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Cultural competence and emotional intelligence for dental providers

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Cultural competency is a process of developing proficiency in effectively responding in a cross-cultural context. Cultural competency is one of the main ingredients in closing the disparities gap in health care. It's the way patients and doctors can come together and talk about health concerns without cultural differences hindering the conversation, but enhancing it. Quite simply, health care services that are respectful of and responsive to the health beliefs, practices and cultural and linguistic needs of diverse patients can help bring about positive health outcomes. A growing body of research over the past two decades has focused on emotional intelligence (EI). EI as a conceptual framework for understanding the component parts and their interplay in personal effectiveness is particularly useful. It translates psychological knowledge into terms that are useable by people not professionally trained in psychology, i.e., dentists. Many studies have been conducted to identify the relationship between EI skill development and success in various endeavors. Leaders in business, education, medicine, and dentistry have begun to introduce the concepts of EI into their work environments, with considerable success in influencing behaviors for all involved. This presentation will provide dental providers key cultural competency information and practical insight into how to apply this knowledge in their day-to-day work environments as they deal with patients on a clinical basis. It will also focus on the characteristics of emotionally intelligent people, emotional intelligence and patient satisfaction and how culture and emotional intelligence have an impact on one's perception of health and illness.

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From Smylist® face analysis through WACP technique to customized smile design, based on rules

Maria Csillag

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Complex approach is needed to create individual smile and dental work for the patient. Smylist® created a new unparalleled step-by-step method with learnable and teachable system, rules and protocols to help dentist to improve their aesthetic and rehabilitation work much more conscious. The techniques are based on Smylist® geometrical face analysis, parallel harmonization technique, new midline system, white aesthetic conscious determination, Smylist® aesthetic parameters, muscle analysis and harmonization. The outcome can be visualized within minutes with Smylist® Aesthetic Software. This new approach might change several evidences in aesthetic dentistry, gnathology and orthodonty and provide new research field in dentistry and genetics and anthropology also.

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