

FLORIDA STATE COLLEGE AT JACKSONVILLE
COLLEGE CREDIT COURSE OUTLINE

COURSE NUMBER: DEH 2804

COURSE TITLE: Clinical Dental Hygiene III

PREREQUISITE(S): DEH 1802 and DEH 1802L

COREQUISITE(S): DEH 2804L

CREDIT HOURS: 1

CONTACT HOURS/WEEK: 1

CONTACT HOUR BREAKDOWN:

Lecture/Discussion: 1

Laboratory:

Other _____:

FACULTY WORKLOAD POINTS: 1

STANDARDIZED CLASS SIZE ALLOCATION: 24

CATALOG COURSE DESCRIPTION:

This course is designed to prepare the student to assume a responsible role in the private practice office environment. Emphasis is placed on dental office business systems, and personal and professional development. Private practice dental office visits are included to familiarize the student with various specialty and general dental office procedures and management and the dental hygienists role in them. Current issues impacting the practice of dental hygiene will also be discussed and debated by the students.

SUGGESTED TEXT(S):

Daniel & Harst, Dental Hygiene Concepts, Cases, and Competencies, Mosby's Publishing, 2nd Edition

Wilkins, Clinical Practice of the Dental Hygienist, Lippincott Williams and Wilkins Publishing. 9th Edition

Wyche, Student Handbook for clinical Practice, Lippincott, Williams & Wilkins, 2005

IMPLEMENTATION DATE: Fall Term, 2004 (20051)

REVIEW OR MODIFICATION DATE: Fall Term, 2008 (20091) - Outline Review 2007

COURSE TOPICS	<u>CONTACT HOURS PER TOPIC</u>
I. Introduction	1
A. Course Requirements	
B. Leadership and Management Theory	
II. Assuming Leadership Roles	1
A. The importance of leadership skills in dental hygiene practice	
B. Use of the leadership process to benefit the client, the oral health team, society and the dental hygiene profession	
C. Use of leadership skills to effect change	
D. The dental hygienist's role as change agent	
III. Computers in the Dental Practice Setting	1
A. Dental Office Management Software Applications	
B. Integration of Computers into the Dental Practice	
C. Use of computer by dental hygienist	
D. The "Paperless Practice"	
IV. Principles of Resume Writing	1
A. Cover Letter	
B. Specific Resume	
C. Description	
V. Interview Techniques	1
A. Elements of the Interview	
B. Presentation of the Professional Image	
C. Job Search Strategies	
VI. The Dentist-Dental Hygienist Relationship	2
A. Employment	
B. Compensation	
C. Fringe Benefits	
D. Employment Agreement/Letter of Intent	
E. Job Performance	
F. Dentist-Dental Hygienist Communications	
VII. The Dental Hygienist as a Healthcare Provider on the Dental Team	1
A. The Team Concept	

COURSE TOPICS (CONTINUED)	<u>CONTACT HOURS PER TOPIC</u>
B. The Dental Hygienists as a Team Member	
C. Successful Patient Management	
VIII. Dental Practice Management Systems	1
A. Mission Statement	
B. Policies and Procedures	
C. Case Presentation	
D. Scheduling	
E. Production and Collections	
F. Periodontal Maintenance Systems	
G. Overhead	
H. Facilities Management	
I. Supplies Maintenance	
J. Marketing	
IX. Dental Insurance and Nomenclature	2
A. Insurance Plan Basics	
B. Insurance Terminology	
C. Facts Regarding Dental Insurance	
D. Handling patients Objections	
E. CDT Codes related to Dental Hygiene services	
X. Professionalism and Goal Setting	1
A. Employment retention	
B. Stress and Burnout	
C. Assertive behavior	
D. Career Mobility	
XI. Personal Financial Management	1
A. Financial Planning	
B. Retirement and Savings	
XII. Contemporary Issues in Dental Hygiene	2
A. Independent Practice	
B. Preceptorship Hygiene	
C. Discussion and debate of critical current issues	
Total Contact Hours	15

PROGRAM TITLE: Dental Hygiene
COURSE TITLE: Clinical Dental Hygiene III
CIP NUMBER: 0317.010200

LIST PERFORMANCE STANDARD ADDRESSED:

NUMBER(S): TITLES(S):

01.0 DEMONSTRATE KNOWLEDGE OF THE HEALTH CARE DELIVERY SYSTEM AND HEALTH OCCUPATIONS - The student will be able to:

- 01.01 Identify the basic components of the health care delivery system.
- 01.02 Describe the various types of health care providers and the range of services available including resources to victims of domestic violence.
- 01.03 Describe the composition and functions of a health care team.
- 01.04 Identify the general roles and responsibilities of the individual members of the health care team.
- 01.05 Develop a basic understanding of human needs throughout the lifespan.
- 01.06 Explain the importance of maintaining professional competence through continuing education.
- 01.07 Describe trends affecting the delivery system of health care.

02.0 DEMONSTRATE THE ABILITY TO COMMUNICATE AND USE INTERPERSONAL SKILLS EFFECTIVELY - The student will be able to:

- 02.01 Develop basic listening skills.
- 02.02 Develop basic observational skills and related documentation strategies in written and oral form.
- 02.03 Identify characteristics of successful and unsuccessful communication including barriers.
- 02.04 Respond to verbal and non-verbal cues.
- 02.05 Compose written communication using correct spelling, grammar and format.
- 02.06 Use appropriate medical terminology and abbreviations.
- 02.07 Recognize the importance of courtesy and respect for patients and other health care workers and maintain good interpersonal relationships.
- 02.08 Recognize the importance of patient/client education regarding health care.
- 02.09 Adapt communication skills to varied levels of understanding and cultural orientation.
- 02.10 Demonstrate telephone usage including taking messages.
- 02.11 Demonstrate ability to give and follow directions.
- 02.12 Distinguish between factual reports and personal opinion.

08.0 DEMONSTRATE COMPUTER LITERACY - The student will be able to:

- 08.01 Define terms and demonstrate basic computer skills.
- 08.02 Describe the uses of computers in health care.

09.0 DEMONSTRATE EMPLOYABILITY SKILLS - The student will be able to:

- 09.01 Conduct a job search.
- 09.02 Secure information about a job.
- 09.03 Identify documents that may be required when applying for a job.

LIST PERFORMANCE STANDARD ADDRESSED: (CONTINUED)

NUMBER(S): TITLES(S):

- 09.04 Complete a job application form correctly.
- 09.05 Demonstrate competence in job interview techniques.
- 09.06 Identify or demonstrate appropriate responses to criticism from employer, supervisor, or other persons.
- 09.07 Identify acceptable work habits.
- 09.08 Demonstrate knowledge of how to make job changes appropriately.
- 09.09 Demonstrate desirable health habits.
- 09.10 Recognize appropriate affective/professional behavior.
- 09.11 Write an appropriate resume.

14.0 PERFORM GENERAL OFFICE PROCEDURES - The student will be able to:

- 14.01 Maintain appointment control
- 14.02 Maintain an active recall system
- 14.04 Prepare and maintain patient financial records, collect fees
- 14.05 Prepare and maintain office financial records
- 14.06 Prepare and maintain dental office inventory control and purchasing
- 14.07 Demonstrate public relations responsibilities of the secretary/receptionist
- 14.08 Demonstrate skills on office equipment
- 14.09 Maintain office environment.



NOTE: Use either the Tab key or mouse click to move from field to field. The box will expand to accommodate your entry.

Section 1	
COURSE PREFIX AND NUMBER: <u>DEH 2804</u>	SEMESTER CREDIT HOURS: <u>1</u>
COURSE TITLE: <u>Clinical Dental Hygiene III</u>	

Section 2
TYPE OF COURSE: (Click on the box to check all that apply)

<input type="checkbox"/> AA Elective	<input checked="" type="checkbox"/> AS Required Professional Course	<input type="checkbox"/> College Prep
<input type="checkbox"/> AS Professional Elective	<input checked="" type="checkbox"/> AAS Required Professional Course	<input type="checkbox"/> Technical Certificate
<input type="checkbox"/> Other _____		
<input type="checkbox"/> General Education: (For General Education courses, you must also complete Section 3 and Section 7)		

Section 3 (If applicable)
INDICATE BELOW THE DISCIPLINE AREA FOR GENERAL EDUCATION COURSES:

<input type="checkbox"/> Communication	<input type="checkbox"/> Social & Behavioral Sciences	<input type="checkbox"/> Mathematics
<input type="checkbox"/> Natural Sciences	<input type="checkbox"/> Humanities	

Section 4
INTELLECTUAL COMPETENCIES:

<input checked="" type="checkbox"/> Reading	<input checked="" type="checkbox"/> Speaking	<input checked="" type="checkbox"/> Critical Analysis	<input type="checkbox"/> Quantitative Skills	<input checked="" type="checkbox"/> Scientific Method of Inquiry
<input checked="" type="checkbox"/> Writing	<input checked="" type="checkbox"/> Listening	<input checked="" type="checkbox"/> Information Literacy	<input checked="" type="checkbox"/> Ethical Judgment	<input checked="" type="checkbox"/> Working Collaboratively

Section 5	LEARNING OUTCOMES	METHOD OF ASSESSMENT
•	Upon successful completion of this course, students will be able to describe the uses of computers in health care.	Written Examination
•	Upon successful completion of this course, students will be able to maintain appointment control	Written Examination
•	Upon successful completion of this course, students will be able to demonstrate competence in job interview techniques	Written Examination
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Section 6
 Name of Person Completing This Form: Jeff Smith Date: 4/29/2008