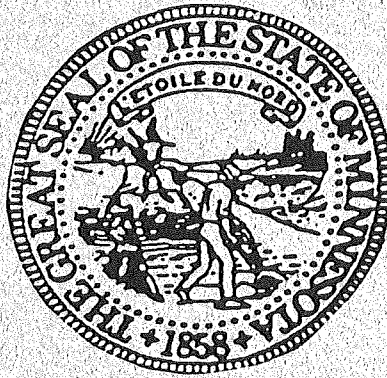


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MINNESOTA BOARD OF DENTISTRY

BIENNIAL REPORT

OCTOBER, 1998



Report Period July 1, 1996 - June 30, 1998

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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 190 dentists and 359 dental hygienists; initially registered 765 dental assistants and 50 professional corporations; reinstated 6 dental licenses, 16 dental hygiene licenses and 78 dental assistant registrations; issued approximately 24,750 annual renewal certificates; acted on 386 consumer complaints; participated in approximately 74 state, regional and national examinations for dentists, dental hygienists and dental assistants; participated in 5 accreditation site visits at dental hygiene and dental assisting schools; and reviewed approximately 21,218 continuing education courses for credit, submitted by both approved continuing education sponsors and individual licensees and registrants.

The Board adopted rules related to:

- Minimum Recordkeeping Standards.

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>FY97</u>	<u>FY98</u>	<u>TOTAL</u>
Public	21	13	34
Nonpublic	42	33	75

Board Member	Type of Activity*	HOURS		Total
		FY97	FY98	
Buckentin, Mary	Public Meetings	64	75	139
	Nonpublic Meetings	61	42	103
	Examinations	83	80	163
	Complaints	71	0	71
Christensen, Cynthia DDS	Public Meetings	28	0	28
	Nonpublic Meetings	14	0	14
	Examinations	27	0	27
	Complaints	66	0	66
Gilbert, Phyllis RDA	Public Meetings	68	66	134
	Nonpublic Meetings	37	37	74
	Examinations	11	0	11
	Complaints	233	143	376
Susan Gross, DDS	Public Meetings	31	54	85
	Nonpublic Meetings	12	21	33
	Examinations	25	3	28
	Complaints	69	170	239
Heuer, Ken	Public Meetings	60	53	113
	Nonpublic Meetings	13	28	41
	Examinations	0	0	0
	Complaints	287	264	551
Irons, Willis DDS	Public Meetings	50	0	50
	Nonpublic Meetings	7	0	7
	Examinations	0	0	0
	Complaints	141	0	141
Kinney, George Jr. DDS	Public Meetings	107	41	148
	Nonpublic Meetings	37	21	58
	Examinations	27	54	81
	Complaints	247	139	386

Boardmember	Type of Activity	HOURS		Total
		FY97	FY98	
Remes, David DDS	Public Meetings	48	37	85
	Nonpublic Meetings	11	25	36
	Examinations	0	60	60
	Complaints	171	161	332
Freeman Rosenblum, DDS	Public Meetings	0	52	52
	Nonpublic Meetings	0	22	22
	Examinations	0	16	16
	Complaints	0	0	0
Schwegler, Robert DDS	Public Meetings	85	48	133
	Nonpublic Meetings	36	56	92
	Examinations	24	135	159
	Complaints	422	346	768
Tietge, Cheryl DH	Public Meetings	58	80	138
	Nonpublic Meetings	63	71	134
	Examinations	72	135	207
	Complaints	0	0	0
William Zimbinski, DDS	Public Meetings	38	51	89
	Nonpublic Meetings	23	23	46
	Examinations	24	0	24
	Complaints	152	216	368

***Please note:**

Public Meetings may include, but are not limited to, regularly scheduled public board meetings, rules committee meetings, continued competency meetings and “nonpermissive” rules workgroup meetings.

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

	FY97	FY98	FY97 & FY98
Total Fee Receipts	\$1,134,000	1,173,000	\$2,307,000
Total Costs	\$966,000	\$870,000	\$1,836,000

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 about one third 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 97 and FY 98.

BOARD MEMBER (Name/Address)	OCCUPATION		Beginning Date	Ending Date
Buckentin, Mary Plato, MN	Homemaker	Appointment Reappointment	6/8/1991 2/16/1995	1/2/1995 1/4/1999
Christensen, Cynthia DDS Maple Grove, MN	Dentist	Appointment Reappointment	3/8/1989 1/11/1993	1/4/1993 1/2/1997
Gilbert, Phyllis RDA Plymouth, MN	Registered Dental Assistant	Appointment Reappointment	1/29/1994 1/12/1998	1/3/1998 1/6/2002
Susan Gross, DDS St Louis Park, MN	Dentist	Appointment	1/15/1997	1/8/2001
Heuer, Ken Stillwater, MN	Retired	Appointment	1/27/1996	1/5/2000
Irons, Willis DDS Tower, MN	Dentist	Appointment Reappointment	1/11/1993 2/16/1995	1/2/1995 1/15/1997
Kinney, George, Jr. DDS Woodbury, MN	Dentist	Appointment Reappointment	7/4/1990 1/29/1994	1/3/1994 1/3/1998
Remes, David DDS Northfield, MN	Dentist	Appointment	1/27/1996	1/5/2000
Rosenblum, Freeman, DDS St Paul, MN	Dentist	Appointment	1/12/1998	1/6/2002
Schwegler, Robert DDS Albany, MN	Dentist	Appointment Reappointment	6/9/1991 2/16/1995	1/2/1995 1/4/1999
Tietge, Cheryl DH St. Paul, MN	Dental Hygienist	Appointment Reappointment	1/11/1993 1/15/1997	1/2/1997 1/8/2001
Zimbinski, William, DDS Duluth, MN	Dentist	Appointment	1/15/1997	1/4/1999

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Clause e: NAMES AND JOB CLASSIFICATIONS OF BOARD EMPLOYEES

<u>Name</u>	<u>Job Class*</u>	<u>Class Code</u>	<u>Full Time</u>	<u>Dates of Service**</u>
Mary Dee	Investigator Senior	001801	X	6/10/92 to present
Carla Duellman	Clerk Typist 3	001929	X	1/26/98 to 6/23/98
Deborah Endly	Investigator	001800	X	4/5/95 to present
Janel Frank	Clerk Typist 1	000180	X	9/6/95 to 9/30/97
Patricia Glasrud	Executive Director	001801	X	10/6/93 to present
Sue Johnson	Clerk Typist 2	000980	X	11/4/92 to 5/27/98
Paula Nierengarten	Clerk Typist 3	001929	X	6/22/90 to 11/10/97
Vicki Otto	Commerce Consumer Liaison	002488	X	9/26/88 to 7/7/98
Karen Ramsey	Executive 2	000293	X	6/27/84 to present
Lori Schneider	Office Specialist	000180	X	11/12/97 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

The Board adopted a set of rules relating to Minimum Record Keeping Standards which became effective on June 3, 1997. These standards require a dentist to maintain dental records on each patient. In addition, the rules specify minimum requirements for the components of the required dental record; requirements for the correction, retention and transfer of records, and establish requirements for electronic record keeping. A Notice of Solicitation of Outside Information or Opinion was published in the *State Register* on August 21, 1995; a Dual Notice was published in the *State Register* on September 30, 1996; a Notice of Adoption was published in the *State Register* on May 27, 1997, and the rules became effective on June 3, 1997.

RULES WITHDRAWN

Limited Registration

In January 1997, the Board withdrew a set of rules relating to Limited Registration. The proposed rules:

- would have established application and renewal fees for a limited dental radiographic registration;
- would have established continuing dental education requirements for persons issued a limited dental radiographic registration;
- would have clarified that only allied health professionals regulated by a Minnesota health-related licensing board may apply for limited dental radiographic registration;
- would have provided for an additional level of dental assistant with a scope of practice limited to taking specified extra-oral dental radiographs, and
- would have established education and testing requirements for applicants for this limited dental radiographic registration.

A Notice of Solicitation 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 9, 1996 and finally, a Notice of Withdrawal was published in the *State Register* on February 18, 1997. The Board withdrew the proposed rules because 25 or more persons requested a public hearing.

Clause g: NUMBER OF PERSONS LICENSED OR REGISTERED

As of June 30, 1997:

<u>TYPE OF LICENSE/REGISTRATION</u>	<u>TOTAL NUMBERS</u>
Dentist	3,730
Dental Hygienist	3,305
Registered Dental Assistant	5,081
Professional Corporation	763

As of June 30, 1998:

<u>TYPE OF LICENSE/REGISTRATION</u>	<u>TOTAL NUMBERS</u>
Dentist	3,708
Dental Hygienist	3,464
Registered Dental Assistant	5,245
Professional Corporation	768

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 has not been administered since 1995.

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**

	FY97			FY98			FY97 & FY98		
<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	2	4	3	4	7	5	6	11
26 - 34	32	18	50	36	22	58	68	40	108
35 - 59	2	2	4	5	7	12	7	9	16
60 - 65	0	0	0	0	0	0	0	0	0
Over 65	0	0	0	0	0	0	0	0	0
TOTALS	36	22	58	44	33	77	80	55	135

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**

	FY97			FY98			FY97 & FY98		
<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	0	0	0	0	0	0
26 - 34	9	2	11	9	6	15	18	8	26
35 - 59	2	1	3	1	0	1	3	1	4
60 - 65	0	0	0	0	0	0	0	0	0
Over 65	0	0	0	0	0	0	0	0	0
TOTALS	11	3	14	10	6	16	21	9	30

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

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**

	FY97			FY98			FY97 & FY98		
<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>
Canada	1	0	1	1	0	1	2	0	2
IA	1	1	2	0	0	0	1	1	2
IL	2	1	3	0	0	0	2	1	3
MO	1	0	1	0	0	0	1	0	1
NE	1	1	2	1	0	1	2	1	3
OH	1	0	1	0	0	0	1	0	1
SD	1	0	1	0	0	0	1	0	1
TX	2	0	2	1	0	1	3	0	3
FL	0	0	0	0	1	1	0	1	1
MD	0	0	0	1	0	1	1	0	1
MI	0	0	0	1	0	1	1	0	1
ND	0	0	0	1	2	3	1	2	3
NY	0	0	0	0	1	1	0	1	1
SC	0	0	0	1	0	1	1	0	1
VA	0	0	0	0	1	1	0	1	1
WI	0	0	0	3	1	4	3	1	4
Norway	1	0	1	0	0	0	1	0	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**

	FY97			FY98			FY97 & FY98		
<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	43	43	0	58	58	0	101	101
26 - 34	3	42	45	2	48	50	5	90	95
35 - 59	0	23	23	2	55	57	2	78	80
60 - 65	0	0	0	0	0	0	0	0	0
Over 65	0	0	0	0	0	0	0	0	0
TOTALS	3	108	111	4	161	165	7	269	276

**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**

	FY97			FY98			FY97 & FY98		
<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	10	10	0	16	16
26 - 34	0	9	9	0	9	9	0	18	18
35 - 59	0	3	3	0	7	7	0	10	10
60 - 65	0	0	0	0	0	0	0	0	0
Over 65	0	0	0	0	0	0	0	0	0
TOTALS	0	18	18	0	26	26	0	44	44

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

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**

	FY97			FY98			FY97 & FY98		
<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>
IA	0	1	1	0	3	3	0	4	4
KS	0	0	0	0	1	1	0	1	1
MO	0	0	0	0	1	1	0	1	1
NE	0	1	1	0	0	0	0	1	1
ND	0	5	5	0	10	10	0	15	15
SD	0	2	2	0	0	0	0	2	2
WA	0	0	0	0	1	1	0	1	1
WI	0	9	9	0	9	9	0	18	18
Ontario	0	0	0	0	1	1	0	1	1

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**

	FY97			FY98			FY97 & FY98		
<u>Age Group</u>	<u># Registered</u>			<u># Registered</u>			<u># Registered</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	1	220	221	0	223	223	1	443	444
26 - 34	1	98	99	3	97	100	4	195	199
35 - 59	0	49	49	1	53	54	1	102	103
60 - 65	0	0	0	0	0	0	0	0	0
Over 65	0	0	0	0	0	0	0	0	0
TOTALS	2	367	369	4	373	377	6	740	746

**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**

	FY97			FY98			FY97 & FY98		
<u>Age Group</u>	<u># Registered</u>			<u># Registered</u>			<u># Registered</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	2	2	0	7	7	0	9	9
26 - 34	0	3	3	0	4	4	0	7	7
35 - 59	0	2	2	0	1	1	0	3	3
60 - 65	0	0	0	0	0	0	0	0	0
Over 65	0	0	0	0	0	0	0	0	0
TOTALS	0	7	7	0	12	12	0	19	19

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**

	FY97			FY98			FY97 & FY98		
<u>State</u>	<u># Registered</u>			<u># Registered</u>			<u># Registered</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>
ND	0	5	5	0	5	5	0	10	10
SD	0	0	0	0	1	1	0	1	1
WI	0	2	2	0	6	6	0	8	8

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:

FY97

17

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

FY97

0

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.
CA			X		X		X		Met Req
MO			X		X		X		Met Req
MO		X			X		X		Met Req
CA		X			X		X		Met Req
NE			X		X		X		Met Req
IL		X			X		X		Met Req
MI			X		X		X		Met Req
IL			X		X		X		Met Req
NY			X		X		X		Met Req
MN			X		X		X		Met Req
NJ		X			X		X		Met Req
MN		X				X	X		Met Req
VA		X			X		X		Met Req
LA			X		X		X		Met Req
CA			X		X		X		Met Req
MA		X			X		X		Met Req

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:

FY98

8

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

FY98

0

Licensure by Credentials

State	<u>Age Group</u>				<u>Sex</u>		Grant	Deny	Reason
	18-25	26-34	35-59	60 +	M	F			
WI		X				X	X		Met Req
VA			X			X	X		Met Req
MN		X				X	X		Met Req
PA			X		X		X		Met Req
MN			X		X		X		Met Req
MN			X		X		X		Met Req
CA		X			X		X		Met Req
MD		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:

FY97
13

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

FY97
0

Licensure by Credentials

State	Age Group				Sex		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
WI		X				X	X		Met Req
MN			X			X	X		Met Req
OH	X					X	X		Met Req
CA		X				X	X		Met Req
IA		X				X	X		Met Req
WI			X			X	X		Met Req
MN			X			X	X		Met Req
MN			X			X	X		Met Req
MN		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:

FY98
26

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

FY98
0

Licensure by Credentials

State	Age Group				Sex		Grant	Deny	Reason
	18-25	26-34	35-59	60 +	M	F			
MN		X				X	X		Met Req.
ID			X			X	X		Met Req
MI		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
IA		X				X	X		Met Req
MN			X			X	X		Met Req
MN		X				X	X		Met Req
MN		X				X	X		Met Req
WI		X				X	X		Met Req
WI			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
OH		X				X	X		Met Req
KS			X			X	X		Met Req
AR	X					X	X		Met Req

Clause m: THE NUMBER OF PERSONS PREVIOUSLY LICENSED OR REGISTERED BY THE BOARD WHOSE LICENSES OR REGISTRATION WERE REVOKED, SUSPENDED OR OTHERWISE ALTERED IN STATUS.

	FY 97	FY 98
REVOCATION / VOLUNTARY SURRENDER *	6	4
SUSPENSION	3	5
OTHER ALTERATION	10	22

<i>Type of License / Registration</i>	<i>Change in Status</i>	<i>Reason</i>
Fiscal Year 1997		
Dentist	Conditional	fraud
Dentist	Unconditional	complied w/Board Order
Dentist	Voluntary Surrender	unprofessional conduct, advertising, substandard care
Dentist	Conditional (Amended)	substandard care, inadequate infection control
Dentist	Unconditional	complied w/Board Order
Dentist	Conditional (Amended)	inadequate infection control , substandard care
Dentist	Suspension	(per Dept. of Revenue)
Dentist	Stayed Susp./Conditional	chemical dependency/improper prescribing , unauthorized practice, noncooperation with Board
Registered Dental Assistant	Conditional	unauthorized practice
Dentist	Voluntary Surrender	substandard care, unprofessional conduct
Dentist	Suspension	inadequate infection control , substandard care
Dentist	Conditional	chemical dependency/improper prescribing, substandard care
Dentist	Conditional	inadequate infection control , substandard care
Dentist	Voluntary Surrender	substandard care, inadequate infection control
Dentist	Conditional	fraud, unprofessional conduct
Dentist	Voluntary surrender	inadequate infection control, substandard care
Dentist	Voluntary Surrender	substandard care, inadequate infection control
Dentist	Conditional	substandard care, inadequate infection control
Dentist	Voluntary surrender	unauthorized practice , chemical dependency/improper prescribing, inadequate infection control

<i>Type of License / Registration</i>	<i>Change in Status</i>	<i>Reason</i>
Fiscal Year 1998		
Dentist	Reinstate-Limited/Conditional	inadequate infection control , substandard care
Dentist	Conditional (w//Reprimand)	auxiliary misuse, substandard care
Dentist	Conditional	substandard care, inadequate infection control
Dentist	Conditional	inadequate infection control ,auxiliary misuse, substandard care
Dentist	Suspension	noncooperation with Board , substandard care,inadequate infection control, unauthorized practice
Registered Dental Assistant	Conditional Registration	unauthorized practice
	(w//Reprimand)	
Dentist	Limited / Conditional	substandard care, sexual misconduct
	(Second Amended)	
Dental Hygienist	Conditional (Amended)	chemical dependency/improper prescribing
Dentist	Voluntary Surrender	noncooperation with Board
Dentist	Indefinite Suspension	noncooperation with Board, substandard care, unauthorized practice, unprofessional conduct, inadequate infection control
Dentist	Voluntary Surrender	chemical dependency/improper prescribing, unauthorized practice, noncooperation with Board
Dentist	Voluntary Surrender	substandard care
Dentist	Unconditional	complied w/Board Order
Dentist	Suspension	noncooperation with Board, chemical dependency/improper prescribing
Dentist	Unconditional	complied w/Board Order
Dentist	Conditional	auxiliary misuse, inadequate infection control
Dentist	Conditional	fraud, auxiliary misuse, inadequate infection control, advertising
Dentist	Conditional	substandard care, inadequate infection control
Dentist	Conditional	unprofessional conduct, auxiliary misuse, inadequate infection control substandard care, advertising
Dentist	Conditional	substandard care , auxiliary misuse , inadequate infection control
Dentist	Conditional (2nd Amended)	substandard care, inadequate infection control
Dentist	Conditional / Limited	noncooperation, substandard care, inadequate infection control, unauthorized practice

Dentist	Conditional	substandard care, auxiliary misuse, advertising
Dentist	Conditional (Amended)	noncooperation with Board , chemical dependency/improper prescribing
Registered Dental Assistant	Unconditional	complied w/Board Order
Dentist	Conditional	inadequate infection control, auxiliary misuse
Dentist	Unconditional	complied w/Board Order
Dentist	Temporary Suspension	substandard care, chemical dependency/improper prescribing, unprofessional conduct, fraud, noncooperation with Board
Dentist	Continuation of Temporary Suspension	substandard care, chemical dependency/improper prescribing, unprofessional conduct, fraud, noncooperation with Board
Dentist	Reinstatement of License	complied w/Board Order
Dentist	Voluntary Surrender	inadequate infection control, substandard care

- **Revocation / Voluntary Surrender of license:** individual relinquishes license and can no longer practice.

**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, 1996 to June 30, 1998. 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 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 386 new complaints were filed between July 1, 1996 and June 30, 1998. Seventy three percent of these complaints were resolved by the end of the reporting period. In addition, 263 complaints filed prior to July 1, 1996, were still open during the reporting period and of those, nearly 82 percent were resolved by the end of the reporting period. Of those complaints filed during the reporting period, 3 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 the number of complaints filed.

Table 1

NEW COMPLAINTS INVESTIGATED BY LETTER OF INQUIRY
(filed between 7/1/96 and 6/30/98)
(N = 327)

PRIMARY TYPE OF ALLEGATION	DISMISSAL	REPRIMAND/ CORR. ACTION	STIP & ORDER	OPEN	TOTALS
Substandard Care	127	1	0	29	157
Licensure	3	0	1	1	5
Drugs	2	0	0	0	2
Sexual Misconduct	0	0	0	0	0
Auxiliary Misuse	6	0	1	3	10
Inadequate Infection Control	10	1	1	4	16
Advertising	5	0	0	0	5
Unprofessional Conduct	94	0	1	20	115
Fraud	3	0	0	4	7
Failure to Cooperate with Board	0	0	0	1	1
Unconscionable Fees	6	0	0	1	7
Phys., Mental, Emot. Disability	0	0	0	0	0
Totals	256	2	4	65	325

Table 1 presents descriptive data on the 325 complaints filed between 7/1/96 and 6/30/98 that were investigated by sending a letter of inquiry to the regulated person and asking for a written response. By 6/30/98, 79% of those complaints had been dismissed; less than 1% resulted in a reprimand or corrective action agreement; 1% resulted in disciplinary action, and 20% 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 (84%) alleged either substandard dentistry or unprofessional conduct as the primary complaint.

Table 2

NEW COMPLAINTS REFERRED TO ATTORNEY GENERAL'S OFFICE
(filed between 7/1/96 and 6/30/98)
(N = 59)

PRIMARY TYPE OF ALLEGATION	DISMISSAL	REPRIMAND/ CORR. ACTION	STIP & ORDER	OPEN	TOTALS
Substandard Care	2	0	5	9	16
Licensure	0	1	0	2	3
Drugs	2	0	0	13	15
Sexual Misconduct	0	0	0	3	3
Auxiliary Misuse	0	0	0	4	4
Inadequate Infection Control	1	3	0	1	5
Advertising	0	0	0	1	1
Unprofessional Conduct	2	0	1	8	11
Fraud	1	0	2	0	3
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
Totals	8	4	8	41	61

Table 2 presents descriptive data on the 61 new complaints that were filed between 7/1/96 and 6/30/98 that were referred to the Attorney General's Office. By 6/30/98, 13% had been dismissed; 6% resulted in a reprimand or corrective action agreement; 13% resulted in disciplinary action, and 67% remained open at the close of the reporting period. Twenty five percent of the complaints referred to the AGO alleged chemical dependency or malprescribing of drugs. Twenty seven percent alleged substandard care.

Table 3

**COMPLAINTS FILED BEFORE 7/1/96 INVESTIGATED BY LETTER OF INQUIRY
AND RESOLVED DURING REPORTING PERIOD OR REMAINING OPEN BY 6/30/98
(N = 75)**

PRIMARY TYPE OF ALLEGATION	DISMISSAL	REPRIMAND/ CORR. ACTION	STIP & ORDER	OPEN	TOTALS
Substandard Care	28	3	4	2	37
Licensure	0	0	0	1	1
Drugs	2	0	1	1	4
Sexual Misconduct	0	0	0	0	0
Auxiliary Misuse	2	2	0	0	4
Inadequate Infection Control	0	1	0	0	1
Advertising	6	0	1	2	9
Unprofessional Conduct	15	0	1	1	17
Fraud	1	0	0	0	1
Failure to Cooperate with Board	0	0	0	0	0
Unconscionable Fees	0	0	0	1	1
Phys., Mental, Emot. Disability	0	0	0	0	0
Totals	54	6	7	8	75

Table 3 presents descriptive data on the 75 complaints not referred to the Attorney General's Office that were filed prior to 7/1/96, but either were acted upon during the reporting period or remained open by 6/30/98. The majority of the cases were dismissed; only 8% resulted in a reprimand or corrective action agreement; 9% resulted in disciplinary action and 11% remained open at the end of the reporting period. Most of these complaints allege either substandard dentistry or unprofessional conduct.

Table 4

**COMPLAINTS FILED BEFORE 7/1/96, REFERRED TO ATTORNEY GENERAL'S OFFICE
AND RESOLVED DURING REPORTING PERIOD OR REMAINING OPEN BY 6/30/98
(N = 188)**

PRIMARY TYPE OF ALLEGATION	DISMISSAL	REPRIMAND/ CORR. ACTION	STIP & ORDER	OPEN	TOTALS
Substandard Care	25	11	39	11	86
Licensure	1	0	2	1	4
Drugs	4	2	4	4	14
Sexual Misconduct	3	0	0	3	6
Auxiliary Misuse	1	0	6	3	10
Inadequate Infection Control	1	5	5	4	15
Advertising	2	1	8	2	13
Unprofessional Conduct	5	4	14	4	27
Fraud	1	0	5	5	11
Failure to Cooperate with Board	0	0	0	1	1
Unconscionable Fees	0	0	0	1	1
Phys., Mental, Emot. Disability	0	0	0	0	0
Totals	43	23	83	39	188

Table 4 presents descriptive data on the 188 complaints that were filed before 7/1/96, were referred to the Attorney General's Office, and either were acted upon during the reporting period or remained open by 6/30/98. 79% were closed by the end of the reporting period; 21% remained open due to the lengthy and complex legal/investigative complaint resolution process. Again, the majority of complaints (60%) alleged either substandard dentistry or unprofessional conduct.

SPECIAL REQUIREMENT FOR HEALTH-RELATED LICENSING BOARDS
PURSUANT TO MINNESOTA STATUTES, SECTION 214.10, SUBDIVISION 8 (b)

	<u>FY 97</u>	<u>FY 98</u>
Number of cases:	0	3

Fiscal Year 1997

There were no complaints alleging sexual misconduct filed with the Board, nor were there any Board actions taken for sexual conduct violations in fiscal year 1997.

Fiscal Year 1998

1. Dentist - New complaint filed.

A female staff member alleged that the Licensee touched her in an inappropriate manner, without providing details of the conduct. It is not known at this time (9/98) whether there were witnesses to the alleged behavior.

The matter along with additional alleged violations are currently under investigation by the Office of the Attorney General.

2. Dentist - New complaint filed.

A female patient (also a former employee of the Licensee) alleged that the Licensee acted inappropriately at three different dental appointments with her.

She alleged that the first incident occurred when the Licensee sat on her lap and rested his head on her breasts, while making inappropriate comments to her. The second incident allegedly occurred when the Licensee pulled her towards him. The third incident allegedly occurred when the Licensee came out to the waiting room and upon greeting the patient, made an inappropriate comment to her. There were no witnesses to any of the alleged incidents.

The matter, along with additional alleged violations, were investigated by the Office of the Attorney General. The Board's Complaint Committee reviewed the investigative findings and agreed that there was insufficient evidence to support the allegations, and therefore, they closed the matter. The complaint will be retained in the Board's nonpublic files.

3. Dentist - New complaint filed.

A complaint was opened by the Board upon learning that a dentist's employment was terminated with a practice due to allegations by staff of sexual improprieties toward patients.

The matter is currently under investigation by the Office of the Attorney General.

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

The mission of the Board of Dentistry is to ensure that Minnesota citizens receive quality dental health care from competent dental health care professionals. A major focus of this Board during the past few years has been on streamlining its complaint resolution process without compromising public protection from dental practitioners who may be performing substandard dentistry.

The Board uses a number of variables to measure its effectiveness. For example, while the number of complaints filed during the 1997-98 biennium declined by nearly 22 percent (from 493 filed during 1995-96 to 386 filed during 1997-98), the percentage of disciplinary or corrective actions increased from 14 percent to 22 percent. Additionally, the number of "old" complaints (those filed prior to the 1997-98 biennium) that remained open at the end of the biennium declined from 107 to 47. This is a measure of the Board's effectiveness in reducing a complaint backlog.

Through the Administrative Services Unit, the Board continues to work cooperatively with the other health-related licensing boards to control costs and provide optimum management by consolidating like functions, such as processing of paperwork related to purchasing, personnel, contracts and budget.

As it has for the past several years, the Board reports all disciplinary actions to the National Practitioner Data Bank (NPDB) and to the American Association of Dental Examiners' Clearinghouse. Similarly, the Board also continues to make inquiries to 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.

Currently, the Board is actively working with its computer services consultants not only to ensure Year 2000 compliance, but also to design and implement a new computer licensing system. The new system will allow the Board to quickly produce accurate, meaningful and useful statistical reports related to licensure, complaints and discipline. The Board also plans to have its web site published on the Internet by the end of 1998, thereby allowing the public and the practicing dental community easy access to public information.