

DEN3010 Communication & Teamwork in Dental Office

Course title	Code	Semester	Type of course	Course structure and volume (hours)			ECTS
Communication & Teamwork in Dental Office	DEN3010	VI	Mandatory	LECTURE	22	60	2
				Seminar	10		
				Teaching in Stimulatory environment (TSE)	0		
				Teaching in the clinical environment (TCE)	0		
				Practical Lecture			
				Midterm EX.	1		
				FINAL EX.	2		
				INDEP. WORK	25		
Faculty, the educational program, and level of education	School of Dental Medicine, One cycle (5-year duration) Higher Educational Program “Dentistry”						
Staff	<p>Tamta Chikobava, Assistan,e-mail: chikobavayamta@gmail.com, mob.:599 531 714</p> <p>Pinar Kıymet Karataban, professor E-mail: Pinar.Kıymet.Karataban@bauinternational.edu.ge</p> <p>Nia Khachidze, invited lecturer E-mail:Nia.khachidze@bauinternational.edu.ge</p> <p>Personal one-to-one consultation can be arranged at an agreed-upon date and time.</p>						
Duration	15 weeks						
Prerequisite	MEDC1003; NMED2014						
Aim	This course aims to combine clinical dentistry with communication skills to be more effective in helping patients. Also emphasizing the importance of teamwork in the dental practice, towards providing background information for dentistry students.						

Methods of Teaching/Learning	Lectures, Seminars
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<p>Assessment System and Criteria</p>	<p>Student's knowledge assessment:</p> <ul style="list-style-type: none"> • MCQ (5 sessions, 5 points each) - 25 points • Verbal presentation (5 sessions, 2 points each) – 10 points • Group Presentation – 5 points • Midterm –MCQ – 20 points • Final exam-MCQ - 20 points, Verbal Exam – 20 points – Total 40 points • Total -100 points <p>TESTING</p> <p>MCQ (Multiple Choice Question)</p> <p>Each MCQ question is assessed by 0.5 points.</p> <p>VERBAL PRESENTATION</p> <p>Demonstration of knowledge of theoretical topics, discussion over specific issues in the form of narration, or answering questions.</p> <p>2 Points: The student is well prepared, thoroughly proficient in syllabus material. The answers to the questions are correct, justified, and reasoned. The student is thoughtful and well versed in the problem area.</p> <p>1 Points: The student knows only part of the syllabus topic, the answers to the questions are correct but incomplete/unreasonable.</p> <p>0 Points: The student is completely unprepared. Does not have a syllabus topic, cannot answer any questions.</p> <p>GROUP PRESENTATION</p> <p>Group presentation assessment criteria (5 points):</p> <p>Presentation in groups of 2-3 students</p> <p>Demonstrations of theoretical knowledge - 3 points:</p> <ul style="list-style-type: none"> 3 point – material is demonstrated fully 2 points – material is not full enough 1 point - material is demonstrated partially <p>Academic level and design - 1 point;</p> <ul style="list-style-type: none"> Visual and technical quality of the material - 0,5 point; Review of the available modern material related to the topic - 0,5 point; <p>Presentation and communication skills - 1 point;</p> <ul style="list-style-type: none"> a. Group working and listening culture - 0,5 point; b. Correct language and style - 0,5 point;
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MIDTERM

Midterm exam – MCQ - 20 points. Each MCQ question is assessed by 0.4 points. For a positive result, the student must correctly answer at least 50% of the total number of questions.

FINAL

Final Exam - 40 points

The final exam is conducted in a combined way:

- Test-based form (MCQ -50 tests with 0.4 points) for each question – 20 points.
- Oral form (4 topics each scored a maximum of 5 points)- 20 points.

Verbal Exam assessment criteria (5 points)

5 points - The answer is comprehensive. Student's thinking ability is clearly visible. The topic is precisely and fully presented. The terminology is duly used. The student masters the material regarded by the course on a proper level. He/she has fully and profoundly learned the main literature.

4 points - The student answers all questions, but independent thinking ability is not clearly visible. The terminology is correctly used. No major errors can be found. The student masters the material regarded by the course on a proper level. He/she has learned the main literature.

3 points - The answer is incomplete. The topic is presented on a satisfactory level but it lacks the thinking ability and is rather based on memorizing. The terminology is scarcely used. The student masters the material regarded by the course but a few errors can be detected.

2 points - The answer is incomplete. The terminology is incompletely used. The material is partially presented. The student masters the main literature on an insufficient level. A few major errors can be detected.

1 point - Student's answer is not complete. The terminology is not used or is used in the wrong way. The answer is mainly erroneous. The topic is presented in a fragmented fashion.

0 points - The answer does not correspond to the question or it is not presented at all.

Prerequisite for the Final Exam are:

Prerequisite for the Final Exam is the situation when at least 50 % of the current assessment level is achieved.

70% of the Subject hours should be attended.

The final exam is considered as passed if the student has at least 21 points (minimal competence limit).

The course (module) is considered as passed if the student has at least 51 points during one semester.

The maximum course assessment score is 100 points. The student's assessment system includes:

a) five types of positive assessment:

(A) Excellent – 91-100 points.

(B) Very good – 81-90 points.

(C) Good – 71-80 points.

(D) Satisfactory – 61-70 points.

(E) Acceptable – 51-60 points.

(FX) Student could not pass the examination – 41-50 point that means that the student is required to work more for passing the exam, and that she/he is entitled to retake the exam only once after individual work;

(F) Failed to pass – 40 points and lower which means that the work done by the student is not sufficient and she/he has to retake the course.

After the results of final exams are available, students with FX assessment have a right to retake an exam during an additional exam week in the same semester.

An interval between a final and a corresponding additional exam must be at least 5 days after the results of a final exam become available.

<p>The core literature</p>	<p>1. The Dentist's Guide to Improving Communication 2022 Dr. Naren Arulrajah</p> <p>2. Communication Skills for Dental Health Care Providers- Young, Lance Brendan; Wolf, Bianca; International Quintessence Publishing Group. 2015.</p>
<p>The auxiliary literature</p>	<p>1. Interprofessional Communication in Healthcare 2023 Theresa A. Brown (Editor), Debra G. Jones;</p> <p>2. Communication Skills for the Healthcare Professional Laurie Kelly McCorry, Jeff Mason 2011, Lippincott Williams and Wilkins</p> <p>1. Practice Management for the Dental Team 8th Edition Betty Ladley Finkbeiner CDA Emeritus BS MS, Charles Allan Finkbeiner BS MS Elsevier</p>

Learning Outcomes

NQF*	COURSE LEARNING OUTCOMES	PROG. LO	Lecture	Seminar	Teaching in simulation environment	Teaching in clinical environment	Practical Lecture	Midterm ex.	Final exam	ASSES. METH.
KNOWLEDGE AND AWARENESS	<p>The student:</p> <ul style="list-style-type: none"> Relates communication skills with teamwork in the dental office. Acknowledges that teamwork is an essential part of modern dentistry and also critical for the provision of high quality dental care. Differentiates the official and representative bodies within dentistry and categorizes who is who in the dental team. Compares the team roles of dental care professionals (DCPs) and non-clinical dental team and ensures that the dental treatments and services are focused upon the patient's best interests. Criticizes the results of dental treatment whilst establishing an effective monitoring and maintenance programme for patients, in cooperation with the dental team. 	2,1 2,2	X	X				X	X	MCQ Verbal Presentation Group Presentation
SKILL	<ul style="list-style-type: none"> Demonstrates teamwork and strong communication skills and enhances their leadership skills. Collaborates with members of the dental team with regard to patient oriented treatment plans. Develops plans to measure and monitor the quality of care that is provided regarding a set standard Supports communicating with care regarding a healthy dentist-patient relationship 	2,1 2,2 4,1 1.1	X	X				X	X	Verbal Presentation, Group presentation

	<ul style="list-style-type: none"> • Relates the ethical principles in the dental healthcare context and differentiates between ethical or unethical situations and acts on them appropriately. • Defends patients' rights, confidentiality and supports informed consent to treatment . 									
RESPONSIBILITY AND AUTONOMY										

Supplement 1

Learning Course Content

DAYS №	Topics	Lecture (hrs)	Seminar (hrs)	TSE (hrs)	TCE (hrs)	Practical Lecture
I	Why good patient communication is important Communicating with care The dentist-patient relationship	2				
II	Patient Satisfaction = Perception – Expectations Testing Verbal Presentation: The importance of effective communication TESTING	2	2			
III	Understanding Patients’ Rights Confidentiality, Informed consent to treatment	2				
IV	Verbal Presentation: Ethical approach to patients’ rights and expectations		1			
V	Dealing with difficult patient situations	2				
VI	The fundamentals of patient relations Verbal Presentation: Portrait of the ‘ideal’ dentist from the patient’s perspective TESTING	2	1			
VII/VIII	MIDTERM EXAM	1				
IX	Touchpoints of patient communication	2				

X	Measuring patient satisfaction 'Satisfied patients become loyal patients' Verbal Presentation:The importance of the initial contact TESTING	1	1			
XI	The dental Examination	1				
XII	Treatment planning and discussing the treatment options, fees and insurance Verbal presentation	1	1			
XIII	Verbal Presentation: Reframing ideal dentist and Management of difficult patients TESTING	1	1			
XIV	Adopting a team approach in the dental office	2				
XV	The team, Official bodies within dentistry, Representative bodies Who' s Who in the Dental Team TESTING	1	1			
XVI	Staff selection and conducting healthy relations with the staff and clinicians	1				

2023-2023						
XVII	Setting goals and training of the dental team	2	2			
	Measuring the performance of the dental team					
	PPT					
	FINAL EXAM	2				