

Course Outcomes Guide Spring 2018

Course/Program Title: DEN 115 Office Management **Date:** Spring 2018
Course/Program Team: Professor 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: N=15

Course completion: Number passing at 75% or greater

Course outcomes: Common Final exam questions

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|------|--------------------|---|
| CO#1 | Questions #16 | diverse cultures, values and beliefs |
| CO#2 | Questions #11 | Incoming billing and organizational skills |
| CO#3 | Questions #14 | HIPA confidentiality and the laws of each state |
| CO#4 | Questions #34, #35 | handling of pt.'s charts |
| CO#5 | Questions #19, #20 | Dental office management |
| CO#6 | Questions #6, #15 | Critiques of dental office management |
| CO#7 | Questions #37, #38 | Office management and clinical assisting |
| CO#8 | Questions #13 | Back office management |

Validation:

Course Completion

Completion of course with an average grade of 75% or higher

Course Outcome 1 Common final exam question #16 Dealing with different beliefs in the dental office

Course outcome 2 Common final exam question #11 Organizing the incoming bills and statements in the dental office

Course outcome 3 Common final exam question #3 HIPA and confidentiality

Course outcome 4 Common final exam questions #34, #35 How to handle a patient's chart

- Course outcome 5 Common final exam questions #19, #20 How to manage a dental office
- Course outcome 6 Common final exam questions #6, #15 Critiques of managing a dental office
- Course outcome 7 Common final exam questions #37, #38 Links between office management and clinical dentistry
- Course outcome 8 Common final exam question #13 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)

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|-------------------|--------------------|------------|
| Course outcome 1: | question #16 | 85% |
| Course outcome 2: | question #11 | 80%% |
| Course outcome 3: | question #14 | 100% |
| Course outcome 4: | questions # 34, 35 | 75.5%, 98% |
| Course outcome 5: | questions #19, 20 | 98%%, 75% |
| Course outcome 6: | questions #6, 15 | 85%, 90% |
| Course outcome 7: | questions #37, 38 | 75%, 80% |
| Course outcome 8: | question #13 | 85% |

Follow-up:

The overall average of DEN115 final exam was 75.67%. Course outcome #4: how to handle a patient’s chart was 75.5% which is an improvement from the 2017 class. I will review the final exam for DEN115 and review the course delivery to see if a more traditional delivery would increase the overall final exam scores.

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.