

DH R041: PRACTICE MANAGEMENT FOR DENTAL HYGIENE

Originator

aderdiarian

Co-Contributor(s)
Name(s)

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College

Oxnard College

Discipline (CB01A)

DH - Dental Hygiene

Course Number (CB01B)

R041

Course Title (CB02)

Practice Management for Dental Hygiene

Banner/Short Title

Practice Management for DH

Credit Type

Credit

Start Term

Spring 2021

Catalog Course Description

This course presents office practice management; ethical and legal aspects of dentistry and dental hygiene; and business matters relating to dental hygiene practice. Limitations on Enrollment: Physical/clinical examination (within the last 12 months); Negative Tuberculosis Mantoux test or chest x-ray; Hepatitis B vaccine & titer; Tetanus vaccine; Titers showing immunity to Rubella, Rubeola, and Varicella; CPR certification.

Taxonomy of Programs (TOP) Code (CB03)

1240.20 - *Dental Hygienist

Course Credit Status (CB04)

D (Credit - Degree Applicable)

Course Transfer Status (CB05) (select one only)

C (Not transferable)

Course Basic Skills Status (CB08)

N - The Course is Not a Basic Skills Course

SAM Priority Code (CB09)

B - Advanced Occupational

Course Cooperative Work Experience Education Status (CB10)

N - Is Not Part of a Cooperative Work Experience Education Program

Course Classification Status (CB11)

Y - Credit Course

Educational Assistance Class Instruction (Approved Special Class) (CB13)

N - The Course is Not an Approved Special Class

Course Prior to Transfer Level (CB21)

Y - Not Applicable

Course Noncredit Category (CB22)

Y - Credit Course

Funding Agency Category (CB23)

Y - Not Applicable (Funding Not Used)

Course Program Status (CB24)

1 - Program Applicable

General Education Status (CB25)

Y - Not Applicable

Support Course Status (CB26)

N - Course is not a support course

Field trips

May be required

Grading method

Letter Graded

Does this course require an instructional materials fee?

No

Repeatable for Credit

No

Is this course part of a family?

No

Units and Hours

Carnegie Unit Override

No

In-Class

Lecture

Minimum Contact/In-Class Lecture Hours

17.5

Maximum Contact/In-Class Lecture Hours

17.5

Activity

Laboratory

Total in-Class

Total in-Class

Total Minimum Contact/In-Class Hours

17.5

Total Maximum Contact/In-Class Hours

17.5

Outside-of-Class

Internship/Cooperative Work Experience

Paid

Unpaid

Total Outside-of-Class

Total Outside-of-Class

Minimum Outside-of-Class Hours

35

Maximum Outside-of-Class Hours

35

Total Student Learning

Total Student Learning

Total Minimum Student Learning Hours

52.5

Total Maximum Student Learning Hours

52.5

Minimum Units (CB07)

1

Maximum Units (CB06)

1

Prerequisites

DH R030 and DH R031 and DH R032 and DH R033 and DH R034 and DH R035 and DH R036

Corequisites

DH R040 and DH R042 and DH R043 and DH R044 and DH R045

Limitations on Enrollment

Current CPR certification for health care provider (American Heart Association) or professional rescuer (American Red Cross)

Proof of freedom from and immunity to communicable diseases

No acrylic or long nails in clinical settings

Current negative TB test or chest x-ray

Physical examination demonstrating general good health

No visible tattoos or visible body piercings except single studs in earlobes

Entrance Skills

Entrance Skills

Students must have a foundational knowledge of patient care and patient management in dentistry in order to understand the decisions behind dental office practice management, including the ethical and legal aspects of dentistry and dental hygiene and business matters relating to dental hygiene practice

Prerequisite Course Objectives

DH R030-Compare and contrast patient characteristics, motivation and management of individual patients

DH R030-Analyze how to establish positive interpersonal communication with patients

DH R030-Identify medically compromised patients and special needs patients and apply proper oral hygiene procedures

DH R030-Identify extra-oral risk factors affecting the older adult and their oral health

DH R030-Recognize unusually apprehensive patient and demonstrate how to establish confidence within the patient

DH R030-Assess the older adult's periodontal needs and home care

DH R031-Compare and contrast factors in the relationship of nutrition and dental health

DH R031-Analyze the digestive mechanisms

DH R031-Evaluate the nutritional status of patients

DH R031-Perform nutrition counseling with dental patients

DH R031-Evaluate a 3-4 day dietary history of a patient with regard to sugar exposures and nutritional adequacy/quality, and counsel the patient accordingly

DH R031-Identify disorders relating to inadequate intake or absorption of carbohydrates, essential lipids, protein, vitamins and minerals

DH R031-Compare and contrast factors in the relationship between nutrition and dental health

DH R031-Identify key structural features, functions, major metabolic pathways, and nutritional roles of carbohydrates, lipids, and proteins

DH R031-Identify roles and sources of vitamins and minerals that are essential to oral health and general well-being

DH R031-List the essential amino acids and explain what makes them "essential"

DH R032-Explain and distinguish between the various restorative materials used in dentistry

DH R032-Assess the physical, electrical, and mechanical properties of materials used in dentistry

DH R032-Explain the effects the oral environment may have on dental materials, as well as the effect dental materials may have on the oral environment

DH R032-Explain the role preventive dental materials play in preventing oral diseases

DH R032-Assess the various types of materials used for esthetic dental restorations

DH R032-Compare the role amalgam restorations have played in restorative dentistry in the past and what role they have in the present and the future

DH R032-Explain the amalgamation process and all related health concerns

DH R032-Identify the finishing, polishing, and cleansing materials used in dentistry

DH R032-Mix dental cements to proper consistency in a reasonable length of time

DH R032-Indicate the significance of accuracy in using impression materials and restorative materials

DH R032-Create a model cast or die used in dentistry to duplicate accurately the hard and/or soft oral tissues

DH R032-Define and describe the various types of waxes used in dentistry

DH R032-Categorize the noble metals used for restorative materials, prosthetic appliances, and crown and bridge fabrication

DH R032-Explain the role of plastics in prosthetic dentistry

DH R032-Explain the legal and ethical ramifications of different levels of treatment

DH R033-Develop a case presentation

DH R033-Explain the rationale for soft tissue curettage

DH R033-Explain oral irrigation procedures and the purpose for its use in dental hygiene treatment

DH R033-Describe the use of chemotherapeutic agents in the treatment of periodontal disease

DH R033-Describe the use of ultrasonic scalers

DH R033-Prepare more advanced treatment plans as necessary by degree of patient difficulty

DH R033-Prepare for the National Boards

DH R033-List and identify post-operative instructions for a patient and provide as needed

DH R033-Describe healing of tissues after periodontal instrumentation

DH R033-Describe the proper maintenance of dental implants

DH R033-Assess the elements involved in and rationale behind dental specific treatment plans, especially for patients who present with moderate periodontal involvement

DH R033-Predict the elements involved in implementing non-surgical periodontal therapy as it applies in a clinical and private practice setting

DH R033-Compare and contrast with peers and faculty the overall issues of dental hygiene practice as it relates to clinical practice and performance in private practice

DH R033-Prepare an oral discussion and typed summary of a literature paper on a selected topic

DH R033-Analyze and interpret the data to formulate a dental hygiene diagnosis

DH R033-Describe medical conditions that require treatment modifications prior to or during dental hygiene treatment

DH R033-Evaluate the periodontium, and identify conditions that compromise periodontal health and function

DH R033-Analyze published reports of oral health and apply this information to the practice of dental hygiene

DH R034-Provide treatment for moderately complex adult and pediatric dental hygiene cases.

DH R034-Duplicate various moderately advanced scaling and polishing techniques and fluoride applications

DH R034-Provide oral inspections, cancer screening, dental and periodontal charting, and nutritional counseling

DH R034-Use ultrasonic scaling devices as appropriate

DH R034-Administer local anesthetic as appropriate

DH R034-Perform soft tissue curettage with a maximum of patient comfort and safety

DH R034-Use chemotherapeutic agents in the treatment of periodontal disease as appropriate

DH R034-Apply periodontal dressings as appropriate

DH R034-Perform oral irrigation procedures competently

DH R034-Perform periodontal charting on a clinic patient to determine more advanced treatment plans as necessary by degree of patient difficulty

DH R035-Provide dental hygiene care for all types of classifications of periodontal diseases including patients who exhibit moderate to severe periodontal disease

DH R035-Competently evaluate current scientific literature

DH R035-Utilize problem-solving strategies related to comprehensive patient care and management of patients

DH R035-List, describe and differentiate various periodontal diseases in a classification system as established by the American Academy of Periodontology.

DH R035-Identify periodontal risk factors that affect onset, progression and severity of periodontal diseases

DH R035-Define and describe various evaluative methods (probing, clinical attachment levels, bleeding and exudate, mobility, etc.) needed to measure variations from periodontal health.

DH R035-Recognize the rationale, objectives and therapies involved in the various levels of dental hygiene care (preventive oral prophylaxis, therapeutic root debridement and professional periodontal maintenance).

DH R035-Determine the patient's use and understanding of preventive (oral self-care) measures and oral health goals.

DH R035-Recognize the need for medical and/or dental referral when appropriate

DH R035-Develop individual, evidence-based, comprehensive, sequenced dental hygiene care plans for patients using diagnostic information that incorporates the patient's history, goals, values and motivations, clinical assessment, diagnosis, economics and other dental needs.

DH R035-Use evidence-based protocols to identify periodontal therapies that will reduce the bacterial load and those that modulate the host response.

DH R035-Describe the role of occlusal trauma in periodontal disease.

DH R035-Explain the objectives, rationale, indications, contraindications, and methodology for the most commonly performed periodontal surgical procedures.

DH R035-Describe the types of dental implants used in dentistry, and describe the procedure for implant placement.

DH R035-Describe the techniques, instruments and procedures for implant maintenance, including self-care aids for patients with implants.

DH R035-Explain the role of the re-evaluation appointment in determining the next phase of periodontal treatment.

DH R035-Describe the components of the re-evaluation appointment.

DH R035-Discuss the objectives of periodontal maintenance and describe the components of periodontal maintenance.

DH R035-Describe and demonstrate effective interpersonal relationships and effective oral and written communication skills with patients, colleagues, and other professionals and lay people.

DH R035-Explain how an evidence-based decision-making approach enhances critical thinking and professional decision-making regarding patient care.

DH R035-Conduct an effective literature search using electronic databases (such as PubMed, MEDLINE, CINAHL), professional journals, government documents, product literature and other print publications, video and other forms of multimedia.

DH R036-Describe the steps necessary to assess, plan, implement, and evaluate an oral health program with beginning level competency

DH R036-Explain the history of dental hygiene in relation to dental public health.

DH R036-Define community dental health/dental public health.

DH R036-Defend the need for preventive modalities in dental public health practice.

DH R036-Identify appropriate levels of supplemental fluoride for a community.

DH R036-Identify and use community dental health activities related to prevention and control of oral conditions and promotion of health.

DH R036-Advocate the use of a dental hygienist without restrictive barriers in scope of practice.

DH R036-Define oral health in relation to health education and promotion.

DH R036-Describe the effect culture has on oral health and dental hygiene care.

DH R036-List barriers to obtaining and delivering dental hygiene care.

DH R036-Describe and define the goals of various dental indices.

DH R036-Define dental hygiene positions in the areas of public health and government.

DH R036-Discuss different research designs and when each is appropriate to use.

DH R036-Explain the elements necessary to obtain valid and reliable results for observational, exploratory and experimental research.

DH R036-Evaluate oral health research articles applying concepts of research design and methodology.

DH R036-Interpret oral health data by proper application of statistical principles and tests.

DH R036-Gain an appreciation for the role of research in evidence-based dental hygiene practice.

DH R036-Describe current epidemiological trends or oral conditions and diseases.

DH R036-Compare the federal, state/provincial and local presence of government in dental care delivery.

Requisite Justification

Requisite Type

Prerequisite

Requisite

DH R030

Requisite Description

Course in a sequence

Level of Scrutiny/Justification

Content review

Requisite Type

Prerequisite

Requisite

DH R031

Requisite Description

Course in a sequence

Level of Scrutiny/Justification

Content review

Requisite Type

Prerequisite

Requisite

DH R032

Requisite Description

Course in a sequence

Level of Scrutiny/Justification

Content review

Requisite Type

Prerequisite

Requisite

DH R033

Requisite Description

Course in a sequence

Level of Scrutiny/Justification

Content review

Requisite Type

Prerequisite

Requisite

DH R034

Requisite Description

Course in a sequence

Level of Scrutiny/Justification

Content review

Requisite Type

Prerequisite

Requisite

DH R035

Requisite Description

Course in a sequence

Level of Scrutiny/Justification

Content review

Requisite Type

Prerequisite

Requisite

DH R036

Requisite Description

Course in a sequence

Level of Scrutiny/Justification

Content review

Requisite Type

Corequisite

Requisite

DH R040

Requisite Description

Course in a sequence

Level of Scrutiny/Justification

Content review

Requisite Type

Corequisite

Requisite

DH R042

Requisite Description

Course in a sequence

Level of Scrutiny/Justification

Content review

Requisite Type

Corequisite

Requisite

DH R043

Requisite Description

Course in a sequence

Level of Scrutiny/Justification

Content review

Requisite Type

Corequisite

Requisite

DH R044

Requisite Description

Certificate of completion or certificate of competency requisite (noncredit only)

Level of Scrutiny/Justification

Content review

Requisite Type

Corequisite

Requisite

DH R045

Requisite Description

Course in a sequence

Level of Scrutiny/Justification

Content review

Student Learning Outcomes (CSLOs)**Upon satisfactory completion of the course, students will be able to:**

- | | |
|---|---|
| 1 | Students will be able to apply the fundamentals of practice management by developing a dental hygiene resume and professional portfolio at the end of the semester. |
| 2 | Define the basic principles of business management. |
| 3 | Properly relate the fundamentals of office practice management. |
| 4 | Describe the concept of the dental team and the dental hygienist role in the dental team. |
| 5 | Successfully navigate the process of securing a dental hygiene position in a dental practice. |

Course Objectives**Upon satisfactory completion of the course, students will be able to:**

- | | |
|---|---|
| 1 | Explain the procedures of office practice management |
| 2 | Analyze various patient communication and education strategies |
| 3 | Develop a resume |
| 4 | Locate a position in dental hygiene |
| 5 | Summarize the development of the profession of dental hygiene |
| 6 | Understand the importance of the professional organization |
| 7 | Explain how personnel management skills relate to other management skills |

Course Content**Lecture/Course Content**

1. Office Management
 - a. Business of dentistry
 - b. Dental hygiene treatment
 - c. Production
 - d. Records management
 - e. Recall systems
2. Legal and Ethical Aspects of Dentistry and Dental Hygiene
3. Job Search
 - a. Cover letters
 - b. Resumes
 - c. Interview skills
 - d. Employment Considerations
4. History of Dentistry, Dental Hygiene and Dental Specialties
 - a. Ancient history
 - b. Modern history
5. Professional Organizations
 - a. ADA
 - b. ADHA
 - c. CDA
 - d. CDHA

6. Managed Care
 - a. PPO
 - b. HMO
 - c. Capitation
7. Professional Collaborations in Practice
8. Traditional Delivery of Health Care Services
9. Management Skills in a Dental Office Setting
10. Alternative Practice Settings

Laboratory or Activity Content

None

Methods of Evaluation

Which of these methods will students use to demonstrate proficiency in the subject matter of this course? (Check all that apply):

Problem solving exercises
 Skills demonstrations
 Written expression

Methods of Evaluation may include, but are not limited to, the following typical classroom assessment techniques/required assignments (check as many as are deemed appropriate):

Essay exams
 Essays
 Group projects
 Individual projects
 Objective exams
 Oral presentations
 Problem-Solving Assignments
 Problem-solving exams
 Portfolios
 Quizzes
 Role playing
 Reports/papers
 Skills demonstrations
 Simulations

Instructional Methodology

Specify the methods of instruction that may be employed in this course

Audio-visual presentations
 Computer-aided presentations
 Collaborative group work
 Class activities
 Class discussions
 Case studies
 Distance Education
 Group discussions
 Guest speakers
 Instructor-guided interpretation and analysis
 Instructor-guided use of technology
 Internet research
 Lecture
 Role-playing
 Small group activities

Describe specific examples of the methods the instructor will use:

PowerPoint presentations and short videos on topics such as the "history of dentistry" and "insurance programs", case studies involving ethical dilemmas and professionalism in dentistry, group discussions and in-class research on various topics in practice management such as ergonomics, in-class trivia games to test knowledge of various topics, guest speakers such as recent dental hygiene graduates to share their experiences with job interviewing and dental hygiene practice and guest speakers on degree completion and alternative practice settings.

Representative Course Assignments

Writing Assignments

Writing assignments include essay exams on practice management topics, such as “Discuss the importance of professional collaborations in practice for patient management,” covered in lecture and assigned reading

Students will also complete written assignments on the following topics: students will write a resume, cover letter and written summary of 3 to 4 of their outstanding traits/qualities and how these would be beneficial to the employer; a professional portfolio to showcase their accomplishments to potential employers; a class handout regarding a topic of their choice in practice management; an assignment regarding an example in clinic in which the student had to engage in interprofessional collaboration with another healthcare provider and reflections on the experience; student-conducted interview with an Registered Dental Hygienist who has been practicing for a minimum of one year.

Critical Thinking Assignments

Case study assignments and in-class discussions involving ethical dilemmas and professionalism in dentistry. The following assignments also require critical thinking: students will write a resume, cover letter and written summary of 3 to 4 of their outstanding traits/qualities and how these would be beneficial to the employer; a professional portfolio to showcase their accomplishments to potential employers; a class handout regarding a topic of their choice in practice management; an assignment regarding an example in clinic in which the student had to engage in interprofessional collaboration with another healthcare provider and reflections on the experience; student-conducted interview with an Registered Dental Hygienist who has been practicing for a minimum of one year.

Reading Assignments

Student will spend a minimum of 2 hours per week outside of the regular class time doing independent study and reading from assigned text and professional journals, for example The Journal of the American Dental Association, and other related books. Assignments related to the reading include: completing questions at the end of the chapter, writing a one-page summary on the chapter, creating test questions from the chapter, and in-class discussions of the material.

Skills Demonstrations

At the end of the semester, students will complete a simulated job interview with the instructor, using the resume, cover letter, and portfolio they created for the course.

Skills also involve critical thinking skills, which students will demonstrate through the following: Case study assignments and in-class discussions involving ethical dilemmas and professionalism in dentistry. The following assignments also require critical thinking: students will write a resume, cover letter and written summary of 3 to 4 of their outstanding traits/qualities and how these would be beneficial to the employer; a professional portfolio to showcase their accomplishments to potential employers; a class handout regarding a topic of their choice in practice management; an assignment regarding an example in clinic in which the student had to engage in interprofessional collaboration with another healthcare provider and reflections on the experience; student-conducted interview with an Registered Dental Hygienist who has been practicing for a minimum of one year.

Other assignments (if applicable)

None

Outside Assignments

Representative Outside Assignments

Student will spend a minimum of 2 hours per week outside of the regular class time doing independent study and reading from assigned text and professional journals, for example The Journal of the American Dental Association, and other related books.

Students will complete written assignments, critical thinking assignments, group discussions/presentations, and simulations.

District General Education**A. Natural Sciences****B. Social and Behavioral Sciences****C. Humanities****D. Language and Rationality****E. Health and Physical Education/Kinesiology****F. Ethnic Studies/Gender Studies****CSU GE-Breadth****Area A: English Language Communication and Critical Thinking****Area B: Scientific Inquiry and Quantitative Reasoning****Area C: Arts and Humanities****Area D: Social Sciences****Area E: Lifelong Learning and Self-Development****Area F: Ethnic Studies****CSU Graduation Requirement in U.S. History, Constitution and American Ideals:****IGETC****Area 1: English Communication****Area 2A: Mathematical Concepts & Quantitative Reasoning****Area 3: Arts and Humanities****Area 4: Social and Behavioral Sciences****Area 5: Physical and Biological Sciences****Area 6: Languages Other than English (LOTE)****Textbooks and Lab Manuals****Resource Type**

Textbook

Classic Textbook

Yes

Description

Finkbeiner, B. L., & Finkbeiner, C. A. (2016) Practice Management for the Dental Team (8th ed.). Elsevier

Library Resources**Assignments requiring library resources**

None

Sufficient Library Resources exist

Yes

Example of Assignments Requiring Library Resources

None

Distance Education Addendum**Definitions****Distance Education Modalities**

Hybrid (51%–99% online)

Hybrid (1%–50% online)

Faculty Certifications

Faculty assigned to teach Hybrid or Fully Online sections of this course will receive training in how to satisfy the Federal and state regulations governing regular effective/substantive contact for distance education. The training will include common elements in the district-supported learning management system (LMS), online teaching methods, regular effective/substantive contact, and best practices.

Yes

Faculty assigned to teach Hybrid or Fully Online sections of this course will meet with the EAC Alternate Media Specialist to ensure that the course content meets the required Federal and state accessibility standards for access by students with disabilities. Common areas for discussion include accessibility of PDF files, images, captioning of videos, Power Point presentations, math and scientific notation, and ensuring the use of style mark-up in Word documents.

Yes

Regular Effective/Substantive Contact**Hybrid (1%–50% online) Modality:**

Method of Instruction	Document typical activities or assignments for each method of instruction
E-mail	Email submission of assignments
Other DE (e.g., recorded lectures)	Online quizzes or exams

Hybrid (51%–99% online) Modality:

Method of Instruction	Document typical activities or assignments for each method of instruction
E-mail	Email submission of assignments
Asynchronous Dialog (e.g., discussion board)	Discussion board relating to various topics in practice management
Other DE (e.g., recorded lectures)	Online quizzes or exams
Video Conferencing	Video conference lectures
Telephone	Mock interviews via telephone

Examinations**Hybrid (1%–50% online) Modality**

Online

On campus

Hybrid (51%–99% online) Modality

Online

On campus

Primary Minimum Qualification

DENTAL TECHNOLOGY

Additional local certifications required

Dental Hygiene faculty members must comply with the requirements set by the Commission on Dental Accreditation (CODA). CODA requires that program faculty member providing didactic instruction must have earned at least a baccalaureate degree in a discipline-related field. All dental hygiene faculty members must have current knowledge of the specific subjects they are teaching and documented background in educational methodology consistent with their teaching assignments. Dentists and dental hygienists who supervise students' clinical procedures should have qualifications which comply with the state dental or dental hygiene act. Individuals who teach and supervise dental hygiene students in clinical enrichment experiences should have qualifications comparable to faculty who teach in the dental hygiene clinic and are familiar with the program's objectives, content, instructional methods and evaluation procedures.

Review and Approval Dates**Department Chair**

04/29/2020

Dean

04/29/2020

Technical Review

05/13/2020

Curriculum Committee

05/13/2020

Curriculum Committee

12/09/2020

CCCCO

MM/DD/YYYY

Control Number

CCC000584175

DOE/accreditation approval date

MM/DD/YYYY