

## Washtenaw Community College Comprehensive Report

### DEN 212 Dental Practice Management Effective Term: Fall 2021

#### Course Cover

**College:** Health Sciences

**Division:** Health Sciences

**Department:** Allied Health

**Discipline:** Dental Assisting

**Course Number:** 212

**Org Number:** 15100

**Full Course Title:** Dental Practice Management

**Transcript Title:** Dental Practice Management

**Is Consultation with other department(s) required:** No

**Publish in the Following:** College Catalog , Time Schedule , Web Page

**Reason for Submission:** Three Year Review / Assessment Report

**Change Information:**

#### **Objectives/Evaluation**

**Rationale:** Update course objectives to better reflect current dental business practices.

**Proposed Start Semester:** Spring/Summer 2021

**Course Description:** In this course, students are introduced to the business practices needed to be an effective team member in a dental office. Students will explore practices such as payroll, accounts receivable and payable as well as appointment scheduling. Students will focus on formatting and preparing written communications. Throughout this course, accuracy and attention to detail will be emphasized. Students will prepare to seek employment as entry-level dental assistants through writing resumes and letters of application as well as preparing for interviews.

#### Course Credit Hours

**Variable hours:** No

**Credits:** 3

**Lecture Hours: Instructor:** 45 **Student:** 45

**Lab: Instructor:** 0 **Student:** 0

**Clinical: Instructor:** 0 **Student:** 0

**Total Contact Hours: Instructor:** 45 **Student:** 45

**Repeatable for Credit:** NO

**Grading Methods:** Letter Grades

Audit

**Are lectures, labs, or clinicals offered as separate sections?:** NO (same sections)

#### College-Level Reading and Writing

College-level Reading & Writing

#### College-Level Math

#### Requisites

**Prerequisite**

DEN 107 minimum grade "C"

## **General Education**

### **Request Course Transfer**

#### **Proposed For:**

### **Student Learning Outcomes**

1. Demonstrate dental office business practices.

#### **Assessment 1**

Assessment Tool: Outcome-related written assignments

Assessment Date: Fall 2023

Assessment Cycle: Every Three Years

Course section(s)/other population: All

Number students to be assessed: All

How the assessment will be scored: Departmentally-developed rubrics

Standard of success to be used for this assessment: 85% of the students will score 80% or higher.

Who will score and analyze the data: DA faculty

2. Prepare written communications used in a dental practice.

#### **Assessment 1**

Assessment Tool: Outcome-related written assignments

Assessment Date: Fall 2023

Assessment Cycle: Every Three Years

Course section(s)/other population: All

Number students to be assessed: All

How the assessment will be scored: Departmentally-developed rubrics

Standard of success to be used for this assessment: 85% of the students will score 80% or higher.

Who will score and analyze the data: DA faculty

3. Develop a portfolio of employment application materials suitable for working in a dental practice.

#### **Assessment 1**

Assessment Tool: Portfolio

Assessment Date: Fall 2023

Assessment Cycle: Every Three Years

Course section(s)/other population: All

Number students to be assessed: All

How the assessment will be scored: Departmentally-developed rubric

Standard of success to be used for this assessment: 85% of the students will score 80% or higher.

Who will score and analyze the data: DA faculty

### **Course Objectives**

1. Identify parts of a letter and apply various formatting styles to written communication.
2. Identify the characteristics of effective written communication.
3. Prepare a series of business letters/emails demonstrating effective written communication.
4. Record office voicemail greetings.
5. Communicate effectively given various patient/staff scenarios.
6. Demonstrate effective appointment management utilizing staff appropriately with various patient scenarios.
7. Identify the various documents comprising a patient's record.
8. Identify legal and ethical issues of the dental office including HIPAA.
9. Perform basic accounting procedures.
10. Identify inventory management techniques and factors determining inventory amounts.

11. Identify the importance of infection control to the administrative assistant and their role in maintaining records required by OSHA.
12. Develop a marketing tool to be used for a dental practice.
13. Prepare a policy/procedural outline to be included in an office handbook/procedural manual.
14. Identify personal priorities and career goals.
15. Prepare a resume and a letter of application for potential interviews.
16. Evaluate and prepare a dental assisting job posting.
17. Demonstrate accuracy and attention to detail.
18. Compare and contrast the different types of preventive recall systems.

## New Resources for Course

### Course Textbooks/Resources

#### Textbooks

Bird, D and Robinson, D. *Modern Dental Assisting*, 13 ed. Elsevier, 2021

#### Manuals

#### Periodicals

#### Software

### Equipment/Facilities

<u>Reviewer</u>	<u>Action</u>	<u>Date</u>
<b>Faculty Preparer:</b> <i>Kristina Sprague</i>	<i>Faculty Preparer</i>	<i>Jan 26, 2021</i>
<b>Department Chair/Area Director:</b> <i>Kristina Sprague</i>	<i>Recommend Approval</i>	<i>Jan 26, 2021</i>
<b>Dean:</b> <i>Valerie Greaves</i>	<i>Recommend Approval</i>	<i>Feb 16, 2021</i>
<b>Curriculum Committee Chair:</b> <i>Lisa Veasey</i>	<i>Recommend Approval</i>	<i>Apr 08, 2021</i>
<b>Assessment Committee Chair:</b> <i>Shawn Deron</i>	<i>Recommend Approval</i>	<i>Apr 12, 2021</i>
<b>Vice President for Instruction:</b> <i>Kimberly Hurns</i>	<i>Approve</i>	<i>Apr 26, 2021</i>