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PERI IN THE PENINSULA



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Performance

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ORCHESTRATING WIN

As a life-long intrepid learner, Dr. Fritz puts bold emphasis on continued education in all fields of learning, not just when it comes to periodontal health.

To extend his knowledge and learning on the topic of how to build and lead a world-class team, he recently travelled to two conferences with his Chief Innovation Officer, Dr. Longo by his side.

At their first conference held in Chicago, the pair learned about the power and importance of Innovation and Foresight at the Kellogg Innovation Network's annual conference. This world-class gathering is a network of networks bringing together global thought leaders from every sector. Held at Dr. Fritz's MBA alma-mater, Northwestern University, the 300 leaders in fields ranging from business, academia, government, non-profit, arts, sciences, healthcare and defence spent three days discussing and envisioning the future together.

Dr. Fritz was one of the proud sponsors of the event.



KINPENDIUM 2017
FORESIGHT:
Where will we go?



NING PERFORMANCE



In Lausanne, Switzerland Drs. Fritz and Longo attended a full-week conference at the Institute for International Management Development (IMD) aimed at Orchestrating Winning Performance.

They attended workshops and seminars on topics such as the factors that influence our decision making process, how to lead a high-performance team in the volatile, uncertain, complex and ambiguous times we live in. They were immersed in learning how the digital landscape is rapidly changing the ways we need to be prepared for the future.

See the next page to find out how the traveling duo brought all of the information that they had learned home to the team.



OWP

ORCHESTRATING
WINNING
PERFORMANCE

Orchestrating Winning Performance
June 26 to 30, 2017
IMD - Lausanne, Switzerland

IMD
REAL LEARNING. REAL IMPACT.

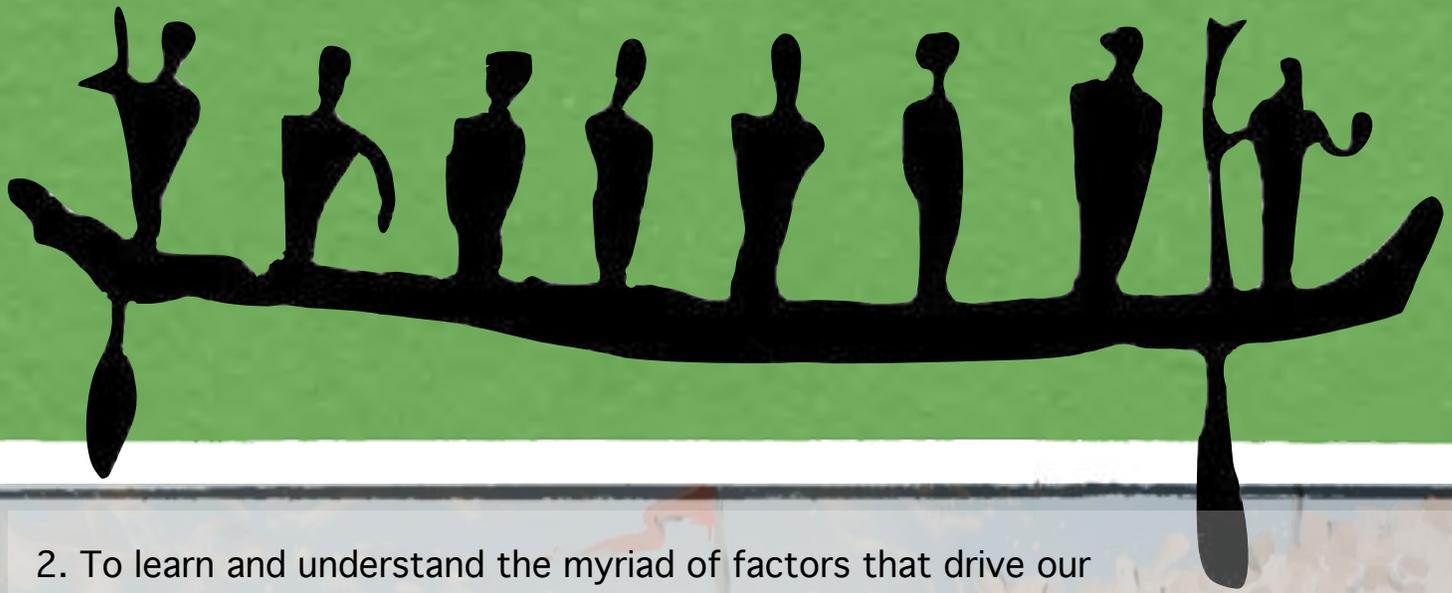
FRITZ TEAM RETREAT at THE CANADIAN CANOE MUSEUM

Providing exceptional service to our patients is a fundamental cornerstone of our clinic. Given how quickly our environment around us is changing, it is critical that we periodically take time out to seriously re-evaluate how we function as a team to best serve our patients and our referral network.

To do this, our staff portaged to Peterborough and assembled at the Canadian Canoe Museum (fitting, we know!) for a full-day team retreat. Our learning objectives were three fold:

1. To understand the volatility, uncertainty, complexity and ambiguity of the environment that we work in
 - We live and work in a fast-paced and constantly evolving environment. To best respond to these changes and evolutions, we must be able to sense and to respond then learn to adapt as a team. Establishing faster collaboration and connections will allow us to better support the patients of the future.





2. To learn and understand the myriad of factors that drive our decision making process

- There are multiple players at work when we make a decision and the first step to making informed decisions is to understanding these external and internal influences.
- We spoke at length of the implications of intuition, cognitive biases and the influences of others on the decisions we are faced with every day.

3. To understand the influence of trust in our work and home life

- Trust is built on three factors:
 - a. Honesty. Is what you're hearing the truth?
 - b. Competence. Is the person telling you this information capable of delivering on their promises?
 - c. Benevolence. Does the person telling you this information have your best interests at heart?
- Having a firm understanding of the basis of trust helps us to support our patients on their path to overall improved periodontal wellness

Our team has pledged to live and work by these lessons as they reinforce our guiding principle of patient care which is to treat with our "Head, Heart & Hands."





PERIO IN THE PENINSULA

HYGIENE STUDY CLUB 2018

We are so pleased to announce the speakers of our annual HSC lecture series, scheduled to begin in the new year.

Our speakers and topics have been designed to specifically reflect the learning needs and wants of our members, the dental hygienists, dental assistants and administrative teams of the Niagara Region community.

The Impact of Diabetes to Oral Health	Presented by Dr. Brian Roy, Chair of the Department of Kinesiology at Brock University.
Mental Health and Dentistry; Challenges for Oral Health	Presented by Dr. David Clark, DDS devoted to the general dental care of individuals undergoing primary care for various forms of psychiatric illness.
Office and Medical Emergencies	Presented by Dr. Peter Nkansah, Dental Anaesthesia Specialist from Toronto, ON.
Top 10 Most Interesting Cases from Fonthill	Presented by Dr. Peter Fritz and his clinical team.
The Patient Experience	Presented by Sean Kashanchi, Management Consultant at Gallup, a global analytics company with a focus on employee engagement.

Stay tuned for specific learning objectives, layered learning materials, and dates of each lecture in the series. Membership and single lecture tickets available soon.

For all members of our dental community: Please join our e-mailing list by contacting Amanda Longo at amanda@drpeterfritz.com



SAVE THE DATE!

DECEMBER

8



Dr. Peter Fritz
presents

4th Annual
PERIO IN THE PENINSULA

GREAT GUTS:
Live Life Well

*Full Day Event at the
Americana Conference Resort
presented by **Dr. Uche Odiatu***

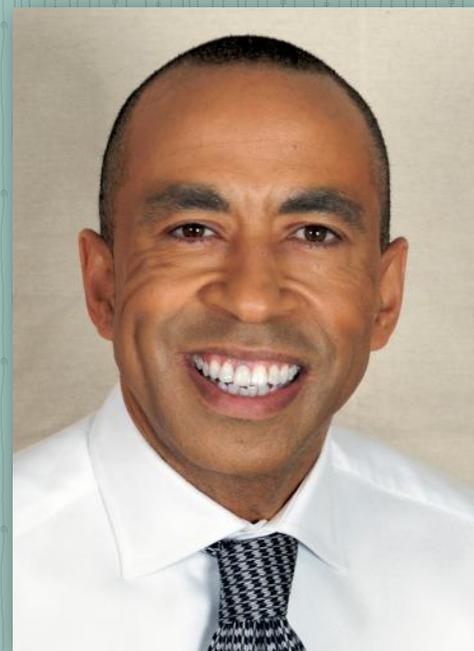
*Your gut flora. Your resident microbiome.
Your 100 trillion little friends that call YOU
home. Microscopic, but together, large enough
to make or break our overall vitality.*

*Join us, as Dr. Uche shares evidence-based insights into our
microbiome and ways to support great guts, boundless energy and
decreased systemic inflammation.*

*Plus, learn motivational interview techniques to inspire positive
change in your patients!*

Early-bird and group pricing available - visit our website for more info

www.drpeterfritz.com



Learning from the Best:

Everyday, there are significant developments in the devices, instruments and methods used in periodontal practice. To ensure all of our hygienists are calibrated, we invited Anna Pattison of the Pattison Institute in California for a two-day hands-on workshop at our office. Mrs. Pattison began her teaching career at the University of California in 1968 and is one of the most esteemed dental hygiene educators and examiners in the world. Despite her being a Hygiene Pioneer, she had never taught a personalized course like the one that we had requested of her.

This intensive hands-on course gave our hygienists Cathy, Linda, Donna, Taylor and Stephanie the opportunity to have their advanced instrumentation skills and techniques appraised by one of the world's best. The hygienists were assessed in their use of over 50 periodontal instruments typically required during definitive sanative non-surgical therapy.

Having travelled the world teaching hygienists and periodontists for the past 35 years, Anna has seen it all and when she graded the hygiene team at Dr. Fritz's among the top 5% most accomplished she had ever worked with, we were all beaming with pride!



A Visit with Anna Pattison



Soundbites

“It was an intense couple of days with a lot of learning, but so worth it!”

- Linda

“I feel so lucky to have gotten this opportunity to learn from such a leader in the field so early in my career”

- Taylor

“I find myself using the tips and tricks she taught us everyday since her visit”

- Donna

“What an experience to have a world expert looking over my shoulder! We are truly fortunate for this opportunity”

- Stephanie

“A great opportunity to share techniques and tricks of our profession” - Cathy

SOS at the Fritz Office!

While our staff are trained for emergencies of all kinds, when the coffee machine went down at 8 o'clock on a Monday, we had a real problem!

The loupes and lights that Dr. Fritz and our team of hygienists wear to magnify their vision came in handy that day to fix the Nespresso and get everyone re-caffeinated and back on track!



VOYAGEUR SPOTLIGHT

INTRODUCING to the TEAM

Sandy & Jodie!

Joining our staff earlier this year as integral members of our digitization team are Jodie Metler and Sandy Marchese. Jodie and Sandy are part of the dynamic duo who have worked to make our transition from paper charts to a digitized system, seamless.

Jodie is a recent University of Guelph grad with a degree in Criminal Justice and Public Policy. Growing up in Wainfleet, she's since moved to only a stone's throw away from the office in Fonthill. Jodie has made herself invaluable at our practice through her efforts in our research program and our transition from paper to paperless.

Jodie's professionalism and aptitude for demystifying the digital world has established a new benchmark for record keeping. Her wonderful sense of humour and genuine kindness makes her a fantastic addition to the team.

Sandy's path to our office has covered many Canadian miles. Born and raised in Kamloops, Sandy moved to Halifax for over 20 years with her son and husband, a member of the Canadian Air Forces, before moving to Ottawa and finally continuing to Niagara. Sandy's ability to securely collaborate with referring offices at blazing speed marks a new chapter in our communication channel. Sandy is an avid reader and a huge history buff. Her son, Alex is finishing his final year of university studying business administration.



Have questions or comments about any of the
articles in this issue of
Perio In The Peninsula or suggestions for our
next issue?

Please contact our office at 905-892-0800
or e-mail: amanda@drpeterfritz.com

We would love to hear from you!



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