

Postgraduate Certificate

Excellence in Dental Clinic Processes





Postgraduate Certificate Excellence in Dental Clinic Processes

- » Modality: online
- » Duration: 6 weeks
- » Certificate: TECH Global University
- » Credits: 6 ECTS
- » Schedule: at your own pace
- » Exams: online

Website: www.techtute.com/us/dentistry/postgraduate-certificate/excellence-dental-clinic-processes

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01

Introduction

The growing number of dental graduates and the increase in the number of dental clinics that have been emerging in recent years has made the clinical-dental sector one of the most competitive markets in existence today. Therefore, it is essential for the dentist's profile to also adopt the role of manager and director of his or her dental clinic, and he or she should focus on learning the knowledge of business management and team management that will guarantee the continuity of his or her own business.



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Improve your knowledge in Excellence in Dental Clinic Processes through this program, where you will find the best didactic material with real case studies. Learn here about the latest advances in clinic management and direction in order to be able to manage quality dental centers"

The Management and Direction of Dental Clinics has aroused growing interest in recent years, especially among professionals who have realized the importance of knowing how to properly manage all the resources they have in their dental clinic, in order to turn it into a business of the future, with a continuity that can only be ensured by applying the appropriate levers of business management.

In this new environment, the focus on the dental clinic as an organizational structure is particularly strong, and all areas of the field of management and leadership must be addressed and mastered: human resources, marketing, quality, time management, planning and strategy, accounting and costs, etc.

This **Postgraduate Certificate Excellence in Dental Clinic Processes** contains the most complete and up-to-date scientific program on the market. The most important features of the program include:

- ◆ Development of case studies presented by experts in the different specialties related to the Management and Direction of Dental Clinics.
- ◆ Its graphic, schematic and eminently practical contents are designed to provide rigorous and scientific information on those disciplines that are essential for professional practice.
- ◆ New developments on Excellence in Dental Clinic Processes
- ◆ Interactive learning system based on algorithms for decision making on the problem situations posed.
- ◆ Content that is accessible from any fixed or portable device with an Internet connection



Each company must decide where and with whom it is playing, what resources it has and what it intends to gain from it"

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This Postgraduate Certificate may be the best investment you can make in the selection of a refresher program for two reasons: in addition to updating your knowledge in Excellence in Dental Clinic Processes, you will obtain a certificate from TECH Global University”

It includes in its teaching staff professionals belonging to the field of Management and Direction of Dental Clinics, who pour into this training the experience of their work, in addition to recognized specialists belonging to reference companies, both in the sector and in related sectors.

The multimedia content developed with the latest educational technology will provide the professional with situated and contextual learning, i.e., a simulated environment that will provide an immersive training program to train in real situations.

This program is designed around Problem Based Learning, whereby the physician must try to solve the different professional practice situations that arise during the course. This will be done with the help of an innovative interactive video system created by recognized experts in the field of clinic management and leadership with extensive teaching experience.

This Postgraduate Certificate offers training in simulated environments, which provides an immersive learning experience designed to train for real-life situations.

We offer you the opportunity to take control of your future and develop your full potential at the head of dental centers and clinics.



02 Objectives

The Postgraduate Certificate in Excellence in Dental Clinic Processes is aimed at promoting your personal and professional growth.





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The main objective of this program is to promote your personal and professional growth by helping you to achieve success as a dental practice manager"





General Objectives

- ♦ Use theoretical, methodological and analytical tools to optimally manage and direct clinical-dental businesses, effectively differentiating themselves in a highly competitive environment.
- ♦ Incorporate strategy and envisioning skills to facilitate the identification of new business opportunities
- ♦ Favor the acquisition of personal and professional skills that will encourage students to undertake their own business projects with greater confidence and determination, both in the case of initiating the creation of their clinical-dental business, and in the case of innovating in the management and direction model of the clinical-dental business they already have.
- ♦ Professionalize the clinical-dental sector, through continuous and specific training in the field of business management and direction.





Specific Objectives

- ◆ Design work procedures focused on a productivity and quality model for the dental clinic, based on the philosophy of continuous improvement
- ◆ Use digital tools that facilitate the efficient planning and management of dental clinic tasks, resulting in significant cost savings in the short term
- ◆ Apply tools and work procedures that are essential for optimal purchasing and resource warehouse management, avoiding unproductive expenditure
- ◆ Design work procedures focused on a productivity and quality model for the dental clinic, based on the philosophy of continuous improvement



Make the most of this opportunity and take the step to get up to date on the latest developments in Excellence in Dental Clinic Processes”

03

Course Management

This program includes in its teaching staff health professionals of recognized prestige, who belong to the field of Excellence in Dental Clinic Processes and who pour into this specialization the experience of their work.

In addition, renowned specialists, members of prestigious national and international scientific communities, are involved in designing and preparing the program.

A close-up photograph of a metallic surface, likely part of a dental machine or equipment. The surface is highly reflective and shows some wear. The text "ISO 9" is printed in large, bold, black letters on the surface. The background is blurred, showing other parts of the machine and a blue object. The overall image has a modern, industrial feel.



001

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*Learn from leading professionals the latest advances in
Excellence in Dental Clinic Processes”*

International Guest Director

Chyree Heirs-Alexandre is a Public Health Management Specialist with extensive experience in managing medical office operations. As Director of the Worcester Family Medical Center in the United States, she has worked to improve the health and well-being of Worcester residents. In particular, she has offered her assistance to culturally diverse populations by providing access to social services and primary care. Its goal is to ensure affordable, quality and comprehensive care, regardless of patients' ability to pay.

Her ongoing commitment to Public Health has led her to advocate that health services and policies are geared towards ensuring well-being and quality of life. Following this line, she held the position of Assistant Director in Office Management at Brockton Neighborhood Health Center. In this position, she furthered her skills in coordinating the activities carried out in medical centers.

As a specialist in this field, Heirs-Alexandre aims to provide efficient healthcare administration based on the latest organizational tools and strategies. In this regard, she has worked in a wide variety of areas to promote health and prevent disease in communities. In line with this, in 2020 he participated in the vaccination efforts during the COVID-19 pandemic, ensuring access for all people to immunization against this disease.

Some of her main functions have been to collaborate in disease prevention programs and promotion of healthy habits, among others. On the other hand, Chyree Heirs-Alexandre serves as Associate Director and Chief Operating Officer at Harvard School of Dental Medicine. In this position, she is responsible for managing the day-to-day activities and support staff of the center.



Dña. Heirs-Alexandre, Chyree

- ♦ Chief Operating Officer, Harvard School of Dental Medicine, Boston, United States
- ♦ Founder of Orchids in Bloom Credentialing company
- ♦ Director of Clinical Operations at the Family Health Center of Worcester, Worcester
- ♦ Assistant Director of Practice Management at the Brockton Neighborhood Health Center
- ♦ Credentialing Coordinator at Stamford Health
- ♦ Credentialing Specialist at NextGen Healthcare
- ♦ Healthcare Operations Coordinator at Vein Restoration Center - Corporate Medical Industry
- ♦ Clinical Assistant at Stamford Hospital
- ♦ Master's Degree in Public Health from Southern New Hampshire University
- ♦ Graduate in Healthcare Administration from Charter Oak State College

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Thanks to TECH, you will be able to learn with the best professionals in the world”

Management



D. Gil, Andrés

- ◆ Director-Manager at pilaR Roig Odontología Clinic
- ◆ Co-founder and CEO at MedicalDays
- ◆ Master's Degree in Management and Direction (Michigan State University)
- ◆ Diploma in Dental Management (DenalDoctors Institute)
- ◆ Diploma in Cost Accounting (Valencia Chamber of Commerce)
- ◆ Accounting Course. Centre for Financial Studies
- ◆ Leadership and Team Management Course. César Piqueras
- ◆ Agricultural Engineer Polytechnic University of Valencia



D. Guillot, Jaime

- ◆ CEO of Hikaru VR Agency
- ◆ Productivity and business strategy consultant for SMEs, StartUps and freelancers.
- ◆ Industrial organization engineer, specializing in production process management (Polytechnic University of Valencia).
- ◆ Master's Degree in Emotional Intelligence (La Florida University)
- ◆ NLP Practitioner (effective communication) by the NLP Institute of London
- ◆ Professional training in coaching and team management (School of Business of Barcelona)
- ◆ Advanced training in entrepreneurship and innovation business models
- ◆ Advanced training in Lean tools for production environments



Professors

Sr. Dolz, Juan Manuel

- ◆ Degree in Business Administration and Management (University of Valencia)
- ◆ Diploma in Business Sciences (University of Valencia)
- ◆ Degree in Business Administration and Management (University of Valencia)
- ◆ Professional training in Digital Marketing (Internet Startup Camp - UPV)
- ◆ Business digitization consultant
- ◆ High experience in business creation
- ◆ Co-founder and CTO MedicalDays
- ◆ Co-founder and COO Drone Spain
- ◆ Co-founder and COO Hikaru VR Agency

Sra. Fortea Paricio, Anna

- ◆ Law degree from the University of Valencia
- ◆ Neurocoach Professional
- ◆ Founder of the European Leadership Center in Miami, United States
- ◆ Founder of the Center for High Human Performance Anna Fortea in Valencia, Spain
- ◆ Co-founder of Esex
- ◆ President at INA (International Neurocoaching Association).
- ◆ Professor at several Spanish universities, and at UAC and Humboldt University in Miami, United States
- ◆ Psychology at the UOC and Neurosciences at UPenn, University of Pennsylvania, United States
- ◆ CAC Coach Certified by the Center for High Human Performance IESEC

04

Structure and Content

The structure of the contents has been designed by a team of professionals from the best dental centers, business centers, companies and universities in the national territory, aware of the relevance of current training to be able to manage successful companies, and committed to quality teaching through new educational technologies.





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This Postgraduate Certificate Excellence in Dental Clinic Processes, contains the most complete and up-to-date scientific program on the market”

Module 1. Quality and Time Management in the Dental Clinic

Quality Applied to the Internal Operation of Our Clinic

- 1.1. Quality Applied to the Treatments Offered
 - 1.1.1. Definition of Quality in Dentistry
 - 1.1.2. Standardizing Processes in the Dental Clinic
- 1.2. Quality Management Principles
 - 1.2.1. What is a Quality Management System?
 - 1.2.2. Benefits for the Organization
- 1.3. Quality in Task Performance
 - 1.3.1. Protocols: Definition
 - 1.3.2. Protocols: Objectives of Its Implementation
 - 1.3.3. Protocols Benefits of Its Implementation
 - 1.3.4. Practical Example: Protocol of 1st Visits
- 1.4. Tools for Monitoring and Revising Protocols
- 1.5. Continuous Improvement in Dental Clinics
 - 1.5.1. What is Continuous Improvement?
 - 1.5.2. Phase 1: Consulting
 - 1.5.3. Phase 2: Learning
 - 1.5.4. Phase 3: Monitoring
- 1.6. Quality in Patient Satisfaction
 - 1.6.1. Satisfaction Surveys
 - 1.6.2. Applying Satisfaction Surveys
 - 1.6.3. Improvement Reports



- 1.7. Practical Cases of Quality at the Dental Clinic
- 1.8. Managing the Time and Scope of the Services Provided at the Dental Clinic
- 1.9. Optimal Task Management in the Dental Practice
 - 1.9.1. The Importance of Refining the Main Tasks in a Dental Clinic
 - 1.9.2. "One Task, One Person Responsible" Productivity Technique
 - 1.9.3. Digital Task Managers
- 1.10. Standardizing Time in Dentistry Treatments
 - 1.10.1. The Importance of Gathering Time Data
 - 1.10.2. How to Document Time Standardization
- 1.11. Specialty Grouping
 - 1.11.1. Why Grouping Tasks of Similar Scope Improves Labor Productivity
 - 1.11.2. The Advantages of Theme Days in the Dental Clinic
- 1.12. Treatment Timing Planning
 - 1.12.1. The Importance of Planning
 - 1.12.2. Software Tools to Automate Planning
- 1.13. Classification of Services Provided
 - 1.13.1. Service Catalog
 - 1.13.2. Details of Services Provided: Responsible Parties and Duration



A unique, key and decisive experience to boost your professional development"

05

Methodology

This training provides you with a different way of learning. Our methodology follows a cyclical learning process: Re-learning.

This teaching system is used in the most prestigious medical schools in the world, and major publications have considered it to be one of the most effective, such as the New England Journal of Medicine.





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Discover Re-learning, a system that abandons conventional linear learning, to take you through cyclical teaching systems: a way of learning that has proven to be extremely effective, especially in subjects that require memorization”

At TECH we use the Case Method

In a given clinical situation, what would you do? Throughout the program you will be presented with multiple simulated clinical cases based on real patients, where you will have to investigate, establish hypotheses and, finally, resolve the situation. There is an abundance of scientific evidence on the effectiveness of the method. Dentists learn better, faster, and more sustainably over time.

With TECH you can experience a way of learning that is shaking the foundations of traditional universities around the world.



According to Dr. Gervas, the clinical case is the annotated presentation of a patient, or group of patients, which becomes a "case", an example or model that illustrates some peculiar clinical component, either because of its teaching potential or because of its uniqueness or rarity. It is essential that the case is based on current professional life, trying to recreate the real conditions in the dentist's professional practice.

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Did you know that this method was developed in 1912 at Harvard for law students? The case method consisted of presenting students with real-life, complex situations for them to make decisions and justify their decisions on how to solve them. In 1924, Harvard adopted it as a standard teaching method”

The effectiveness of the method is justified by four fundamental:

1. Students who follow this method not only grasp concepts, but also develop their mental capacity by means of exercises to evaluate real situations and apply their knowledge.
2. The learning process has a clear focus on practical skills that allow the student to better integrate into the real world.
3. Ideas and concepts are understood more efficiently, given that the example situations are based on real-life.
4. Students like to feel that the effort they put into their studies is worthwhile. This then translates into a greater interest in learning and more time dedicated to working on the course.



Re-learning Methodology

At TECH we enhance the Harvard case method with the best 100% online teaching methodology available: Re-learning.

Our University is the first in the world to combine the study of clinical cases with a 100% online learning system based on repetition, combining a minimum of 8 different elements in each lesson, which represent a real revolution with respect to simply studying and analyzing cases.



The student will learn through real cases and by solving complex situations in simulated learning environments. These simulations are developed using state-of-the-art software to facilitate immersive learning.

At the forefront of world teaching, the Re-learning method has managed to improve the overall satisfaction levels of professionals who complete their studies, with respect to the quality indicators of the best Spanish-speaking online university (Columbia University).

With this methodology we have trained more than 115,000 students with unprecedented success, in all clinical specialties regardless of the surgical load. All this in a highly demanding environment, where the students have a strong socio-economic profile and an average age of 43.5 years.

Re-learning will allow you to learn with less effort and better performance, involving you more in your training, developing a critical mindset, defending arguments, and contrasting opinions: a direct equation to success.

In our program, learning is not a linear process, but rather a spiral (we learn, unlearn, forget, and re-learn). Therefore, we combine each of these elements concentrically.

The overall score obtained by our learning system is 8.01, according to the highest international standards.



In this program you will have access to the best educational material, prepared with you in mind:



Study Material

All teaching material is produced by the specialists who teach the course, specifically for the course, so that the teaching content is really specific and precise.

This content is then adapted in an audiovisual format that will create our way of working online, with the latest techniques that allow us to offer you high quality in all of the material that we provide you with.



Surgical Techniques and Procedures on Video

We introduce you to the latest techniques, to the latest educational advances, to the forefront of current dental techniques. All this, in first person, with the maximum rigor, explained and detailed for your assimilation and understanding. And best of all, you can watch them as many times as you want.



Interactive Summaries

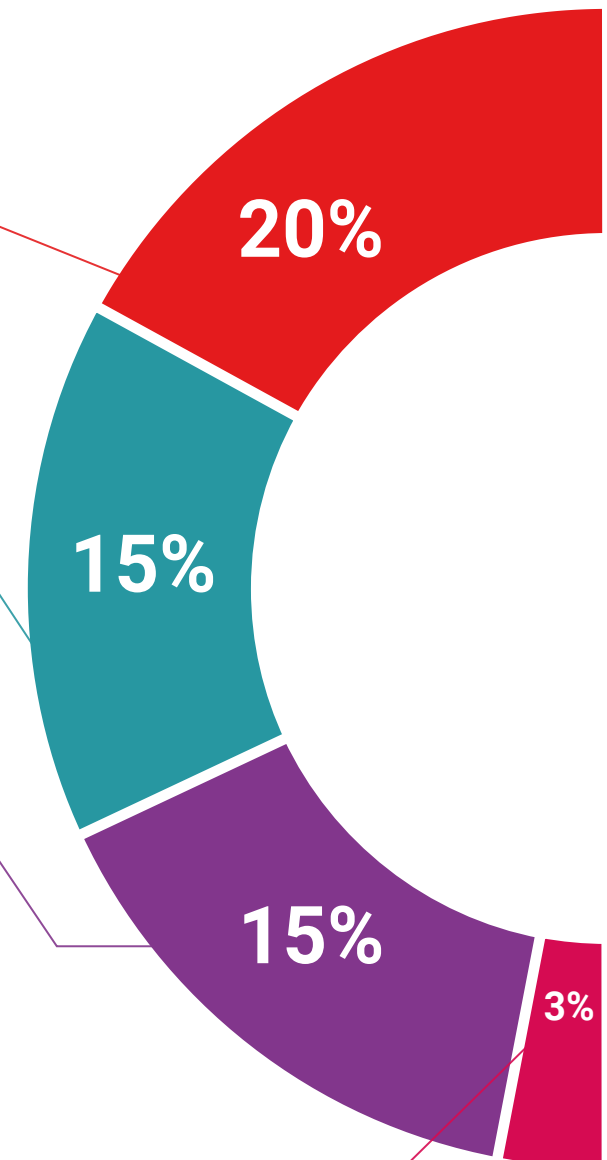
We present the contents attractively and dynamically in multimedia lessons that include audio, videos, images, diagrams, and concept maps in order to reinforce knowledge.

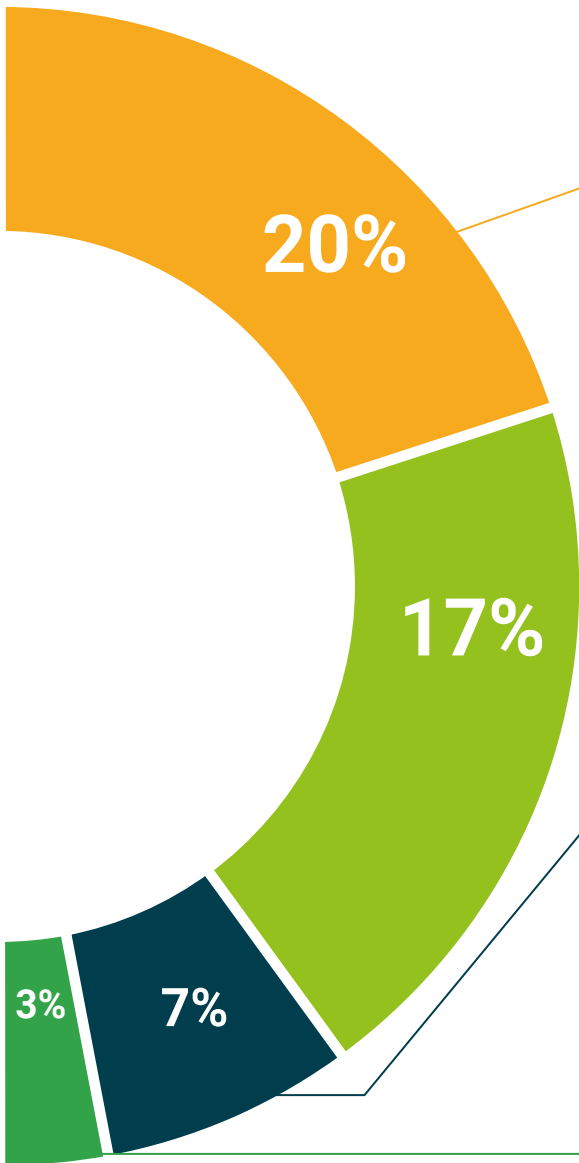
This multimedia content presentation training system was awarded by Microsoft as a "European Success Story".



Additional Reading

Recent articles, consensus documents, international guides. in our virtual library you will have access to everything you need to complete your training.





Expert-Led Case Studies and Case Analysis

Effective learning ought to be contextual. Therefore, we will present you with real case developments in which the expert will guide you through focusing on and solving the different situations: a clear and direct way to achieve the highest degree of understanding.



Testing & Re-Testing

We periodically evaluate and re-evaluate your knowledge throughout the program, through assessment and self-assessment activities and exercises: so that you can see how you are achieving your goals.



Classes

There is scientific evidence suggesting that observing third-party experts can be useful.

Learning from an expert strengthens knowledge and memory, and generates confidence in our difficult future decisions.



Quick Action Guides

We offer you the most relevant contents of the course in the form of worksheets or quick action guides. A synthetic, practical, and effective way to help you progress in your learning.



06

Certificate

The Postgraduate Certificate in Excellence in Dental Clinic Processes guarantees you, in addition to the most rigorous and up-to-date training, access to a certificate issued by TECH Global University.



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Successfully complete this specialization and receive your certificate without travel or laborious paperwork”

This program will allow you to obtain your **Postgraduate Certificate in Excellence in Dental Clinic Processes** endorsed by **TECH Global University**, the world's largest online university.

TECH Global University is an official European University publicly recognized by the Government of Andorra ([official bulletin](#)). Andorra is part of the European Higher Education Area (EHEA) since 2003. The EHEA is an initiative promoted by the European Union that aims to organize the international training framework and harmonize the higher education systems of the member countries of this space. The project promotes common values, the implementation of collaborative tools and strengthening its quality assurance mechanisms to enhance collaboration and mobility among students, researchers and academics.

This **TECH Global University** title is a European program of continuing education and professional updating that guarantees the acquisition of competencies in its area of knowledge, providing a high curricular value to the student who completes the program.

Title: **Postgraduate Certificate in Excellence in Dental Clinic Processes**

Modality: **online**

Duration: **6 weeks**

Accreditation: **6 ECTS**



*Apostille Convention. In the event that the student wishes to have their paper diploma issued with an apostille, TECH Global University will make the necessary arrangements to obtain it, at an additional cost.

future

health confidence people

education information tutors

guarantee accreditation teaching

institutions technology learning

community commitment

personalized service innovation

knowledge present

online training

development languages

virtual classroom

tech global
university

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Postgraduate Certificate

Excellence in Dental Clinic Processes