COMMON COURSE OUTLINE: Course discipline/number/title: DA 1200: Dental Communications

A. CATALOG DESCRIPTION
   1. Credits: 3
   2. Hours/Week: 2 hours lecture, 2 hours lab
   3. Prerequisites (Course discipline/number): DA Program Admission
   4. Co-requisites (Course discipline/number): None
   5. MnTC Goals (if any): NA

   This course introduces the dental assisting student to the members of dental health team, training and credentialing requirements, methods of delivering dental care, and the professional dental organizations. The second component focuses on verbal and non-verbal communications and psychology as they relate to dentistry. The final component covers principles of dental jurisprudence and ethics. This course is to be taken the first year of the two year option.

B. DATE LAST REVISED (Month, year): April, 2012

C. OUTLINE OF MAJOR CONTENT AREAS:
   Part 1: Personal Skills for Success
   1. Study Skills
   2. Thinking and Reasoning Skills
   3. Setting Goals and Time Management
   4. Stress Management
   5. Personal and Professional Characteristics for Success

   Part 2: Introduction to Dentistry
   1. The Dental Profession
      a) Historical Evolution of Dentistry
      b) Delivery of Dental Care
         i. General and Specialty Practice Dentistry
         ii. Options of Dental Care Delivery
      c) The Dental Health Team
         i. The Dentist: Job description, required licensing, professional organizations
         ii. The Dental Assistant: Job description, required education, required licensing, professional organizations.
         iii. The Dental Hygienist: Job description, required education, required licensing, professional organizations.
         iv. The Dental Laboratory Technician: Job description, required education, required licensing, professional organizations.
   2. Ethics and Jurisprudence
      a) Ethics
         i. Principles of Ethics and Code of Professional Conduct of the ADAA
         ii. Professional and Personal Ethics
         iii. Understanding the Patient’s Point of View
      b) Jurisprudence
         i. Legal Terms
         ii. Minnesota Dental Jurisprudence
         iii. What to do if the Dentist is Sued or Called into Court
      c) State Regulation of Dentistry
         i. The State Dental Practice Act
         ii. The State Board of Dentistry
         iii. Licensure
         iv. Suspension and Revocation
         v. Certification and Registration
         vi. The Doctrine of Respondent Superior
         vii. Liability Insurance
         viii. Expanded Functions for Dental Auxiliaries
         ix. Levels of Supervision for Auxiliary Practice
         x. The Illegal Practice of Dentistry
C. OUTLINE OF MAJOR CONTENT AREAS: Continued...

d) Civil Law and the Dentist
   i. Contract and Tort Law
   ii. Legal Responsibilities and Due Care
   iii. Understanding the Patient’s Point of View

e) Good Samaritan Law
   i. Americans with Disabilities Act
   ii. Health Insurance Portability and Accountability Act
   iii. The Dentist’s Legal Responsibilities to the Patient

f) Risk Management
   i. Rules
   ii. Patient Records
   iii. Emergencies
   iv. The Practice Information Brochure

PART 3: Communication Skills

1. Verbal and Nonverbal Communications
   a) Introduction to Communications
      I. The Communication Cycle
      II. Forms of Communications
      III. Barriers of Effective Communications
   b) Nonverbal Communications
      I. Body Language
      II. Proxemics-Personal Territory
      III. Appearance, Dress, Image
      IV. Effects of the Environment
      V. Attitudes Expressed in Actions
      VI. Observation Skills
      VII. Using Nonverbal Communications to Your Advantage
   c) Active Listening Process
      I. The Listening Process
      II. Barriers to Active Listening
      III. How to be a Good Listener
   d) Oral Communications and Public Speaking
      I. Voice Qualities and Diction
      II. Main Parts of a Speech
      III. Factors Contributing to an Effective Speech
      IV. Prepared Speeches
   e) Written Communications
      I. Word Categories and Their Uses
      II. Sentence Structure and Formation
      III. Punctuation, Capitalization, Numbers
      IV. Common Errors

2. Patient Communication
   a) Stages of Effective Patient Interaction
      i. Introductory
      ii. Patient Assessment
      iii. Treating and Monitoring
      iv. Feedback and Follow-up
   b) Keys to Successful Communication
   c) Conversing with Diverse Populations
      i. Asians
      ii. Spanish
      iii. African-Americans
      iv. Native Americans
      v. Pacific Islanders
C. OUTLINE OF MAJOR CONTENT AREAS: Continued . . .

d) The Helping Interview
   i. Trust Building
   ii. Sympathy/Empathy
   iii. Identification of the problem
   iv. Resolution

3. Communicating Within an Organization
   a) Power, Influence and Leadership
   b) Communication Models in Organizations
   c) Characteristics of Work Groups and Teams
   d) Team Processes
   e) Major Factors that Influence Team Effectiveness
   f) Facilitators and Barriers of Effective Team Communication
   g) Group Problem Solving
   h) Conflict Resolution
   i) Team Project

Part 4: Understanding Patient Behavior, Psychology and Learning Theories

1. Patient Behavior
   a) Factors Affecting Patient Behavior
   b) Objective and Subjective Fears

2. Psychology
   a) Definition of Psychology
   b) Normal Behavior
   c) Psychological Disorders
      i. Anxiety Disorders
         1. Generalized Anxiety Disorders
         2. Panic Attacks and Panic Disorders
         3. Phobias
         4. Obsessive-Compulsive Disorders
         5. Post-Traumatic Stress Disorders
      ii. Mood Disorders
         1. Depression
         2. Major Depression
         3. Seasonal Affective Disorder (SAD)
      iii. Somatoform Disorders
         1. Somatization Disorder
         2. Psychogenic Pain Disorder
         3. Hypochondriasis (Hypochondria)
      iv. Eating Disorders
         1. Anorexia Nervosa
         2. Bulimia Nervosa
      v. Personality Disorders
         1. Narcissistic Personality
         2. Antisocial Personality
         3. Passive Aggressive Personality
         4. Dependent Personality
         5. Avoidant Personality
         6. Obsessive-Compulsive Personality
         7. Historic Personality
      vi. Schizophrenia
         1. Definition
         2. Characteristics
      vii. Dissociative Disorders
         1. Amnesia
         2. Multiple Personality
C. OUTLINE OF MAJOR CONTENT AREAS: Continued . . .

viii. Impulse Control Disorders
1. Pathological Gambling
2. Pathological Lying
3. Defense Mechanics
4. Learning Theories
   a. Cognitive Development Learning Theory
   b. Psychoanalytic Development Learning Theory
   c. Moral Development Learning Theory
   d. Behavioral and Humanistic Learning Theory

Part 5: Therapeutic Communications to Meet Patient Needs
1. Various Age Groups
   a) Children
   b) Adolescents
   c) Adults
   d) Geriatric
2. Frightener, Angry, and Aggressive Patients
3. Stressed and Anxious Patients
4. Abusive and Abused Patients
   a) Definitions
   b) Types and Signs of Abuse
   c) Minnesota P.A.N.D.A Program
   d) Filing an Abuse Report
   e) Sexual Harassment
5. Sexually Suggestive
6. Drug Dependent
7. Patients with AIDS
8. Patients Experiencing Loss or Grief

Special Topics (Team Projects)
1. Gender Issues and Communications
2. Generation Groups and Communications
3. Effective Communications with Persons with Disabilities
4. Multicultural Communications
5. Effective of Color in Communications
6. Etiquette with New Communication Technology: Email and Cell Phones
7. Puppetry as a Communication Tool
8. Bulletin Boards as a Communication Tool

D. LEARNING OUTCOMES (GENERAL): The student will be able to:
1. Develop effective study skills.
2. Enhance personal thinking and reasoning skills.
3. Employ effective goal setting and time management.
4. Develop stress management skills.
5. Identify personal and professional characteristics for success.
6. Demonstrate professional dental assistant traits.
7. Describe the historical evolution of dentistry.
8. Define general and specialty dental practices.
9. List and define the specialty dental practices.
10. List and describe options of dental care delivery.
11. Describe the general functions of the dentist, dental assistant, dental hygienist, and the dental lab technician.
12. Describe the educational requirements for the dentist, dental assistant, dental hygienist, and the dental lab technician.
13. Describe the credentialing and licensing requirements for a dentist, dental assistant, dental hygienist, and dental laboratory technician.
14. Describe the function and structure of the professional dental organizations.
15. Describe dental assisting certification and licensure.
D. LEARNING OUTCOMES (GENERAL): The student will be able to: Continued... 
16. Define terms related to dental ethics and jurisprudence. 
17. Demonstrate knowledge of Minnesota dental jurisprudence. 
18. Differentiate ethical/non-ethical professional behavior. 
19. Describe and differentiate criminal and civil law. 
20. Describe the state regulation of dentistry. 
21. Describe dental auxiliary expanded functions and their levels of supervision and it relates to dental practice. 
22. Describe dental contract law. 
23. Describe laws relating to standard of dental care and responsibilities to the dental patient. 
25. Describe effective strategies for dental risk management. 
26. Describe the communication cycle. 
27. Recognize the various forms of human communications. 
28. Identify facilitators and barriers of effective communications. 
29. Identify and interpret various forms of nonverbal communications. 
30. Explain the effect of proxemics on communications. 
31. Explain the potential effect of a caregiver’s physical appearance and the environment on communications. 
32. Describe effective observation skills. 
33. Demonstrate effective positive nonverbal communications 
34. Explain the importance of effective listening in dental communications. 
35. Describe effective listening techniques. 
36. Recognize barriers to effective listening. 
37. Employ effective listening skills. 
38. Describe characteristics of effective oral communications. 
39. List and describe the main parts of the speech. 
40. Develop an effective speech outline. 
41. Prepare and deliver an effective three to five minute speech. 
42. Describe correct sentence structure and usage. 
43. Demonstrate the use of correct grammar and numbers in written form. 
44. Demonstrate correct punctuation. 
45. Describe and simulate effective patient communication techniques. 
46. Describe organizational leadership and communication models. 
47. Describe characteristics of work groups and teams. 
48. Describe team processes. 
49. Identify factors that influence team effectiveness. 
50. Identify facilitators and barriers of effective team communications. 
51. Describe effective counseling, confrontation, and problem solving skills. 
52. Function as an effective team member in completing a team project. 
53. Describe background factors that affect patient behavior. 
54. Describe objective and subjective patient fears. 
55. Describe characteristics of normal behavior. 
56. Describe the characteristics of various psychological disorders. 
57. Describe human coping mechanisms and explain their advantages and disadvantages to the dental patient. 
58. Describe human learning theories and their impact on patient behavior. 
59. Describe therapeutic communications for the diverse needs of various patients. 
60. Define, list the types, and describe the signs of abuse. 
61. Describe abuse reporting requirements for dental professionals. 
62. Discuss issues relating to sexual harassment. 
63. Discuss effective communications with persons with disabilities. 
64. Discuss effective multicultural communications. 
65. Discuss color as a communication tool. 
66. Discuss e-mail and cell phone etiquette. 
67. Discuss puppetry and bulletin boards as communication tools.

E. LEARNING OUTCOMES (MNTC): NA
F. METHODS FOR EVALUATION OF STUDENT LEARNING:
1. Weekly quizzes.
2. Written assignments.
3. A prepared speech on a dental topic. Both the speech outline and the speech presentation will be graded.
5. Classroom and small group discussion assignments.
6. A team project to develop an informative presentation, or a puppet show, or a bulletin board.
7. Final written exam
8. Attendance
9. Affective Behavior Assessment

G. RCTC CORE OUTCOME(S) ADDRESSED:
- Communication
- Critical Thinking
- Global Awareness/Diversity

H. SPECIAL INFORMATION (if any): None