

Q&A with
Kathy
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TRI-CITIES CENTER FOR COSMETIC DENTISTRY. OWNER

Photography by Nathan Mays

TELL US A LITTLE BIT ABOUT YOURSELF. I grew up in Georgia, but Tennessee has been my home for the past 27 years. The people of this area are very dear to me and the beauty of East Tennessee feels like a daily blessing from God. My passion for dentistry has been a mainstay in my life and I consider serving my dental patients an enormous honor.

WHAT IS A TYPICAL DAY LIKE FOR YOU? I begin every work day with the most amazing team members. We meet each morning to review the day's activities and to discuss each patient's schedule of care. This brief meeting ends with a short devotional. Our first patient of the day usually requires the most complex treatment. This appointment might include combinations of veneers, crowns, dental implant crowns, or dental implant supported dentures. Later in the day, we handle the smaller restorative needs, such as fillings, whitening, and dental sleep therapy. Additionally, all throughout the day our dental hygiene team is providing the very best periodontal care in the area!

I spend most of my non-clinical time strategizing the best treatment route for our patients seeking full-mouth restoration. Our primary goals in this smile design process are to shorten the overall chair-time for the patient and to give patients a truly remarkable smile!

WHAT DO YOU FEEL HAVE BEEN THE IMPORTANT SUCCESSES IN YOUR LIFE? THE FRUSTRATIONS? Achieving accreditation with the American Academy of Cosmetic Dentistry has, by far, been the most important success in my career. However, it was also the biggest frustration. The process involved a great deal of self-critique as well as critique from my most acclaimed colleagues. The learning curve for this credential was steep. Without my determination and the encouragement of my husband, I don't know how I would have achieved it. My photography skills and the review of my work under intense magnification has grown my confidence and ability.

WHAT ARE YOUR SUCCESS HABITS? I desire to do the very best for each person under my care. This requires dedicated study of clinical procedures and careful selection of the best materials. I also make it a habit to create systems that enable consistency of care. When a team member finds a way to improve the procedure, I encourage them to share it with the rest of the team and then update the written procedure. This process is on-going so that it continues to benefit our patients.

WHAT THREE WORDS DESCRIBE YOU BEST?

Ambitious.
Compassionate.
Inspirational.

WHAT ADVICE WOULD YOU GIVE TO YOUNG WOMEN WHO WANT TO SUCCEED IN THE WORKPLACE? We, as women, have the world before us more now than ever. I believe we will become even more successful in the workplace in the future. When you encounter negative stereotypes about women, just laugh and prove them wrong. View them as just the hiccups that they are and disregard them.

WHAT'S A GOAL YOU HAVE FOR YOURSELF THAT YOU WANT TO ACCOMPLISH IN THE NEXT YEAR? After I completed my accreditation with the AACD in 2006, I set my sights on an even bigger goal. Within the next year, I will complete my Fellowship with the AACD, a goal less than ninety members have achieved worldwide. This Fellowship requires the collection of 50 excellent cosmetic cases, and I am getting close to required submission. Whew!

WHAT'S YOUR SUPERPOWER? My superpower is remaining calm in any situation. I frequently hear from my team that I explain things for both their and the patient's benefit in a manner that is both calming and instructive. Because I believe in training for all of my team members, we foster a calm environment. It is always my intent to make sure there are no unanswered questions. **VIP**



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