

nzda 2015

19 – 22 August, Auckland
SkyCity Convention Centre

Team day for dental surgery assistants and practice managers

■ CONFERENCE ■ EXHIBITION ■ EMPLOYMENT FAIR

Friday 21 August 2015

Register now: www.nzda2015.org.nz

Sponsored by

Extra.
WRIGLEY'S
ORAL HEALTHCARE PROGRAM

- An exciting and relevant programme
- Huge dental exhibition
- Speakers including Dr Kevin Lewis (UK), Prof Avijit Banerjee (UK), Janet Hagerman (USA), Dr Paul Redmond (UK), Alison Stewart ... and lots more

Team day for dental surgery assistants and practice managers

Friday 21 August
SkyCity Convention Centre

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|-------------|---|
| 0730 | Registration desk open |
| 0830 | Janet Hagerman Relationships rule – Trust is your treasure – Patient advocacy at its best |
| 0930 | Alison Stewart Reprocessing reusable medical devices |
| 1000 | Morning tea amongst the industry exhibition |
| 1045 | Dr Kevin Lewis Crimewatch <i>sponsored by DPL</i> |
| 1145 | Prof Avijit Banerjee Preventing dentistry “MI” way” <i>sponsored by Colgate</i> |
| 1230 | Lunch amongst the industry exhibition |
| 1400 | Dr Paul Redmond The generation game: Digital natives and the new world of work <i>sponsored by DPL</i> |
| 1515 | Afternoon tea |
| 1515 – 1800 | Industry exhibition “open afternoon” |
| 1930 – 2400 | Villains and superheroes Conference dinner Auckland Town Hall <i>sponsored by Ivoclar Vivadent</i> |

Team day provides up to 4.5 CPD points for therapists / hygienists in attendance on Friday.

Detailed information on programme, speakers, social functions, workshops, accommodation options and general information relating to parking and all other aspects of the NZDA conference 2015 may be found on www.nzda2015.org.nz.



Janet Hagerman

International speaker, author and consultant, USA

Relationships rule – Trust is your treasure - Patient advocacy at its best

How many times has a patient asked an assistant, “Do I really need this treatment?”? Dental assistants are often the person in the office that patients relate to in confidence. They see them as trusted advocates – and rightly so. Assistants are in the perfect position to extend patient advocacy to the next level. Patient loyalty and compliance is all about relationships. And relationships are about trust. How do your patients learn to trust you and how do you develop these relationships – quickly?

This course will take the assistant through the patient experience process to learn new communication skills that are powerful yet simple, patient centered, easy and fun to implement! You’ll experience immediate benefits, and so will your patients.

You will learn:

- Why relationships rule and how to master them
- How to be a patient advocate
- How to create connections of care
- Transformational vocabulary- the power of the spoken word
- Why and how to prevent buyers remorse
- Why correct “hand-offs” are critical (and how to do them)



Alison Stewart

Programme Leader, Sterilising Technology, The Open Polytechnic of New Zealand

Reprocessing reusable medical devices

Dental is an environment that requires high turnaround of instrumentation following use to return to use on a daily basis. The issues for the person, whether it is the dental assistant, hygienist or reprocessing technician, is knowing how to maintain standards, meet clinical need and ensure the safety of themselves and their clients. Reprocessing of instruments only forms part of these roles so this presentation will provide an overview of the processing cycle and cover in more detail areas that create stressors and how efficiency can be achieved without compromising quality or safety.

(Alison Stewart continued)

Stressors in the reprocessing environment are;

- Maintaining the workflow in the reprocessing room while continuing with other duties
- Packaging – why package, what value does it add to the efficiency of the clinic
- Documentation – what is needed as a minimum and why
- Monitoring the process and fitting this in with the other duties
- Validating the process.

The term process is used as significant focus is usually placed on the sterilising stage and documenting this. However the adage “if it is not clean it cannot be sterilised” reinforces that no single stage of the cycle can be focused but that a safe instrument can only be achieved when the whole process (transportation to the reprocessing area, cleaning, drying, inspection, packaging, sterilising, storage, transportation to use) is maintained to the highest level.

Quality reprocessing of reusable medical devices takes knowledge, time, care and willingness to put quality ahead of the stressors that are part of daily life in the dental environment.



Dr Paul Redmond
*Generation theory expert,
United Kingdom*

The generation game: Digital natives and the new world of work

A quiet revolution is transforming today’s multi-generational workplaces. Gone are the age-old certainties and traditions of the Boomers, while the hopes and dreams of Generation X seem more distant than ever.

For dental surgery assistants, understanding generational differences is no longer an optional extra, but a professional imperative. As patients become ever more demanding and complex, dental surgery assistants need the skills and knowledge to be able to interact and communicate with not just one generation – but five.

This lively, stimulating and engaging keynote will give delegates a direct insight into generational research and some of the challenges and opportunities it presents for dental surgery assistants.

Delivered by one of the world’s leading experts on generational management, the presentation will offer a unique insight into some of the core concepts and models from the latest generational research.

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Professor Avijit Banerjee
*Chair in Cariology & Operative Dentistry
/ Hon. Consultant and Clinical Lead,
Restorative Dentistry at King’s College
London Dental Institute at Guy’s Hospital
(and Guy’s & St. Thomas’ Hospitals’
Foundation Trust). United Kingdom*

Preventing dentistry “MI” way!

In this presentation, Prof Banerjee will discuss the attributes needed by the complete oral healthcare team to empower patients to take responsibility for their own oral health, using the minimum intervention care approach to control the disease process (caries) and prevent lesions needing operative intervention in the first place. Non-operative prevention regimes are the backbone to optimal patient care and Prof Banerjee’s presentation will outline how the whole practice team must play a part in successful patient management to maintain lifelong oral health.

Aims and objectives:

- To discuss the non-operative prevention regimes available to manage patients with dental caries
- To discuss the role of members of the oral healthcare team and how they must work together in risk assessment of patients as well as the delivery of care.

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Dr Kevin Lewis
*Dental Director,
Dental Protection Limited*

Crime watch

Dental surgery assistants are key witnesses to many of the crimes taking place in NZ dental surgeries every day – difficult procedures that don’t always go to plan, some difficult patients and a sprinkling of difficult dentists along the way. With the help of video evidence, this presentation suggests ways to manage all of them.

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Registration information

To register www.nzda2015.org.nz

Registration fee

| | | |
|------------|-----------------------|----------------|
| Early bird | (by Thursday 25 June) | \$185 incl GST |
| Standard | (from Friday 26 June) | \$285 incl GST |

Fees may be paid by direct debit or credit card (Visa, Master card or Amex).

Please note that registration fees paid by credit card will incur a surcharge levied by the credit card company

Registration inclusions

Team day for dental surgery assistants and practice managers – Friday 21 August

- access to the Team day for dental surgery assistants and practice managers – Friday
- entry to the industry exhibition
- conference name badge
- satchel and contents
- catering on Friday (morning tea, lunch, afternoon tea)
- eligibility to purchase social function tickets
- eligibility to register for the pre conference course, master class or resuscitation course
- up to 4.5 hours CPD

Registration conditions

- Registrations may not be shared
- Early bird registrations that remain unpaid after the close of early bird will be automatically increased to the standard registration rate
- Dentists are not eligible to register for Team day for dental surgery assistants and practice managers.

Cancellation policy

- All cancellations must be in writing to Conference Innovators.
- You may reassign your registration to another person at no charge.
- If you cancel your registration, including pre conference course, master class or resuscitation course, the following refund policy applies: **before Friday 31 July** \$100 cancellation fee; **after 1 August** there is no refund except at the discretion of NZDA.
- If you cancel one or more social tickets (retaining your registration) the following refund policy applies: **before Friday 31 July** will receive a full refund of your ticket; **after 1 August** there is no refund except at the discretion of NZDA.
- Refunds will be processed no later than one month after written notification has been received.
- Accommodation cancellations or amendments are subject to individual hotel policies –please refer to the website for specific details. Most hotels have a non refundable policy if cancellation occurs within 30 days of the conference.

