Course/Program Title:  DEN 115 Office Management  Date:  Spring 2014

Course/Program Team:  Rebecca Leonard

Expected Learning Outcomes:

1. Explain the appropriate care for patients with diverse cultures, values, and beliefs.
2. Recite / recall necessary steps to maintain an organized front desk.
3. Recall the importance of insurance, confidentiality, and the law.
4. Demonstrate proper handling of patient's charts
5. Examine the dynamic dental office management environment.
6. Critique the dental office management process.
7. Relate the importance of the office management to the clinical side of dentistry.
8. Explain back office management

Assessment:
Course completion:  Number passing at 75% or greater

Course outcomes:  Common Final exam questions
CO#1 Questions #5  diverse cultures, values and beliefs
CO#2 Questions #6, 7, 8, Incoming billing and organizational skills
CO#3 Questions 2, 3, 4 HIPA confidentiality and the laws of each state
CO#4 Questions 5, 6 handling of pt.’s charts
CO#5 Questions 1, 2 Dental office management
CO#6 Questions 20-25 Critiques of dental office management
CO#7 Questions 25-30 Office management and clinical assisting
CO#8 Questions 35-40 Back office management

Validation:
Course Completion
Completion of course with an average grade of 75% or higher

Course Outcome 1  Common final exam question #5  Dealing with different beliefs in the dental office
Course outcome 2  Common final exam questions 6, 7, 8  Organizing the incoming bills and statements in the dental office
Course outcome 3  Common final exam questions 2, 3, 4  HIPA and confidentiality
Course outcome 4  Common final exam questions 5, 6  How to handle a patient’s chart
Course outcome 5  Common final exam questions 1, 2  How to manage a dental office
Course outcome 6  Common final exam questions 20-25  Critiques of managing a dental office
Course outcome 7  Common final exam questions 25-30  Links between office management and clinical dentistry
Course outcome 8  Common final exam questions 35-40  Management of the back clinical space in a dental office

Results:
Course completion:
100% (16/16 students) completed the course with a grade of 75% or higher
0% (0/16 students) completed the course with a grade lower than 75%

Course outcomes (common final exam questions): (N=16)
Course outcome 1: question #5  93.4%
Course outcome 2: questions 6, 7, 8  95%
Course outcome 3: questions 2, 3, 4  92%
Course outcome 4: questions 5, 6  94%
Course outcome 5: questions 1, 2  90%
Course outcome 6: questions 20-25  90%
Course outcome 7: questions 25-30  92%
Course outcome 8: questions 35-40  94%

Follow-up:
Students met all outcomes for DEN115 course. All students (16/16 students) received a 75% or better on all of the above mentioned common final exam questions. All students (16/16 students) also received a 75% or better as a final grade for DEN 115 dental office management.

Budget Justification:
Add grading rubrics for the written assignments for the students to know what is expected for their written assignments. Add mock huddle meetings, so the students can get a real life scenario. Create mock schedules for the students to practice in the clinical lab setting.