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COURSE DESCRIPTION:
Practice Management for Dental Hygiene will run for eight weeks from January 13 until March 9, 2013. A ninth week may be available dependent on student needs that result from the instructor’s unavailability during the week of February 17-24. The course is designed to enhance the ability of the student to provide optimum patient care while functioning within an interdisciplinary dental team. This will be accomplished through learning skills including communication, teamwork, business and management practices, and patient management.

The course uses an assignment sequence in which assignment build upon previous ones building to the completion of a practice plan which included aspects of managing a practice or department. The basis of instruction will be assigned readings from some introductory documents to introduce topics, assigned reading in the textbook, provided supplementary readings from websites and your own research and or experience on topics. We will focus on the skills and knowledge necessary in managing a dental practice in order to understand those functions necessary to improve the delivery of services to your patients.

Each assignment will eventually become part of the final project that is your ideal practice’s plan. You will learn to become each other’s supporters, telling what we think works well and what we think could be made ever better, and through helping each other, we will become better employers/employees ourselves.

COURSE GOALS:
- Provide the dental hygiene student with the advanced skills to effectively function as a member of the interdisciplinary dental team with emphasis on optimum patient care.
- Provide the opportunity for the student to develop and write their own ideal Practice Plan.
- Provide the student with the information needed to practice within the scope of legal, regulatory, professional and ethical issues.
- Assist the student in understanding the principles of teamwork and communications.
- Present the role of technology in the dental hygiene and dental practice.
- Work with the students to understand the contents and functioning of financial considerations in a practice.
- Understand the varied opportunities for employment within the six roles of the dental hygienist.

LEARNING OBJECTIVES:
By the end of this course, you should be able to:
1. Develop a Dental Hygiene Practice Plan;
2. Write effective Mission, goals and objectives;
3. Explain the legal and regulatory issues that affect clinical practice;
4. Integrate professional and ethical issues into a Practice Plan;
5. Develop a Quality Assurance plan;
6. Develop a plan for effective communication;
7. Write clear job descriptions;
8. Discuss the access to care issues in oral health care;
9. Demonstrate good management of patient scheduling;
10. Practice identifying patient needs and non-verbal clues;
11. Devise a plan for effective use of technology in the dental practice;
12. Assess a practice including supplies, wages, other expenses and income;
13. Establish a budget;

COURSE ORGANIZATION AND SCHEDULE:
Modules, you will see each week have multiple readings which include specific topics to accomplish the objectives of the course. Individual lectures may include attachments or links for additional information for your learning.

The subjects covered in the eight weeks are:
Week 1 - Practice Management and a Practice Plan
Week 2 - Legal and Regulatory Issues
Week 3 - Professional and Ethical Issues
Week 4 - Communications and Teamwork
Week 5 - Patient Management
Week 6 - Technology
Week 7 - Financial Planning
Week 8 – Final and Semester Project

REQUIRED TEXTBOOKS:


Supplemental readings from websites will be posted in the Module folders.

Requirements

1. Attendance
2. Participation in Graded Discussions.
3. Weekly assignments which include readings, simple research, writing responses that will be either submitted as assigned on Conversations to the instructor only or on Discussions for class reading and responses. Assignments and Discussions will have due dates attached that must be followed.
4. Midterm and final exams which will include short answers and case studies presented that require use of knowledge learned in previous assignments.
5. Final project also called a Practice Plan.

COURSE NOTES:
Late assignments and exams will have 10% deducted for every day it is late.
You will need between 8 - 12 hours a week on the course, reading, researching, thinking, writing, preparing materials and discussing your ideas with others. Remember this is only an 8 week course so twice as much time and effort is needed in the 8 weeks, as compared to a normal college semester of 15 - 16 weeks.

All quotations of six words or more from books, websites and other sources need to be cited using the rules presented in the Publication Manual of the American Psychological Association / Edition 6. This will prepare you for the future classes in your BS Degree completion course.

Plagiarism is not tolerated. All quotes or copied material must be properly cited. Locating plagiarism websites such as TurnItIn, will be used by the professor. If plagiarism is found, the student will receive an F for the assignment and will be reported to the university.

GRADING:
A grade of C or higher is required to pass this course. Any student who receives a C- or lower as a final grade must repeat the course.

INSTRUCTOR BIOGRAPHY:
Mary Moran Boudreau, RDH, MBA has instructed this on-line course since 2004 and previously and simultaneously on campus. Her background is over 30 years in dental hygiene. She received her Associates degree in Dental Hygiene, her Bachelor's degree in DH Education and Master's in Business Administration from the University of Bridgeport. After 15 years of full-time clinical practice, Mary started to diversify her career within dental hygiene. She has held positions in four roles of the dental hygienist: clinical, educator, advocate and administrator. She is presently the Executive Director of the Connecticut Oral Health Initiative. She recently was employed as the Executive Director of the Connecticut Dental Hygienists' Association and trade show representative with Perioptix besides being adjunct faculty at the University of Bridgeport. She has been employed as a sales representative and regional manager by Scherer Laboratories, district manager with Colgate Oral Pharmaceuticals, interviewer with RDH Temps, Inc. and educator with OraPharma, Inc.

Ms. Boudreau is very active in the dental hygiene profession. She is a past president of the Connecticut Dental Hygienists' Association (CDHA) and the Hartford Dental Hygienists' Association as well as holding many other positions in those associations and the American Dental Hygienists' Association. Mary is the recipient of the CDHA Mabel C. McCarthy Award and twice for the CDHA President's Award. She is a member of the Phi Kappa Phi and Sigma Phi Alpha Honor Societies.

DENTAL HYGIENE ONLINE DEGREE COMPLETION COURSES
Offered through the IDEAL Program

COURSE SYLLABUS

Dear Student,
Please read the following course syllabus carefully, especially the course dates, times and location. If you have any questions, please do not hesitate to communicate with the Dental Hygiene department, your dental hygiene academic advisor, or the instructor.

The BSDH degree completion program is designed with the adult learner in mind. Adult learners approach learning with specific goals, want to be able to directly apply new learning to their work and personal lives, and tend to learn best when the coursework is problem-centered so that they are actively engaged in the learning process. In addition, adults bring rich and varied experience to the classroom, which becomes a valuable learning resource for other students.
The BSDH Online Degree Completion Program assumes joint responsibility in the learning process. The activities and assignments in our classes build on the shared experience of all learners in each class. This is why each student’s preparation, participation and interaction in class activities and discussions are critical to the success of each course. The accelerated format of each course requires a significant amount of time outside the classroom to prepare for and complete the course assignments. This varies between students and courses; however, students typically spend a minimum of ten-twelve hours per week on course material.

To participate in the BSDH Online Degree Completion Program, it is expected that you will do the following:

1. Participate in and complete the online orientation prior to your first online course.
2. Obtain the required course materials prior to the course start date.
3. Login to your course a minimum of three times per week.
4. Complete all assignments to the best of your ability.
5. Participate in the class discussions and demonstrate respect and consideration to the instructor and other students when they express themselves in discussion.
6. If you have any technical difficulties, you must contact the Office of Distance Education immediately.

Have questions about taking an online course?
“Instructions for Taking a UB Online Course”

If you cannot perform these expectations, it is recommended that you drop the course. If you do not participate during the first week of the course, you will be dropped from the course.

Ethics Statement of Confidentiality
An integral component of the BSDH Online Degree Completion Program is student and faculty expression of personal experiences for the purpose of facilitating coursework. Students enrolled in the program are expected to honor confidentiality as it pertains to student disclosure. Shared information, comments, or opinions expressed by another student or the faculty member during the course of classroom discussion should never be used in a manner which is intended to humiliate, embarrass, harass, damage, or otherwise injure other students in their personal, public, or business lives. In addition, confidentiality must be upheld by not disclosing any information that would identify any particular individual.

INSTRUCTIONAL TECHNOLOGY
This web based class will utilize the University of Bridgeport’s CANVAS Learning Management System (LMS) for asynchronous sessions. Wimba – Online Collaborative Learning software will be used for interactive synchronous sessions. Students are provided instruction on the use of CANVAS through the online orientation provided by the Distance Learning department prior to the student starting the online program; Wimba – through the individual course instructor and podcasts provided through the Wahlstrom Library website; and conducting literary searches through the individual course instructor, Wahlstrom Library support and technical staff, and podcasts provided through the Wahlstrom Library website. Skill reinforcement and assessment are integrated into the various course assignments and exercises.

ACADEMIC DISHONESTY
It is the student’s responsibility to familiarize him or herself with and adhere to the standards set forth in the policies on cheating and plagiarism as defined in Chapters 2 and 5 of the Key to UB http://www.bridgeport.edu/pages/2623.asp or the appropriate graduate program handbook.