DEN7016 • Professionalism In Patient Care and Practice Management II
Summer 2021

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

Course Director: Walter Stephen Howard
Office: Email: WSHOWARD@dental.ufl.edu
Phone: (352) 273-6942
Course Credits: 1
Semester: Summer
Office Hours: Tuesday 2:00-3:00 PM

Contributing Faculty

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maria Caraballo</td>
<td>(352) 273-7256</td>
<td><a href="mailto:MDelgadoCaraballo@dental.ufl.edu">MDelgadoCaraballo@dental.ufl.edu</a></td>
</tr>
<tr>
<td>Larry Cook</td>
<td>(352) 627-9238</td>
<td><a href="mailto:LCook@dental.ufl.edu">LCook@dental.ufl.edu</a></td>
</tr>
<tr>
<td>Andrew J Corsaro</td>
<td>(352) 273-5850</td>
<td><a href="mailto:ACorsaro@dental.ufl.edu">ACorsaro@dental.ufl.edu</a></td>
</tr>
<tr>
<td>Alejandro Delgado</td>
<td>(352) 273-5849</td>
<td><a href="mailto:ADelgado@dental.ufl.edu">ADelgado@dental.ufl.edu</a></td>
</tr>
<tr>
<td>Deborah Dilbone</td>
<td>(352) 273-5839</td>
<td><a href="mailto:DDILBONE@dental.ufl.edu">DDILBONE@dental.ufl.edu</a></td>
</tr>
<tr>
<td>Luisa Echeto</td>
<td>(352) 273-6907</td>
<td><a href="mailto:LECHETO@dental.ufl.edu">LECHETO@dental.ufl.edu</a></td>
</tr>
<tr>
<td>Anita Gohel</td>
<td>(352) 273-6775</td>
<td><a href="mailto:AGohel@dental.ufl.edu">AGohel@dental.ufl.edu</a></td>
</tr>
</tbody>
</table>
Support Staff

Elaina Buono  (352) 273-6904  EBuono@dental.ufl.edu  TA / Syllabus / Grade Administrator
Stephanie Grantham  (352) 273-7913  SGrantham@dental.ufl.edu  TA / Grade Administrator
Richelle G Janiec  (352) 273-6820  RJANIEC@dental.ufl.edu  TA / Grade Administrator

Prerequisite course: DEN 6015

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. Successful completion of this course is required to progress to DEN7017. It is a required prerequisite; a student may not continue in the next course in a series if they do not successfully pass or successfully remediate the prior course.
IV. Course Outline

Semester 6
Associate patient chart review meeting

Lectures (12 hrs)
Code of Conduct
Professionalism
Patient Communication
Art of the Apology
Standards of Care
Navigating the Clinical Curriculum

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. A link to the Clinic Procedure Manual is available in axiUm.

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

Other Resources:

Course presentations, reading assignments, and handouts will be posted in Canvas. http://lss.at.ufl.edu

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, third, and fourth year dental students. The treatment coordinators 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 meet in small groups weekly and huddle daily before the clinic.

**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 reviews.

**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

To pass this course, the student must have a final grade of 72% or above.
Evaluation in this course is based on attendance/participation, clinical rotations, training certifications, Chart Reviews, and TEAM meetings, as well as written examinations.

A **passing grade** will be issued at the end of semester 6 & Semester 7 providing the following criteria are met. Performance criteria apply to those activities that occur during the semester.

- Passing the Clinic Procedure and Quality Assurance Manual quiz by 75%.
- 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.
- Completion of Associates Patient Family Chart Review with your Team Leader prior to the end of the Fall Semester 7.
- Submission your Global Assessment as a PDF or image in Canvas prior to the end of the Fall Semester 7.
- 5% will be deducted from the final grade for each lecture or clinic missed without an excused absence.
- 5% will be deducted from the final grade for every three unexcused instances of tardiness.
- 15% will be deducted from the final grade for each Professional Variance issued.

A **failing grade** ("E") will be issued at the end of Semester 6 or Semester 7 for unsatisfactory performance in any of the following aspects.

- Performance below 75% the Clinic Procedure and Quality Assurance Manual quiz
- Not completing the annual training (BBP/BWM and Billing Compliance).
- Unexcused absence from TEAM meetings and Emergency Management events
- QA and/or TEAM chart audit at < 80% compliance level
- Clinical suspension due to poor patient management, non-compliance with QA parameters, unacceptable TEAM chart audits, or violation of UFCD clinical policies
- A Professionalism average grade of 1 or below with major infractions
- Lack of Associates Patient Family Chart Review with your Team Leader prior to the end of the Fall Semester 7.
- Lack of Global Assessment submission prior to the end of the Fall Semester 7.
- Receiving 2 Professional Variances in the same semester.

**Examples include:**

1. 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
2. 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
3. Treating a comprehensive or limited care patient is not properly assigned to the S/D
4. Violating a patient’s confidentiality
5. Failure to maintain an adequate patient record
6. Delivering care in a manner that jeopardizes the health and/or safety of the patient

Remediation:

A failing grade 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 an "E" grade will be entered on the student's permanent record as a "D" following remediation.

“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/.”

Professional Conduct. UF students are bound by The Honor Pledge which states, “We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honor and integrity by abiding by the Honor Code. On all work submitted for credit by students at the University of Florida, the following pledge is either required or implied: “On my honor, I have neither given nor received unauthorized aid in doing this assignment.” The Honor Code (sccr.dso.ufl.edu/process/student-conduct-code/) specifies a number of behaviors that are in violation of this code and the possible sanctions. Furthermore, you are obligated to report any condition that facilitates academic misconduct to appropriate personnel. If you have any questions or concerns, please consult with the instructor or TAs in this class.

The College of Dentistry expects all dental students to be professional in their dealings with patients, colleagues, faculty and staff. All students are expected to abide by the UF Code of Conduct https://sccr.dso.ufl.edu/wp-content/uploads/sites/4/2020/12/Orange-Book-Web-Version-2020.pdf . The University principles address our respect for people and property, for fairness, for Laws and Regulations, and for academic integrity. Nothing in this Regulation shall be interpreted to
limit the constitutional or statutory rights of any Student, including but not limited to expressive rights protected by the First Amendment.

1. Respect for people and property. Students are encouraged both to conduct themselves in a manner that exemplifies respect for all people and property and to adhere to their personal values without imposing those on others.

2. Respect for fairness. Rules and established procedures are intended to ensure both fundamental fairness and an educational experience for Students and Student Organizations.

3. Respect for Laws and Regulations. Students are expected to follow all applicable Laws and Regulations.

4. Respect for academic integrity. Academic honesty and integrity are fundamental values of the University. Students commit to holding themselves and their peers to the high standard of honor required by the Student Honor Code. Any Student who becomes aware of a violation of the Student Honor Code is encouraged to report the violation to the appropriate University Official.

Students are expected to be prepared for all lecture and clinic sessions. (Professional students are expected to attend all assigned sessions in an attempt to get the most out of every learning opportunity. This includes staying the entire session, working diligently during the clinic session, etc.) Any student professional misconduct observed during lectures, exams, quizzes, and clinic sessions will result in a Professional Variance (see Pre-doctoral Student Handbook), and reporting of the incident to the Student Honor Code Administration. Conduct issues are often accompanied by sanctions that are determined by the course director in conjunction with the department chair and the Dean of Students or their designee.

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-policies/

For further information on any of the practices listed below, consult the UFCD Student Handbook and UF Attendance Policies, catalog.ufl.edu/UGRD/academic-regulations/attendance-
This syllabus is intended to give the student guidance in what may be covered during the semester and will be followed as closely as possible. However, the professor reserves the right to modify, supplement and make changes as the course needs arise.

X. Grade Scale

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<tr>
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<th>Percentage Range</th>
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<tr>
<td>A</td>
<td>95-100%</td>
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<tr>
<td>A-</td>
<td>90-94.99%</td>
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<td>B+</td>
<td>86-89.99%</td>
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<td>72-73.99%</td>
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<td>E</td>
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