

**Course Outcomes Guide
Spring 2019**

Course/Program Title: DEN 115 Office Management Date: Spring 2019

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=22

Course completion: Number passing at 75% or greater

Course outcomes: Common Final exam questions

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% (22/22 students) completed the course with a grade of 75% or higher

0% (0/22 students) completed the course with a grade lower than 75%

Course outcomes (common final exam questions): (N=22)

Course outcome 1:	question #16	90%
Course outcome 2:	question #11	75% %
Course outcome 3:	question #14	95%
Course outcome 4:	questions # 34, 35	75.0%, 90%
Course outcome 5:	questions #19, 20	95% %, 80%
Course outcome 6:	questions #6, 15	92%, 89%
Course outcome 7:	questions #37, 38	75%, 82%
Course outcome 8:	question #13	83%

Follow-up:

The overall average of DEN115 final exam was 76.2%. Course outcome #4: how to handle a patient's chart was 75.5% which is an improvement from the 2018 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.