



SMILE CONNECTION

SUMMER NEWSLETTER 2023



WE WISH YOU THE BEST DR. MACKAY

Donald R. Mackay DDS, MD, FRCS(EDIN), FRCS(GLASG), FCS (SA), FACS, FAAP
Plastic and Reconstructive Surgery

DR. DONALD MACKAY is retiring after three decades of caring for the wellbeing of Lancaster Cleft Palate Clinic patients, including serving on our Board of Directors for 10 years. He shares the story of learning about the Clinic while in medical school and wanted to be part of our mission when joining the Hershey Medical Center. Everyone will miss his dedication and excellent care. Thank you, Dr. Mackay, for giving so much to our patients.



Thank you for caring for Bo and for all you have meant to our family. We are thankful for the important role you played in Bo's life.

—*Jenny, Peet, and Bo Dickinson*



There are not words that could express how thankful I am to you for the lengths you have gone to give me the smile that I have.

—*Sarah Montgomery*



When asked who Dr. Mackay is, Dakota's response is always, "Dr. Mackay is my super hero. I wouldn't be able to talk without him."

—*Amanda M. Becker*



Thank you, Dr. Mackay, for easing our worries before David's surgery and treating him with great care. David hopes you catch lots of big

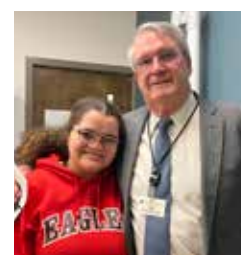
fish in your retirement!

—*Betsy and Jeff Wirick*



You truly have given me a new outlook on life, not just with my physical appearance, but in the way you have cared for me as a person.

—*Sophie Guthridge*



I was only 2 months old when we first met. Thank you for all that you have done for me in these past 17+ years!

—*Elena Gonzalez*



ANTICIPATING A FUTURE OF LIFE-CHANGING CARE

Our Team is invigorated after two really powerful experiences this Spring - attending the American Cleft Palate-Craniofacial Association Annual Session in Raleigh, NC and creating a new strategic plan that will help to guide our organization through the next three years of patient care, research, development and operations. While we spend the majority of our year treating patients, these two events presented the opportunity to take a step back and think critically about our future.

Our participation at the ACPA Annual Session gave us time to network, share lessons, and learn from our peers across the world. Perhaps my favorite part of the week was the team-building aspect of the experience. It is really true that “teamwork makes the dream work.” We all know that LCPC is a special place. What makes it special are the relationships defined by mutual respect and collaboration between our dedicated providers and our colleagues on other Craniofacial teams – and that value extends directly to our patients and their families.

With regards to strategic planning, we identified four major themes that our board and staff will address in coming years. Namely, we plan to enhance our participation in clinical research and outcome studies, maintain fiscal health, elevate communication and outreach about our services in Central Pennsylvania, and strengthen professional development and retention.

Sincerely,

Liz Prada, DMD, MPH
Executive Director
and Pediatric Dentist



The LCPC team celebrates Dr. Mackay's retirement.

MEET OUR NEWEST TEAM MEMBERS



Stephanie Elliott, RDH,
Registered Dental Hygienist

Stephanie graduated from Montgomery County Community College in 2003 and has five years of experience working in pediatric dentistry. She looks forward to getting to know the patients, parents, and staff at LCPC. Stephanie lives in Berks County with her husband and daughter. She enjoys spending time with her family, hiking, working out, and reading.



Crystal Rivera,
*Dental Assistant and
Orthodontic Technician*

Crystal was born and raised in the Lancaster Area. She has been in the dental field for eight years. Crystal graduated from YTI Career Institute with a radiology certification and recently finished the LCCTC program for Expanded Function Dental Assistant (EFDA). She is currently completing the process of becoming an EFDA. Crystal says it is an honor to now be part of LCPC as an Orthodontic Technician and Chairside Dental Assistant. She admires the motive and passion behind serving the patients. Some of Crystal's interests are cooking, music, art, the outdoors, serving her church, and being a mother to her three beautiful children.



WE'RE READY

FOR A SPECIAL SUMMER

Summer is a time when new and exciting things happen. Every team member is fundamental to our success, including you. Thank you for helping ensure we never turn away a child for care.

This summer, the Clinic is kicking off many new and exciting things and we can't wait to share them all with you. Our website now has a page to always keep you informed about what is coming: [cleftclinic.org/events](https://www.cleftclinic.org/events). We are excited to share that the Donald B. and Dorothy L. Stabler Foundation is matching your donations during our annual fundraising campaign! Double your life-changing gift and support your inner social butterfly with several events.

BASEBALL:

Enjoy your summer with LCPC at a Barnstormers Baseball game on July 29. Tickets are only \$10 and 40% of every ticket sold in our section will be given to LCPC.

CELEBRATING SMILES:

Sip and stroll through patient art. Our first in-person public event since 2019 is August 4 from 4:00 to 8:00. Before the event, bid on your favorite piece to keep, and order holiday cards and 2024 calendars of patient art.



by Rylan age 12



by Franklin age 2.5

TELETHON:

This fall our friends at ABC27 are hosting a fundraising telethon for us. It will feature patient stories, our history, and generous supporters like you. Make sure to watch!



Deanna Meyler, PhD,
Director of Development

Even more is coming, and summer is sure to be memorable with you.

COMMITTED TO QUALITY

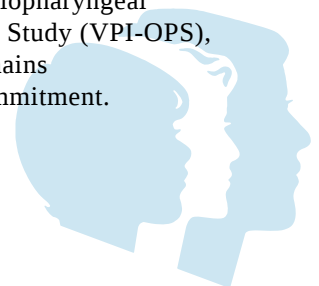
CLINIC'S LEGACY CONTINUES TO INSPIRE IMPROVEMENTS TO CARE

We are excited to start new research projects here at the Clinic. Our new strategic plan recommits us to rigorous quality assurance and quality improvement research. Our legacy in this type of research set the current global standard of care and made our clinic well known in the field. Others look to us for insights into successful patient care. In support of this renewed achievements we;

- ▶ Had several team members attend and present at the **American Cleft Palate Craniofacial Association** meeting in May.
- ▶ Are preparing a **Legacy Collection of Records** with the American Association of Orthodontists Foundation to digitize our older facial molds and slides for greater access in future research.

- ▶ Are getting ready to be part of an upcoming National Institutes of Health (NIH) funded **"HAPY" study that evaluates psychosocial patient outcomes** in a Team care setting. This new study is an extension of the Continuity Research Network (CORNET) project.

These achievements are in addition to ongoing participation in the CORNET project and the Velopharyngeal Insufficiency Outcomes Prediction Study (VPI-OPS), both funded by NIH. Research remains core to our quality patient care commitment.





Lancaster Cleft Palate Clinic

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SMILE CONNECTION

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PATIENT FAMILY GATHERINGS



The LCPC Parent Council is planning lots of events. For LCPC Team parents, keep watching our website, Facebook, and Instagram for upcoming opportunities to share time with other parents and patients with a facial difference. If you would like to learn more about the Council, email Suzanne at swoodard@cleftclinic.org.

HEARING AID GRANT RECEIVED:

LCPC is honored to receive a \$15,000 grant from the Unitarian Universalist Church of Lancaster Walters Trust for patient hearing aids. Hearing aids are custom molded for each patients' ears and allows them to pick their favorite colors.



  **ARE YOU ON SOCIAL MEDIA?** We have an active Facebook page and are building our Instagram following. Please join us at facebook.com/lancastercleftpalateclinic and [@lancastercleftpalateclinic](https://instagram.com/lancastercleftpalateclinic).