DEN7016: Professionalism In Patient Care and Practice Management II

Fall 2020

Course Description:
This course introduces student dentists to basic concepts of clinical patient care. This includes didactic material, clinical rotations, and integration into the UFCD Philosophy of Patient Care and the mechanics of patient management. Successful completion is required before advancement in the patient care portion of the program. The goal of the course is to assist in the transition from the didactic and preclinical portion of the curriculum with the ultimate goal of developing competent dentists. Competent dentists demonstrate appropriate patient management skills, professionalism, and integrity in the delivery of dental care, and critical thinking necessary for life-long learning.

I. General Information

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Course Credits: 1
Semester: Fall

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II. Course Goals

The ultimate goal of this course is to develop an ethically competent general dentist. Ethically competent dentists demonstrate appropriate patient management skills, professionalism and integrity in the delivery of dental care, and critical thinking necessary for life-long learning. Included in this series are the many required certification courses, and issues regarding infection control, quality assurance and patient safety/emergency preparedness.

III. Course Overview

This is a two semester course (Semesters 6 and 7) that provides transitional information to assist in your integration to clinical patient care.

IV. Course Outline

Semester 7

- Associate patient chart review meeting
- Lectures (14 hrs)
- Medical Emergencies
- Safety Protocols
- Infection Control
- Risk Management
• Patient Communication-Art of the Apology
• Patient Billing and Finances
• Hospitality Training (4 hours)
• Navigating the Clinical Curriculum
• Clinical Radiology Overview (3 hours)
• Trainings to be completed by June 1, 2018 (myUFL>Main Menu>My Self Service> Training and Development>myTraining)
• Billing Compliance Training (PBC801 Physicians Billing Compliance Training for Residents & Fellows)
• BBP/BMW Training
• Written examination:
• Seminars:
  ○ TEAM Meetings/Chart Reviews

Semester 7
• Seminars:
  ○ TEAM Meetings/Chart Reviews

V. Course Material

The UFCD Clinic Procedure Manual is required reading. 

Assigned reading from the UFCD Quality Assurance Manual. 
Supplementary course materials will be provided by TEAM leaders and TEAM student leaders prior to the educational components of the TEAM meetings. These are student-driven enrichment experiences and will vary among TEAMS.

Optional resource:
HSC Dental Library Guide

VI. Course Objectives

During semester #6, students begin treating their assigned family of patients in the TEAM program. Professionalism, ethical and compassionate patient care, quality assurance concepts and records management skills presented in the didactic portion are emphasized from the
clinical perspective. The TEAM program experience continues through graduation. It serves to mentor students as they progress through the clinical program, and provide positive guidance regarding appropriate patient management and ethical behavior. TEAM Program - Description, Philosophy and Objectives

The TEAM (Together Everyone Achieves More) Program is a clinical management system for students and their patients. Student Teams are assigned to Clinic Care Groups with the intent to have the patient comprehensively treated by the student and the care group. A Team Leader will always be available during clinic hours to help navigate the patient and treatment to provide a patient centered comprehensive approach to their care.

The TEAM Program has three major programmatic goals and nine objectives. The goals are to:

1) better integrate the clinical curriculum and philosophy into the clinical care of the patients through effective patient management;
2) ensure and expedite the comprehensive treatment of patients and thus make clinics more patient friendly and;
3) assist and help motivate students through the clinical program.

Program objectives are to:

1) Help the student provide comprehensive care to his/her family of patients.
2) Provide a structure to monitor treatment sequence until the patient's treatment plan is completed.
3) Enhance student advisement activities.
4) Increase the student's clinical utilization and productivity.
5) Provide structure to promote student interactions.
6) Enhance peer learning and peer education.
7) Increase the student's ability to assess treatment outcomes.
8) Provide the opportunity for over-learning by allowing more experiences with fewer patients.
9) Create a student driven information system to assist student learning and patient treatment.

Each of the 8 teams is composed of a faculty TEAM Leader, a Treatment Coordinator staff person, assigned second year students and 16-17 third and fourth year dental students. The treatment coordinators attend all team meetings and assist the team leader, the student members, and act as a liaison between patients and students. The treatment coordinators manage student schedules. The TEAM leaders are expected to have good communication skills and serve as an advocate for the students' education and for quality and timely patient care. TEAM leaders meet regularly to share information with each other and discuss any problems that are occurring in the clinics or clinical program. This communication has helped to establish rapport with the various clinical departments and, to some degree, help alleviate many of the frustrations that dental students encounter while traversing the clinical curriculum. Teams will have the opportunity to meet weekly. Every other week there will be a meeting of the entire Clinical Care Group, this corresponding to the dates when the students have returned from their off-site rotations. The program was also designed to include student choice in some of their educational experiences.
Student Learning Objectives:

- Apply all policy and procedures in the Clinical Procedures Manual and Quality Assurance Guidelines to ensure operator and patient safety.
- Complete all clinical annual training.
- Provide comprehensive patient care to your scheduled patients and document all patient encounters appropriately.
- Participate in all TEAM meetings and chart review.

VII. Course Competencies

This course teaches to the following competencies in the "Competencies for the New Dental Graduate".

Domain I: Critical Thinking
1: Critical Thinking: Use critical thinking and problem-solving, including their use in the comprehensive care of patients, scientific inquiry and research methodology.

2: Evidence-Based Patient Care: Access, critically appraise, apply and communicate scientific and lay literature as it relates to providing evidence-based patient care.

3: Apply biomedical science knowledge in the delivery of patient care.

Domain II: Professionalism
4: Ethical Standards: Apply principles of ethical decision making and professional responsibility.
5: Legal Standards: Apply legal and regulatory concepts related to the provision and/or support of oral health care services.
6: Appropriate Referral Provide oral health care within the scope of general dentistry to include recognizing the complexity of patient treatment and identifying when referral is indicated.

Domain III: Communication and Interpersonal Skills
7: Communication Skills: Apply the fundamental principles of behavioral sciences using patient-centered approaches for promoting, improving and maintaining oral health.
8: Diversity: Manage a diverse patient population and have the interpersonal and communication skills to function successfully in a multicultural work environment.

Domain IV: Health Promotion
9: Health Promotion & Disease Prevention: Provide oral health care within the scope of general dentistry to include health promotion and disease
prevention.
10: Interprofessional Experiences: Communicate and collaborate with other members of the health care team to facilitate the provision of health care.

Domain V: Practice Management and Informatics
11: Practice Management: Apply the basic principles and philosophies of practice management, models of oral health care delivery and how to function successfully as the leader of the oral health care team.

Domain VI: Patient Care
A. Assessment, Diagnosis, and Treatment
12: Patient Assessment, Diagnosis, Treatment Planning and Informed Consent: Provide oral health care within the scope of general dentistry to include patient assessment, diagnosis, comprehensive treatment planning, prognosis, and informed consent.
13: Assess Patients with Special Needs: Assess the treatment needs of patients with special needs.

VIII. Evaluation

Student's performance is evaluated based on a Satisfactory ("S") / Unsatisfactory ("U") grade.

Evaluation in this course is based on attendance/participation, clinical rotations, training certifications, and TEAM meetings.

Grade Weights:
- Chart Review - 30%
- Global Assessment of Professionalism - 40%
- Professional Variance(s) - 30%

A passing grade ("S") for satisfactory performance will be issued at the end of Semester 7 for final course score of =/>72%. Performance criteria apply to those activities that occur during the semester.

Complete the annual training (BBP/BWM and Billing Compliance) by June 1.
Attendance at all TEAM meetings (unless excused by TEAM leader or assigned rotation)
Compliance with QA Parameters including appropriate infection control and chart audit compliance.
Acceptable progress in Professionalism measured by TEAM leader evaluations and clinical daily grades
A 10% grade reduction will occur for each Professional Variance.
Students will be issued a Professional Variance if any of the Examples below apply:
● a. Patient abandonment – patients not seen for 6 weeks (excluding rotations, vacations, or patient generated delays) will result in a minimum of
● one-week clinic suspension
● b. Financial irregularities – i.e. not charging patients or continuing to deliver care when S/D is aware (or should be aware) that patient is in arrears will result in clinical suspension of one-week minimum
● c. Treating a comprehensive or limited care patient is not properly assigned to the S/D
● d. Violating a patient's confidentiality
● e. Failure to maintain an adequate patient record
● f. Delivering care in a manner that jeopardizes the health and/or safety of the patient

A failing grade ("U") for unsatisfactory performance will be issued at the end of Semester 7 for a final course score of <72%. A failing grade "E" in this course, like all DMD courses, will result in a hearing before SPEC. Remediation activities will be custom designed for each student following a review of the student's performance deficiencies and consultation with appropriate faculty. Remediation of a "U" grade will be entered on the student's permanent record as an "S" following remediation.

Faculty Evaluation

“Students are expected to provide professional and respectful feedback on the quality of instruction in this course by completing course evaluations online via GatorEvals. Guidance on how to give feedback in a professional and respectful manner is available at https://ufl.bluera.com/ufl/. Students will be notified when the evaluation period opens, and can complete evaluations through the email they receive from GatorEvals, in their Canvas course menu under GatorEvals, or via https://ufl.bluera.com/ufl/. Summaries of course evaluation results are available to students at https://gatorevals.aa.ufl.edu/public-results/.”

IX. Administrative Practices

Administrative practices for all UFCD courses are universally applied. Exceptions to or deviations from these practices are stated in the individual syllabi by the course director. When not individually stated in the syllabus, course administrative practices default to those identified under "Course Policies" on the DMD Student Website:

https://dental.ufl.edu/education/dmd-program/course-polices/
X. Grade Scale

This course uses a Satisfactory/Unsatisfactory grade scale.