Year- End Report

2013-2014

Department: Dental Assisting and Dental Hygiene

Document Prepared By:

Eve Sidney
Department Information

Annual Updates

Review & Documentation:

Current year goals & outcomes
1. Develop an annual master calendar with due dates for each of the monitoring mechanisms on the Dental Hygiene Assessment Plan.
   The calendar was developed, adhering to due dates was a bit of a challenge. We have learned much this year and will apply changes next year.

2. Implement calendar due dates and evaluate monitoring mechanisms.
   The calendar was developed, adhering to due dates was a bit of a challenge. We have learned much this year and will apply changes next year.

3. Review and Update Quality Assessment Plan Each Semester and modify as needed.
   Faculty will review the winter Quality Assessment Outcomes for winter semester 2014 on May 12, 2014. This is the date of our annual faculty retreat.

4. Complete and review Chart Audits (DHY 129, 139, 249 259) Process (standard 6) and implement changes as needed.
   Data from chart audits for DHY129, DHY139, DHY249 and DHY259 will be reviewed and added into the Quality Assessment Plan for fall and winter semesters. Data is also retained for accreditation purposes.

5. Implementing Infection Control Videos
   Placing and Removing PPE (personal and protective equipment) in the GRCC Dental Clinic and Contaminated Instruments and Unit Clean Up videos developed by Dr. Julie Quillan were posted to the Departments blackboard site. A quiz was developed for each video. First year dental hygiene students and faculty were required to view each of the videos and pass the quiz associated with it. Through Blackboard we are able to track who has complete the video and quizzes. Eight-seven% of first year dental hygiene students and 58% of full time and adjunct faculty reviewed the two videos and completed the quizzes by the published due date.

6. Develop Infection Control Update Training Session
   The dental department held the annual infection control update on September 11, 2103. All full time and 95% of adjunct faculty along with dental assisting, and dental hygiene students attended.

7. Initiate Infection Control EOL
   EOL for 2013 -2014 was approved. Eve Sidney accepted this opportunity for the academic year.

8. Modify Excel spread sheet that will be utilized to input student performance scores in clinic courses on a tablet/IPad.
I have not been able to find any one on campus that can help me with this. I do not want to name sources in this document. I believe I have it figured out and plan to work on over the summer.

Goals for next year
We set our program goals during our faculty retreat. The retreat date is not scheduled until 5/12/14. This year we have planned a date for dental assisting and a date for dental hygiene.

Dental Assisting Goals for 2014-2015
2. Implement new accreditation standards

Dental Hygiene Goals

Department Goals

Internal collaborations and partnerships
NA

External collaborations and partnerships
Dental Assisting and Dental Hygiene Programs
Approximately 80 volunteers were involved, including dentists, hygienists and dental assistants. GRCC is partnering with Senior Neighbors, Area Agency on Aging of Western Michigan Care Management, United Methodist Community House, the Association for the Blind and Visually Impaired, and Native American Family Services to hold this event.

Students, faculty and staff in Grand Rapids Community College’s Dental Programs are teamed up with Senior Neighbors, Area Agency on Aging of Western Michigan Care Management, United Methodist Community House, the Association for the Blind and Visually Impaired, and Native American Family Services to provide a free day of preventative dental care for senior citizens on December 13, 2013.

The Area Agency on Aging for Western Michigan identified 40 low-income seniors who need dental work but have no regular access to it. Dentists pre-screened the seniors to make sure that preexisting medical conditions were taken into consideration before the patients undergo preventative services. Throughout the day, the dentists will identify seniors who need further dental care, which will be provided at a later date by Cherry Street Health Services and other community dental partners.

Dental Assisting
All of the full time dental assistants participated in the dental assisting at the Children’s Museum in February.

All of the full time dental assistants have completed tooth brushing instructions for at least two classrooms of their choice during the winter semester.
Second year dental hygiene students community dentistry projects include the following programs/agencies during 20123-2014 in the greater Grand Rapids area: Alger Heights Middle School/SXI Classroom –oral health education for middle school children, Booth Family Service-homeless mother, Family Promise-underprivileged families, Georgetown Harmony Home-developmentally disabled, Maple Creek-educated nursing staff and CNAs, M-Tech Center, ESL class, Sanctuary at St. Mary’s.

Dental assisting and dental hygiene students plan to volunteer during the Mission of Mercy dates. Free dental care (cleanings, fillings, extractions, etc.) will be available on a first come, first serve basis during both dates. Dentist, dental hygienists, dental assistants, and public members will also volunteer during the two dates.

Spectrum Health’s Continuing Care department purchased 20 dental coupons during 2013-2014. Each coupon covered the cost of cleaning and 4 bite-wing radiographs in the dental hygiene clinic. Clients that received the coupons then scheduled appointments in the clinic for dental hygiene services. The revenue generated from this partnership was $614.00. This is the third year of our partnership.

**Departmental needs for support from other departments within the college**
The Program Director plans to attend a summer 2014 Academic Counselors meeting. It is our hope by keeping GRCC counselors updated on admissions criteria and program changes they can advise our students.

**Program accreditation Updates**
The program in dental assisting is accredited by the Commission on Dental Accreditation and has been granted the accreditation status of “approval without reporting requirements”. The Commission is a specialized accrediting body recognized by the United States Department of Education. The Commission on Dental Accreditation can be contacted at (312) 440-4653 or at 211 East Chicago Avenue, Chicago, IL 60611. The Commission’s web address is: [http://www.ada.org/100.aspx](http://www.ada.org/100.aspx).

The program in dental hygiene is accredited by the Commission on Dental Accreditation and has been granted the accreditation status of “approval without reporting requirements”. The Commission is a specialized accrediting body recognized by the United States Department of Education. The Commission on Dental Accreditation can be contacted at (312) 440-4653 or at 211 East Chicago Avenue, Chicago, IL 60611. The Commission’s web address is: [http://www.ada.org/100.aspx](http://www.ada.org/100.aspx).

**Description of departmental advising plan and outcomes**
Open advising sessions for potential future and current GRCC students were held during 2013-2014. Twelve session dates were posted on the dental programs website. Each full
time faculty member selected a month to advise potential students during the two hour open sessions. Advising materials developed during dental hygiene programs of study project during 2012-2013 have been used by faculty during open advising sessions.

### Departmental professional development activities

<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 17, 2013</td>
<td>Educational Methodology Workshop</td>
<td>3</td>
</tr>
<tr>
<td>September 11, 2014</td>
<td>Dr. John Molinari’s Annual Infection Control Update Seminar</td>
<td>4</td>
</tr>
<tr>
<td>May 15, 2014</td>
<td>Educational Methodology Workshop</td>
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One of the departments PERKINS projects was to create two typodonts w/numerous restorations (fillings, bridges, crowns, etc.) that will be used for hard tissue charting activities. Funding supported the dental lab costs & time for dentist to prepare the typodont models. The two typodonts with restorations will be used in the lab to help students learn how to chart restorations. Faculty will also use the typodonts for calibration activities.

### Student Awards
Delta Dental piloted four $1000.00 scholarship opportunities for first year and second year dental hygiene students. Winter semester, three first year students received $1000.00 scholarships. The main criteria for the scholarship are community service. Funding for the scholarship will continue through 2014-2015.

Esta Bouchard (2nd year dental hygiene student) and Samantha Glonek (dental assisting student) were the recipients of the two Maureen M. Munger scholarships for 2013-2014.

### Other department updates
The dental clinic generated approximately $21,066 during 2013-2014. During 2013-2014 there were approximately 3097 appointments scheduled. Some appointments were continuing as many patients needed more than one appointment for completion.

A committee consisting of Julie Bera, Mike Campo and Eve Sidney worked together with Jeff Danner, Technical Operations over the past two years reviewing, and testing dental equipment for the new clinic. Countless hours were put in to make the best selections for the new clinic.

Numerous CARPS required revision as a result of the modified curriculum. Once fall semester is over, all of the CARPs revised will need to undergo another revision to undo all the changes. During winter semester, faculty put in long days because of the additional clinic
hours that were added to winter semester. The first seven weeks of fall semester will be similar to winter semester 2014.

CDA to RDA program update
At the April 24, ProDeans meeting it was decided the CDA to RDA proposed program is a different pathway that leads to the same certification we award our dental assisting students and therefore is not a new program. The Program Director will consult with the registrar and financial aid. It was suggested the CDA to RDA program data could be entered into Curriculog as a pilot project.

GRCC will host the registered dental assistant exam on May 15, 2014. The “clinical/lab” portion of the exam be held in the Science building, since the clinic will be unavailable. The State of Michigan pays a fee to the college for hosting the exam at GRCC.

The Periodontal Study Club for Dental Hygienists, Inc. donated $1500.00 to the dental hygiene program.

Armen Oumedian plans to donate 10,000.00 dollars to the dental auxiliary department. His criteria are that the department selects something that both dental assisting and dental hygiene students can use as they learn programmatic skills. We have not determined what to purchase with the funding as of date.

Julie Bera and Bunny Bookwalter chaperoned the dental assisting students on the annual trip to the Chicago Midwinter Dental meeting in February 2014. All of the full time students participated in this “field trip”.

Clinic Remodel
Students, faculty and staff packed up the laboratory, clinic, store room, and all three locker rooms on April 24, 25. Students made the suggestion that they help pack up the dental area. When students return in the fall, they will help unpack the dental area too.
Faculty & Staff

**Faculty & Staff Annual Updates**

**Professional Development Activities**

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**EOL/Release Time Work**

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<tr>
<th>EOL Release Activity</th>
<th>Faculty</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dental Assisting Supervisor</td>
<td>Julie Bera</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>EOL Release Activity</th>
<th>Faculty</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>2nd Yr. Dental Hygiene Clinic Course Coordinator</td>
<td>Christine Dobberstein</td>
<td></td>
</tr>
</tbody>
</table>

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<tr>
<th>EOL Release Activity</th>
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<th>Activity</th>
</tr>
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<tbody>
<tr>
<td>Infection Control Officer</td>
<td>Eve Sidney</td>
<td>Monitored immunization records and CPR for faculty and students.</td>
</tr>
</tbody>
</table>

Faculty test and/or monitor sterilizers, ultrasonic equipment, water line systems and eye wash stations on a prescribed schedule and record findings in designated log books.

Maintain log book for all clinic testing.
Annually update immunization forms
Serve as a member of the departments Infection Control Committee
Participate in the annual infection control Manual update
Julie Quillan and I worked with Deb Bassett at the Ottawa County Department of Public Health to develop a post exposure plan for GRCC students during off-site experiences.
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Follow up with Julie Quillan to ensure a mechanism for students to contact her in the even there is a post exposure incident during summer session.

<table>
<thead>
<tr>
<th>PERKINS</th>
<th>Faculty</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Jean Verwys</td>
<td>The major work completed revolved around developing the sterilization area for the new clinic. Numerous meetings and hours of research were completed to arrive at the decisions the department made. One such decision to go with bottled water verses city water was a substantial money savings. Jean will complete additional infection control work during summer 2014.</td>
</tr>
</tbody>
</table>

**Faculty & Staff Accomplishments/Awards**

*Chris Dobberstein, Co-chair for the spring 2014 clinic coordinators section meeting for ADEA (American Dental Education Association)*

Julie is still one of two registered dental assistants on the Michigan State Board of Dentistry; my second term will be completed in June 2014.

Julie Bera is a dental assisting consultant for the American Dental Associations Commission on Dental Accreditation.

Deb Schultz has implemented HESI testing and assessment through Elsevier (textbook company) during winter semester. Second year dental hygiene students will take a practice exam to help prepare for the National Board Dental Hygiene Exam (NBDHE). The practice exam identifies areas of strength and areas of challenges. Completion of the practice exam will help students determine study strategies for the NBDHE. There is a
dental assisting practice exam we plan to implement for assisting students during 2013-2014.

Faculty Development for Upcoming Year
To be determined after the dental assisting and dental hygiene retreat dates in May 2014.
**Perkins Indicators**

<table>
<thead>
<tr>
<th>CIP Code</th>
<th>Program Code</th>
<th>Program</th>
<th>1p1 Technical Skills</th>
<th>2p1 - Degree/Cert Award</th>
<th>3p1 Retention &amp; Transfer</th>
<th>4p1 Placement</th>
<th>5p1 Non Trad Participation</th>
<th>5p2 Non Trad Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>51.0601</td>
<td>302</td>
<td>Dental Assisting</td>
<td>92%</td>
<td>yes</td>
<td>yes</td>
<td>yes</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td>51.0602</td>
<td>314</td>
<td>Dental Hygiene</td>
<td>100%</td>
<td>yes</td>
<td>yes</td>
<td>yes</td>
<td>yes</td>
<td>no</td>
</tr>
</tbody>
</table>

**Perkins Indicators Analysis & Summary**

Traditionally, dental assisting and dental hygiene are predominately female professions. One male graduated from our dental hygiene program spring of 2013. We do however, have two male dental hygiene students that will graduate spring of 2014. The department’s nontrad participation and completion numbers will improve next year when compared to 2013-2014. My point being, male enrollment in both programs is generally low. Every few years one or two males will enroll in our programs.
Assessment of Student Learning

_Dental Auxiliaries – Dental Assisting Cert_

Program Outcomes

1. The program will graduate students who are professional, and possess documentation and interpersonal communication skills
2. The program will graduate competent dental assistants that meet the criteria of an Registered Dental Assistant based on the Michigan Board of Dentistry’s Administrative Rules
3. Prepare graduates to provide entry-level, comprehensive, individualized dental assisting care to a diverse population.

<table>
<thead>
<tr>
<th>Program Learning Outcomes</th>
<th>ILO</th>
<th>Measure</th>
<th>Findings/ Improvements/Impact</th>
<th>Status, Fall 13</th>
</tr>
</thead>
<tbody>
<tr>
<td>The program will graduate students who are professional, and possess documentation and interpersonal communication skills</td>
<td></td>
<td>Program evaluations Advisory Board Feedback PROE Survey Results Employer Survey Results</td>
<td></td>
<td>Electronic surveys will be available for employers of GRCC dental assisting graduates over the past 3 years.</td>
</tr>
<tr>
<td>Program completion rates. Certified Dental Assistant and Registered Dental Assistant exams pass rates</td>
<td>Critical Thinking</td>
<td>Used a mock Registered Dental Assistant Exam and assessed student performance</td>
<td>Springer of 2013 was the first year a mock RDA exam was administered. Officially there was not a remediation plan (tutoring) in place for students that did not pass. Spring of 2014 any student that did not pass was required to participate in tutoring.</td>
<td>Collected initial data</td>
</tr>
</tbody>
</table>
Dental Hygiene

Program Outcomes:
1. Prepare dental hygienists who are professional and ethical members of the dental health care team.
2. Promote life-long learning opportunities, involvement in professional organizations, community service, and research based continuing education.
4. Provide service learning opportunities to the student to promote collaborative community dental health partnerships.
5. Prepare graduates to perform entry level dental hygiene skills that support comprehensive dental care to a diverse population as delegable to Michigan registered dental hygienists.
6. Maintain admissions process, progression policy and student success plan (remediation plan) that ensure students are prepared to enter and complete the rigorous curriculum of dental hygiene.
7. Encourage an environment that promotes sustainability in the classroom, laboratory and clinical setting where qualified competent faculty teach and facilitate learning.
8. Sustain a dynamic dental hygiene program that promotes contemporary evidence/research-based dental hygiene practices.

<table>
<thead>
<tr>
<th>Program Learning Outcomes</th>
<th>ILO</th>
<th>Measure</th>
<th>Findings/ Improvements/Impact</th>
<th>Status, Fall 13</th>
</tr>
</thead>
<tbody>
<tr>
<td>90% of students will pass the NERB on the first attempt</td>
<td>Critical Thinking</td>
<td>Review scores student earn on the written exam over the NERB booklet. Implement a new clinic grading form for clinical faculty to use to assess calculus detection and calculus removal skills.</td>
<td>84% of dental hygiene students passed the NERB exam on the first attempt, spring 2013. A new daily grading form was piloted introduced winter 2014. Data will be evaluated during summer 2014.</td>
<td>Collected initial data</td>
</tr>
<tr>
<td>100% of students will participate in off-campus dental experiences providing dental health education.</td>
<td>Social Responsibility</td>
<td>Documentation in DHY244 and DHY254.</td>
<td>A new PO will be identified for 2014-2015 at the May 12, 2014 full time faculty retreat.</td>
<td></td>
</tr>
<tr>
<td>Program Learning Outcomes</td>
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<tr>
<td>The program will graduate students who are possess documentation and interpersonal communication skills</td>
<td>Communication</td>
<td>Documentation will be evaluated using chart audit results from DHY129, DHY139 and DHY249, DHY259 courses.</td>
<td>DHY139 Chart Audit results that demonstrated significant number or unsatisfactory marks included recall/maintenance interval documentation on care plan form 49 satisfactory and 38 unsatisfactory. Faculty need to thoroughly review each patient chart for documentation of recall/maintenance intervals.</td>
<td>DHY139 Summer 2013 chart audits were used for this PLO.</td>
</tr>
</tbody>
</table>