

**Course Outcomes Guide  
Spring 2015**

**Course/Program Title: DEN 115 Office Management Date: Spring 2015**

**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 | HIPAA 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% (15/15 students) completed the course with a grade of 75% or higher**

**0% (0/15 students) completed the course with a grade lower than 75%**

#### **Course outcomes (common final exam questions): (N=15)**

|                   |                   |       |
|-------------------|-------------------|-------|
| Course outcome 1: | question #5       | 95.5% |
| Course outcome 2: | questions 6, 7, 8 | 98%   |
| Course outcome 3: | questions 2, 3, 4 | 94%   |
| Course outcome 4: | questions 5, 6    | 95%   |
| Course outcome 5: | questions 1, 2    | 80%   |
| Course outcome 6: | questions 20-25   | 95%   |
| 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 (15/15 students) received a 75% or better on all of the above mentioned common final exam questions. All students (15/15 students) also received a 75% or better as a final grade for DEN 115 dental office management.**

### **Budget Justification:**

**Add grading rubrics for all homework assignments to clarify essential components for the students. Use Bird and Robinson "Modern Dental Assisting" website to practice scheduling patients.**