

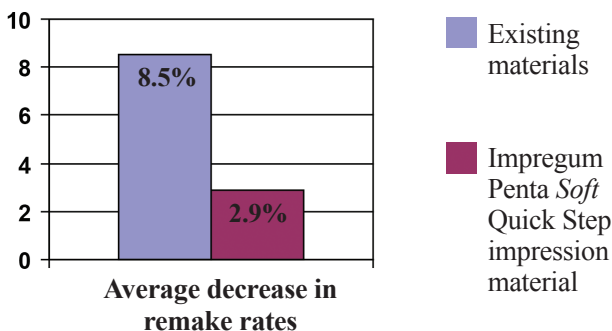
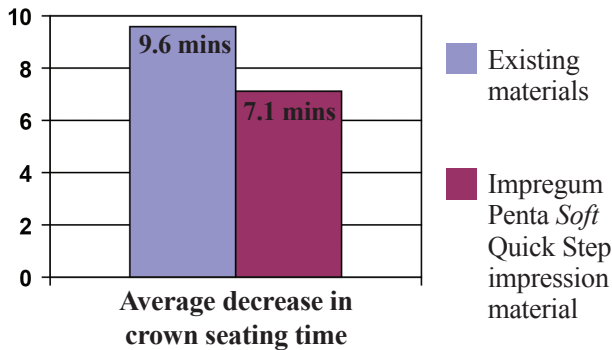
## Case Study: HealthPartners Dental Group

Providing patients with hassle-free access to the service and care they need

3M ESPE recently partnered with HealthPartners (HP), a 15-clinic non-profit dental practice group based in Bloomington, Minn. Similar to the Pacific Dental Services, Inc. (PDS) Case Study based on Six Sigma methodology implemented by 3M ESPE in 2005, the project's main objective was to improve patients' crown and bridge experience. The initial feedback is encouraging.



### FINAL RESULTS



### Situation Overview

- Study focused on 4 HP clinics, all located in Minnesota
- 11 dentists involved

### Goals

- Improve patient crown and bridge experience
- Reduce existing remake rates
- Decrease existing crown seating time

### Methodology

- Analyzed 218 single-unit crown impressions taken with:
  - Polyether and VPS impression materials used currently
  - New 3M™ ESPE™ Impregum™ Penta™ Soft Quick Step Impression Material and 3M™ ESPE™ Pentamix™ 2 Mixing Units

### Results

Since utilizing Impregum Penta *Soft* Quick Step impression material and Pentamix 2 mixing units:

- Average crown seating time decreased from 9.6 to 7.1 minutes
- Average remake rate decreased from 8.5% to 2.9%

**“Partnering with 3M ESPE on clinical quality improvement has been a great opportunity for HealthPartners Dental Group. With access to new products and knowledge, our dental teams have increased satisfaction with clinical processes and deliver even better care to our patients.”**

- Chas Salmen, DDS  
HealthPartners Dental Group