

**Course Outcomes Guide
Spring 2016**

Course/Program Title: DEN 115 Office Management Date: Spring 2016

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% (14/14 students) completed the course with a grade of 75% or higher

0% (0/14 students) completed the course with a grade lower than 75%

Course outcomes (common final exam questions): (N=14)

Course outcome 1:	question #5	90%
Course outcome 2:	questions 6, 7, 8	88%
Course outcome 3:	questions 2, 3, 4	92%
Course outcome 4:	questions 5, 6	94%
Course outcome 5:	questions 1, 2	81.2%
Course outcome 6:	questions 20-25	82.5%
Course outcome 7:	questions 25-30	90%
Course outcome 8:	questions 35-40	92.3%

Follow-up:

Students met all outcomes for DEN115 course. All students (14/14 students) received a 75% or better on all of the above mentioned common final exam questions. All students (14/14students) 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.