



*Serving Together in Unity*

TO BRIDGE DENTISTRY AND WELLNESS



**GROVE DENTAL**  
ASSOCIATES





Grove Dental Associates is a state-of-the-art dental practice located in Grove, Oklahoma. Their story began over 50 years ago but has the continual theme of offering dental care that reflects the high standards of excellence they have reputed in the Grand Lake area and the surrounding four-states. Dr. Leonard Miller opened the original practice and was joined in 1989 by his son, Dr. Rick Miller - a native to Grove. The two developed a successful practice and merged with Drs. Stan and Audrey Crawford in 1996, creating the partnership now known as Grove Dental Associates. Twenty years later, Dr. Raegan Vaughan joined the team and plans to expand the practice and it's facilities were initiated. As one of the very few multi-disciplinary dental practices in the four-state area, the "GDA family" needed space to grow and embrace the technological advances dentistry has to offer.

"We have people to serve and goals to accomplish, and our current facility's space will not allow us to move forward with our mission," Dr. Audrey stated. "With the shortcomings related to space: from parking, operatory sizes, handicap accessibility, ergonomics, lack of administrative space, inadequate waiting room, and more. . . we knew that we needed to prayerfully step forth on faith to follow the Lord's will."

## | GETTING STARTED

In 2016, Dr. Stan said "we had been thinking about the growth we have experienced and realized that a new building could soon be in our future." Drs. Rick

Miller and Stan Crawford then attended a course at the Southwest Dental Conference in Dallas, led by Jeff and Pat Carter, owners of the Practice Design Group. As the planning process developed, it was quickly evident that the "innumerable components to consider when designing a dental practice, would ultimately be determined by the love and commitment to our patient care," says Dr. Audrey.

Dr. Rick says, "our goal has always been to provide comprehensive care for our patients." The practice motto or tagline indicates that "bridging dentistry and wellness," is necessary for dental care, diagnoses, and complete customer service. From orthodontics to implants to pediatric dentistry to lasers to myofunctional therapy and sleep and airway dentistry - it's all interconnected and they do it so to provide the ultimate patient care and experience as a team!





## | DOING THE RESEARCH

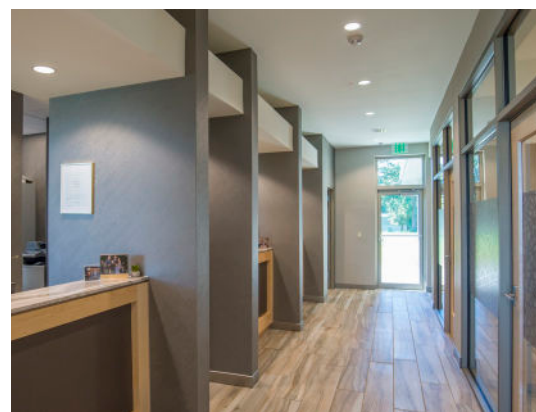
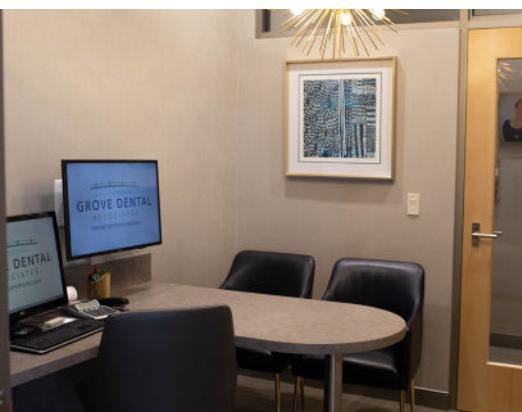
To continue being pioneers for dentistry and the dental experience, Grove Dental Associates applies and maintains modern technology to enhance efficiency and patient experience. When designing their new facility, it was vital that they planned for and around the ideal technology - how it would be logistically available and functional for patients and the business's 30+ employees. Dr. Audrey simply concluded that "our patients can see our investment in the best technology, the thoughtful amenities and the modern design and know that we care about their well-being!"

Since most of patient care is focused in the operatory, it was obvious that the design aspect, layout, and functionality be of the utmost importance. Grove Dental Associates partnered with Patterson Dental and Practice Design Group to consider every detail with the patient in mind. Patterson Dental provided customized and extraordinary support in the design process that included multiple tours and office visits for the GDA doctors and employees in the Dallas area. This "allowed us to examine the quality, functionality, overall fit, and efficiency of different layouts and equipment packages," said Dr. Rick.

"Looking at all the possibilities in a brochure can be frustrating at times and just doesn't allow the same experience as seeing it in person," commented Dr. Stan. In 2017, Drs. Rick, Raegan, and Stan, attended events such as CEREC 27.5, CEREC 30, and Sirona World to "discover advances in equipment and clinical techniques, but also to recalibrate the team by networking with colleagues from around the world." Dr. Audrey also visited the A-dec headquarters (dental operatory and cabinet design) in Oregon twice studying every detail within layout and design. These events and countless others "helped many of our decisions in the process be made with more confidence. It was crucial for us to evaluate the different equipment options available," Dr. Rick agreed.







## | THE CULTURE

In dentistry, esthetics is a huge focus for both the patient and the provider, but second to esthetics is the environment. Grove Dental Associates wanted their new home to display clean and modern lines but offer the same welcoming and peaceful views their patients had come to expect. "We wanted to continue the legacy of the practice my father started nearly 50 years ago," Dr. Rick says. Around the original office, Dr. Leonard Miller created a beautiful panoramic garden and koi pond, which has remained to date, as a tourist destination and beautiful backdrop for photography.

Grove is situated in the Northeast corner of Oklahoma where the natural beauty of the widespread lake, woodsy areas, and rock cliffs are prominent. As health and wellness are at the root of Grove Dental's persona, it was only natural for the team to design their new facilities displaying that same light and life. There

needed to be a sense of "transparency," with lots of glass and views from every operatory with water features and foliage. The building's exterior would reflect an updated Frank Lloyd Wright design, surrounded by natural elements.

The goal of the internal design theory is "to fulfill the purpose of our staff and patients feeling at home and truly being a community gathering place," Dr. Audrey explains. The doctors called upon each employee to help in the decision processes. Dr. Stan commented: "every staff member played a crucial role in the design of their specific areas." With several team members having celebrated over 20 years of employment at Grove Dental Associates, it was safe to trust their experience and knowledge as to what was needed in the design and construction. The team spent countless hours with Patterson reps and the A-dec representative to create ideal work areas focused on health for both the patient and provider.



## | AMENITIES

The patient experience has always set Grove Dental Associates apart and it was necessary that the standard would be met, surpassed, and still feel “like home,” in their new 9500 sq. foot “Wellness Facility.” Aspects like expanded parking, a covered portico for pick-up or drop-off, a relaxing waiting room and separate children’s play area, a beverage bar, tech bar, increased privacy, and access to the gardens and koi pond to feed the fish, provide a glimpse of the atmosphere staff and guests enjoy. Wellness is also addressed by the full kitchen and conference room where the team plans to host educational events and conferences. An area for a smoothie bar or natural supplement retail was also included.

## | ART

It does not take long to realize that Grove Dental Associates is hyper-focused on personalization in the details. The building design and decor became a “labor of love,” for Grove Dental Associates’ insurance specialist and in-house interior designer, Lorrie Reppart. The wall art or decor was hand-picked and planned to enhance feelings of connectedness, hope and serenity. Fruition Designs owners and artists Jared and Ellise Perryman were familiar with Grove Dental’s tone for clean yet personal elements and created each piece of art with great intention. Art and custom paintings were curated from local Oklahoma artists as well as an internationally acclaimed Israeli painter. Ellise also worked with Heidi, one of the hygienists with a creative flare, to gather casual photography of patient families and word art to exemplify that “all who enter the practice should feel valued.”

“Caring for our patients gives us strength; work becomes a satisfying purpose rather than a routine,” per Dr. Audrey. The team’s mission statement is also displayed in the main glass entry between the waiting and clinical areas of the building: “Serving in unity to provide the highest quality of care available in a comfortable and friendly environment while discovering the uniqueness of each patient.” Fruition Designs and the staff at Grove Dental Associates input significant planning and purpose behind every detail at Grove Dental Associates and will not take that for granted.







## | TREATMENT AND TECHNOLOGY

Moving into the treatment area, seeing the best technology available in action gives patients the peace of mind that they will receive accurate diagnoses and optimal care. Dr. Stan confirmed, “we have removed so many of the facility and equipment obstacles of the past.” First, every operatory is “created equal,” so there is no “bad seat in the house,” allowing the team greater unity and flexibility. A unique factor in the design is that each treatment coordinator has her own consult or check out room, which offers private space for treatment plan presentation and discussion.

The other must-have-technology per the team at Grove Dental Associates is the Galileos 3-D CBCT imaging system (Dentsply Sirona), CEREC and CEREC Omnicam (Dentsply Sirona), iTero intraoral scanner (Align Technology Inc.), Sirona Laser, Millennium Laser, NO-MAD x-ray units (KaVo), CEREC inLab and 3-D Moonray printer, and more that are user-friendly and easily accessible for each clinician.

## | INVESTING IN “THE BEST” FOR PATIENT CARE

Dr. Rick says that the practice has seen great increase in patient satisfaction since incorporating the CEREC technology in 2005 and the CBCT in 2010. “These two pieces of equipment are amazing,” Dr. Rick points out. “The cone beam is so hard to quantify; there is so much confidence in diagnosis and treatment planning that translates directly to case acceptance.”

As mentioned previously, Grove Dental Associates has multiple staff members with over 20 years of experience in dentistry. Dr. Raegan agrees that “technology such as CEREC is a simple formula for efficiency. Our assistants get to be more involved and thus more invested in the patient’s treatment, and all of them are trained very well in imaging and restoration design.” With CEREC technology, the dental provider and patient are not as dependent on others in completing care and restoring health.



## | SMOOTHING THE TRANSITION

The four doctors of Grove Dental Associates were quick to identify that Jamie Perryman, the practice's Director of Operations, was pivotal to the entire transition, equipment acquisition and installation, and building process. "He was invaluable. We couldn't have done it without him," says Dr. Stan. "He was involved in every step of the way with the design and floor plan of the office. He was and is our main liaison between Patterson, the architects, the contractors, and the designers involved."

Perryman devoted a lot of his time to monitoring all the details of the building and communication among the various teams. Dr Rick explained how "he helped us coordinate our choices of the equipment, but his biggest responsibility was with his son Jake in designing the digital workflow, IT equipment and security." The Perryman team and the Patterson Training Center worked together to create a new file server and the cabling throughout the building. Jamie also coordinated the transition from the old building to the new facility. "These are just some of the reasons why Jamie was voted as AADOM's Dental Practice Administrator of the Year in 2016. He does so many things from helping us with personnel management, to keeping up with our old and new facilities, community involvement, marketing, technology, equipment, etc.," Dr. Rick stated.







## | RENEWING EXCITEMENT AND PASSION

One of the many goals for developing a new atmosphere or setting and modernizing the technology was to "increase efficiency in patient care and reduce wait time for patients, said Dr. Raegan.

"Patient comfort has been greatly enhanced," Dr. Stan says. Patients are impressed by the openness and spaciousness, as well as the other architectural elements and landscaping. "I think we all have renewed excitement and passion for dentistry. We have the personal satisfaction of delivering a great product."

The partners of Grove Dental Associates and the rest of the team believe that their patients see and appreciate the investment in the best technology and the thoughtful amenities incorporated into the modern office design. Dr. Audrey confirms that "it ultimately is because of the patient experience that really sets us apart. The attention to detail, personal touches, and the simple and genuine care for our patients. . . hasn't changed at all."





## | MEET THE TEAM



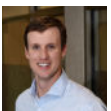
**Rick Miller, DDS**, is a general dental practitioner with many hours of continuing education in orthodontics, Invisalign, root canal therapy, 3D CBCT, and single appointment CAD/CAM CEREC crowns. As a member of the Faculty Club for the Spear Education Group at the Scottsdale Center for Dentistry, Dr. Rick's goal of maintaining a progressive career focused on comprehensive dentistry is balanced with the utilization of modern technology.



**Stan Crawford, DDS**, is a general dental practitioner with certification in cosmetic and implant dentistry. With over 20 years of experience placing implants, his standard of care in implant dentistry is unmatched in the area. He served four terms on the Oklahoma Board of Dentistry, and also serves as an examiner for the Western Regional Exam Board since 2007.



**Audrey Crawford, DDS**, is a general dentist with passion and excellence in pediatric dental care and periodontics. She is the only dentist in the area certified in LANAP gum therapy and is a member of the Institute for Advanced Laser Dentistry. She is known for her thorough and relevant education techniques. She focuses on teaching patients that oral health is the gateway to overall health and provides a stress-free and empowering atmosphere for her patients of all generations.



**Raegan Vaughan, DDS** is a general dentist with a background in Mechanical Engineering. His artistic and problem-solving skills make him a well-balanced practitioner. He excels in helping his patients discover the road to wellness and customizing that method for each case and circumstance. He is a member of the Oklahoma Dental Association, American Dental Association, and the Academy of General Dentistry.



**Jamie Perryman** is the Director of Operations and was named AADOM's Dental Practice Administrator of the Year in 2016 in recognition for his professionalism, management and technological skills.

