

# Postgraduate Diploma

## Cost and Process Optimization in Dental Clinics





## Postgraduate Diploma Cost and Process Optimization in Dental Clinics

- » Modality: online
- » Duration: 6 months
- » Certificate: TECH Global University
- » Credits: 19 ECTS
- » Schedule: at your own pace
- » Exams: online

Website: [www.techtute.com/us/dentistry/postgraduate-diploma/postgraduate-diploma-cost-process-optimization-dental-clinics](http://www.techtute.com/us/dentistry/postgraduate-diploma/postgraduate-diploma-cost-process-optimization-dental-clinics)

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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 Cost and Process Optimization in Dental Clinics 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 administration 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 Diploma in Cost and Process Optimization in Dental Clinics** 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, with which they are conceived, gather scientific and rigorous information on those disciplines that are indispensable for professional practice.
- ◆ New developments on Cost and Process Optimization in Dental Clinics.
- ◆ Interactive learning system based on algorithms for decision making on problem situations.
- ◆ 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 Diploma 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 Cost and Process Optimization in Dental Clinics, you will obtain a certificate from TECH Global University"*

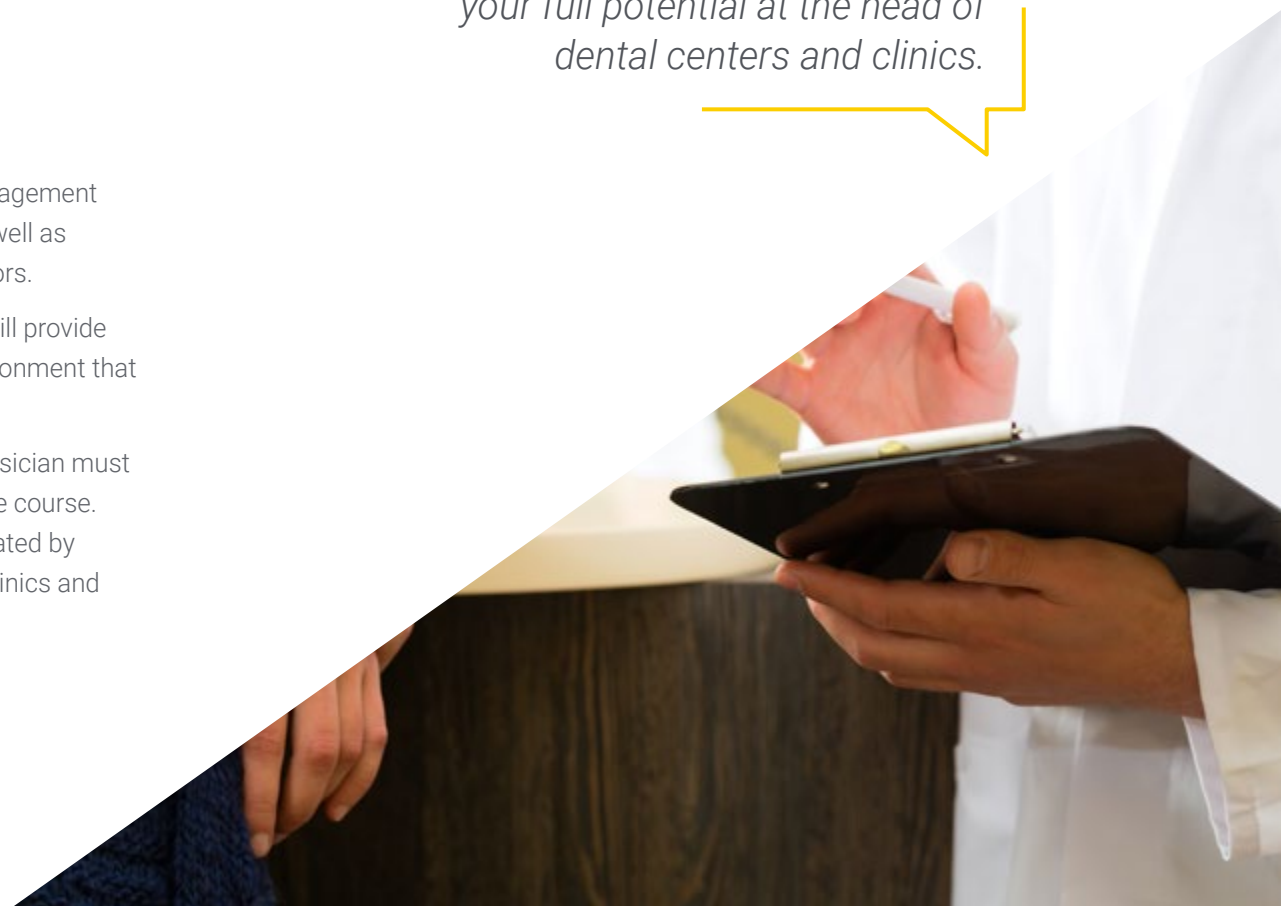
*The Postgraduate Diploma allows training in simulated environments, which provide immersive learning programmed to train for real situations.*

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

The teaching staff includes professionals from the field of dental clinic management and direction, who bring their experience to this specialization program, as well as renowned specialists from leading companies, both in this and 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 the management and direction of dental clinics and with extensive teaching experience.



02

# Objectives

The Postgraduate Diploma in Cost and Process Optimization in Dental Clinics 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

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- ♦ Use theoretical, methodological and analytical tools to optimally manage and direct their own clinical-dental businesses, effectively differentiating themselves in a highly competitive environment.
- ♦ Incorporate strategy and vision skills to facilitate the identification of new business opportunities.
- ♦ Promote 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, as well as 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 specialization in the field of business management and direction.



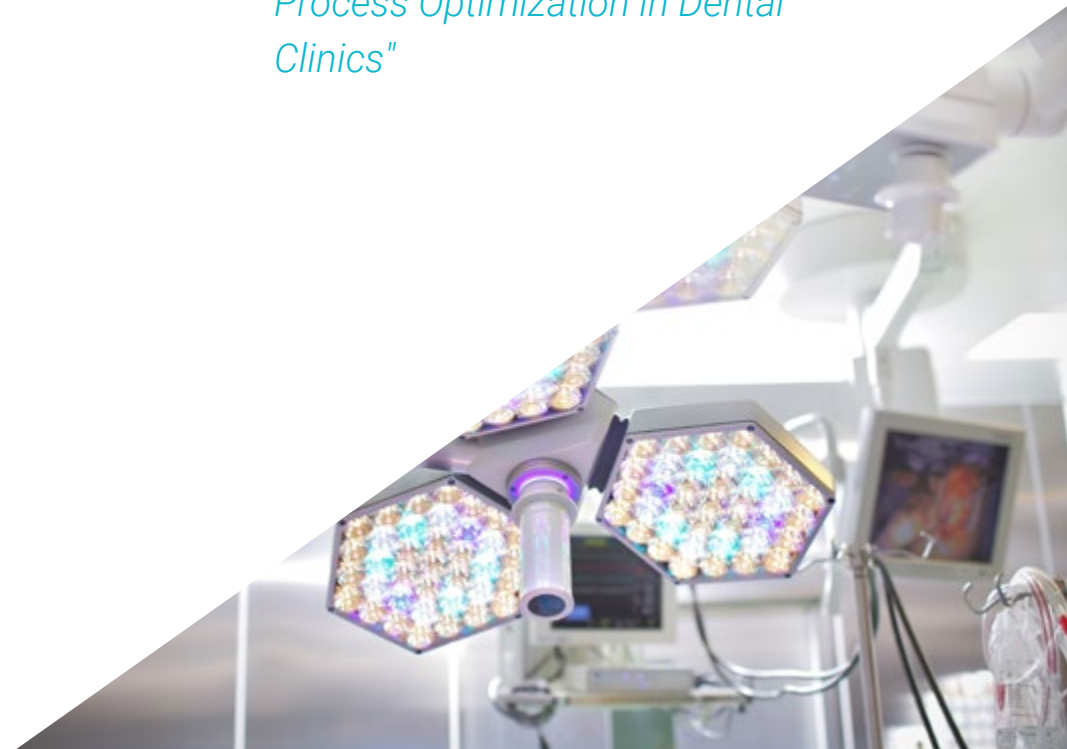


## Specific Objectives

- Describe the current situation and future trends of management and direction models of clinical-dental business both nationally and internationally to be able to define objectives and differentiating successful strategies.
- Become familiar with the terminology and concepts specific to the field of management and business management for their effective application in clinical-dental businesses.
- Discover and analyze the key points of successful business models of leading dental clinics in order to increase the motivation, inspiration and strategic mindset of future managers.
- 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 effective planning and management of dental practice tasks, resulting in significant cost savings in the short term.
- Apply tools and work procedures that are essential for an optimal purchasing and resources warehouse management, avoiding an unproductive flow of expenses.
- Develop negotiation skills with which to deal with suppliers, customers and team management focused on win-win results.
- Master the main financial tools to facilitate key decisions based on objective data.
- Acquire important knowledge about cost analysis to understand the current state of your company in terms of profitability and be able to define future scenarios.



*Make the most of this opportunity and take the step to get up to date on the latest developments in Cost and Process Optimization in Dental Clinics"*



03

# Course Management

This program includes in its teaching staff health professionals of recognized prestige, who belong to the field of Cost and Process Optimization in Dental Clinics 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.







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*Learn from leading professionals the latest advances in Cost and Process Optimization in Dental Clinics"*

## Management



### Mr. Gil, Andrés

- ♦ Director-Manager at Clínica pilaR Roig Odontología
- ♦ 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



### Mr. Guillot, Jaime

- ♦ Degree in Business Administration and Management Polytechnic University of Valencia.
- ♦ Industrial Specialization
- ♦ Co-founder and Strategy Director of Hikaru VR Agency.
- ♦ Co-founder and CEO of Drone Spain. (2014-2017)
- ♦ Founder of the Interet & Mobile Business School. (2012-2015)
- ♦ Founder and CEO of Fight Technologies (2011-2013)
- ♦ Highly experienced in business creation.
- ♦ Professor at Bankinter's Master's Degree in Innovation and Business Creation
- ♦ Executive Coach certified by the European School of Leaders (EEL)
- ♦ Trainer in leadership and emotional management programs for companies.





## Professors

### Mr. Dolz, Juan Manuel

- ◆ 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 digitalization consultant
- ◆ Highly experienced in business creation
- ◆ Co-founder and CTO MedicalDays
- ◆ Co-founder and COO Drone Spain
- ◆ Co-founder and COO Hikaru VR Agency

### Ms. Fortea Paricio, Anna

- ◆ Degree in Law from the University of Valencia
- ◆ Professional neurocoach
- ◆ Founder of the European Leadership Center in Miami, U.S.A.
- ◆ Founder of the Anna Fortea High Human Performance Center in Valencia, Spain
- ◆ Co-founder of Esex
- ◆ President of the INA (International Neurocoaching Association).
- ◆ Professor at several Spanish universities, and at UAC and Humboldt University in Miami, USA
- ◆ Psychology at UOC and Neurosciences at UPenn, University of Pennsylvania, USA
- ◆ CAC Coach Certified by the Centro de Alto Rendimiento Humano IESEC (High Human Performance Center)

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 specialization in order to manage successful companies, and committed to quality teaching through new educational technologies.





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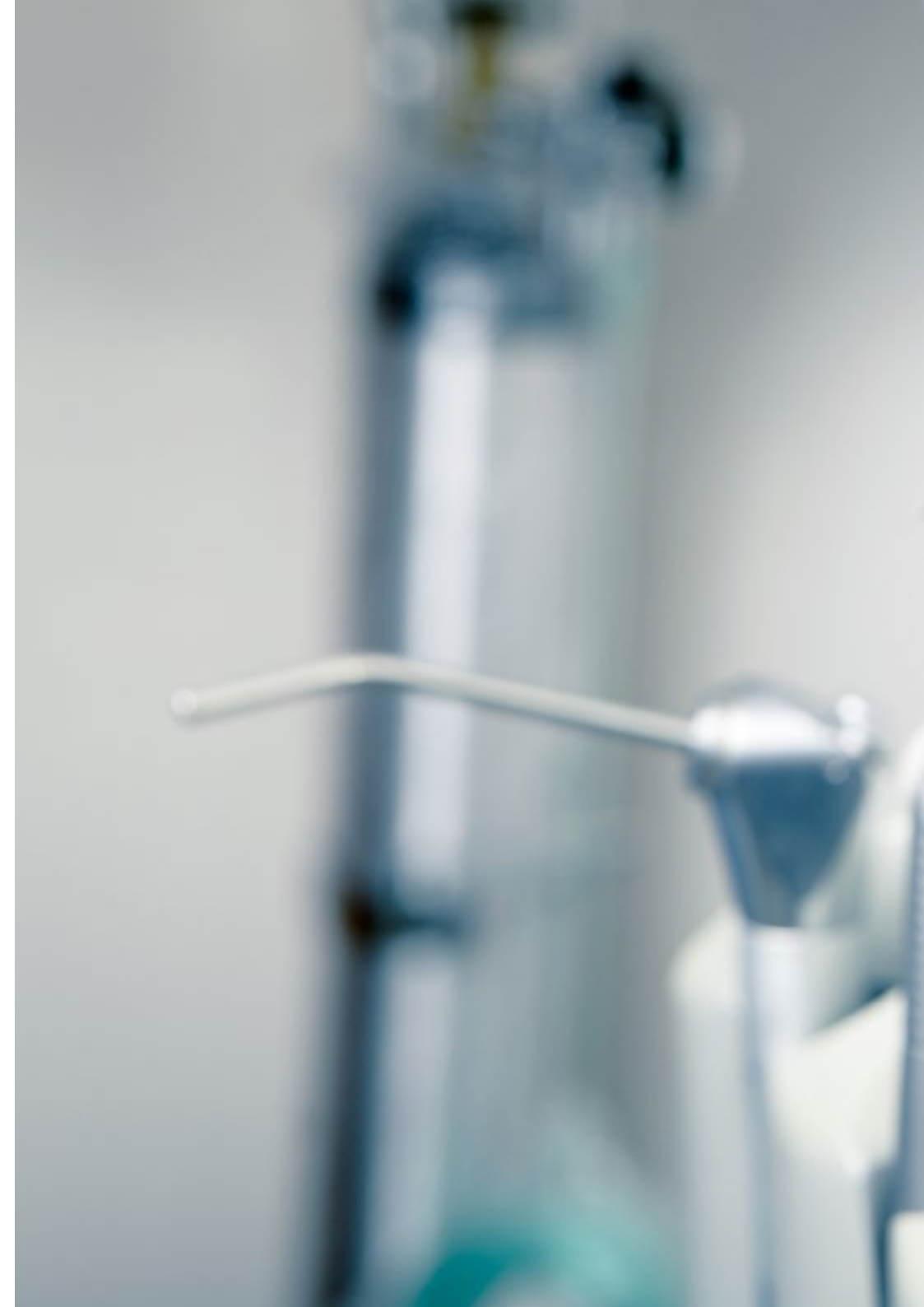
*This Postgraduate Diploma in Cost and Process Optimization in Dental Clinics contains the most complete and up-to-date scientific program on the market”*



## 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: Purpose of Their Implementation.
  - 1.3.3. Protocols: Benefits of Their Implementation.
  - 1.3.4. Practical Example: First Visit Protocol.
- 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: Consultancy.
  - 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.
  - 1.7.1. Practical Case 1: Protocol for Managing Emergencies.
  - 1.7.2. Practical Case 2: Producing a Satisfaction Survey.



**Managing the Time and Scope of the Services Provided at the Dental Clinic.**

- 1.8. Managing Safety and Health a Work in a Dental Clinic.
  - 1.8.1. The Importance of Defining the Main Tasks in a Dental Clinic.
  - 1.8.2. "One Task, One Person Responsible" Productivity Technique
  - 1.8.3. Digital Task Managers.
- 1.9. Standardizing Time in Dentistry Treatments.
  - 1.9.1. The Importance of Gathering Time Data.
  - 1.9.2. How to Document Time Standardization.
- 1.10. Research Methodology to Optimize Quality Processes.
- 1.11. Describing a Quality Management Model for Dentistry Services.
- 1.12. Health Audit: Phases.

**Module 2. Purchasing and Storage Management**

- 2.1. The Importance of an Appropriate Purchasing Plan.
- 2.2. Responsibilities of the Purchasing Duty in a Dental Clinic.
- 2.3. Efficiently Managing our Warehouse.
  - 2.3.1. Storage Costs.
  - 2.3.2. Safety Inventory.
  - 2.3.3. Registering the Incoming and Outgoing of Material.
- 2.4. Stages in the Process of Purchasing.
  - 2.4.1. Searching for Information and Suggesting Alternatives.
  - 2.4.2. Evaluation and Decision Making.
  - 2.4.3. Follow-Up and Monitoring.
- 2.5. Ways of Running Accounts and Account Management.
  - 2.5.1. Adjusting Order Types to Our Needs.
  - 2.5.2. Risk Management.

- 2.6. Relationship With the Supplier.
  - 2.6.1. Types of Relationships.
  - 2.6.2. Payment Policy.
- 2.7. Negotiations in Purchases.
  - 2.7.1. Necessary Knowledge and Skills.
  - 2.7.2. Stages in the Negotiation Process.
  - 2.7.3. How to Negotiate Successfully.
- 2.8. Quality in Purchases.
  - 2.8.1. Benefits for the Clinic as a Whole.
  - 2.8.2. Measuring Parameters.
- 2.9. Indicators of Efficiency.
- 2.10. New Trends in Purchase Management.

### Module 3. Costs and Finances Applied to Dental Clinics

- 3.1. Basic Principles of Economy.
- 3.2. The Balance Sheet.
  - 3.2.1. Structure of the Balance Sheet.
  - 3.2.2. Assests.
  - 3.2.3. Liabilities.
  - 3.2.4. Net Assets.
  - 3.2.5. Interpreting the Balance Sheet.
- 3.3. Results Research.
  - 3.3.1. Sructure of the Income Statement.
  - 3.3.2. Interpreting the Income Statement.

### Maximizing Profitability.

- 3.4. Introduction to Cost Accounting.
- 3.5. Benefits of Its Implementation.
- 3.6. Fixed Costs in the Dental Clinic.
  - 3.6.1. Establishing Fixed Costs.
  - 3.6.2. Fixed Costs of a Typical Dental Clinic.
  - 3.6.3. Cost/Hour of the Professional.
- 3.7. Variables Costs in the Dental Clinic.
  - 3.7.1. Establishing Variable Costs.
  - 3.7.2. Variables Costs of a Typical Dental Clinic.
- 3.8. Cost/Hour of a Dental Clinic.

### Activity: Calculating the Costs of My Clinic.

- 3.9. Treatment Costs.
- 3.10. Benefit of the Treatment.
- 3.11. Pricing Strategy.

### Activity: Analysing the Profitability of the Treatments Offered at My Clinic.

### Financial Analysis of Your Clinic.

- 3.12. Introduction.
- 3.13. Invoices and Other Payment Documents.
  - 3.13.1. The Invoice: Meaning and Minimum Content.
  - 3.13.2. Other Payment Documents.
- 3.14. Managing Collections and Payments.
  - 3.14.1. Administrative Organization.
  - 3.14.2. Managing Collections and Payments.
  - 3.14.3. The Treasury's Budget.
  - 3.14.4. ABC Analysis of Patients.
  - 3.14.5. Unpaid Receivables.



- 3.15. Modes of External Financing.
  - 3.15.1. Bank Financing.
  - 3.15.2. Leasing.
  - 3.15.3. Differences Between Leasing and Renting.
  - 3.15.4. Discounts on Commercial Items.
- 3.16. Analysis of the Liquidity of Your Clinic.
- 3.17. Analysis of the Profitability of Your Clinic.
- 3.18. Debt Analysis.

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*A unique, key and decisive master's degree experience to boost your professional development”*



05

# Methodology

This specialization provides you with a different way of learning. Our methodology uses a cyclical learning approach: ***Re-learning***.

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





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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 achievements:

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 Postgraduate Diploma you will have access to the best educational material, prepared with you in mind:



### Study Material

After a complex production process, we transform the best content into high-quality educational and audiovisual multimedia. We select the best syllabus and make it available to you. Everything you need to acquire in-depth knowledge of a discipline, from A to Z. Lessons written and chosen by specialists in each of the disciplines.



### Surgical techniques and clinical procedures on video

We bring you closer to the newest techniques, to the latest scientific advances, to the forefront of Dentistry news. 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.



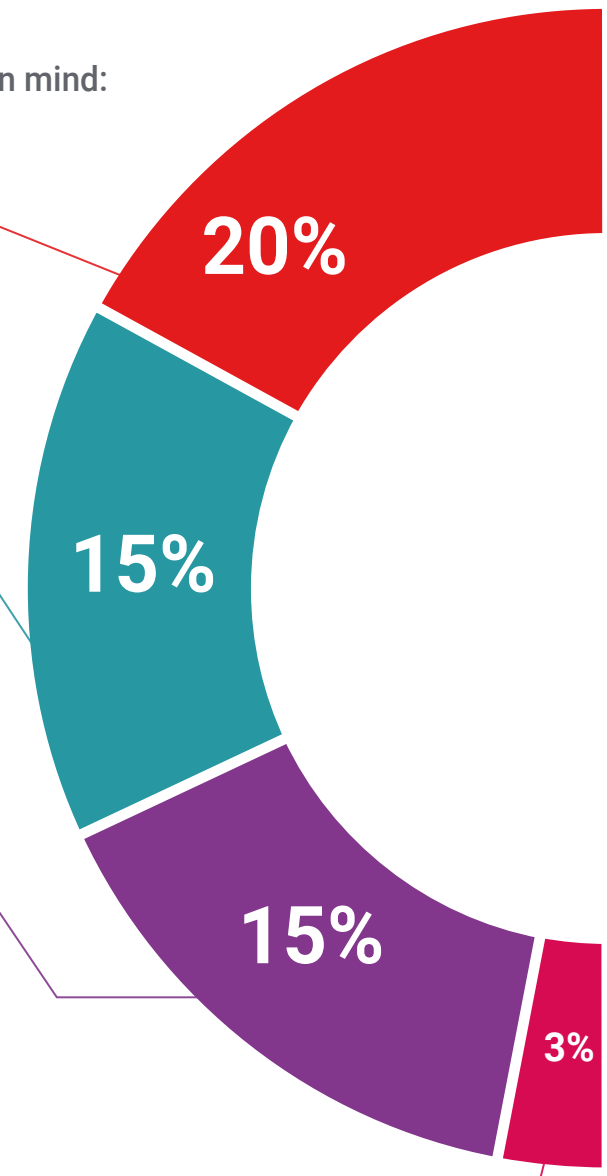
### Interactive Summaries

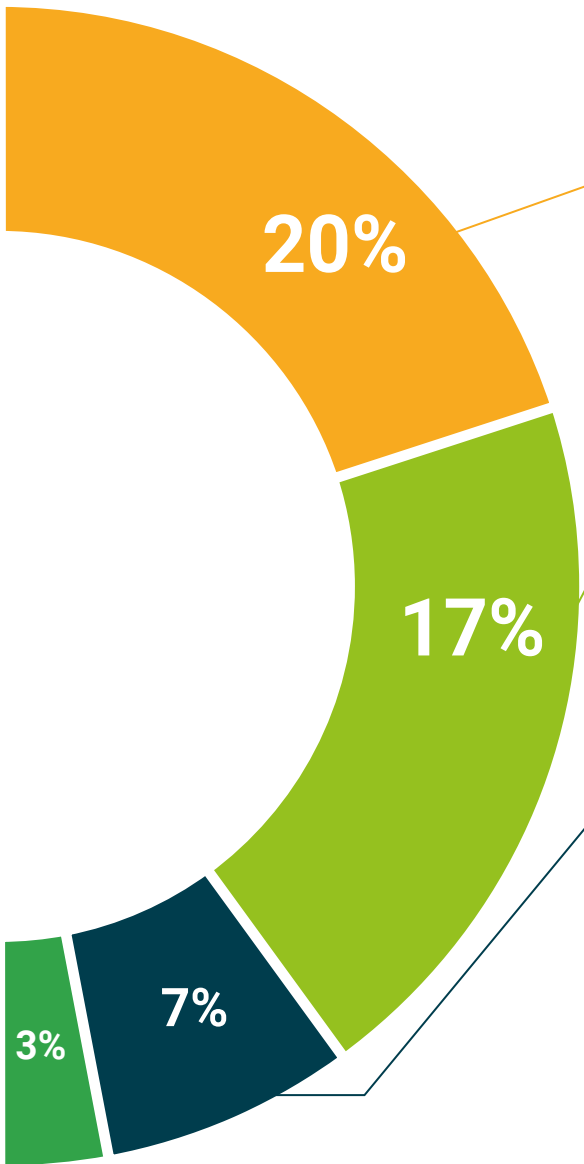
We present the contents attractively and dynamically in multimedia lessons that include audio, videos, images, diagrams, and concept maps in order to reinforce knowledge. This unique training system for presenting multimedia content was awarded by Microsoft as a "European Success Story".



### 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

Through the narratives of expert professionals, it is possible to acquire a high degree of understanding of the most frequent problematic situations. The professional's healthcare practice is not alien to the context in which it takes place. If we want to train ourselves to improve our professional practice, this training must be situated within the context in which it takes place.



#### Testing & Re-Testing

We periodically evaluate and re-evaluate your knowledge throughout this program through activities and evaluative exercises.



#### Classes

There is scientific evidence suggesting that observing third-party experts can be useful. Learning from an expert strengthens knowledge and recall, and generates confidence in our future difficult decisions.



#### Quick Action Guides

One of the most important functions of our team is to select those contents considered essential and present them in the form of worksheets or quick action guides to facilitate their understanding.



06

# Certificate

The Postgraduate Diploma in Cost and Process Optimization in Dental Clinics 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 specialisation and receive your certificate without travel or laborious paperwork"*



This program will allow you to obtain your **Postgraduate Diploma in Cost and Process Optimization in Dental Clinics** 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.

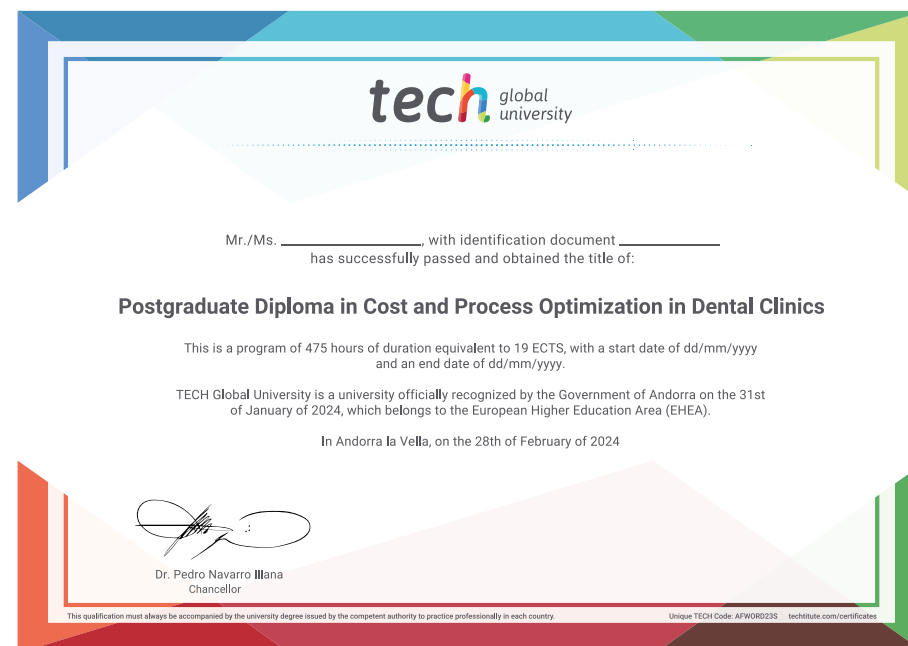
This **TECH Global University** title is a European program of continuing education and professional updating that guarantees the acquisition of competencies in its area of knowledge, providing a high curricular value to the student who completes the program.

Title: **Postgraduate Diploma in Cost and Process Optimization in Dental Clinics**

Modality: **online**

Duration: **6 months**

Accreditation: **19 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

**tech** global  
university

personalized service innovation

knowledge present quality

**Postgraduate Diploma**

Cost and Process Optimization  
in Dental Clinics

development languages

virtual classroom

- » Modality: online
- » Duration: 6 months
- » Certificate: TECH Global University
- » Credits: 19 ECTS
- » Schedule: at your own pace
- » Exams: online

# Postgraduate Diploma

## Cost and Process Optimization in Dental Clinics