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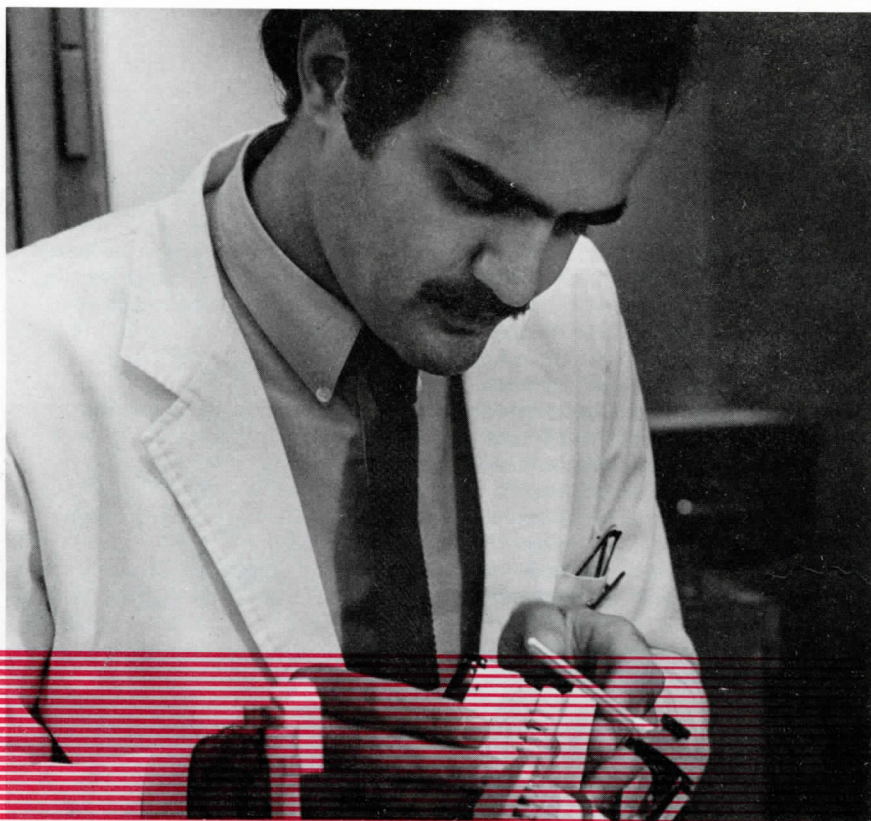
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S p e c t r u m

Managing anxiety and pain:

Students learn to alleviate patients' fears

by Marilyn J. Davis

"Today, a well-trained dentist truly can perform painless dentistry," says Richard Whitman, D.M.D., an assistant professor of oral and maxillofacial surgery and dental care management at the School. "Unfortunately, the old notions about painful dental experiences live on for some patients."

Whitman should know. He teaches "Anxiety and Pain Management," a four-semester course exploring the reasons behind patient anxiety and the possible methods of alleviating physical and emotional pain during dental procedures. According to Whitman, the Goldman School is one of the few dental schools in the country that offers such an intensive course in anxiety and pain management. "We're teaching students to address the needs of the whole patient, not just those of the oral cavity," he says.

Students begin the course in their sophomore year and complete it at the end of their junior year. Subjects taught in the course include local and general anesthesia, psychosomatic and postoperative pain, emergency treatment and cardiopulmonary resuscitation. Students also may participate in a related externship with the anesthesiology departments at University Hospital at Boston University Medical Center or at Boston City Hospital.

Students in the course also are introduced to hypnotism, a patient management technique used by growing numbers of dentists. Gary Hagens, D.M.D., a surgical fellow with the Institute for the Correction of Facial Deformities and the Department of Oral and Maxillofacial Surgery, teaches the hypnotism section of the course, as well as a separate class devoted solely to hypnotism.

Message from the Dean

Dear faculty, students and staff,

Is there a viable future for dentistry? Recently, there has been considerable discussion of this question both in and out of the dental periodicals, with the most pessimistic authors reading dentistry's demise in the reduction of the incidence of caries. Fluoridation, they say, has more than achieved its goal of reducing tooth decay; it has turned adversely on its advocates. Even those with more moderate views point with concern to an oversupply of dentists in some areas, a sluggish economy and the increasing tendency of patients to put off dental care until more opportune financial times. In the eyes of some observers, these and other factors assure troubled times for dentistry and its practitioners.

Without denying that there are changes facing the dental profession, I would like to present a more optimistic—and I feel, realistic—picture of dentistry's current status and future outlook. Dentistry's so-called "golden age," the post World War II years when the profession expanded with unprecedented speed, has indeed passed. Dentists can no longer expect the easy and automatic growth of their practices that those years brought. In addition, there have been significant reductions in the number and size of the many public-health programs that had their start during that period.

These changes have been further complicated by the recession, with dental care often ignored in favor of more pressing monetary demands. However, with many financial indicators now pointing toward an economy on the mend, I feel that we can look

forward to fewer people postponing dental treatment for financial reasons.

A greater number of dentists practicing today means that recent graduates must be more resourceful than their colleagues of 10 or 15 years ago had to be. New graduates will not necessarily be able to set up practices in their primary area of choice. Many graduates will look toward the suburbs and the underserved rural areas to establish their practices. Others will find their places in academic settings, group practices and HMO-type facilities. Dentistry's face may be changing, but dentists are as necessary as they have ever been.

The services that we as dentists perform also have undergone changes, but these are changes to which we can and will adapt. Fluoridation has proven effective in combating tooth decay, especially in the young. We can congratulate ourselves as leaders in the fight to prevent dental disease. We are winning that fight, and now we must adapt to a changing disease pattern among our patients.

Periodontal disease remains the major cause of tooth loss in the United States. Our success at controlling tooth decay should encourage us to attack this second problem with renewed vigor, through continuing prevention-oriented dental care and patient education. In addition, increased emphasis on cosmetic dentistry allows us to care for our patients' appearance as well as their dental health. More adults now are seeking orthodontic care to correct occlusal disharmonies neglected in childhood and adolescence. And, as greater numbers of the patient population live longer, geriatric care becomes increasingly important.

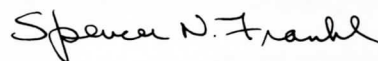
These are just a few of the many areas in dentistry that can expect attention and expansion in the future.

The Goldman School, as a leader in dental education and patient care, is moving forward to meet changes as they occur. In addition to offering a progressive curriculum and varied clinical experience, the School has undertaken two recent steps to help prepare students for dental careers in the 1980s and beyond. One involves the establishment of the Department of Dental Care Management, formerly the Department of Dental Public Health. While still addressing many of the traditional components of dental public health, the Department's curriculum will include an increased emphasis on interpersonal relationships, social and psychological aspects of dental care, personnel management, marketing, dental-practice development, fees and legal issues.

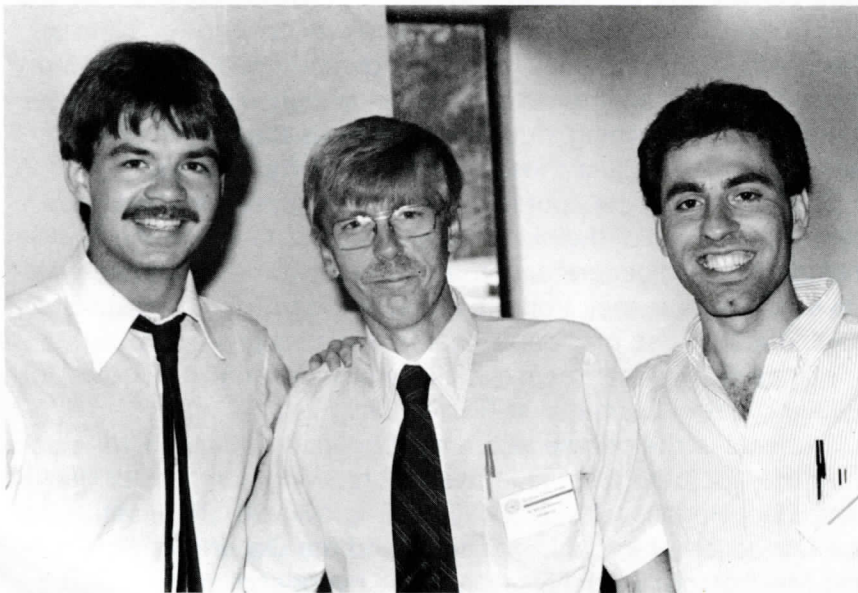
The School also is training faculty and students in the increasingly important field of geriatric dentistry. Our School recently was awarded a five-year grant from the National Institute on Aging to incorporate geriatric dentistry into the School's curriculum. Research opportunities and a clinical component in the discipline also will be established.

A viable future for dentistry? It is my view that with dedication, commitment and a willingness to embrace the new, the future for dentistry is very viable indeed.

Sincerely,



Spencer N. Frankl, D.D.S.



Paul Golas, D.M.D. Class of 1985, William Bourassa, D.M.D., an associate professor of pedodontics and nutritional sciences and director of predoctoral pedodontics, and Pasquale Carpinto, D.M.D. Class of 1987, were among those attending the recent Student/Faculty Advisor Reception. The Reception, sponsored by the Registrar's Office, enabled entering predoctoral students to meet student and faculty advisors. Approximately 150 people attended the event, which was held in the School's cafeteria.

Respected periodontist Zigelbaum dies at age 57; scholarship is established

Eliot L. Zigelbaum, D.D.S., a clinical professor of periodontology at the School, died on June 7. He was 57. Colleagues at the Goldman School and within the dental and medical communities were shocked and saddened.

"Dr. Zigelbaum was a wonderful person, a superb periodontist, and a loyal and dedicated friend of students, faculty and the School," said Morris Ruben, D.D.S., professor and chairman of the Department of Periodontology.

"In addition to having lost a great friend, we will miss his professionalism and meaningful contributions to the School and to dentistry," said Dean Spencer Frankl. A scholarship for post-doctoral studies has been established through the Zigelbaum family and the Goldman School.

Born in Boston, Zigelbaum graduated from Northwestern University with a doctor of dental surgery degree. After interning at Grosse Pointe U.S. Public Health Hospital in Michigan and serving residencies at Bellevue/New York University Dental School and Beth Israel Hospital in Boston, Zigelbaum established a private practice in Framingham. He received certification in periodontology from New York University Dental School.

Zigelbaum was elected a diplomate of the American Academy of Periodontology in 1955. He came to Boston Uni-

versity School of Medicine in 1958 as an associate professor in the Department of Stomatology, which later evolved into the Goldman School. At the time of his death Zigelbaum was a staff member at University Hospital and Beth Israel Hospital, Boston, and at Framingham Union Hospital and Leonard Morse Hospital, Natick.

Active in many dental societies; Zigelbaum was president of the West Metropolitan Dental Society in 1973; president of the Massachusetts Society of Periodontists in 1975 and 1976; past president and regent of the Boston Alumni chapter of Alpha Omega; and a member of the Greater Boston Dental Society, the American Dental Association and the Academy of Periodontology. He recently had been elected a fellow of the American College of Dentists.

He leaves his wife, Marilyn (Ettinger); his parents, Dr. and Mrs. Herman Zigelbaum of Swampscott; four daughters, Dr. Pamela Zigelbaum of Chestnut Hill, Debra Zigelbaum (Gordan) of New York, and Lisa and Rebecca Zigelbaum, both of Framingham; two brothers, Dr. Sheldon Zigelbaum of Boston and Sumner Packer of Fort Lauderdale, Fla., and a sister, Faith Kramer of Marblehead.

10 faculty members receive new appointments

Ten faculty members recently received new appointments or promotions. Among those receiving annual promotions were:

Justin L. Altshuler, D.M.D., promoted from an associate clinical professor to a clinical professor of dental care management; *Paula K. Friedman, D.D.S.*, director of the division of oral diagnosis and radiology, promoted from an assistant professor to an associate professor of dental care management; and *Gerald Isenberg, D.D.S.*, promoted from an associate clinical professor to a clinical professor of periodontology.

Faculty members who received initial appointments were:

Farid Boustany, D.D.S., radiation safety officer, appointed as an assistant professor of dental care management; *Randy E. Kamen, Ed.D.*, appointed as a lecturer in dental care management; *William F. Lane, D.M.D.*, appointed as a clinical instructor in oral and maxillofacial surgery; *Deborah E. Medalia, M.S.*, appointed as a lecturer in dental care management; *Richard J. Manski, D.D.S.*, appointed as a clinical instructor in dental care management; *Robert A. Najarian, D.D.S.*, appointed as a clinical instructor in prosthodontics; and *David A. Rosania, D.M.D.*, appointed as a clinical instructor in periodontology.

Goldman School rated 'excellent' in due-process guidelines

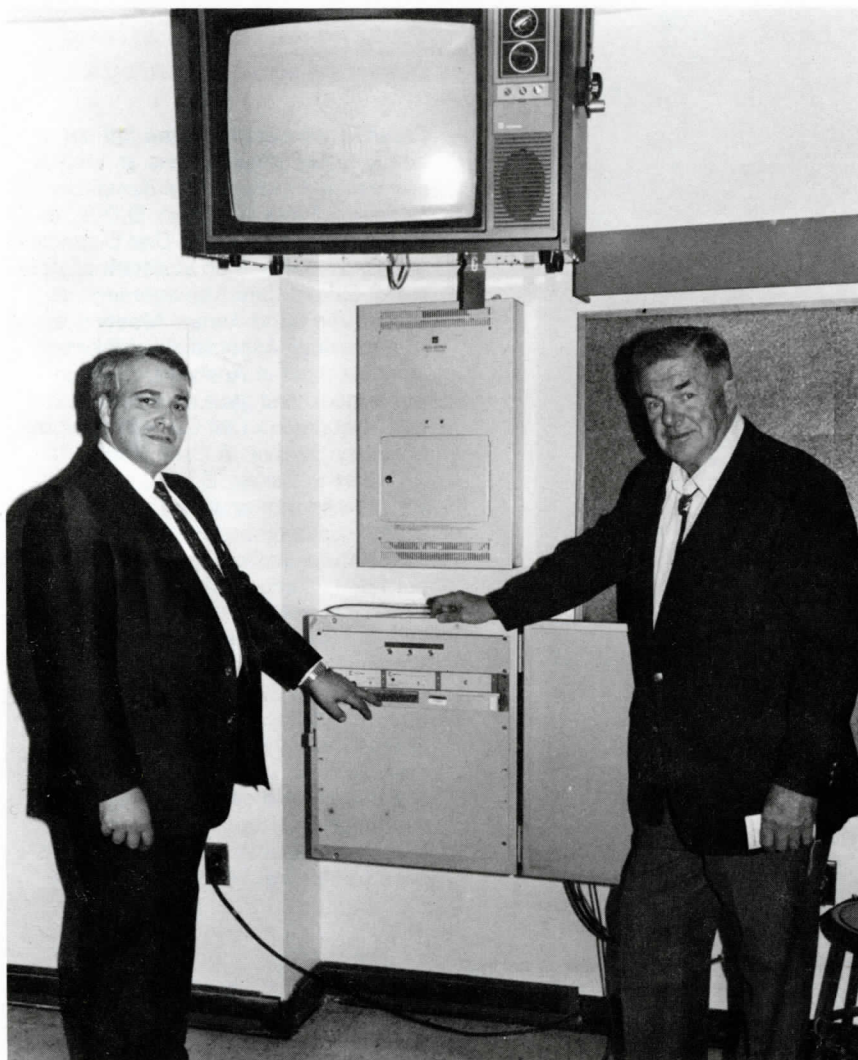
The Goldman School was one of only 25 American dental schools to receive an "excellent" rating in a comparative review of due-process guidelines in the 1983 American Student Dental Association Handbook. Due process guidelines, or fair and just administrative policies toward students, were non-existent or marginal in 35 dental schools. "It is gratifying to the students that your administration is setting a leadership example in the area of due process," said Julia Hensley, executive director of the ASDA Committee on Due Process, in a letter to Dean Spencer Frankl.

Orientation program acquaints international students with GSGD

The School's recent orientation program for postdoctoral international students helped 18 students from nine countries get acquainted with a new country and a new school. The program, under the direction of Anthony Jong, D.D.S., associate dean for academic affairs and professor and chairman of the Department of Dental Care Management, and Ellen Wolfe, M.A.T., program coordinator, ran from August 15 through 26. It provided a wide range of activities designed to facilitate and accelerate the students' integration into the School and the Boston community.

Activities included a full day of dentistry mini lectures given by faculty members, a reception at Jong's home, daily English language classes and an in-depth introduction to the use of the radiographic facilities at the School.

The high point of this year's two-week program was a weekend workshop at Boston University's Sargent Camp, Peterborough, N.H., in which participants worked at developing problem-solving strategies. The weekend focused on teamwork and enabled the students and staff to get to know one another, and to promote cooperation and support.



Gennaro Cataldo, D.M.D., a clinical professor of operative dentistry and director of audio-visual services, and Lloyd Chaisson, D.D.S., a professor and chairman of the Department of Operative Dentistry, demonstrate some of the newly installed audio-visual equipment in the sixth-floor laboratory at the School's recent General Faculty Meeting. The Meeting was held in the laboratory to introduce the new audio-visual system to faculty members.

Laboratory renovated; advanced audio-visual equipment installed

Students in the sixth-floor laboratory are watching a lot of television these days, but they are not viewing the usual daytime fare. The laboratory has been redesigned, and a state-of-the-art Television-Audiovisual (TVAV) system has been installed. Instead of watching their instructor sketch rudimentary diagrams on a blackboard, students now view detailed, prepared lecture material conveyed by an overhead camera to television monitors strategically placed throughout the lab.

"This is one of the most advanced audio-visual systems at any dental school in the country," said Gennaro Cataldo, D.M.D., a clinical professor of operative dentistry and director of audio-visual services. "It is a truly innovative system, and together with the renovation of the laboratory, consti-

tutes a major step in the advancement of dental education at the School."

The installation of the audio-visual system and reconstruction of the laboratory were undertaken concurrently in June and completed in August. The reconfigured laboratory now accommodates 93 students, and can be divided into two sections. Each laboratory bench is equipped with controls to operate two handpieces, a natural gas jet and a laboratory light. The closed-circuit TVAV system features an overhead camera with a zoom-lens capability and seven color-television monitors. Detailed clinical procedures and demonstrations now may be easily viewed from any point in the laboratory, and when necessary, projected to the third-floor conference room. Easy to operate, the TVAV system can be used during routine lecture presentations.

Beal earns his sixth degree; assumes student affairs role

John A. Beal, D.M.D., an assistant clinical professor of dental care management at GSGD, earned his sixth academic degree when he received the Certificate of Advanced Graduate Study in dental public health at the School's June commencement ceremonies.

In addition to fulfilling his responsibilities in the Department of Dental Care Management, Beal now will assist Sydell Shaw, D.D.S., an assistant clinical professor in the Department of Endodontics, in her capacity as director of predoctoral admissions and student affairs.

Beal received his bachelor of science and master of science degrees from the Massachusetts College of Pharmacy; a doctor of dental medicine degree from the University of Pennsylvania School of Dental Medicine; a doctor of laws (J.D.) degree from Suffolk University School of Law; and a master of public health degree from Harvard University School of Public Health.

Beal recently was selected as an associate editor of a new dental journal, the *Journal of Dental Practice Administration*. He will review issues pertinent to law and ethics for dental-care providers. Beal is a member of numerous organizations and is an active educator within New England's American Dental Association continuing education programs.

Beta Epsilon elects officers; sets year's activities

Officers for Beta Epsilon, GSGD's chapter of the dental fraternity Alpha Omega, have been elected, and have initiated the organization's involvement in several community projects this year. Officers are Jason Rosenfeld and Jay Rubens, co-presidents; Lawrence Sarkis, vice president; Robert Miller, secretary; and Neal Fleisher, treasurer. The students are all members of the Class of 1984. Carol Yassinger, a student in the Department of Periodontology, Class of 1984, acts as a liaison between students and faculty members.

According to Rosenfeld, members of Beta Epsilon are participating in geriatric dental screenings at area health centers and nursing homes, and are assisting with dental services at the Bridge Over Troubled Waters, an organization that aids troubled youths.



Richard Whitman, D.M.D., an assistant professor of oral and maxillofacial surgery and dental care management, monitors the blood pressure of patient David Fougere prior to performing minor oral surgery.

Faculty members attend international meetings

Faculty members from the School recently made presentations at several national and international dental conferences. Paula Friedman, D.D.S., director of the Division of Oral Diagnosis and Radiology and an assistant professor of Dental Care Management, attended the 62nd Annual Meeting of the American Association of Women Dentists, held in Anaheim, Calif., in September, and gave a presentation titled "Squamous Cell Carcinoma of the Maxillary Gingiva: A Case Report."

Robert S. Baratz, D.D.S., an assistant professor of anatomy and an assistant research professor of oral and maxillofacial surgery, presented a paper titled "Surface Morphology of Keratinocytes in Chemically Dissected Rat Oral Mucosa" at the International Association of Dental Research Conference, held in Sydney, Australia, in August. Baratz also was invited to speak at the University of Otago, Dunedin, New Zealand, by the departments of oral biology and oral pathology at that institution. His topic was "Current Research on Diabetic Microvascular Disease Using Oral Tissues as a Model."

Continued from page 1.

"There is no such thing as being under someone's 'spell' in hypnosis," says Hagens. "Hypnotism is a type of learning in which a person uses the unconscious part of his or her brain rather than the conscious part. Basically, people in a hypnotic trance are more susceptible to suggestion than they are normally."

Hagens says there is only one type of hypnosis, that which is commonly known as 'self-hypnosis.' "In hypnosis, I don't do something to a patient. Rather, I teach him or her something. Everyone has the ability to learn hypnosis, but some people learn it faster than others." According to Hagens, there are a wide variety of "induction techniques," or methods of teaching hypnosis. He stresses that listening to patients is as important as talking to them when teaching hypnosis.

Hagens says that hypnosis is used in dentistry for control of such habits as teeth-grinding, as well as for anxiety and pain management. He dismisses as myths the notions that people can become "stuck" in a hypnotic trance or that patients under hypnosis will commit embarrassing acts and reveal secrets.

Patient anxiety still an issue

When asked about the reasons for such an intensive course in anxiety and pain management, Whitman stresses the need for dentists to understand the basis of patient fears. "Patients have a host of emotions concerning the mouth and face," he says. "These emotions may stem from early childhood because of the act of nursing. Any action dealing with the face, lips and mouth is an extremely personal one for us."

With the many advances in anesthesiology and pain management, the continued existence of patient anxiety may seem puzzling. Whitman views this as a leftover reaction from the days when dentistry was in its formative stages. "Older patients sometimes remember unpleasant dental experiences that they had years ago, and carry over their fears into today," he says. "Without meaning to, these people can establish or contribute to their children's anxiety through their own fears."

Whitman, who recently spoke on sedation and general anesthesia to the Association of National Health Hospitals of Mexico, says that technology may have eliminated much of the pain

involved with dentistry but it has not yet eliminated patients' fears. "Communication is probably the greatest tool we have in breaking down this 'fear barrier,'" he says. "A general rapport between dentist and patient and a careful explanation of what the procedure will entail go a long way toward alleviating patient anxiety."

This "verbal anesthesia," called iatrosedation, involves establishing a rapport with the patient to calm his or her fears without the use of drugs. According to Whitman, this method of relieving anxiety is most effective for routine dental care. Inhalation analgesia (nitrous oxide gas) also is used routinely for many dental procedures, including those involving operative, pedodontic and periodontal work. More intense dental procedures necessitate the use of intravenous sedation, he says, and extensive oral surgery or osseous surgery requires general anesthesia.

Briefly:

▪ *Gennaro Cataldo, D.M.D.*, a clinical professor of operative dentistry and director of audio-visual services, recently was named chairman of the State Peer Review Committee of the Massachusetts Dental Society. The Committee reviews complaints by dentists and patients about quality and appropriateness of care.

▪ *Prakash Lulla, B.D.S.*, a 1971 graduate of the Department of Orthodontics, recently was elected to the Board of Studies at the University of Bombay, India. Lulla is vice president of the Indian Dental Association.

▪ *Robert Miller*, Class of 1984, recently was elected to the board of trustees of the American Student Dental Association. Miller, who is the School's senior representative of the Association, will be serving a one-year term as a Region I trustee. Trustees are charged with the responsibility of executing the policies and programs of the Association as well as managing business affairs in between meetings of the ASDA's house of delegates. Miller and junior ASDA representative *Lillian Licwinko*, Class of 1985, attended the recent 1983 American Student Dental Association Session in Chicago.

▪ *Frank Oppenheim, D.M.D.*, an associate professor of biochemistry and oral biology, has been appointed director of predoctoral oral biology. Oppenheim will be responsible for directing and coordinating the predoctoral curriculum in oral biology and will act as a liaison with the Department of Biochemistry at Boston University School of Medicine.

▪ *Mary Frances Rocca*, the School's American Association of Dental Schools representative and a member of the Class of 1984, and *Martin Nager*, Class of 1985, attended the AADS Northeast Regional Student Meeting, recently held in Baltimore. The Meeting focused on "Career Options and Research and Dentistry."

▪ *Morris P. Ruben, D.D.S.*, professor and chairman of the Department of Periodontology, recently was appointed a consultant to the Commission on Dental Accreditation of the American Dental Association. Ruben also was appointed to the Committee on Predoctoral Education of the American Academy of Periodontology.

▪ *Sydell Shaw, D.D.S.*, an assistant clinical professor in the Department of Endodontics, has been appointed director

of predoctoral admissions and student affairs. Shaw will oversee all predoctoral admissions procedures and support staff.

▪ *George Keleher, D.D.S.*, an associate clinical professor of operative dentistry and director of operative preclinical technic, attended the recent Conference of Operative Dentistry Educators, held at Fairleigh Dickinson University School of Dentistry, N.J.

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