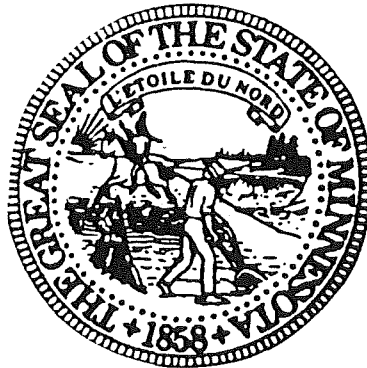


**MINNESOTA BOARD OF DENTISTRY**

**BIENNIAL REPORT**

**OCTOBER, 1996**



**Report Period July 1, 1994 - June 30, 1996**

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B63a  
1994/96

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**BIENNIAL REPORT OF EXAMINING AND LICENSING BOARDS**

**Minnesota Statutes, Section 214.07**

**October, 1996**

**Minnesota Board of Dentistry  
2700 University Avenue West, Suite 70  
St Paul, Minnesota 55114-1055**

**Report Period:  
July 1, 1994 to June 30, 1996**

**Statutory Authority:  
Minnesota Statutes, Section 150A**

**Submitted by: Patricia H. Glasrud, Executive Director**

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Clause a:       **GENERAL STATEMENT OF BOARD ACTIVITIES**

The purpose of the Board of Dentistry is to ensure that citizens of Minnesota receive quality oral health care by licensing professional, competent dentists and dental hygienists and by registering dental assistants whose fitness to practice has been tested and whose training and other qualifications meet the standards established by the Board. In addition, the Board receives, investigates and resolves complaints filed by consumers and others. The Board also registers professional corporations and approves sponsors for continuing dental education.

During the two year report period, the Board initially licensed 167 dentists and 314 dental hygienists; initially registered 820 dental assistants and 40 professional corporations; reinstated 13 dental licenses, 12 dental hygiene licenses and 91 dental assistant registrations; issued approximately 23,530 annual renewal certificates; acted on 493 consumer complaints; participated in approximately 80 state, regional and national examinations for dentists, dental hygienists and dental assistants; participated in 6 accreditation site visits at dental hygiene and dental assisting schools; and reviewed approximately 22,700 continuing education courses for credit, submitted by both approved continuing education sponsors and individual licensees and registrants.

The Board adopted rules related to:

- Administration of nitrous oxide and local anesthesia by dental hygienists;
- Increases in annual renewal fees for dentists, dental hygienists and registered dental assistants;
- Advertising, CPR, licensure by credentials and reinstatements;
- Expanded duties for dental hygienists and registered dental assistants;
- Faculty and resident dentist licensure.

Clause b: **BOARD MEETINGS AND ACTIVITIES**

Approximate number of hours devoted by Board members to meetings and on other board activities. This includes public and nonpublic meetings.

Number of Public and Nonpublic Board Meetings:	<u>FY95</u>	<u>FY96</u>	<u>TOTAL</u>
	14	15	29

Board Member	Type of Activity*	HOURS		Total
		FY95	FY96	
Buckentin, Mary	Public Meetings	189	123	312
	Nonpublic Meetings	72	70	142
	Examinations	39	69	108
	Complaints	40	41	81
Christensen, Cynthia DDS	Public Meetings	80	49	129
	Nonpublic Meetings	69	51	120
	Examinations	109	74	183
	Complaints	108	113	221
Gilbert, Phyllis RDA	Public Meetings	171	54	225
	Nonpublic Meetings	81	24	105
	Examinations	80	114	194
	Complaints	108	113	221
Heuer, Ken	Public Meetings	0	40	40
	Nonpublic Meetings	0	13	13
	Examinations	0	0	0
	Complaints	0	65	65
Hill, Arnold DDS	Public Meetings	162	46	208
	Nonpublic Meetings	84	6	90
	Examinations	0	0	0
	Complaints	142	85	227
Irons, Willis DDS	Public Meetings	215	94	309
	Nonpublic Meetings	37	55	92
	Examinations	88	104	192
	Complaints	139	248	387
Kinney, George Jr. DDS	Public Meetings	248	171	419
	Nonpublic Meetings	155	68	223
	Examinations	140	138	278
	Complaints	32	25	57

Boardmember	Type of Activity	HOURS		Total
		FY95	FY96	
Remes, David DDS	Public Meetings	0	18	18
	Nonpublic Meetings	0	15	15
	Examinations	0	49	49
	Complaints	0	94	94
Sandholm, Hollace	Public Meetings	87	40	127
	Nonpublic Meetings	65	24	89
	Examinations	12	0	12
	Complaints	378	130	508
Schwegler, Robert DDS	Public Meetings	121	66	187
	Nonpublic Meetings	28	78	106
	Examinations	74	40	114
	Complaints	525	524	1049
Tietge, Cheryl DH	Public Meetings	146	81	237
	Nonpublic Meetings	74	58	132
	Examinations	132	167	299
	Complaints	1	0	0

**\*Please note:**

Public Meetings may include, but are not limited to, regularly scheduled public board meetings, rules committee meetings, GROW project meetings, and non-permissive workgroup meetings.

Nonpublic Meetings may include, but are not limited to, executive board meetings and test item review meetings.

Examinations may include, but are not limited to, participation in a CRDTS examination as an examiner and assisting with the administration of the national board examination.

Complaints activities may include, but are not limited to, complaint review, telephone calls regarding complaints/complaint resolution process and complaint committee meetings.

**Clause c: RECEIPT & DISBURSEMENTS OF BOARD FUNDS**

	<b>FY95</b>	<b>FY96</b>	<b>FY95 &amp; FY96</b>
Total Fee Receipts	\$971,000	\$1,128,000	\$2,099,000
Total Costs	\$1,102,300	\$1,053,000	\$2,155,300

Minnesota Statutes, Chapter 214, requires the Board to adjust fees such that the total fees collected will as closely as possible equal anticipated expenditures.

Total costs include the direct payment of Board operating costs pursuant to legislative appropriation and indirect costs which the Board does not control but must cover with fee revenue. Indirect costs include statewide indirect costs, Attorney General costs, Health Professionals Services Program costs, Revenue Refund and HIV/HBV Health Department costs. Total indirect costs comprised nearly one-half of the Board's total expenses.

Clause d: **LIST OF BOARD MEMBERS**

The Minnesota Board of Dentistry is required by statute to have nine board members. The statutory length of the term is four years and a board member may be reappointed once. The individuals listed below served on the board during FY 95 and FY 96.

<b>BOARD MEMBER (Name/Address)</b>	<b>OCCUPATION</b>		<b>Beginning Date</b>	<b>Ending Date</b>
Buckentin, Mary Plato, MN	Homemaker	Appointment Reappointment	6/8/91 2/16/95	1/2/95 1/4/99
Christensen, Cynthia DDS Maple Grove, MN	Dentist	Appointment Reappointment	3/8/89 1/11/93	1/4/93 1/2/97
Gilbert, Phyllis RDA Plymouth, MN	Registered Dental Assistant	Appointment Reappointment	1/29/94 -	1/3/98 -
Heuer, Ken Stillwater, MN	Retired	Appointment Reappointment	1/27/96 -	1/5/00 -
Hill, Arnold DDS Rochester, MN	Dentist	Appointment Reappointment	1/26/88 1/13/92	1/6/92 1/26/96
Irons, Willis DDS Tower, MN	Dentist	Appointment Reappointment	1/11/93 2/16/95	1/2/95 1/4/99
Kinney, George, Jr. DDS Woodbury, MN	Dentist	Appointment Reappointment	7/4/90 1/29/94	1/3/94 1/3/98
Remes, David DDS Northfield, MN	Dentist	Appointment Reappointment	1/27/96 -	1/5/00 -
Sandholm, Hollace Minnetonka, MN	Retired High School Teacher	Appointment Reappointment	1/26/88 1/13/92	1/6/92 1/26/96
Schwegler, Robert DDS Albany, MN	Dentist	Appointment Reappointment	6/9/91 2/16/95	1/2/95 1/4/99
Tietge, Cheryl DH St. Paul, MN	Dental Hygienist	Appointment Reappointment	1/11/93 -	1/2/97 -



**Clause e: NAMES AND JOB CLASSIFICATIONS OF BOARD EMPLOYEES**

<b><u>Name</u></b>	<b><u>Job Class*</u></b>	<b><u>Class Code</u></b>	<b><u>Full Time</u></b>	<b><u>Dates of Service**</u></b>
Mary Dee	Investigator Senior	001801	X	6/10/92 to present
Richard Diercks	Executive Director	029810	X	9/14/92 to 11/30/94
Deborah Endly	Commerce Investigator	001800	X	4/5/95 to present
Janel Frank	Clerk Typist 1	000180	X	9/6/95 to present
Patricia Glasrud	Executive Director	001801	X	10/6/93 to present
Sue Johnson	Clerk Typist 2	000980	X	11/4/92 to present
Paula Nierengarten	Clerk Typist 3	001929	X	6/22/90 to present
Cindy Ogilvie	Clerk 4	000642	X	9/27/89 to 12/16/94
Vicki Otto	Commerce Consumer Liaison	002488	X	9/26/88 to present
Karen Ramsey	Office Services Supervisor	002118	X	6/27/84 to present

\* Job class refers to that held by the individual at the end of the biennium.

\*\* Dates of service refers to total amount of time employed by the Board of Dentistry.

## Clause f : SUMMARY OF BOARD RULES PROPOSED OR ADOPTED

### RULES ADOPTED

#### Fee Increases

In November, 1995, the Board adopted rules increasing the annual renewal fee for dentists, dental hygienists and registered dental assistants. The annual renewal fee for dentists was increased from \$138 to \$168. The annual renewal fee for dental hygienists was increased from \$50 to \$59. The annual renewal fee for registered dental assistants was increased from \$34 to \$40. A Notice of Solicitation of Outside Information or Opinion was published in the *State Register* on July 17, 1995, a Notice of Intent to Adopt Rules Without a Public Hearing was published in the *State Register* on September 18, 1995, and a Notice of Adoption was published in the *State Register* on November 13, 1995. The rule became effective on November 20, 1995.

#### Administration of Nitrous Oxide and Anesthesia by Dental Hygienists

In November, 1995 the Board adopted rules allowing dental hygienists to administer local anesthesia and nitrous oxide inhalation analgesia under the indirect supervision of a dentist after meeting certain training and educational requirements. A Notice of Solicitation of Outside Information or Opinion was published in the *State Register* on July 17, 1995, a Notice of Intent to Adopt Rules Without a Public Hearing was published in the *State Register* on September 18, 1995, and a Notice of Adoption was published in the *State Register* on November 20, 1995. The rule became effective on November 27, 1995.

#### Advertising, CPR, Licensure by Credentials and Reinstatements

In March, 1996 the Board adopted rules relating to advertising, CPR, licensure by credentials and reinstatements. The change relating to advertising updated the names of two specialty examining boards - specifically the American Board of Oral Surgery was changed to the American Board of Oral and Maxillofacial Surgery and the American Board of Pedodontics was changed to the American Board of Pediatric Dentistry. The change relating to CPR eliminated all references to being "certified" in CPR, substituting that reference with language stating an individual should have completed a course in CPR. The change relating to licensure by credentials adds an item limiting the number of times a person may apply for licensure by credentials within a five year period. The change relating to reinstatements separates the reinstatement requirements contained in a Board order from the administrative reinstatements requirements contained in Minnesota Rules, part 3100.1850, Reinstatement of Licensure or Registration. A Notice of Solicitation of Outside Information or Opinion for all of these changes was published in the *State Register* on August 21, 1995, a Notice of Intent to Adopt Rules Without a Public Hearing was published in the *State Register* on December 26, 1995, and a Notice of Adoption was published in the *State Register* on March 18, 1996. The rules became effective on March 25, 1996.

### Duties of Dental Hygienists and Registered Dental Assistants

In May, 1996 the Board adopted rules relating to the duties of dental hygienists and registered dental assistants. Specifically, the rule expanded the duties of dental hygienists under direct supervision; clarified the duties of dental hygienists under general supervision and expanded the duties of registered dental assistants under general supervision, indirect supervision and direct supervision. A Notice of Solicitation of Outside Information or Opinion was published in the *State Register* on August 21, 1995, a Notice of Intent to Adopt Rules Without a Public Hearing was published in the *State Register* on December 26, 1995, and a Notice of Adoption was published in the *State Register* on May 6, 1996. The rule became effective on May 13, 1996.

### Faculty and Resident Dentist Licensure

In June, 1996 the Board adopted rules relating to faculty and resident dentist licensure. The rule established requirements for licensure as a faculty dentist; established requirements for licensure as a resident dentist; established terms and renewal of licensure as a faculty or resident dentist; and established application and annual renewal fees for faculty and resident dentists. A Notice of Solicitation of Outside Information or Opinion was published in the *State Register* on August 21, 1995, a Notice of Intent to Adopt Rules Without a Public Hearing was published in the *State Register* on December 26, 1995, and a Notice of Adoption was published in the *State Register* on June 10, 1996. The rule will become effective on August 31, 1997.

### RULES WITHDRAWN

#### Continuing Dental Education

In May, 1996 the Board withdrew rules relating to continuing dental education (CDE). If adopted, the rules would have increased the fees for CDE sponsors; required CDE sponsors to renew their approval annually; established stricter and clearer standards for approval of CDE sponsors; established standards for CDE courses; clarified the requirements for proof of participation in CDE courses; required CDE sponsors to maintain records of CDE course offerings and attendance; given the Board authority to audit CDE sponsor records and conduct surveys of participants; required licensees and registrants to submit courses taken by non-approved sponsors within 30 days of the course rather than 2 weeks; clarified credit hours for CDE courses and activities; clarified that successful completion of examinations and education programs will not satisfy specific CDE requirements; and given registered dental assistants CDE credit comparable to that given to dentists and dental hygienists for completion of examinations and education programs. A Notice of Solicitation of Outside Information or Opinion was published in the *State Register* on August 21, 1995, and a Notice of Intent to Adopt Rules Without a Public Hearing was published in the *State Register* December 26, 1995. However, because 25 or more people requested a hearing on the proposed rules, the Board voted to withdraw the rule. A Notice of Withdrawal was published in the *State*

*Register* on May 13, 1996. The Board may explore rules related to CDE and continued competency at a later date.

## PROPOSED RULES

### Minimum Record Keeping Standards

The Board is currently working on a set of rules relating to Minimum Record Keeping Standards. These standards would require a dentist to maintain dental records on each patient. In addition, the rule specifies minimum requirements for the components of the required dental record; establishes requirements for the correction, retention, and transfer of records; and establishes requirements for electronic record keeping. A Notice of Solicitation of Outside Information or Opinion was published in the *State Register* on August 21, 1995. On August 6, 1996 a Request for Review and Approval of Notice Plan was submitted to the Office of Administrative Hearings. On August 14, 1996 the Notice Plan was approved by the Office of Administrative Hearings as meeting the requirements of Minnesota Rules, part 1400.2060, subpart 2, item B, and Minnesota Statutes section 14.22. The Board will proceed with adopting this rule.

### Limited Registration

The Board is currently working on a set of rules relating to Limited Registration. The proposed rules establish application and renewal fees for limited dental radiographic registration; establish continuing dental education requirements for persons with a limited dental radiographic registration; clarify that only allied health professionals regulated by a health-related licensing board in Minnesota Statutes, section 214.01, subdivision 2 may apply for dental radiographic registration or for limited dental radiographic registration; provide for an additional level of dental assistant with a scope of practice limited to taking specified extra-oral dental radiographs; and establishes education and testing requirements for applicants for limited dental radiographic registration. A Notice of Solicitation was published in the *State Register* on August 21, 1996. The Board will proceed with adopting this rule.

## ADDITIONAL INFORMATION RELATING TO RULES

The Board is currently exploring the possibility of undertaking a major re-write of rules relating to the duties that can be performed by dental hygienists and registered dental assistants. Currently, the rules of the Board outline the duties that dental hygienists and registered dental assistants can perform under various levels of supervision by a dentist. The Board is considering changing its rules to outline those duties that dental hygienists and registered dental assistants cannot perform. This undertaking has been named "Nonpermissive Rules" by the Board. The Board has established a workgroup to meet and discuss the possibility of adopting "nonpermissive rules". The workgroup consists of the Rules Committee of the Board along with representatives from the Minnesota Dental Association, Minnesota Dental Hygienists' Association, Minnesota Dental Assistants

Association, Minnesota Dental Hygiene Educators Association and the Minnesota Educators of Dental Assistants. The workgroup met on October 19, 1995, February 5, 1996 and June 6, 1996 and will continue to meet as this project moves along.

**Clause g: NUMBER OF PERSONS LICENSED OR REGISTERED**

**As of June 30, 1995:**

<b><u>TYPE OF LICENSE/REGISTRATION</u></b>	<b><u>TOTAL NUMBERS</u></b>
Dentist	3,752
Dental Hygienist	3,102
Registered Dental Assistant	4,788
Professional Corporation	746

**As of June 30, 1996:**

<b><u>TYPE OF LICENSE/REGISTRATION</u></b>	<b><u>TOTAL NUMBERS</u></b>
Dentist	3,760
Dental Hygienist	3,214
Registered Dental Assistant	4,917
Professional Corporation	744

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#### **Clause h: ADMINISTRATION OF EXAMINATIONS BY THE BOARD**

The Minnesota Board of Dentistry accepts the results of examination offered by the following organizations:

##### **Joint Commission on National Board Examination**

Dentists and dental hygienists must successfully complete the National Board examination to become eligible for licensure in Minnesota. The examinations are offered semi-annually at three sites in Minnesota. The examinations are written examinations.

##### **Central Regional Dental Testing Service (CRDTS)**

Dentists and dental hygienists must successfully complete a clinical examination to become eligible for licensure in Minnesota. The clinical examinations are offered 16 times annually at nine test locations within the eleven states comprising the central region. The examinations are offered semi-annually in Minnesota. The examinations are both written and practical.

##### **Combined Regional Examination (CORE)**

During 1995 the Minnesota Board of Dentistry also accepted clinical examination results from the CORE examination for dentists. The CORE examination was a joint examination project between the Central Regional Dental Testing Service and the Northeast Regional Board of Dental Examiners (NERB). After the administration of the CORE examination in 1995, the Central Regional Dental Testing Service withdrew from the project indicating they felt the examination forced them to deviate from their basic examination principles. The CORE examination was not administered in 1996.

##### **EVALCOR**

Dental assistants must successfully pass the Minnesota Registration examination to become eligible for registration in Minnesota. The examination is offered 20 times each year at 12 locations throughout the state. The examination is a written examination.

##### **Minnesota Jurisprudence Examination**

The Board is required to administer an examination covering the dental practice act and board rules. This examination is offered while students are in school and may also be taken any business day at the Board office. The examination is a written examination consisting of 100 questions..

**Clause i, j, k: INITIAL DENTAL LICENSURE: MINNESOTA RESIDENTS**

The numbers below are those who were licensed by successfully passing the National Board examination and the clinical examination administered by the Central Regional Dental Testing Service. These numbers do not include individuals licensed by credentials.

Type of License: **DENTIST**

	FY95			FY96			FY95 & FY96		
<u>Age Group</u>	<u># Licensed</u>			<u># Licensed</u>			<u># Licensed</u>		
	<u>M</u>	<u>F</u>	<u>Total</u>	<u>M</u>	<u>F</u>	<u>Total</u>	<u>M</u>	<u>F</u>	<u>Total</u>
Under 18	0	0	0	0	0	0	0	0	0
18 - 25	2	5	7	5	5	10	7	10	17
26 - 34	17	23	40	40	27	67	57	50	107
35 - 59	5	2	7	7	2	9	12	4	16
60 - 65	0	0	0	0	0	0	0	0	0
Over 65	0	0	0	0	0	0	0	0	0
TOTALS	24	30	54	52	34	86	76	64	140



**Clause i, j, k: INITIAL DENTAL LICENSURE: NON-MINNESOTA RESIDENTS**

The numbers below are those who were licensed by successfully passing the National Board examination and the clinical examination administered by the Central Regional Dental Testing Service. These numbers do not include individuals licensed by credentials.

Type of License: **DENTIST**

	FY95			FY96			FY95 & FY96		
<u>Age Group</u>	<u># Licensed</u>			<u># Licensed</u>			<u># Licensed</u>		
	<u>M</u>	<u>F</u>	<u>Total</u>	<u>M</u>	<u>F</u>	<u>Total</u>	<u>M</u>	<u>F</u>	<u>Total</u>
Under 18	0	0	0	0	0	0	0	0	0
18 - 25	0	0	0	1	0	1	1	0	1
26 - 34	1	3	4	10	6	16	11	9	20
35 - 59	3	0	3	3	0	3	6	0	6
60 - 65	0	0	0	0	0	0	0	0	0
Over 65	0	0	0	0	0	0	0	0	0
TOTALS	4	3	7	14	6	20	18	9	27

**Clause i, j, k: INITIAL DENTAL LICENSURE: TOTAL NON-RESIDENTS BY STATE**

The numbers below are those who that were licensed by successfully passing the National Board examination and the clinical examination administered by the Central Regional Dental Testing Service. These numbers do not include individuals licensed by credentials.

Type of License: **DENTIST**

	FY95			FY96			FY95 & FY96		
<u>State</u>	<u># Licensed</u>			<u># Licensed</u>			<u># Licensed</u>		
	<u>M</u>	<u>F</u>	<u>Total</u>	<u>M</u>	<u>F</u>	<u>Total</u>	<u>M</u>	<u>F</u>	<u>Total</u>
CA	0	1	1	4	1	5	4	2	6
CO	0	0	0	1	0	1	1	0	1
IA	0	1	1	1	1	2	1	2	3
IL	1	0	1	0	1	1	1	1	2
MO	0	0	0	1	0	1	1	0	1
ND	1	0	1	1	0	1	2	0	2
NE	1	0	1	0	0	0	1	0	1
NY	0	0	0	2	0	2	2	0	2
OH	0	0	0	1	0	1	1	0	1
UT	0	0	0	1	0	1	1	0	1
VA	0	0	0	1	0	1	1	0	1
VT	0	1	1	0	0	0	0	1	1
WA	1	0	1	0	0	0	1	0	1
WI	0	0	0	1	1	2	1	1	2
CANADA	0	0	0	0	1	1	0	1	1
EL SALVADOR	0	0	0	0	1	1	0	1	1

**Clause i, j, k: INITIAL DENTAL HYGIENE LICENSURE: MINNESOTA**  
**RESIDENTS**

The numbers below are those who were licensed by successfully passing the National Board examination and the clinical examination administered by the Central Regional Dental Testing Service. These numbers do not include individuals licensed by credentials.

Type of License: **DENTAL HYGIENE**

	FY95			FY96			FY95 & FY96		
<u>Age Group</u>	<u># Licensed</u>			<u># Licensed</u>			<u># Licensed</u>		
	<u>M</u>	<u>F</u>	<u>Total</u>	<u>M</u>	<u>F</u>	<u>Total</u>	<u>M</u>	<u>F</u>	<u>Total</u>
Under 18	0	0	0	0	0	0	0	0	0
18 - 25	0	66	66	1	52	53	1	118	119
26 - 34	0	46	46	0	49	49	0	95	95
35 - 59	0	25	25	0	35	35	0	60	60
60 - 65	0	0	0	0	0	0	0	0	0
Over 65	0	0	0	0	0	0	0	0	0
TOTALS	0	137	137	1	136	137	1	273	274

**Clause i, j, k: INITIAL DENTAL HYGIENE LICENSURE: NON-MINNESOTA  
RESIDENTS**

The numbers below are those who were licensed by successfully passing the National Board examination and the clinical examination administered by the Central Regional Dental Testing Service. These numbers do not include individuals licensed by credentials.

Type of License: **DENTAL HYGIENE**

	<b>FY95</b>			<b>FY96</b>			<b>FY95 &amp; FY96</b>		
<u>Age Group</u>	<u># Licensed</u>			<u># Licensed</u>			<u># Licensed</u>		
	<u>M</u>	<u>F</u>	<u>Total</u>	<u>M</u>	<u>F</u>	<u>Total</u>	<u>M</u>	<u>F</u>	<u>Total</u>
Under 18	0	0	0	0	0	0	0	0	0
18 - 25	0	6	6	0	17	17	0	23	23
26 - 34	0	4	4	0	5	5	0	9	9
35 - 59	0	3	3	0	5	5	0	8	8
60 - 65	0	0	0	0	0	0	0	0	0
Over 65	0	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>0</b>	<b>13</b>	<b>13</b>	<b>0</b>	<b>27</b>	<b>27</b>	<b>0</b>	<b>40</b>	<b>40</b>

Clause i, j, k: **INITIAL DENTAL HYGIENE LICENSURE: TOTAL NON-RESIDENTS BY STATE**

The numbers below are those who that were licensed by successfully passing the National Board examination and the clinical examination administered by the Central Regional Dental Testing Service. These numbers do not include individuals licensed by credentials.

Type of License: **DENTAL HYGIENE**

	FY95			FY96			FY95 & FY96		
<u>State</u>	<u># Licensed</u>			<u># Licensed</u>			<u># Licensed</u>		
	<u>M</u>	<u>F</u>	<u>Total</u>	<u>M</u>	<u>F</u>	<u>Total</u>	<u>M</u>	<u>F</u>	<u>Total</u>
AZ	0	0	0	0	1	1	0	1	1
GA	0	0	0	0	1	1	0	1	1
HI	0	1	1	0	0	0	0	1	1
IA	0	1	1	0	4	4	0	5	5
ND	0	5	5	0	7	7	0	12	12
SD	0	2	2	0	7	7	0	9	9
WI	0	4	4	0	7	7	0	11	11

Clause i, j, k: **INITIAL DENTAL ASSISTANT REGISTRATION: MINNESOTA**  
**RESIDENTS**

The numbers below are those who were registered by successfully passing the Minnesota Registration examination.

Type of Registration: **REGISTERED DENTAL ASSISTANT**

	FY95			FY96			FY95 & FY96		
<u>Age Group</u>	<u># Licensed</u>			<u># Licensed</u>			<u># Licensed</u>		
	<u>M</u>	<u>F</u>	<u>Total</u>	<u>M</u>	<u>F</u>	<u>Total</u>	<u>M</u>	<u>F</u>	<u>Total</u>
Under 18	0	1	1	0	0	0	0	1	1
18 - 25	0	216	216	3	205	208	3	421	424
26 - 34	1	121	122	1	113	114	2	234	236
35 - 59	0	77	77	0	57	57	0	134	134
60 - 65	0	0	0	0	0	0	0	0	0
Over 65	0	0	0	0	0	0	0	0	0
TOTALS	1	415	416	4	375	379	5	790	795

**Clause i, j, k: INITIAL DENTAL ASSISTANT REGISTRATION: NON-MINNESOTA RESIDENTS**

The numbers indicated below are the individuals that were registered by successfully passing the Minnesota Registration examination.

Type of Registration: **REGISTERED DENTAL ASSISTANT**

	FY95			FY96			FY95 & FY96		
<u>Age Group</u>	<u># Licensed</u>			<u># Licensed</u>			<u># Licensed</u>		
	<u>M</u>	<u>F</u>	<u>Total</u>	<u>M</u>	<u>F</u>	<u>Total</u>	<u>M</u>	<u>F</u>	<u>Total</u>
Under 18	0	0	0	0	0	0	0	0	0
18 - 25	0	9	9	0	3	3	0	12	12
26 - 34	0	3	3	0	5	5	0	8	8
35 - 59	0	4	4	0	1	1	0	5	5
60 - 65	0	0	0	0	0	0	0	0	0
Over 65	0	0	0	0	0	0	0	0	0
TOTALS	0	16	16	0	9	9	0	25	25

**Clause i, j, k: INITIAL DENTAL ASSISTANT REGISTRATION: TOTAL NON-RESIDENTS BY STATE**

The numbers below are those who were registered by successfully passing the Minnesota Registration examination.

Type of Registration: **REGISTERED DENTAL ASSISTANT**

	FY95			FY96			FY95 & FY96		
<u>State</u>	<u># Licensed</u>			<u># Licensed</u>			<u># Licensed</u>		
	<u>M</u>	<u>F</u>	<u>Total</u>	<u>M</u>	<u>F</u>	<u>Total</u>	<u>M</u>	<u>F</u>	<u>Total</u>
AR	0	0	0	0	1	1	0	1	1
FL	0	1	1	0	0	0	0	1	1
IA	0	0	0	0	1	1	0	1	1
ND	0	4	4	0	2	2	0	6	6
NY	0	0	0	0	1	1	0	1	1
SD	0	2	2	0	0	0	0	2	2
TX	0	0	0	0	1	1	0	1	1
WI	0	9	9	0	3	3	0	12	12



**Clause I: PERSONS NOT EXAMINED, ISSUED LICENSE OR DENIED LICENSE**

Type of License: **DENTIST**

Total number of persons NOT taking an examination for licensure  
and granted a license by credentials:

**FY95**

**13**

Total number of persons NOT taking an examination for licensure  
and denied a license by credentials:

**FY95**

**2**

**Licensure by Credentials**

State	<u>Age Group</u>				<u>Sex</u>		Grant	Deny	Reason
	18-25	26-34	35-59	60 +	M	F			
MN			X			X	X		Met Req.
MN			X		X		X		Met Req
MN			X		X		X		Met Req
MN			X		X		X		Met Req
MN			X		X		X		Met Req
MN		X				X	X		Met Req
ND				X	X			X	See Note #1
NE			X			X	X		Met Req
NE				X	X			X	See Note #2
OH		X				X	X		Met Req
OK			X		X		X		Met Req
PA		X			X		X		Met Req
PR		X			X		X		Met Req
SC			X		X		X		Met Req
Canada		X			X		X		Met Req

Note #1 - Applicant was denied licensure by credentials for the following reasons:  
1)inadequate knowledge and implementation of infection control protocol; 2)inadequate  
patient records were submitted; 3)inadequate recordkeeping; 4)inadequate knowledge and  
use of health history for modification of a treatment plan; and 5)inadequate knowledge and  
use of anitbiotics for premedication and use of antibiotics in general.

Note #2 - Applicant was denied licensure by credentials for the following reasons:  
1)inadequate knowledge of what is to included in an office emergency kit and its application;  
2)inadequate knowledge of infection control protocol and requirements; and 3)inadequate  
patient records were submitted.

**Clause 1: PERSONS NOT EXAMINED, ISSUED LICENSE OR DENIED LICENSE**

Type of License: **DENTIST**

Total number of persons NOT taking an examination for licensure  
and granted a license by credentials:

**FY96**

7

Total number of persons NOT taking an examination for licensure  
and denied a license by credentials:

**FY96**

1

**Licensure by Credentials**

State	Age Group				Sex		Grant	Deny	Reason
	18-25	26-34	35-59	60 +	M	F			
CO			X			X		X	See Note #1
LA			X		X		X		Met Req
MN		X			X		X		Met Req
MN			X		X		X		Met Req
MN		X				X	X		Met Req
MN		X				X	X		Met Req
OH		X				X	X		Met Req
Canada			X		X		X		Met Req

Note #1 - Applicant was denied licensure by credentials for the following reasons:  
1)inadequate knowledge of what an office emergency kit consists of; 2)inadequate  
knowledge of how to handle office emergencies; and 3)inadequate patient records were  
submitted.

**Clause 1: PERSONS NOT EXAMINED, ISSUED LICENSE OR DENIED LICENSE**

Type of License: **DENTAL HYGIENE**

Total number of persons NOT taking an examination for licensure  
and granted a license by credentials:

**FY95**

**16**

Total number of persons NOT taking an examination for licensure  
and denied a license by credentials:

**FY95**

**0**

**Licensure by Credentials**

State	Age Group				Sex		Grant	Deny	Reason
	18-25	26-34	35-59	60 +	M	F			
AZ			X			X	X		Met Req.
AZ		X				X	X		Met Req
FL		X				X	X		Met Req
FL		X				X	X		Met Req
IL			X			X	X		Met Req
MA		X				X	X		Met Req
MN		X				X	X		Met Req
MN		X				X	X		Met Req
MN			X			X	X		Met Req
MN			X			X	X		Met Req
MN			X			X	X		Met Req
MN			X			X	X		Met Req
MT			X			X	X		Met Req
WI		X				X	X		Met Req
WI			X			X	X		Met Req
Canada			X			X	X		Met Req

**Clause 1: PERSONS NOT EXAMINED, ISSUED LICENSE OR DENIED LICENSE**

Type of License: **DENTAL HYGIENE**

Total number of persons NOT taking an examination for licensure  
and granted a license by credentials:

**FY96**  
**20**

Total number of persons NOT taking an examination for licensure  
and denied a license by credentials:

**FY96**  
**0**

**Licensure by Credentials**

State	<u>Age Group</u>				<u>Sex</u>		Grant	Deny	Reason
	18-25	26-34	35-59	60 +	M	F			
CO		X				X	X		Met Req.
IA		X				X	X		Met Req
KS			X			X	X		Met Req
MN			X			X	X		Met Req
MN			X			X	X		Met Req
MN		X				X	X		Met Req
MN		X				X	X		Met Req
MN			X			X	X		Met Req
MN		X				X	X		Met Req
MN			X			X	X		Met Req
MN		X				X	X		Met Req
MN			X			X	X		Met Req
MN			X			X	X		Met Req
MN			X			X	X		Met Req
ND			X			X	X		Met Req
ND			X			X	X		Met Req
NE			X			X	X		Met Req
VA		X				X	X		Met Req
WA		X				X	X		Met Req
Canada			X			X	X		Met Req

Clause m: **THE NUMBER OF PERSONS PERVIOUSLY LICENSED OR REGISTERED BY THE BOARD WHOSE LICENSES OR REGISTRATIONS WERE REVOKED, SUSPENDED OR OTHERWISE ALTERED IN STATUS**

	<u>FY 95</u>	<u>FY 96</u>
Revocation	1	2
Suspension	3	3
Other alteration	12	17

<i>Type of License/ Registration</i>	<i>Change in Status</i>	<i>Reason</i>
Fiscal Year 1995		
Dentist	Conditional	Substandard care, possible chemical substance abuse, inadequate safety/sanitary conditions
Dentist	Conditional	Substandard care, sexual misconduct, inadequate safety/sanitary conditions
Dentist	Suspended	Substandard care, auxiliary misuse, unprofessional conduct, fraud, disability
Dentist	Suspended	Substandard care, failure to comply w/Board Order
Registered Dental Assistant	Revoked	Practice w/o current registration, failure to cooperate w/Board
Dentist	Conditional	Substandard care, inadequate safety/sanitary conditions
Dentist	Unconditional	Complied w/Board Order
Dentist	Unconditional	Complied w/Board Order
Dentist	Surrender	Substandard care
Dentist	Reinstatement/ Conditional	Chemical substance abuse, failure to comply w/Board Order
Dentist	Reinstatement/ Conditional	Chemical substance abuse, failure to comply w/Board Order

Dentist	Suspended	Failure to comply w/Board Order
Dentist	Limited/ Conditional	Substandard care, improper prescribing, inadequate safety/sanitary conditions
Dentist	Conditional	Substandard care, auxiliary misuse, inadequate safety/sanitary conditions, false advertising, unprofessional conduct
Dentist	Conditional	Substandard care; practice w/o current license
Dentist	Unconditional	Complied w/Board Order

*Type of License/  
Registration*                      *Change  
in Status*                      *Reason*

Fiscal Year 1996		
Dentist	Limited/ Conditional	Substandard care, possible chemical substance abuse, auxiliary misuse, inadequate safety/ sanitary conditions, unprofessional conduct
Dentist	Revoked	Chemical substance abuse, inadequate safety/ sanitary conditions, failure to comply w/Board Order
Dentist	Suspended	Substandard care, auxiliary misuse, failure to comply w/Board
Dentist	Surrender	Fraud
Dentist	Unconditional	Complied w/Board Order
Dentist	Unconditional	Complied w/Board Order
Dentist	Unconditional	Complied w/Board Order
Dentist	Suspended	Failure to submit tax clearance certificate
Dentist	Unconditional	Complied w/Board Order
Dentist	Conditional	Fraud
Dentist	Unconditional	Complied w/Board Order

Dentist	Surrender	Substandard care, unprofessional conduct, inadequate safety/sanitary conditions, failure to comply w/Board Order, disability
Dentist	Amended/ Conditional	Chemical substance abuse, unprofessional conduct, failure to comply w/Board Order
Dentist	Conditional	Substandard care
Dentist	Unconditional	Complied w/Board Order
Dentist	Amended/ Conditional	Substandard care; inadequate infection control procedures
Dental Hygienist	Conditional	Chemical substance abuse
Dentist	Revoked	Substandard care, auxiliary misuse, failure to comply w/Board
Dentist	Unconditional	Complied w/Board Order
Registered Dental Assistant	Reinstatement/ Conditional	Complied w/Board Order; failure to cooperate w/ the Board.
Dentist	Suspended	Failure to submit tax clearance certificate.
Dentist	Reinstatement /Conditional	Complied w/suspension order; still subject to Order for Conditional License.

**Clause n: NUMBER OF WRITTEN AND ORAL COMPLAINTS AND OTHER  
COMMUNICATIONS RECEIVED**

**Clause o: SUMMARY OF COMPLAINTS REFERRED TO IN CLAUSE N BY  
SPECIFIC CATEGORY**

The tables found on the next four pages present descriptive data related to complaint filing and resolution during the period July 1, 1994 to June 30, 1996. The tables are similar in that they report data on complaint resolution activities that occurred during the two-year reporting period, but they are different in two respects: 1) the method of gathering additional information about the complaint is categorized according to whether a letter of inquiry or a referral to the Attorney General's office was used and 2) whether the complaint was filed prior to or during the reporting period.

In each table, the column headed "Primary Type of Allegation" refers to the twelve grounds for disciplinary action according to Minnesota Statutes and Rules pertaining to the practice of dentistry in Minnesota. Although complainants often allege more than one type of violation in a single complaint, these tables list complaints only by the primary type of allegation for each complaint.

The remaining three columns in each table describe the resolution of each complaint: Dismissal (which is not public data); reprimand or corrective action (which is public data, but is not considered disciplinary action); stipulation and order (which is public data and is considered disciplinary action), and open (not yet resolved, and therefore, not public data).

Combined data found in the four tables show that a total of 493 new complaints were filed between July 1, 1994 and June 30, 1996. Nearly 68 percent of these complaints were resolved by the end of the reporting period. In addition, 287 complaints filed prior to July 1, 1994, were still open during the reporting period and of those, nearly 63 percent were resolved by the end of the reporting period. Of those complaints filed during the reporting period, 7 additional complaints were determined to be non-jurisdictional.

Finally, it should be noted that the numbers in each table refer to the number of complaints filed. They do not refer to the number of regulated persons against whom complaints were filed. In other words, the number of regulated persons against whom complaints were filed is less than 500.



**Table 1**

**NEW COMPLAINTS INVESTIGATED BY LETTER OF INQUIRY**  
**(filed between 7/1/94 and 6/30/96)**  
**(N = 390)**

PRIMARY TYPE OF ALLEGATION	DISMISSAL	REPRIMAND/ CORR. ACTION	STIP & ORDER	OPEN	TOTALS
Substandard Care	162	4	6	40	212
Licensure	3	1	0	0	4
Drugs	2	0	0	3	5
Sexual Misconduct	0	0	0	0	0
Auxiliary Misuse	3	1	0	4	8
Inadequate Infection Control	7	0	0	1	8
Advertising	12	0	0	7	19
Unprofessional Conduct	103	0	1	17	121
Fraud	1	0	0	1	2
Failure to Cooperate with Board	0	0	0	0	0
Unconscionable Fees	10	0	0	0	10
Phys., Mental, Emot. Disability	1	0	0	0	1
<b>Totals</b>	<b>304</b>	<b>6</b>	<b>7</b>	<b>73</b>	<b>390</b>

Table 1 presents descriptive data on the 390 complaints filed between 7/1/94 and 6/30/96 that were investigated by sending a letter of inquiry to the regulated person and asking for a written response. By 6/30/96, 78% of those complaints had been dismissed; 1 1/2% resulted in a reprimand or corrective action agreement; less than 2% resulted in disciplinary action, and about 19% remained unresolved at the end of the reporting period. Many of the cases which remained open were received near the end of the biennium. A majority of the new complaints (85%) alleged either substandard dentistry or unprofessional conduct as the primary complaint.

**Table 2**

**NEW COMPLAINTS REFERRED TO ATTORNEY GENERAL'S OFFICE**  
*(filed between 7/1/94 and 6/30/96)*  
*(N = 103)*

PRIMARY TYPE OF ALLEGATION	DISMISSAL	REPRIMAND/ CORR ACTION	STIP & ORDER	OPEN	TOTALS
Substandard Care	0	0	5	46	51
Licensure	0	0	2	2	4
Drugs	2	0	0	5	7
Sexual Misconduct	0	0	0	3	3
Auxiliary Misuse	0	0	0	7	7
Inadequate Infection Control	0	1	0	4	5
Advertising	0	0	0	1	1
Unprofessional Conduct	2	0	4	13	19
Fraud	0	1	1	4	6
Failure to Cooperate with Board	0	0	0	0	0
Unconscionable Fees	0	0	0	0	0
Phys., Mental, Emot. Disability	0	0	0	0	0
<b>Totals</b>	<b>4</b>	<b>2</b>	<b>12</b>	<b>85</b>	<b>103</b>

Table 2 presents descriptive data on the 103 new complaints that were filed between 7/1/94 and 6/30/94 that were referred to the Attorney General's Office. By 6/30/96, nearly 4% had been dismissed; less than 2% resulted in a reprimand or corrective action agreement; almost 12% resulted in disciplinary action, and about 83% remained open at the close of the reporting period. about 68% of the complaints referred to the AGO alleged substandard dentistry or unprofessional conduct.

**Table 3**

**COMPLAINTS FILED BEFORE 7/1/94 INVESTIGATED BY LETTER OF INQUIRY  
AND RESOLVED DURING REPORTING PERIOD OR REMAINING OPEN BY 6/30/96  
(N = 70)**

PRIMARY TYPE OF ALLEGATION	DISMISSAL	REPRIMAND/ CORR. ACTION	STIP & ORDER	OPEN	TOTALS
Substandard Care	31	1	0	2	34
Licensure	1	1	0	2	3
Drugs	1	0	1	1	3
Sexual Misconduct	0	0	0	0	0
Auxiliary Misuse	1	0	0	0	1
Inadequate Infection Control	1	0	0	0	1
Advertising	6	0	0	2	8
Unprofessional Conduct	16	0	1	1	18
Fraud	0	0	0	0	0
Failure to Cooperate with Board	0	0	1	0	1
Unconscionable Fees	0	0	0	1	1
Phys., Mental, Emot. Disability	0	0	0	1	1
<b>Totals</b>	<b>57</b>	<b>1</b>	<b>3</b>	<b>9</b>	<b>70</b>

Table 3 presents descriptive data on the 70 complaint not referred to the Attorney General's Office that were filed prior to 7/1/94, but either were acted upon during the reporting period or remained open by 6/30/96. The majority of the cases were dismissed; only 1 resulted in a reprimand or corrective action agreement; 3 resulted in disciplinary action and 9 remained open at the end of the reporting period. As shown in the previous two tables, most complaints allege either substandard dentistry or unprofessional conduct as the primary allegation.

**Table 4**

**COMPLAINTS FILED BEFORE 7/1/94, REFERRED TO ATTORNEY GENERAL'S OFFICE  
AND RESOLVED DURING REPORTING PERIOD OR REMAINING OPEN BY 6/30/96  
(N = 217)**

PRIMARY TYPE OF ALLEGATION	DISMISSAL	REPRIMAND/ CORR. ACTION	STP & ORDER	OPEN	TOTALS
Substandard Care	14	10	20	39	83
Licensure	2	3	0	2	7
Drugs	5	3	3	9	20
Sexual Misconduct	0	0	2	2	4
Auxiliary Misuse	7	2	4	3	16
Inadequate Infection Control	4	5	6	8	23
Advertising	1	0	1	12	14
Unprofessional Conduct	5	2	13	14	34
Fraud	1	2	2	7	12
Failure to Cooperate with Board	0	0	2	1	3
Unconscionable Fees	0	0	0	1	1
Phys., Mental, Emot. Disability	0	0	0	0	0
<b>Totals</b>	<b>39</b>	<b>27</b>	<b>53</b>	<b>98</b>	<b>217</b>

Table 4 presents descriptive data on the 217 complaints that were filed before 7/1/94, were referred to the Attorney General's Office, and either were acted upon during the reporting period or remained open by 6/30/96. Fifty-five percent were closed by the end of the reporting period; 45% remained open due to the lengthy and complex legal/investigative complaint resolution process. Again, the majority of complaints alleged either substandard dentistry or unprofessional conduct.

**SPECIAL REQUIREMENTS FOR HEALTH-RELATED LICENSING BOARDS**  
**PURSUANT TO MINNESOTA STATUTES, SECTION 214.10, SUBDIVISION 8**

	<u>FY 95</u>	<u>FY 96</u>
Number of cases:	3	2

Fiscal Year 1995

1. Dentist - Disciplinary action taken.

Two female patients alleged that the licensee rubbed against their breasts while providing dental treatment.

The investigation demonstrated that the patients were credible, however there were no other witnesses to the alleged actions. The licensee denied that the actions occurred.

The licensee's dental license was placed on conditional status in November 1994 for sexual misconduct and for violations in the areas of safety/sanitary conditions and substandard recordkeeping. For the alleged misconduct, he was ordered to take a course on boundaries and/or seek counseling in this area. The licensee complied with this requirement. His license remains under conditional status as of the end of this biennium.

2. Dentist - New complaint filed.

A female patient alleged that the licensee had sexual contact with her while she was under sedation for a dental procedure.

The investigation demonstrated that there were incongruencies to the circumstances (i.e. appointment time, staff present at the time) surrounding the alleged incident as described by the patient and by the licensee and his staff. The licensee denied that the actions occurred.

The Board's Complaint Committee reviewed the investigative findings and a conference with the licensee will be scheduled in the near future.

This dentist is currently subject to a Board Order for violations relating to sexual contact with a 15 year old female patient in 1981 (rubbing her breast with his hand), inappropriate sexual contact and comments toward six female employees over the period of 1975-1982. The licensee was convicted of a felony of criminal sexual conduct in the fourth degree for the contact with a patient.

The current Order prohibits the licensee from being with or treating female patients unless a registered dental assistant is present. The licensee may practice dentistry only under the supervision of at least one of three designated employees/supervisors. A supervisor must be present in the office and observe the licensee in all aspects of his conduct with patients and staff to ensure his compliance with conditions of the Order. There are additional controls on the licensee's practice relating to staffing, access to nitrous oxide tanks, etc. The three designated supervisors provide required reports to the Board on a semi-annual basis. They each are also required to immediately report any misconduct to the Board. [Note: As required, one of the supervisors reported to the Board the allegations of this latest complaint, as soon as he was notified of the allegations.] The licensee is also required to attend regular meetings of Sexual Addicts Anonymous.

3. Dentist - Complaint filed:

A female patient alleged that the Licensee pulled at her shirt and stared at the shirt while she was reclined in the dental chair.

The investigation showed that the patient was credible but that there were no other witnesses to the action. The licensee explained that he did not recall the incident but that he may have looked at the patient's shirt to read what was on it.

As of the end of this biennium, the Board's Complaint Committee has reviewed the investigative findings (relating to the alleged misconduct as well as other alleged violations) and a conference with the licensee will be scheduled in the near future.

Fiscal Year 1996

1. Dentist - Complaint filed.

A female patient alleged that the Licensee touched her face in a suggestive manner and that he inappropriately inquired of her sexual practices during an examination.

The investigation showed that the patient was credible but that there were no other witnesses to the action. The licensee explained that he did not recall the incident and that he would never discuss sexual matters with a patient.

As of the end of this biennium, the Board's Complaint Committee has reviewed the investigative findings (relating to the alleged misconduct as well as other alleged violations) and a conference with the licensee will be scheduled in the near future.

2. Dentist - Complaint filed.

A female patient alleged that the Licensee rested his crotch on her hand for several minutes as she rested her hand on the arm rest of the dental chair.

The investigation showed that the patient was credible but that there were no other witnesses to the action. The licensee denied that the action occurred.

As the end of this biennium, the Board's Complaint Committee has reviewed the investigative findings (relating to the alleged misconduct as well as other alleged violations) and a conference with the licensee will be scheduled in the near future.

*\* There were a total of seven sexual misconduct matters for the period of this biennium, however two of those involved inappropriate sexual comments and not sexual contact.*

Clause p: **STATE ANY OTHER OBJECTIVE INFORMATION WHICH THE  
BOARD MEMBERS BELIEVE WILL BE USEFUL IN  
REVIEWING BOARD ACTIVITIES**

The Board believes that in order for this agency to be accountable to the public and fiscally responsible, every effort must be made to contain costs and discover new ways to manage even more efficiently. Over the past several years the Board has seen the costs of its legal and investigative services rise, yet the number of complaints filed has decreased. Several factors account for the increased cost of those services, such as more licensees choosing to have legal representation during the Board's complaint resolution process. Efforts of third party payors to obtain and use public disciplinary actions to restrict their providers have contributed to dentists' efforts to avoid disciplinary action, leading to longer and more difficult negotiations prior to the issuance of consent orders by the Board.

Keeping public protection as its primary goal, the Board has worked closely with the Attorney General's Office to attain greater efficiency in its complaint resolution process. Changes have been made which allow for more focused, limited and timely investigations, and to alerting licensees sooner after complaints have been filed. All licensees and registrants against whom complaints are filed (and whose cases are not referred to the Attorney General's Office for further investigation) are notified of the complaint and asked to provide an explanation. Since May 1995, complainants have been invited to sign an "Authorization to Release Complaint" form. Nearly 84% of patient complainants have agreed to sign the authorization form, thereby providing regulated individuals access to complaints so they may better understand the difficulties encountered by their patients and others. Board letters to complainants and regulated individuals during the complaint resolution process have been revised to help both sides better understand the Board's responsibilities and limitations in responding to complaints.

The "Videodisc Project" is being conducted in conjunction with the University of Iowa and is used in the licensing by credentials process for dental licensure applicants from out-of-state. Gaining national attention, this project involves the use of computer patient simulations to measure applicants' decisionmaking regarding treatment protocols. Should the project prove successful, this method of licensure by credentials process could replace the need for applicants to have a personal interview with the Board, thereby reducing the time it takes for out-of-state applicants to become licensed in Minnesota.

During this biennium, the Board's computer hardware and software were upgraded. Expanded use of advanced computer technology will allow this agency to better serve the public and its regulated individuals, and may eventually allow for telecommuting by some staff members during the next biennium, the Board plans to have a "home page" on the Internet which will greatly increase Minnesota citizens' and dental health care practitioners' access to public information.



In conjunction with professional dental associations and the University of Minnesota, the Board is conducting a survey research project called "Growing Respect in Our Workplace." The project is measuring what kinds of behaviors dental health care workers perceive as abusive and neglectful. When dental employers and employees can see and change their behaviors, they can create healthier, safer and more productive workplaces in which patients can be better served.

The Board of Dentistry continues to work cooperatively with the other health licensing boards to control costs and provide better management by consolidating like functions, such as the processing of paperwork related to purchasing, personnel, contracts and budget materials through the boards' Administrative Services Unit.

During the biennium, the Board has continued to report all disciplinary actions to the National Practitioner Data Bank and to the American Association of Dental Examiners' Clearinghouse. The Board has also continued to make routine inquiries of the NPDB on all applicants for licensure who hold licenses in other states, and to follow up on all malpractice reports received from the NPDB regarding Minnesota licensed dentists.