



The Vancouver & District Dental Society
Suite 100 – 2227 St. John’s Street, Port Moody, BC V3H 2A6

Friday, January 23, 2015

The Fairmont Pacific Rim Hotel
1038 Canada Place, Vancouver, BC

Fairmont
PACIFIC RIM

Dental TEAM Day!

AM: “Coach K” PM: College of Dental Surgeons

Kristin Nickells...

It’s a Jungle Out There!

Pacific Rim Star Sapphire Ballroom - Third Level

Registration & Coffee: 7:30 am – 8:00 am
Lecture Presentation: 8:00 am – 11:45 am
Luncheon: 11:45 am – 1:15 pm
CDSBC Presentation: 1:15 pm – 3:30 pm
...Avoiding Complaints!

Thank You to our Partners in Education:



MY PRACTICE MATTERS
A DIVISION OF NADEAN BURKETT & ASSOCIATES, INC.



Kristin Nickells, Certified Executive Coach, CAA



Please RSVP if you are attending this presentation!

Tel: 604.461.4171 Fax: 604.461.4177 E-mail: gerri@vdds.com

Dentist: _____

Phone: _____ College # _____

E-mail: _____

| VDDS member category: | Lecture | Luncheon |
|-------------------------------------|---------|----------|
| GOLD or BRONZE | N/C | N/C |
| Other(SILVER/Associate/Life Member) | N/C | \$40 |
| Non-Member Dentist: | \$295 | incl. |
| Dental Staff: | \$100 | incl. |

Dental Staff: (please include College I.D. #, CDA or RDH)

Name: _____

Name: _____

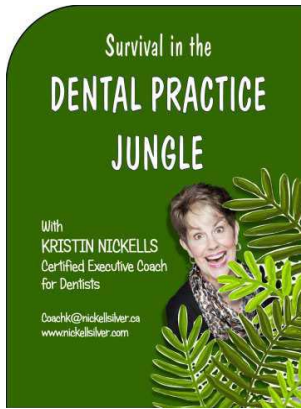
Payment: Credit Card Cheque

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Amount: _____ Expiry: _____

Signature: _____

Morning Presentation...



Do you ever feel sometimes when you go to work that you are stepping into a jungle? Where strange beasts lurk, natives are restless and around every corner there is a pitfall to trip you up? You're not alone!

Growing up in a dental family and working in dental practices for 30 years, Kristin Nickells knows all too well what a jungle a dental

practice can be! Also... the challenges of being a boss, or having a boss, affect everyone! You can expect to leave this presentation with a greater understanding of the boss-employee relationship, and with leadership secrets to being a great boss and a great employee.

Kristin's straightforward 'how-to' approach uses story, examples, humour and discussion to make this a unique and valuable learning opportunity for listeners. Her advice will enable you to streamline your work, communicate with the natives and avoid dangerous traps. Turn your jungle into an oasis!

About Kristin Nickells...

Kristin has worked in the dental business for 30 years. First as Office Manager, then as consultant and now as coach, Kristin works with dentists and their teams to help them find relaxed confidence and acquire the business, leadership and communication skills we all need to survive the jungle!

When she isn't coaching, Kristin is a regular speaker for dental groups and conferences all over North America. She also produces her own educational material for teams and dentists and has been published numerous times internationally in leading dental journals.

We thank our Partners in Education for their support at our Dental Team Day!



Representatives of these companies look forward to connecting with you at their display tables and at today's luncheon.



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Afternoon Presentation



"Avoiding Complaints"...

Using Records and Communication to Build Professionalism and Safeguard Your Practice

Dental advertising is everywhere, but does any of it help the public to choose a competent and ethical practitioner? Why do some patient complaints remain private while others end up on the 6:00 news? What can the public reasonably expect CDSBC to publish about its registrants, and what can registrants expect from CDSBC? This workshop will address your responsibilities to deliver ethical and professional patient-centered care, and what to expect if (or when) you end up on the wrong side of a College or court decision.

Using videos and recent news stories, this session will cover:

- The roles of CDSBC and the courts re professional regulation and civil litigation/malpractice
- How/when a mistake can become negligence, incompetence or professional misconduct
- What powers CDSBC has – and does not have – when it comes to complaints
- How changes to CDSBC's advertising and promotional bylaws and guidelines will affect you

Jerome Marburg

Jerome Marburg is the Registrar and CEO of the College of Dental Surgeons of BC, where he directs all administrative and operational matters, including the regulatory responsibilities set out in the *Health Professions Act*. He has a strong background in board governance, policy analysis and practical business administration.



Chris Hacker

Dr. Chris Hacker is a complaint investigator at the College of Dental Surgeons. Prior to joining CDSBC staff, he served on various College committees. Dr. Hacker obtained his DMD from UBC in 1981, and has practised general dentistry for over 30 years.

David L. Tobias, President, CDSBC

Dr. David Tobias, current President of the College of Dental Surgeons, will act as facilitator of this afternoon's session.