Planning  
Retreat, LaConner, WA

**March 1, 2008**

WSDLA Board of Directors  
Meeting, LaConner, WA

**April 3, 2008**

WSDLA Board of Directors  
Meeting, Mukilteo, WA

**April 4-6, 2008**

Northwest Lab Forum 2008,  
Mukilteo, WA

**April 6, 2008**

WSDLA Board of Directors  
Meeting, Mukilteo, WA

**July 11, 2008**

WSDLA Board of Directors  
Meeting at Pacific NW Dental  
Conference, Seattle, WA

**"We Come to You"**

**Summer 2008**

Evening Lecture, Spokane, WA

**October 2008**

Owners Roundtable Retreat

**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

## "THE CUTTING EDGE"



Wes Brandon CDT

Every day in our laboratories we face new challenges and opportunities for growth and learning. Your Washington State Dental Laboratory Association has been facing a similar situation for the past few years in trying to effect change in the dental laboratory industry as well as in the organization itself. Change can be difficult and requires persistence and evaluation as you progress toward a goal. At our annual retreat in 2007 the Board of Directors of WSDLA set an ambitious goal and this newsletter is part of our effort to bring about the changes needed to support our members.

The first step in this process was to define a mission for the association and then create the steps necessary to fulfill this mission. Your WSDLA Board of Directors is made up of a cross-section of the laboratory industry ranging from a one-person operation (myself) to some of the largest laboratories in the state including those that are part of larger national corporations. The input and discussion over the two day retreat was invaluable to the process as well as a great personal education on the changes occurring in our industry. After much discussion and some argument we came to the following four goals for the Washington

by Wes Brandon CDT, President WSDLA

State Dental Laboratory Association to pursue to advance our mission "to integrate education and communication for successful laboratories to operate with a competitive edge".

- ❖ Goal #1 WSDLA is committed to assisting our members with employee recruitment, education, training and retention.

- ❖ Goal #2 WSDLA is committed to assisting our members by providing them with business education.

- ❖ Goal #3 WSDLA is committed to providing objective information on new technology.

- ❖ Goal #4 WSDLA is committed to providing its members with relevant information on non-technical current issues, i.e. outsourcing, off shoring etc.



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.

# BACK TO BASICS

by Bob Lathrop CDT/MBA

## Basics For Dental Stone

*On behalf of the entire Technology Committee, I would like to say how excited we are to be in a position to bring you information concerning new products to the laboratory in both the fixed and removable sides of the house. We will strive to bring objective information that will be both beneficial and educational for the technicians. We will not be a sales conduit for the products that are discussed in the newsletters. The laboratory will make the decision to purchase products based on their own criteria.*

In conjunction with presenting new products for your review, I feel it is important to cover procedures and discuss troubleshooting for products that are already in your laboratory. I found in my travels as a technical specialist, that most problems that occur in the laboratory are the result of procedural errors on the part of the technician. Sometimes, we as technicians need to take a step back and look at how the products that we use daily are fabricated and make sure that the materials are used correctly. We will discuss the proper procedures for preparing and handling gypsum products (stones), Waxing and burn out procedures, degassing procedures, porcelain procedures, and topics as they arise.

I felt that it would be fitting to discuss dental stone for our first installment of troubleshooting for the newsletter. All departments in the laboratory use stone to pour their models in the fabrication process for removable and fixed work. We all take the stone that we use for granted and use it daily without really thinking about the material. Dental stone is a gypsum product chemically known as calcium sulfate dihydrate. By controlling the manufacturing process, plaster, artificial stone, casting investment, and soldering investment can be combined with the powder the paste that is created gradually hardens to form a solid material. During the setting process, heat is liberated which is called an exothermic reaction.

Dental stone is very sensitive to exposure to water once it is set. In my travels to various laboratories, I would see technicians rinsing their models off in

water to remove residue from the stone. This is not sound practice, as the water will begin to erode the stone surface in as little as ten seconds. This can be extremely serious if done on dies for crown and bridge and ceramics. Steam cleaning should also be avoided. If you need to clean your stone models, you should use a material called "saturated calcium sulfated dihydrate" or SDS. This is readily available in your laboratory. It is produced when you soak broken pieces of dental stone in water and let it set for several days. The water now contains SDS, which can be used to clean your models. Another way to get SDS is to save the run off created by your model trimmer. Let the slurry settle for a day. The clear water on the top of the run off mixture contains the SDS. Siphon this clear water off and use it to clean you models. If you need to soak your models, never submerge the model entirely in SDS. Instead place the base of the model in the SDS solution and let it wick into the model.

Make sure that whenever you mix your gypsum material that you strictly adhere to the liquid/powder ratio for the product that you are using. Deviation from this ratio can affect the expansion and setting time for the material. Always follow the manufacturer's recommendations for mixing any gypsum products.

Even though we use dental stone on a daily basis, we should follow proper procedures and understand the material to ensure the success of the finished product. I believe that getting "back to the basics" in the laboratory is the easiest way to produce a quality product that the doctor and the patient will be happy with.

# LABFEST 2007



# MARKETING & NEW MEMBERS COMMITTEE

by Leon Hermanides

## New Strategic Plan

The Washington State Dental Laboratory Association developed a strategic plan to fulfill its mission and better serve our member laboratories. One goal was to assist member labs with employee recruitment, education, training and retention. Steve Gerhauser, Sherill Au-miller CDT and Wes Brandon CDT brainstormed this goal and identified the following ideas for action:

Provide entry level training courses for laboratory technicians. We will be providing a "First Tracks" program for students and employees interested in expanding their base of knowledge in dental technology at this year's NW forum in April. These courses will be taught by technicians and will be introductory in nature. The courses will run back to back during the day taking a brief look at some of the general areas of the laboratory such as model and die, waxing, basic metal work, denture construction and others. If you have expertise and a desire to teach, contact Peg.

Contact all community colleges (with dental programs) and the University of Washington to determine if there are opportunities to develop additional dental laboratory technology education programs. Bates Technical Institute is the only accredited dental laboratory technology program in Washington State. The consensus among laboratory owners is that

there is a need for programs in different geographic areas to help train technicians for the laboratory. Reaching out to these institutions and offering our support may help initiate new programs.

Host mini-meetings in various locations around the state where a speaker provides a lecture one evening during the week. We are currently planning our first meeting in the fall to be hosted by Jim Haxton in Spokane. This will enable us to reach out to members and non-members who may be unable to attend our regular meetings. Steve Gerhauser (Yakima), Jim Haxton CDT (Spokane) and Leon Hermanides (Redmond) have all volunteered their facilities as host sites. If you are interested in hosting or presenting, let us know.

Host training focusing on employee retention management course for dental laboratory owners. WSDLA is committed to helping members keep and manage their work force and through our Business Success 101 courses we are looking to offer various related topics at our regular meetings. If you have any areas of interest or concern please contact WSDLA at 1-800-652-2212 and let Peg know so we can integrate your ideas in our program.

Provide a list of member laboratories on the WSDLA web site. Visit our site, [www.wsdla.com](http://www.wsdla.com) for this and other information.

*This committee has been charged with creating a marketing plan to sign 10 new members to our organization this year. Without your continued support and involvement this organization ceases to exist and so we encourage you to talk to your friends and colleagues about why you are a member and how important this organization is to you and your laboratory. If you are currently a member and have an interest in helping to shape the future of our organization in a leadership role, please contact any of the current board members or myself by email at [leon@proteadental.com](mailto:leon@proteadental.com).*



# EXECUTIVE DIRECTOR REPORT

Peg Greiwe Executive Director



The WSDLA is alive and well. Our NW Lab Forum in April is evidence of a new commitment of the Workshop Task Force. This Task Force is made up of about ten WSDLA members. It meets at Nakanishi Dental Lab in Bellevue periodically to plan the workshops. Great things have come from this collaboration, i.e., Lab Owners Round Table, Business Success 101 and now a non-credit less expensive "Back to Basics" course for entry to mid level technicians. Anyone interested in working with this Task Force should call me (1-800-652-2212).

Watch for information on a new event: Lab Owners Round Table Retreat in late September or October 2008. We have cancelled the Autumn Labfest and moved to Laboratory Owners/Managers/Members only Retreat. Dave Nakanishi CDT has volunteered to chair

this event. We are currently checking out locations, dates and speakers.

We have several new and active committees that are working on the goals set at the Strategic Planning in February 2007 and revised in 2008. Volunteers are welcome to these committees: technology, non-technical current issues.

WSDLA has a dedicated Board of Directors who work hard for the association and the industry. We need a district representative for both Spokane and Yakima/Central. Our long time volunteer Kathy Wood is taking some time off from the Spokane District Rep position to concentrate on health issues. (Please keep Kathy in your thoughts and prayers.)

See you in Mukilteo for the NW Lab Forum on April 3-6, 2008!

## 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
Treasurer	Jim Mooney CDT	509-663-4113
Secretary	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	OPEN	
Dist 4—Tacoma & Kitsap County	Karla Hillberg CDT	425-454-3123
Dist 5—Southwest WA	Bob Holmes Jr CDT	360-352-7645
Dist 6—Seattle	Val Newbold CDT	
Dist 7—King County	Leon Hermanides	425-497-9428
Dist 10—Associates	David Nakanishi CDT	425-454-3123
Technicians	Sherill Aumiller CDT	206-947-8708
Manufacturers Rep	Lori Kellar, Dentsply	206-371-1248
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