



GLAD TO BE BACK HOME: Born and raised in Salina, Dr. John Gagnon went to dental school in Nebraska and lived in Detroit before moving out west. "I spent a year in L.A. and couldn't get back here fast enough. I beat the moving van out of the driveway."

Dr. John Gagnon

Understanding that Patients are More than Jaws and Teeth

When oral surgeon John Gagnon launched out on his own in February, he looked to a book suggested by K-State's new football coach, Ron Prince, as the business model. The first chapter of Jim Collins' "Good to Great" discusses how *good* is the enemy of *great*.

He often quotes the book so his staff will understand his goal: providing great care over good. "Mostly it's medical care we're giving patients, but in cases of traumatic experiences, especially motor vehicle accidents where we're putting things back

together, it's also emotional," says Gagnon.

New patients come into his office "anywhere from a little nervous to scared out of their wits," and that's why he wants to make everyone as comfortable as possible.

He does this by sweating the small stuff, such as making sure parents can sit with their children in the recovery room. "We want to take care of them as a whole person, not just their jaw and wisdom teeth. We also want every single person to feel like they have a friend here—lots of them, actually."

At home, Gagnon likes to draw chalk pic-

tures on the driveway with his 3-year-old son, Clay. Dad is exceedingly proud that the little guy could sing the K-State fight song before he turned 2. ("That's fully expected in our family," says Gagnon, a self-proclaimed general sports fanatic.)

He and his wife, Monnette, also have another son, Conner, who is 1. "I never really got it, how emotionally involved parents were, until I had these two little kids," he says. "Now I can't do enough to help my patients and their families. Hopefully I get better with it every day." —K.B.