



*CDM 4060 - Practice Management*

## I. Course Information

**Course:** CDM 4060 - Practice Management

**Semester Credit Hours:** 1.0

**Course CRN and Section:** 24042 - D01

**Semester and Year:** Fall 2021

**Course Start and End Dates:** 07/26/2021 - 12/12/2021

**Building and Room:** HPD-Assembly I Building - 2105HULL

## II. Instructor Information

**Professor:** Aryia Amini

**Email:** aamini@nova.edu

**Office Hours:**

By Appointment

## III. Class Schedule and Location

Day	Date	Time	Location	Building/Room
W	07/28/2021 - 08/11/2021	11:10 AM - 11:59 AM	Ft Lauderdale/Davie Campus	HPD-Assembly I Building- 2105HULL
W	08/18/2021 - 12/12/2021	11:10 AM - 11:59 AM	Ft Lauderdale/Davie Campus	HPD-Assembly I Building- 2102RESN

## IV. Course Description

The course will be a continuum of information supporting the understanding of the dental profession, with an emphasis on the business of dentistry, practice management and medical/legal issues. Discussions about marketing, employee management, business entities, financing, and best business practices will be presented along with speakers and guests. Assignments will be designed to supplement readings and in class activities will be group projects. Reading for in class projects will be expected to be completed prior to date of activity.

## V. Course Objectives / Learning Outcomes

### Course Learning Outcomes

At the completion of this course, the student will be able to:

- 1) Understand the principles of ethics, practice management and business models of dentistry applicable to practicing dentistry
- 2) Evaluate different models of oral health care management and delivery, reimbursement, principles of financial management
- 3) Describe factors relating to the establishment of a practice, professional agreements, employment and

ownership and legal considerations of each

4) Describe methods of managing patient information, scheduling, recall, informed consent, record keeping, risk management

5) Utilize appropriate interpersonal and communications skills in treating a diverse patient population and function successfully in a multicultural work environment

**COLLEGE OF DENTAL MEDICINE COMPETENCY STATEMENTS Faculty Note: Use the most updated version of the CDM Predoctoral Competency document to select the corresponding competencies for this course. Be sure to select the number of the competency statement and the verbatim competency as it appears on the competency document. For each competency indicate the type of assessment (formative or summative) that will be employed to measure the attainment of the competency.**

**Core Competencies:**

20. Graduates must be competent in the application of the fundamental principles of behavioral sciences as they pertain to patient-centered approaches for promoting, improving and maintaining oral health.

*[CODA Predoctoral Standard 2-16] Formative- Discussion forum, class participation, quizzes Summative assessment, final exam*

21. Graduates must be competent in managing a diverse patient population and have the interpersonal and communications skills to function successfully in a multicultural work environment.

*[CODA Predoctoral Standard 2-17] Formative- Discussion forum, class participation, quizzes Summative assessment, final exam.*

22. Graduates must be competent in applying legal and regulatory concepts related to the provision and/or support of oral health care services.

*[CODA Predoctoral Standard 2-18] Formative- Discussion forum, class participation, quizzes Summative assessment, final exam.*

23. Graduates must be competent in applying 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.

*[CODA Predoctoral Standard 2-19] Formative- Discussion forum, class participation, quizzes Summative assessment, final exam.*

24. Graduates must be competent in communicating and collaborating with other members of the health care team to facilitate the provision of health care.

*[CODA Predoctoral Standard 2-20] Formative- Discussion forum, class participation, quizzes Summative assessment, final exam*

25. Graduates must be competent in the application of the principles of ethical decision making and professional responsibility.

*[CODA Predoctoral Standard 2-21] Formative- Discussion forum, class participation, quizzes Summative assessment, final exam*

- This refers to the same as the items in the CDM Competency Document

## **FOUNDATION KNOWLEDGE STATEMENTS FOR THE GENERAL DENTIST**

FK9: Apply knowledge of sociology, psychology, ethics and other

behavioral

sciences in the prevention, diagnosis, and management of oral disease and the promotion and maintenance of oral health.

Foundation Knowledge disciplines covered by FK9 include: Sociology, Psychology, Philosophy and Ethics, Cultural Competence, Ergonomics, Applied Nutrition, Communication Skills, Emotional Intelligence and other Behavioral Sciences, etc.

Clinical Science areas where FK9 may have relevance include: all major clinical disciplines where patient interaction is anticipated including Speech Therapy and Clinical Nutrition, Nicotine Replacement Therapy, and Practice Management including Access to Care and Patient Education and Compliance.

FK9-1: Apply principles of sociology, psychology, and ethics in making decisions regarding the management of oral health care for culturally diverse populations of patients. (Encompasses Sociology, Psychology, Ethics, Cultural Competence, Emotional Intelligence, Communication Skills, Community Health, Public Health, etc.).

## **VI. Materials and Resources**

### **Course Required Texts and Materials:**

**Required Textbook:** *Business Basics For Dentists*, David O. Willis. 2013. Wiley-Blackwell,

Note: Required book for the class is available in a digital format for download from library using below link:

<https://novacat.nova.edu:443/record=b3701548~S13> (Links to an external site.)

This link will take you to the entry in the University's book catalog. Click on the link that says [Available via Ebook Central; click here for access](#) (Links to an external site.) and it will direct you to the ebook.

Students can download the book and it will last 21 days, after which it will expire. However, the student can download the book again.

Other Required materials/Presentations

Speaker presentations via zoom for each lecture

Faculty Note: Please indicate the textbooks that are **required** for the class and if available, hyperlinks to the textbook. Also, indicate if there are articles or links to required readings that are required for the class *and* the site where the articles are available for the student (such as Canvas, library, database).

### **Course Supplemental Materials:**

Power point presentations, recordings, and reference materials posted on Canvas, Information/case scenarios/ Discussion Forums, and articles posted under Course Modules

Supplemental, Recommended, Optional, NOT required

**The access to all instructional resources included in this course, such as, lectures, handouts, manuals, PowerPoint presentations, videos, photographs, pictures, articles and web links is limited to students who are enrolled in the course and is not for public distribution. The use of these instructional resources is exclusively for non-commercial and non-profit educational use. Students are recommended to download the instructional resources provided in the course, UNLESS, the course director instructs NOT to download specific files. We recommend that all students download, save, and keep the instructional materials from all the courses. These instructional resources will be very helpful references as you progress from year to year in the program.**

## VII. Course Schedule and Topic Outline

### Course Schedule:

See Topic Outline

### Topic Outline:

Course Schedule (Subject to Change)										
CDM 4060 Practice Management - Wednesdays 11:10- 12:00 PM FALL 2021										
Class #	Date	Presentation Topic							Presenter	
1	8/4/2021	Introduction, Course overview							Dr Amini	
2	8/11/2021	An overview, 10 key points in understanding Practice management in Covid-19 era and beyond							Roger Levin D.D.S	
3	8/18/2021	Practice management Boot Camp( Pacific Dental Services)								
		Introduction, overview, leadership, and trust								
4	8/25/2021	Practice management Boot Camp (Pacific Dental Services)								
		Building a high performance team								
4	9/1/2021	Practice management Boot Camp ( Pacific Dental Services)								

		Top 10 surprises to expect after dental school							
5	9/8/2021	Practice management Boot Camp ( Pacific Dental Services)							
		Contract negotiations							
6	9/15/2021	Practice management Boot Camp ( Pacific Dental Services)							
		Landing your dream job							
7	9/22/2021	Practice management Boot Camp ( Pacific Dental Services)							
		Patient experience							
8	09/29/2021	Practice management Boot Camp ( Pacific Dental Services)							
		Overhead in dental practice							
9	10/06/2021	Practice management Boot Camp ( Pacific Dental Services)							
		overcoming team dysfunction							
10	10/13/2021	Practice management, Profit and Loss (P & L) analysis							Dr Don Gallo
11	10/20/2021	Practice management, Leadership and Team building							Dr Don Gallo
12	10/27/2021	Practice management, Accountability to lead behaviors							Dr Don Gallo
		and align the team on common goals							

13	11/03/2021	Practice management, Banking and Financing							Phil DiDonato	
14	11/10/2021	Practice management, Banking and Financing							Phil DiDonato	
15	11/17/2021	Practice management strategies in cosmetic practice							Dr Larry Rosenthal	
		Tips and best practices								
16	11/24/2021	Debt Management Course review for final exam preparation							John LaSota (NSU) Amini	
17	12/01/2021	Final Exam						Dr Amini		

**“Important note – Please note that due to the current Coronavirus pandemic, course schedules and course activities may be modified now and in future. Faculty and students are responsible for keeping apprised of these changes and adjusting their schedules accordingly.”**

## VIII. Instructional Methods

In this section of the syllabus you will find information about any course (instructional, assessment, assignments, benchmarks and/or clinical) modifications that were added to the course as a result of COVID-19

Students in person class; Guest Speakers via zoom

## IX. Assignments

Description of Assignments, Point Value and Rubrics

Course Participation: ( 20% of total grade)

Leadership Discussion Forum                      100% value

Ethics Discussion Forum                              100% value

Practice Management Discussion Forum      100% value

Patient Management Discussion Forum      100% value

### Rubric

Simply agree or disagree is not sufficient. Students must have "substantive post" as well constructed, thoughtful, independent comment that includes their explanation in paragraph. Students will receive zero point for missing or content-less reply.

Quizzes: ( extra credit added to final total grade)

Quiz #1    1 point value

Quiz #2    1 point value

Quiz #3    1 point value

Quiz #4    1 point value

Quiz #5    1 point value

**Other Assignments: Videos, reading assignments of articles.**

**Refer to each modules in Canvas                      Not graded**

Course Assignments									
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			Building a high performance team					
4	9/1/2021		Practice management Boot Camp ( Pacific Dental Services)					
			Top 10 surprises to expect after dental school					
5	9/8/2021		Practice management Boot Camp ( Pacific Dental Services)					
			Contract negotiations					
6	9/15/2021		Practice management Boot Camp ( Pacific Dental Services)					
			Landing your dream job					
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			Patient experience					
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14	11/10/2021	Practice management, Banking and Financing						
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		Tips and best practices						
16	11/24/2021	Debt Management, Course review for final exam preparation						

## X. Grading Criteria

**Provide a List of all the graded work in the course (Assessments, Class Activities, Classwork and Assignments) with Point or Percentage Values, or required Completion item.**

**Grading Scale:**

Grading Criteria

Final Exam

20%

60%Participation/Discussion Forum

20%Class Attendance

Quizzes (extra credit): Students will receive one point for each quiz ( credit/point for correct answer only). There will be five maximum potential extra credit of five points to be added to the final class grade.

**Course Final Grade Mode for the course (Pass/Fail, PR/NPR or Letter Grade). For a**

continuum course, please specify the grade mode for each semester.

**Final Course Grade:**

PH (93-100)

P (70-92)

F (below 70)

**Course Grading Scale**

Letter Grade	GPA	Equivalence
A	4	93 to 100
A-	3.75	90 to < 93
B+	3.5	86 to < 90
B	3	83 to < 86
B-	2.75	80 to < 83
C+	2.5	76 to < 80
C	2	70 to < 76
F	0	<70

## XI. Course Policies

**COURSE ATTENDANCE REQUIREMENTS, REMEDIATION POLICY, ALL CDM POLICIES**

**Attendance Policy :** Please refer to appropriate pages of the NSU-CDM 2020-2021 Student Handbook.

**Link to the handbook:**

<https://liverootnova.sharepoint.com/dentmed/Active%20Docs/Policies%20and%20Procedures/Pre%20a2020%20CDM%20PreDoctoral%20Student%20Handbook.pdf?wa=wsignin1.0>

**Remediation Policy:** Please refer to appropriate pages of the NSU-CDM 2020-2021 Student Handbook.

**“Successful completion of each CDM course requires compliance with the CDM Code of Behavioral Conduct.”**

**CDM College Attendance Policy** Please note that, the Office of Admissions, Student Affairs and Services manages excused absences including sick days, mission trips, dental meetings, externships, interviews, family events, and other personal leave time, etc. and all student absences will continue to be tracked in axiUm. (Please refer to NSU Wide Religious Holidays Policy in the Student Handbook.) • Planned excused absences: please fill out the appropriate paperwork, with backup documentation (e.g. physician’s note), and submit on the online portal for the Office of Student Services prior to the scheduled absence, so that we can approve the leave time, and help you map out a plan to make up the work. It is the student’s responsibility to inform the course director for any courses you will be missing, your team leader for any clinic sessions that will be missed and/or the Coordinator of Extramural Programs (Dr. Mairelina Godoy), etc. of your planned absence(s). • Unplanned excused absences: please email Dr. Galka at [agalka@nova.edu](mailto:agalka@nova.edu) with a cc to [cdmservices@nova.edu](mailto:cdmservices@nova.edu) to report that you will be out, the reason for your absence and to also let us know if you plan to return to school the following day. You should also email the course director for any courses you will be missing, Dr. Mairelina Godoy [mg1189@nova.edu](mailto:mg1189@nova.edu) for any rotations you will be missing and/or your team leader for any clinic sessions scheduled for that day. You must continue to email us daily to keep us updated if you will be out additional days and you can submit your SREA form together with backup documentation when you know the date you will return to school. • The student will be responsible for making up all missed rotations, all material presented in lectures, all laboratory projects, all written and practical examinations (including OSCEs) and must fulfill all didactic and clinical responsibilities as outlined in the individual course syllabi. Also, please review the attendance policy in the individual course syllabi. • Please do not schedule externships or interviews when you are

scheduled for an examination or rotation. • Remember, it is your responsibility to reach out to our office for any unexcused absences to see if these fall under excused absences and/or to see how the unexcused absence will be managed. Also, please contact Dr. Mairelina Godoy directly to arrange makeup of any and all missed rotations, which will take place during optional clinic weeks. • Every student will be able to take 1 Personal Day/per Semester (3 Personal Days/Academic Year) with NO BACKUP DOCUMENTATION REQUIRED, provided the day(s) are not taken when you are scheduled for a rotation, written examination, practical/competency examination, OSCE or taken directly before/after a school holiday, etc. These absences will be managed through our office and designated as excused absences, provided our office is notified by email in advance or on the day of the absence. (Please indicate in the email if you will be using a personal day and designate D-1, D-2, D-3 or D-4 student.) For any additional absences to the 1 Personal Day/per semester, or in the event that you will be missing a written examination, a preclinical or clinical practical/competency examination, including an OSCE, or rotation, backup documentation WILL be required. Again, it is the student's responsibility to notify all course directors, team leaders, and/or the Coordinator of Extramural Programs, etc. affected by your absence(s). Please check your individual schedule before requesting a personal day, to be sure that you will not be missing a rotation or an exam. A personal day will be recorded as a full day. (Half days cannot be requested.) A personal day must be requested on or before the day in question and cannot be used retroactively. **COVID-19 Protocol (subject to change)**1. NO STUDENT IS TO COME TO SCHOOL SICK- if you do not feel right- please do NOT come to school. Email Dr. Galka- Assistant Dean for Admissions, Student Affairs and Services (agalka@nova.edu) 2. If a student has had direct/close contact with someone who has been infected with COVID-19 or is experiencing COVID-like symptoms- immediately self- isolate/quarantine. Email Dr. Galka and Dr. Schweizer- Director Infection Prevention Programs (schweize@nova.edu). a. Direct Exposure/ Asymptomatic: test on day 7- if negative test result- can come back after 10 days : if NO test- quarantine 14 days b. Symptomatic (with or without Direct Exposure): test immediately and then again on day 7- if negative test result on day 7- can come back after 10 days : NO test- quarantine 14 days and must be symptom-free for 72 hours 3. If a student tests positive for COVID-19: remain self-isolated. To return to school: student needs to have 2 consecutive negative test results in a row (at least 24 hours apart). 4. Students who are in quarantine, need to contact both Dr. Galka and Dr. Hernandez (marher@nova.edu) to determine if they can participate in online courses during this time

## XII. University Policies

### Section XII. University Policies:

Class content throughout this course may be recorded in accordance with the NSU Class Recording Policy. If class content is recorded, these recordings will be made available to students registered for this course as a supplement to the classroom experience. Recordings will be made available to all students who were registered to attend the live offering of the class, regardless of a student's section or discipline, or whether the student is participating in the course online. If recordings are intended to be accessible to students or third parties who were not registered for the live offering of the class, students' personally identifiable information will be removed or redacted from the recording, unless (1) their written consent to such disclosure was previously provided, or (2) the disclosure is permissible in accordance with the Family Educational Rights and Privacy Act ("FERPA").

Students are prohibited from recording audio or video, or taking photographs in classrooms (including online classes) without prior permission from the instructor or pursuant to an approved disability accommodation, and from reproducing, sharing, or disseminating classroom recordings to individuals outside of this course.

Students found engaging in such conduct will be in breach of the Student Code of Conduct and subject to disciplinary action.

**Academic Integrity:** Cheating or inappropriate behavior during any written examination, quiz, any assignment, any project; plagiarism of any work(s), or other unethical behavior will not be tolerated; the student risks receiving a grade of zero (0) for said examination, quiz, assignment, project and may be

referred to the Associate Dean for Academic Affairs and the Student Progress Committee. Please refer to appropriate pages of the NSU-CDM 2020-2021 Student Handbook. and the NSU Student Handbook located at

<https://liverootnova.sharepoint.com/dentmed/Active%20Docs/Policies%20and%20Procedures/Pre%20and%202020%20CDM%20PreDoctoral%20Student%20Handbook.pdf?wa=wsignin1.0> .

**Plagiarism Policy:** All assignments, exams, works, patient care - written, laboratory, oral, clinical must be done as the independent work of each individual student. Plagiarism, copying or sharing the work of another or altering documentation to reflect something is your own work that is not; reflect false attendance, are considered serious offences that will not be tolerated. THESE ACTIONS WILL BE CONSIDERED IN VIOLATION OF THE UNIVERSITY AND THE CDM CODE OF BEHAVIORAL CONDUCT AND WILL BE REFERRED FOR APPROPRIATE ACTION. Students who need assistance in their learning goals should communicate with the appropriate NSU-CDM course director and/or faculty. Please refer to appropriate pages of the NSU and the CDM 2020-2021 Student Handbook. Following a link to the NSU Student Handbook

<https://liverootnova.sharepoint.com/dentmed/Active%20Docs/Policies%20and%20Procedures/Pre%20and%202020%20CDM%20PreDoctoral%20Student%20Handbook.pdf?wa=wsignin1.0>