

Indiana University School of Dentistry 2002/2003 PRAC-CUL Report

Content:

Narrative

Goal A: Education

Goal B: Education

Goal C: Education

Goal D: Research

Goal E: Research

Goal F: Patient Care

Goal G: Patient Care

Goal H: Service

Narrative

The academic year 2002/2003 brought a more familiar level of comfort with assessment endeavors, and also marked the initiation of the School of Dentistry's next Strategic Planning phase. Therefore, the school felt that it was time to begin to ask a very important question with regard to assessment:

*“Is the institution making a difference in student learning, patient care, **research and service**?”*

The school recognized that in order to answer this question it needed to be more attentive to the important aspect of assessment known as “closing the loop”. It needed to be using more wide-reaching assessment tools that measure across time and look at what our graduates have become, how they serve their profession, their patients and their community.

To this end IUSD is currently designing and hopes to implement new tools such as *Alumni Surveys* at 1-, 5-, and 10-year intervals and *Community/Population Surveys* that look at how our services helped patients as well as identify current trends in patient needs.

The 2002/2003 IUSD Institutional Outcomes Assessment Table for each area of Education, Research, Patient Care and Service follows.

GOAL A: EDUCATION

GOAL A: EDUCATION -Recruit quality applicants and prepare them to become highly competent, critically thinking, life-long learning, ethical, and socially responsible practitioners of general dentistry, dental hygiene and dental assisting.

Outcome E-I: High quality students matriculate into the dental education programs.

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
1. Entering grade point averages <i>Dean for Student Affairs</i>	At or above national mean	Expected results met	Annually, when entering classes are finalized	Director of Admissions	Admissions Committee	Admissions Committee recommends raising minimum GPA by 0.1 point for 1999-2000 In light of declining applicant pool, Admissions Committee recommending lowering GPA for instate students by 0.2 for 2001-2 cycle. These standards were maintained for the 2002 application cycle. For 2002/03 application cycle minimum GPA for out of state applicants lowered by 0.2 to increase applicant pool size. These standards will be maintained for the 2003/04 application cycle.

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Outcome E-I: High quality students matriculate into the dental education programs.

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
2. Dental Aptitude Test scores (predoctoral students) <i>Dean for Student Affairs</i>	At or above national mean	Expected results met	Annually, when entering classes are finalized	Director of Admissions	Admissions Committee	In light of declining applicant pool, Admissions Committee recommends lowering minimum DAT scores by 1 point for 2001-2 cycle. These standards were maintained for the 2002 application cycle. For 2002/03 cycle to increase applicant pool, applicants no longer need to complete speech or physiology lab. No changes for 2003/04 cycle. See DAT comments on previous page.

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Outcome E-I: High quality students matriculate into the dental education programs.

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
3. Interview Scores <i>Dean for Student Affairs</i>	Mean Score of 3 or higher	Expected results met	Annually, when entering classes are finalized	Director of Admissions	Admissions Committee	No Recommendations

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Outcome E-I: High quality students matriculate into the dental education programs.

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
4. Performance in first year of dental curriculum <i>Dean for Student Affairs</i>	95% of students pass and are promoted	Expected results met	Annually, at the end of the academic year	First Yr. Course Directors	Admissions Committee	No Recommendations

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Outcome E-I: High quality students matriculate into the dental education programs.

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
5 Graduate students a. Class rank <i>Dean for Graduate Education</i>	Upper 50%	Expected results met	Annually	Associate Dean for Academic Affairs and Graduate Education	Ad Hoc Comm. on Graduate Ed. Outcomes	No Recommendations

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Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
b. National Board Scores <i>Dean for Graduate Education</i>	Above 80	Expected results met	Annually	Associate Dean for Academic Affairs and Graduate Education	Ad Hoc Comm. on Graduate Ed. Outcomes	No Recommendations

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GOAL A: EDUCATION -Recruit quality applicants and prepare them to become highly competent, critically thinking, life-long learning, ethical, and socially responsible practitioners of general dentistry, dental hygiene and dental assisting.

Outcome E-II: Graduates of the dental education program are competent practitioners of general dentistry

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
1. Desired student institutional competencies are reflected in the curriculum <i>Dean for Education</i>	All competencies should be addressed	Dental caries competency added 2001. The list of student institutional competencies appeared to lack a specific "public health" competency.	Annually	IUSD Curriculum Assessment Committee, Course Directors	IUSD Curriculum Assessment Committee	IUSD institutional competency document updated and approved by Faculty Council 6/18/99. The number of institutional competencies was reduced to 24. Institutional competency #25 (graduates must be competent in the detection, diagnosis, risk assessment, prevention, and management of dental caries) was approved by the Faculty Council and added on 6/29/01. For 2002/03 academic year - New institutional competency added for public health, approved by the Faculty Council 6/11/03. (Graduates must be competent to communicate and collaborate with groups and individuals to promote oral and general health, and; select strategies, resources and interventions appropriate for the prevention of oral disease in the community.)

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Outcome E-II: Graduates of the dental education program are competent practitioners of general dentistry

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
2. Performance on clinical competency examinations <i>Dean for Clinical Affairs</i>	All students demonstrate competency	Expected results met	Appropriate points in program	Office of Clinical Assessment	IUSD Curriculum Assessment Committee	No Recommendations <u>2002/2003:</u> Review expectations for all competencies at D2 clinics orientation sessions in 03/04 (T643, Clinical Sci II, part 3) especially ortho, caries risk. Update ortho comp. criteria/completion info to current expectations of the Ortho Dept.

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Outcome E-II: Graduates of the dental education program are competent practitioners of general dentistry

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
3. National Board Dental Examination Scores <i>Dean for Student Affairs</i>	Students perform at national mean or above	Expected results met	Years 2, 4	ADA	IUSD Curriculum Assessment Committee; Progress Committee	In an effort to improve scores, students take mock National Board exams every 6 months in years 1 and 2 of the program; students organize review sessions according to their needs; and there are school-wide recognition and incentives for high scores. As a result, our national ranking has improved each year since their implementation, with the most significant improvement (from 34th to 13th place) in July, 2001. The strategies will be continued for 2003/04 in hopes of maintaining these high results.

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Outcome E-II: Graduates of the dental education program are competent practitioners of general dentistry

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
4. Student performance in didactic, preclinical and clinical courses, including PBL settings <i>Dean for Student Affairs</i>	Students perform at passing levels	Expected results met	Appropriate points in program	Course Directors, PBL Tutors	IUSD Curriculum Assessment Committee; Progress Committee	2001: Progress and Curriculum Committees concerned about the numbers of students who must repeat portions of the curriculum in year 2; no specific recommendation made. Progress Committee voted to send a letter to the Dean, Curriculum Committee and Department chairs outlining their concerns with the lack of clinic grades available in the spring for third year students. Progress Committee would like to see the third year curriculum modified so that meaningful clinic grades can be given. 2002: Curriculum Committee revised the third year curriculum to allow assignment of grades, (that resulted in the ability to determine grades for promotion and Dean's List)

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Outcome E-II: Graduates of the dental education program are competent practitioners of general dentistry

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
5. Promotion and graduation rates <i>Dean for Student Affairs</i>	All qualified students pass	Expected results met	End of term, end of program	Progress Committee	IUSD Curriculum Assessment Committee	Recommend ongoing analysis of reasons for delays in graduation; no specific trends, problems noted with late graduates for 02/03.

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Outcome E-II: Graduates of the dental education program are competent practitioners of general dentistry

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
6. Performance on state licensing examinations <i>Dean for Student Affairs</i>	All qualified students pass	Expected results met	Annually	Appropriate agencies	IUSD Curriculum Assessment Committee	Continue to require passing performance on mock boards and continue scheduling state board review sessions. 2002: Failed areas were across all disciplines. Recommend reinforcement of mock boards. 2003: Continue with Mock Board Exams.

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GOAL A: EDUCATION -Recruit quality applicants and prepare them to become highly competent, critically thinking, life-long learning, ethical, and socially responsible practitioners of general dentistry, dental hygiene and dental assisting.

Outcome E-III: Graduates understand and practice ethics and social responsibility

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
<p>1. Performance in PBL and/or clinical settings specifically dealing with ethical issues and/or professionalism <i>Dean for Education</i></p>	<p>Students are assessed regularly and perform satisfactorily on PBL case-related ethical topics</p> <p>Students are systematically exposed to ethical dental practice issues within the PBL cases.</p>	<p>Expected results met.</p>	<p>Throughout program</p> <p>Throughout the program</p>	<p>PBL Tutors, Course Directors, Clinical Faculty</p> <p>PBL Tutors, Course Directors, Clinical Faculty</p>	<p>IUSD Curriculum Assessment Committee</p> <p>IUSD Curriculum Assessment Committee</p>	<p>The Acting Chair of Oral Biology assumed responsibility for incorporating ethical issues regularly in the PBL cases (based on the ADA Principles of Ethics and Code of Professional Conduct). Students are now regularly assessed on these principles in the biweekly exams.</p> <p>The PBL component of the curriculum was converted to 4 three credit hour courses (T501, T502, T601, T602) entitled, "Critical Analysis of Clinical Problems" and provided during the first two years of the curriculum.</p> <p>"Pride" Dental Administration Course started 2002 as part of Clinical Sciences III, part 2, Behavioral Sciences Module that includes two 4-hour ethics sessions.</p> <p>American College of Dentists members also staff an "Ethical Dilemmas in Current Dental Practice" panel discussion covering ethics cases.</p> <p>"New Dentist Course" also has lunch-time seminars with American College covering ethics.</p>

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Outcome E-III: Graduates understand and practice ethics and social responsibility

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
2. Student involvement in community and professional organizations <i>Dean for Student Affairs</i>	Students participate in such activities	Expected results met	Annually, at end of the academic year	Associate Dean for Student Affairs	Outreach Committee	Increase promotion of outreach activities; New Director of Division of Community Dentistry appointed 2001: No new recommendations 2002/03: Continue promotion of student service activities. Also 2 new projects in development: -Ann E. Dyson Grant Project (with IU Schools of Medicine and Nursing) -Moi University Program in Kenya (with IU School of Medicine)

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Outcome E-III: Graduates understand and practice ethics and social responsibility

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
3. Student participation in monitoring their own professional behavior via the Professional Conduct Committee <i>Dean for Student Affairs</i>	Students will participate in satisfactory manner	Expected results met	Annually	Prof. Conduct Committee	Curriculum Committee	No Recommendations; the increase in activity is attributed to increased awareness of the council rather than an increase in misconduct. 2002/2003: SPCC continues to function well.

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GOAL A: EDUCATION -Recruit quality applicants and prepare them to become highly competent, critically thinking, life-long learning, ethical, and socially responsible practitioners of general dentistry, dental hygiene and dental assisting.

Outcome E-IV: IUSD educational programs are quality programs.

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
1. National Board Dental Examination scores <i>Dean for Student Affairs</i>	Students perform at or above national mean	See Outcome E-II, Measure #3	Years 2,4	ADA	Curriculum Committee	See Outcome E-II, Measure #3

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Outcome E-IV: IUSD educational programs are quality programs.

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
2. Student perceptions of the success of the curriculum in meeting their learning objectives <i>Dean for Dental Education</i>	Students' goals are met	Mean program evaluation scores (4 point scale) Expected results met	End of each semester for years 1, 2, 3, and 4	Associate Dean for Student Affairs - will now be Associate Dean for Dental Education	Curriculum Committee	Increase student participation in curriculum and course evaluations via Student Task Forces and student representation on appropriate committees. <u>2002/03:</u> Student Task Forces are now formalized for ongoing curriculum assessment.

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Outcome E-IV: IUSD educational programs are quality programs.

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
3. Student exit interviews <i>Dean for Student Affairs</i>	Students' goals are met	Expected results met	Annually at end of fourth year	Associate Dean for Student Affairs	Curriculum Committee	<p>1999 Rec: Increase student participation in Curriculum Committee activities and specifically in curriculum/course evaluation via Student Task Force. Develop the New Dentist course</p> <p>2000: Rec. have been implemented.</p> <p>2001: <u>Practice management curriculum</u> enhanced by Pride pilot program. <u>Pharmacology</u> allotted <u>additional time</u>.</p> <p>2002: New faculty member hired starting 02/03 school year in Dept. of Oral & Maxillofacial Surgery and Hospital Dentistry to teach <u>management of medical emergencies</u>.</p> <p>2003: Sent exit interview summary to Curriculum Committee in summer, 2003 for its review and recommendations.</p>

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Outcome E-IV: IUSD educational programs are quality programs.

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
<p>4. Course and instructor evaluations <i>Dean for Education</i></p>	<p>Courses and instruction are satisfactory</p>	<p>Expected results partially met</p>	<p>At end of each course</p>	<p>Course Directors</p>	<p>IUSD Curriculum Assessment Committee</p>	<p>Major curriculum changes resulting from student task force input and the ongoing Curriculum Management Program include:</p> <ul style="list-style-type: none"> -Appointed 1/2 FTE Coordinator of Curriculum Assessment in the summer of 2003 -Initiated discussions with GLA Module Director, Dr. Haug, on October 16, 2003 to initiate this process -Meeting scheduled on October 30, 2003 between Drs. Dixon, Garetto, Van Dis, and McDonald to consider strategies to implement this recommendation -Ad hoc committee appointed to implement this recommendation and two meetings held in October of 2003 -An orientation meeting was held for committee members on October 8, 2003 and an orientation packet was distributed -On October 10, 2003, Dr. Fontana met with Dr. McDonald and agreed that this recommendation would be implemented -A Public Health Institutional Competency was approved in the summer of 2003 -Executive Dean and Department Chairs now notify faculty of both positive and negative comments on teaching effectiveness beginning in the spring of 2003 -An outline of the Pride Institute component of the curriculum was distributed to the CAC members to evaluate. Redundancy was not detected (6/03) -Meeting scheduled on Nov. 5, 2003 with Ann McCann (Director of Planning & Assessment at Baylor College of Dentistry) to discuss assessment processes -CAC committee members began

						<p>discussions in Oct. 2003 of current IUSD grading processes to identifying methods of improved articulation between module/course and curriculum grading</p> <p>-ODE and Curriculum Assessment Team will review syllabi for content and encourage communication between course directors identified as teaching similar material</p> <p>-Assoc. Dean for Education will meet with Department Chair and Course Director to discuss major course revisions</p>
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GOAL B: EDUCATION

GOAL B: EDUCATION -Recruit quality applicants and prepare them to become outstanding practitioners of the dental specialties and other relevant post doctoral disciplines through the graduate program.

Outcome E-V: Graduates of the advanced education programs are outstanding practitioners in their area of expertise

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
1. Performance in graduate didactic and clinical courses <i>Dean for Graduate Education</i>	>3.00 GPA	Expected results met	Throughout program	Course Directors	Ad Hoc Committee on Graduate Education Outcomes	No Recommendations

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GOAL B: EDUCATION -Recruit quality applicants and prepare them to become outstanding practitioners of the dental specialties and other relevant post doctoral disciplines through the graduate program.

Outcome E-V: Graduates of the advanced education programs are outstanding practitioners in their area of expertise

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
2. Performance on national board specialty or other certifying examinations, if applicable (Endo/Ortho/Pedo/Perio/Pros) <i>Dean for Graduate Education</i>	80% pass the exams	Expected results met	At completion of program	Graduate Program Directors	Ad Hoc Committee on Grad. Ed. Outcomes	No Recommendations

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GOAL C: EDUCATION

GOAL C: EDUCATION - Create graduates who demand and a program which provides the opportunity for career-long learning through continuing education.

Outcome E-VI: Excellence in the Continuing Education programs.

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
1. Quantity, quality and diversity of programs to meet the needs of all licensed practitioners. <i>Dean for Academic Affairs</i>	Year to year increase in registration	Expected results met	After each program, evaluations from course participants are collected and reviewed.	Department of Continuing Education	Ad Hoc Committee for Continuing Education in consultation with the Director of Continuing Education.	Continue to schedule current speakers and up-to-date topics.

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GOAL C: EDUCATION - Create graduates who demand and a program which provides the opportunity for career-long learning through continuing education.

Outcome E-VI: Excellence in the Continuing Education programs.

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
2. The educational material offered is current and at a level considered to be state-of-the-art. <i>Dean for Academic Affairs</i>	Increase in repeat registrations	Expected results met	After each program, evaluations from course participants are collected and reviewed.	Department of Continuing Education	Ad Hoc Committee for Continuing Education in consultation with Director of Continuing Education	Base on CE course evaluations, continue to schedule courses that offer current state-of-the-art content. See CAPS Brochures (IUSD Center for Advanced Professional Studies) for variety of didactic and hands-on CE courses offered for 2002/03.

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GOAL C: EDUCATION - Create graduates who demand and a program which provides the opportunity for career-long learning through continuing education.

Outcome E-VI: Excellence in the Continuing Education programs.

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
3. Opportunities to acquire hands-on experience with new types of equipment and technology. <i>Dean for Academic Affairs</i>	Courses are scheduled that introduce new technology and techniques to dentists and allied dental professionals.	Expected results met	Annually, at the end of each academic year.	Department of Continuing Education	Ad Hoc Committee for Continuing Education in consultation with the Director of Continuing Education.	Continue to schedule more hands-on programs at the new IUSD CAPS facility with the assistance of our Affiliates emphasizing new technology. (See CAPS Brochures to review hands-on courses for 02/03)

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GOAL C: EDUCATION - Create graduates who demand and a program which provides the opportunity for career-long learning through continuing education.

Outcome E-VII: IUSD students, graduates and faculty seek continuing education and professional development opportunities

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
1. Student enrollment and/or participation in IUSD CE courses <i>Dean for Academic Affairs</i>	1. Frequent student enrollment and/or participation in IUSD CE courses	Expected results partially met	Annually, at the end of each academic year.	Department of Continuing Education	Ad Hoc Committee for Continuing Education in consultation with the Director of Continuing Education.	Develop opportunities for students to attend CE programs, i.e., tuition discount, schedule time off clinic, etc.

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GOAL C: EDUCATION - Create graduates who demand and a program which provides the opportunity for career-long learning through continuing education.

Outcome E-VII: IUSD students, graduates and faculty seek continuing education and professional development opportunities

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
2. IUSD alumni enrollment and/or participation in IUSD CE courses <i>Dean for Academic Affairs</i>	2. 80% alumni enrollment and/or participation in IUSD CE courses.	Expected results partially met	Annually, at the end of each academic year	Department of Continuing Education	Ad Hoc Committee for Continuing Education in consultation with the Director of Continuing Education.	Continue to increase enrollment by announcing the IUSD-CAPS facility, especially with mailings of CAPS Brochures to all IUSD alumni.

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GOAL D: RESEARCH

GOAL D: RESEARCH - Increase the knowledge base in areas related to oral health through an extensive research program including both faculty and students.

Outcome R-I: Faculty publications in peer-reviewed media

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
1. Number of publications by the faculty (full-length articles and abstracts) <i>Dean for Research</i>	1. 46 articles (two times the number of researchers) 23 abstracts	Expected results met	Annually	Dean for Research	IUSD Research Committee	No Recommendations

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GOAL D: RESEARCH -Increase the knowledge base in areas related to oral health through an extensive research program including both faculty and students.

Outcome R-II: Dental student involvement in research

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
1. Number of students involved in structured, faculty-mentored research <i>Dean for Research</i>	1 6 (Number of NIH-funded students research training positions)	Expected results met	Annually	Dean for Research	IUSD Research Committee	No Recommendations

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GOAL D: RESEARCH - Increase the knowledge base in areas related to oral health through an extensive research program including both faculty and students.

Outcome R-II: Dental student involvement in research

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
2. Number of predoctoral students as co-authors on faculty research publications or abstracts <i>Dean for Research</i>	2. 6	Expected results met	Annually	Dean for Research	IUSD Research Committee	No Recommendations

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GOAL E: RESEARCH

GOAL E: RESEARCH -Maintain and enhance the role of the School of Dentistry as a vital and productive member of the scholarly community in the Indiana University Family.

Outcome R-III: Faculty involvement in collaborative cross-disciplinary research (projects involving more than one school, campus)

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
1. Number of collaborative proposals submitted <i>Dean for Research</i>	5	Expected results met	Annually	Dean for Research	IUSD Research Committee	Facilitate interaction of researchers to enhance number of submissions via encouragement of Department Chairs and Dean for Research.

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GOAL E: RESEARCH -Maintain and enhance the role of the School of Dentistry as a vital and productive member of the scholarly community in the Indiana University Family.

Outcome R-III: Faculty involvement in collaborative cross-disciplinary research (projects involving more than one school, campus)

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
2. Number of awards <i>Dean for Research</i>	1	Expected results met	Annually	Dean for Research	IUSD Research Committee	No Recommendations

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GOAL E: RESEARCH -Maintain and enhance the role of the School of Dentistry as a vital and productive member of the scholarly community in the Indiana University Family.

Outcome R-IV: Faculty who are scholarly leaders in the research community

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
1. Number of faculty as journal editors or as members of editorial review boards <i>Dean for Research</i>	18	Expected results met	Annually	Dean for Research	IUSD Research Committee	No Recommendations

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GOAL E: RESEARCH -Maintain and enhance the role of the School of Dentistry as a vital and productive member of the scholarly community in the Indiana University Family.

Outcome R-IV: Faculty who are scholarly leaders in the research community

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
2. Number of faculty on grant review panels and study sections <i>Dean for Research</i>	13	Expected results met	Annually	Dean for Research	IUSD Research Committee	No Recommendations

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GOAL E: RESEARCH -Maintain and enhance the role of the School of Dentistry as a vital and productive member of the scholarly community in the Indiana University Family.

Outcome R-IV: Faculty who are scholarly leaders in the research community

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
3. Number of faculty receiving special research related honors or awards <i>Dean for Research</i>	1	Expected results met	Annually	Dean for Research	IUSD Research Committee	No Recommendations

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GOAL E: RESEARCH -Maintain and enhance the role of the School of Dentistry as a vital and productive member of the scholarly community in the Indiana University Family.

Outcome R-IV: Faculty who are scholarly leaders in the research community

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
4. Number of faculty on special advisory panels, boards, councils <i>Dean for Research</i>	33	Expected results met	Annually	Dean for Research	IUSD Research Committee	No Recommendations

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GOAL E: RESEARCH -Maintain and enhance the role of the School of Dentistry as a vital and productive member of the scholarly community in the Indiana University Family.

Outcome R-IV: Faculty who are scholarly leaders in the research community

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
5. Number of patent applications and awards <i>Dean for Research</i>	1	Expected results met	Annually	Dean for Research	IUSD Research Committee	No Recommendations

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GOAL E: RESEARCH -Maintain and enhance the role of the School of Dentistry as a vital and productive member of the scholarly community in the Indiana University Family.

Outcome R-IV: Faculty who are scholarly leaders in the research community

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
6. Number of licenses approved <i>Dean for Research</i>	1	Expected results met	Annually	Dean for Research	IUSD Research Committee	No Recommendations

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GOAL E: RESEARCH -Maintain and enhance the role of the School of Dentistry as a vital and productive member of the scholarly community in the Indiana University Family.

Outcome R-V: External funding of faculty research

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
1. Number of proposals submitted <i>Dean for Research</i>	225	Expected results met	Annually	Dean for Research	IUSD Research Committee	No Recommendations

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GOAL E: RESEARCH -Maintain and enhance the role of the School of Dentistry as a vital and productive member of the scholarly community in the Indiana University Family.

Outcome R-V: External funding of faculty research

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
2. Number and amount of awards <i>Dean for Research</i>	200 for \$3.5 million (at least one million from Federal agencies)	Expected results met	Annually	Dean for Research	IUSD Research Committee	Facilitate submission to Federal agencies. Continue to inform faculty of funding opportunities.

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GOAL E: RESEARCH -Maintain and enhance the role of the School of Dentistry as a vital and productive member of the scholarly community in the Indiana University Family.

Outcome R-V: External funding of faculty research

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
3. Success rate of submissions vs. awards <i>Dean for Research</i>	50% grants 90% contracts	Expected results met	Annually	Dean for Research	IUSD Research Committee	No Recommendations

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GOAL F: PATIENT CARE

GOAL F: PATIENT CARE -To provide a broad spectrum of high quality patient services for reasonable fees as a principal means of furnishing clinical educational opportunities for students.

Outcome PC-I: Clinical Competency of Graduates

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
1. Competency examination results <i>Dean for Clinical Affairs</i>	All students demonstrate competency	Expected results met	At appropriate points in the program	Office of Clinical Assessment	Ad Hoc Committee on Patient Care Outcomes	No Recommendations 2003/04: See recommendations listed in: Goal A: Education Outcome E-II Measure 2.

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GOAL F: PATIENT CARE -To provide a broad spectrum of high quality patient services for reasonable fees as a principal means of furnishing clinical educational opportunities for students.

Outcome PC-I: Clinical Competency of Graduates

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
2. National Board Dental Examination Scores <i>Dean for Clinical Affairs</i>	Students perform at or above nat. mean - Pt II	Expected results met	Year 4	ADA	Ad Hoc Committee on Patient Care Outcomes	No Recommendations

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Outcome PC-I: Clinical Competency of Graduates

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
3. Indiana State Licensure Examination Results <i>Dean for Clinical Affairs</i>	100% pass who elect to take Indiana State Board	Expected results met	Annually	Appropriate Agencies	Ad Hoc Committee on Patient Care Outcomes	Reaffirm mandatory mock board (both laboratory and Clinical); continue to emphasize laboratory crown preparations <u>2002</u> Failed areas were across all disciplines. Recommend reinforcement of Mock Boards and continuing State Board Exam reviews. <u>2003</u> Continue with Mock Board Exams

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Outcome PC-I: Clinical Competency of Graduates

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
<p>4. Clinical Quality Assurance Program Results <i>Dean for Clinical Affairs</i></p>	<p>Improved results from previous QAP surveys; survey deficiencies have been addressed</p>	<p>Sustained compliance maintained</p>	<p>Quarterly to annually depending on QAP survey</p>	<p>Office of Quality Assurance</p>	<p>Ad Hoc Committee on Patient Care Outcomes and Quality Assurance Committee</p>	<p><u>1-Outcomes of Patient Care Audit</u> (a) Patient caries risk assessment improved. Continued improvement/compliance will be monitored.</p> <p><u>2-Patient Chart Audits</u> Continue review of annual Chart Audits with Clinic Directors; with the recommendation from the Office of Clinical Affairs that directors follow the "5/95" Rule:</p> <p>If a given parameter is > 5% NON-COMPLIANT, it needs to be addressed immediately. Also recommend a clinical policy modification (re-emphasis) that REQUIRES that <i>Patient Informed Consent</i> MUST be signed prior to initiating any treatment, NO EXCEPTIONS.</p> <p><u>3-Patient Complaints Audit</u> a - Dean for Clinical Affairs developing memo with guidelines for students with regard to the proper use of patients for state board exams. b - A telephone etiquette training session being scheduled through the IUSD HR coordinator at next staff retreat. c - Follow-up with clinic directors with regard to standards of care issues.</p> <p>Additionally, the QA Committee modified the <i>Patient Comment Form</i>. It is being electronically formatted for easier access by IUSD personnel who take patient comments/complaints. Also, it was re-designed to more clearly document the final resolution and any other follow-up to a given complaint.</p> <p><u>4-Emergency Services Audit</u> The audit format is still evolving in terms of better reporting of onset of, follow-up, and resolution of problems. This is allowing the QA Committee to better identify content areas that can be addressed to faculty or students for better management of patients with emergencies.</p> <p><u>5-Other QA Activities</u></p>

						<p>-A list of IUSD students, faculty and staff with second language capabilities was compiled as a possible "back-up" should translation needs be required on short notice. Personnel with 26 different language capabilities (including American Sign Language) were identified. This list is posted on the IUSD intranet.</p> <p>-The patient admitting office updated their new patient packet information to include a suggestion that non-English speaking patients attempt to bring a non-minor interpreter with them to their first appointment (but are NOT required to do so).</p> <p>-A basic Spanish course (IUSD intramural course #293) is being offered to IUSD students and is conducted by IUSD faculty fluent in Spanish, to help students in their treatment of our significant Hispanic population. Twenty-five students signed up for the class for 02/03.</p> <p>-Further investigation is being done into the interpreter services offered on the IUPUI campus (ex: Clarian) that can be accessed by our patients should they wish to do so.</p> <p>(b) <u>HIPAA Activities</u> The new clinical management system will greatly enhance the HIPAA compliance efforts already being instituted by the school.</p>
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Outcome PC-II: Critical Thinking in Treatment Planning and Patient Care

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
1. Assessment of skills in preventive dentistry, referral, materials evaluation, systemic health evaluation, and alternative treatment plans <i>Dean for Clinical Affairs</i>	Students are evaluated clinically, during "Rounds", and in treatment planning with the clinic director. Students perform at passing levels in Comprehensive Care Clinic Course	Expected results met	Each semester third and fourth years	Clinical Directors	Ad Hoc Committee on Patient Care Outcomes	Development of: -New caries risk assessment and management unit -Referral Manual -Refine GLA cases to reflect important areas

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Outcome PC-III: Competence in record-keeping skills

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
1. Chart Audit <i>Dean for Clinical Affairs</i>	Chart audits are performed as part of the Comprehensive Care Clinic Course. Students are performing at passing levels.	Expected results met	Each semester	Clinical Directors/Office of Clinical Assessment	Ad Hoc Committee on Patient Care Outcomes	Recommend that each student complete at least 5 audits/semester as part of the Comprehensive Care Clinic Course assessment mechanism

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Outcome PC-IV: Maximal Level of Patient Satisfaction

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
<p>1. Patient Satisfaction Survey and Post-Treatment Patient Review Survey <i>Dean for Clinical Affairs</i></p>	<p>Improved patient relations from previous surveys</p>	<p>Expected results met</p>	<p>Annually</p>	<p>Office of Quality Assurance</p>	<p>Ad Hoc Committee on Patient Care Outcomes/Quality Assurance Committee</p>	<p>2002/2003: Met with students and faculty to discuss patient concerns.</p> <p>Recommendations: 1-Better educate patients on care expectations when participating in an educational setting.</p> <p>2-Continue annual review of fee increases balancing patient needs with remaining fiscally responsible.</p> <p>2002/2003: Insurance pre-authorization and reimbursement procedures were extensively evaluated by the QA Committee as a follow-up to a prior survey deficiency. The following recommendations and/or actions were instituted:</p> <p>1-In-depth insurance practices reviews were instituted for all students' annual clinical orientations;</p> <p>2-As part of a process of identification of the needs for a new electronic clinics management system, improved electronic insurance capabilities were delineated that improve the school's ability to both file insurance claims and speed up reimbursement to patients. An ad-hoc subcommittee is currently evaluating several programs from different vendors in anticipation of purchase, installation and training in the near future;</p> <p>3-Based on findings that insurance problems were originating in the graduate dental programs because of incomplete processing of patients who did not first go through the formal patient admitting process, a new policy was instituted. The policy, developed by the Office of Clinical Affairs in conjunction with all the graduate programs, states that- <i>No new patients will be seen in any graduate clinics until they have cycled through the patient admitting and</i></p>

						<p><i>screening clinic where a proper chart, medical history, and treatment screening have been completed and where proper insurance processing has occurred.</i></p> <p>Continued review of this policy will occur to insure that the insurance processing deficiency is improving.</p>
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GOAL F: PATIENT CARE -To provide a broad spectrum of high quality patient services for reasonable fees as a principal means of furnishing clinical educational opportunities for students.

Outcome PC-IV: Maximal Level of Patient Satisfaction

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
2. Faculty evaluation of student professionalism <i>Dean for Clinical Affairs</i>	Students perform at passing levels for professionalism grading in the Patient Management Module of the Clinical Sciences Courses. No negative feedback provided by faculty on Clinical Professionalism Comment - Conduct Committees.	Expected results met	Throughout program	Faculty/Clinic Directors	Ad Hoc Committee on Patient Care Outcomes	Continue use of peer and self evaluations of student professionalism. Policy for use of the Clinical Professionalism Conduct forms was reinforced to faculty by the Associate Dean for Clinical Affairs. Professional Conduct Committees (both student and faculty) continued.

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GOAL F: PATIENT CARE -To provide a broad spectrum of high quality patient services for reasonable fees as a principal means of furnishing clinical educational opportunities for students.

Outcome PC-V: Knowledge and Practice of Ethical Behavior

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
<p>1.PBL and GLA cases presented are analyzed and discussed from their ethical perspective and include application of the provisions of the ADA Code of Ethics. Student performance are evaluated and graded by attending faculty. <i>Dean for Clinical Affairs</i></p>	<p>100% final pass in both PBL/GLA courses</p>	<p>Expected results met</p>	<p>Throughout program</p>	<p>Office of Dental Education</p>	<p>Ad Hoc Committee on Patient Care Outcomes</p>	<p>Continued refinement of GLA cases in 3rd and 4th year to reinforce ethical issues developed in 1st and 2nd year PBL cases. Ethics Curriculum was revamped for 2001/2002 academic year to include: -Every PBL case specifically includes ethical issues -Ethical questions appear on bi-weekly tests -History and Ethics Course contains 14 clock hours on ethics, including coverage of the "Indiana State Practice Act" with exam questions. -American College of Dentists participants contribute real-life ethics dilemmas from practice for PBL cases -D4 "New Dentist Course" - several lectures on ethics, including a panel discussion with local practicing dentists from the American College of Dentists -GLA cases being continually revamped</p> <p>2002/2003 Above changes continued. Also, Pride Course provides 8 additional hours on ethics during Clinical Sciences III, part 2.</p>

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Outcome PC-V: Knowledge and Practice of Ethical Behavior

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
2. 1st and 4th year dental students take the DIT test (Defining Issues Test). This test is given in the first weeks of year 01 and again in year 04. It evaluates the impact of the dental program on the development of the student's ability to engage in ethical reasoning in response to identified dilemmas. <i>Dean for Clinical Affairs</i>	100% successfully complete DIT	Class of 2003 took year 01 DIT in Fall 1999. The first comparative outcomes for this test will be available in 2003. This measure has been discontinued. Our Behavioral Scientist Faculty believed that upon further evaluation, the ethical issues covered in this instrument had little relationship to the practice of dentistry.	Year 01 and 04	Behavioral Sciences Faculty	Ad Hoc Committee on Patient Care Outcomes	No Recommendations until 2003 It was recommended that Ethical Issues skills development be incorporated into PBL case studies that are <u>tested upon</u> in block exams (yrs 01 & 02). Additionally, at the end of yr 03, an "Ethical Dilemmas in Current Dental Practice" Course is given by a group from the American College of Dentists, with students broken into small groups. Finally, the "New Dentist" Course in yr 03 contains an ethical issues curriculum section. All three of these targets have been met - in testing (yr 01 & 02) and with the incorporation of an ethics component in both yrs 03 & 04.

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Outcome PC-V: Knowledge and Practice of Ethical Behavior

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
3. Ethical and patient management skills are also assessed and graded as part of the Patient Management Module of the Clinical Sciences Courses, both as part of the "professionalism" grade portion of the course, as well as in the "Rounds" portion <i>Dean for Clinical Affairs</i>	100% pass the Patient Management Module of Clinical Sciences Courses, which includes professionalism, rounds, clinical achievement, and clinical attendance.	Expected results met	Years 03/04 Fall/Spring	Office of Clinical Affairs/Clinic Directors	Ad Hoc Committee on Patient Care Outcomes	Continued use of peer and self evaluations of student professionalism. Policy for use of the Clinical Professionalism Conduct forms was reinforced to faculty by the Associate Dean for Clinical Affairs.

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Outcome PC-VI: Maintenance of Reasonable Clinic Fees

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
1. Comparison of IUSD fees with U&C fees in community and fee schedules of 3rd party. <i>Dean for Clinical Affairs</i>	Predocloral clinic fees will be 50% or less on average than community private practice fees	Expected results met	Annually	Ad Hoc Committee on Patient Care Outcomes	Ad Hoc Committee on Patient Care Outcomes	No Recommendations - Predocloral fees will continue to be critically assessed annually to assure access to care for the IUSD patient population, while taking into account associated costs to the school.

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Outcome PC-VI: Maintenance of Reasonable Clinic Fees

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
2. Patient perception of value/quality of work <i>Dean for Clinical Affairs</i>	Improved results from previous surveys; survey deficiencies have been addressed	Expected results met	Throughout program	Office of Quality Assurance	Ad Hoc Committee on Patient Care Outcomes	No Recommendations <u>2002/2003</u> See PC-IV; #1

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Outcome PC-VII: Performance at Community/Hospital Clinical Rotation

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
1. Attendance at community/hospital clinical rotations and, evaluations completed by supervising faculty/staff at these sites <i>Dean for Clinical Affairs</i>	Students have 100% attendance and receive acceptable evaluations from supervising faculty	Expected results met	Years 03 and 04	Faculty and staff at these sites	Ad Hoc Committee on Patient Care Outcomes	No Recommendations - Continue to coordinate dental student class schedules with outside clinical rotations.

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GOAL G: PATIENT CARE

GOAL G: PATIENT CARE -Maintain a clinical education system which simulates as closely as possible a contemporary, high quality practice of general dentistry, supported by the specialties as appropriate.

Outcome PC-VIII: Simulation of Private Practice in Dental Student Clinics

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
1. Assessment of time management ability through evaluation of a) student preparation b) appointment scheduling c) chart audits <i>Dean for Clinical Affairs</i>	Students perform at passing levels in the Patient Management Module and the Community Services Module of the Clinical Sciences Courses.	Expected results met	Each semester third and fourth years	Clinic Directors/Clinic Coordinators	Ad Hoc Committee on Patient Care Outcomes	Continue and refine experience at Cottage Corner Dental Clinic for D4 students that includes: -Private practice experiences -Scheduling appointments -Working chairside with staff -Staff management -Office administration tasks -Alternative Treatment Plans

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GOAL G: PATIENT CARE -Maintain a clinical education system which simulates as closely as possible a contemporary, high quality practice of general dentistry, supported by the specialties as appropriate.

Outcome PC-VIII: Simulation of Private Practice in Dental Student Clinics

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
2. Participation in and successful completion of the "Pride" pilot program on Practice Administration	<p>Students perform at passing levels in the Practice Administration portion of the New Dentist Course.</p> <p>Improved student feedback re: "Practice Administration" curriculum at their exit interviews prior to graduation.</p> <p>Five year post-graduate outcomes assessment will be done to evaluate success of this program compared to traditional dental school practice administration curricula. (Initial results available 2007.)</p>	Expected results met.	Year 04, and 5 years post-graduation.	<p>Office of Clinical Affairs</p> <p>5 yr assessment - Pride Institute</p>	Ad Hoc Committee on Patient Care Outcomes	<p>Initial outcomes will be available Spring 2002 - initial post-graduate results will be available Fall 2007.</p> <p><u>2002/2003:</u> Initial student course evaluations being used to modify/enhance Pride Course for 2003/2004.</p>

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GOAL H: SERVICE

GOAL H: SERVICE - Interact with the community by providing both school-based and outreach based service and health education programs.

Outcome S-I: IUSD is a source of oral health information for Indiana communities, the dental profession and other health professionals in the state.

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
1. Faculty publish service articles in professional and popular journals. <i>Dean for Academic Affairs</i>	Several per year	Expected results not met	Annually, from FASR's (follows calendar year)	Assoc. Dean for Academic Affairs	IUSD Outreach Committee	No recommendations

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GOAL H: SERVICE - Interact with the community by providing both school-based and outreach based service and health education programs.

Outcome S-I: IUSD is a source of oral health information for Indiana communities, the dental profession and other health professionals in the state.

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
2. Faculty make oral health presentations to professional and community groups (live, media, other). <i>Dean for Academic Affairs</i>	Several per year	Expected results met	Annually, from FASR's (follows calendar year)	Assoc. Dean for Academic Affairs	IUSD Outreach Committee	No Recommendations

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GOAL H: SERVICE - Interact with the community by providing both school-based and outreach based service and health education programs.

Outcome S-II: Faculty and students are involved in service activities and recognized by the School of Dentistry for that involvement.

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
1. Faculty members list service as the primary component of promotion and tenure. <i>Dean for Academic Affairs</i>	One per year	Expected results not met	Annually, from FASR's	Assoc. Dean for Academic Affairs	IUSD Outreach Committee	No recommendations

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GOAL H: SERVICE - Interact with the community by providing both school-based and outreach based service and health education programs.

Outcome S-II: Faculty and students are involved in service activities and recognized by the School of Dentistry for that involvement.

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
2. Faculty participate in community service through organizations or through their practices. <i>Dean for Academic Affairs</i>	Most faculty participate	Expected results met	Annually, from FASR's (follows calendar year)	Assoc. Dean for Academic Affairs	Division of Community Dentistry	No Recommendations

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GOAL H: SERVICE - Interact with the community by providing both school-based and outreach based service and health education programs.

Outcome S-II: Faculty and students are involved in service activities and recognized by the School of Dentistry for that involvement.

Measure and Administrative Monitor	Expected Results	Actual Results	When Assessed	Data Collection	Who is Responsible	Use of Results
3. Students participate in community service other than required course work. <i>Dean for Student Affairs</i>	Many students participate through student organizations	Expected results met	Annually, at the end of the academic year	Assoc. Dean for Student Affairs	Division of IUSD Community Dentistry Outreach Committee	Continue to publicize service opportunities; appointment of Director of Community Dentistry will help promote activities. Overseas program students (Haiti, Mexico) kept journals that were published in the "IUSD Alumni Bulletin" (vol 15, no. 2, 2001). Based on student response, new projects are being developed for 03/04, including a possible service program in Kenya.

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