

1. BASIC INFORMATION

Course	Ergonomics and Organization of the dental clinic
Degree program	Dentistry
School	Biomedical Science
Year	5º
ECTS	3
Credit type	Optative
Language(s)	English
Delivery mode	Presential
Semester	1º semester
Academic year	2025-2026
Coordinating professor	María Vaquero, Daniele Grini, Lorena Masia

2. PRESENTATION

Ergonomics is a science that pursues the right balance between man and his work environment. The application of this science to work in the dental office will provide the student with the appropriate bases for greater performance and quality in their professional work as a dentist.

3. LEARNING OUTCOMES

Knowledge

CON01 Know the essential elements of the dental profession, including ethical principles and legal responsibilities.

CON02 Understand the importance of these principles for the benefit of the patient, society and the profession, with special attention to professional secrecy.

CON04 Understand the importance of developing professional practice with respect for the patient's autonomy, beliefs and culture.

CON06 Understand the importance of maintaining and using patient information records for further analysis, preserving the confidentiality of the data.

CON14 Understand and recognize the principles of ergonomics and safety at work (including cross-infection control, radiation protection, occupational and biological diseases).

CON32 To understand the role of the dentist within the health professions and work with other health professionals and other members of the dental team.

Subject-specific knowledge:

- Identify the evolutionary processes of ergonomics applied to dentistry and the systems of health control in dental work.
- Describe the concepts of efficiency and quality for all aspects of professional dental work.

Skills

HAB01 To be able to identify patient concerns and expectations and communicate effectively and clearly, both orally and in writing, with patients, relatives, the media and other professionals.

HAB02 Know how to apply the principles of anxiety and stress management to oneself, patients and other members of the dental team.

HAB18 Know and use basic equipment and instrumentation for dental practice.

Subject-specific skills:

- Organize the creation of wellbeing in the dental clinic, promoting the safety of the dental team in any procedure.

Competences

CP05 Apply the principles of ergonomics in dental work, both at the individual level and within the work team when appropriate, as well as in the principles of occupational risk prevention associated with dental practice.

CP42 Influence others to guide and direct them towards specific goals and objectives, taking into account their points of view, especially in professional situations arising from the volatile, uncertain, complex and ambiguous (VUCA) environments of today's world.

CP45 Adapt to adverse, unexpected, stressful situations, whether personal or professional, overcoming them and even turning them into opportunities for positive change.

4. CONTENT

- Ergonomics and organization
- Planning and design of the dental practice
- Health economics and performance
- Marketing in the dental practice
- Patient care and loyalty
- Communication in dentistry
- Quality in dentistry
- Time management in the dental practice
- Administration and management of the dental practice

5. TEACHING-LEARNING METHODOLOGIES

The types of teaching-learning methodologies used are indicated below:

- MD1 Masterclass
- MD2 Case method
- MD3 Cooperative learning.

6. LEARNING ACTIVITIES

Listed below are the types of learning activities and the number of hours the student will spend on each one:

Campus-based mode:

Learning activity	Number of hours
AF1 Master class	9,25
AF2 Practical application seminars	1,75
AF11 Debates and colloquia	5
AF6 Preparation of reports and writings	12
AF3 Case Analysis	5
AF10 Personal work	39,5
AF12 Face-to-face assessment tests	2,5
TOTAL	75

7. ASSESSMENT

Listed below are the assessment systems used and the weight each one carries towards the final course grade:

Campus-based mode:

Assessment system	Weight
SE1 Face-to-face assessment tests	40
SE3 Reports and Briefs	30
SE7 Systematic observation	30

When you access the course on the *Campus Virtual*, you'll find a description of the assessment activities you have to complete, as well as the delivery deadline and assessment procedure for each one.

7.1. First exam period

In order to pass the course in the ordinary exam session, you must obtain a grade higher or equal to 5.0 out of 10.0 in the final grade (weighted average) of the course. However, this grade will only be valid if the minimum requirements established for each of the assessable blocks have been met, as indicated in the learning guide. This means that, even if the weighted average is equal to or higher than 5.0, the subject will not be passed if any of the parts have not reached the minimum grade required.

In any case, it will be necessary to obtain a grade higher or equal to 5.0 in the final exam, so that it can be averaged with the rest of the evaluable activities that have been passed according to the criteria established in the learning guide.

Furthermore, in order to take the final exam, you must have attended at least 50% of the scheduled classes and activities, as established in the course guide. This requirement applies regardless of whether the absences are justified or not. If the percentage of absences exceeds this limit, they cannot be justified in any case and this will imply the impossibility of passing the subject in that call.

7.2. Second exam period

In order to pass the course in the extraordinary call, you must obtain a grade higher or equal to 5.0 out of 10.0 in the final grade (weighted average) of the course.

In any case, it will be necessary to obtain a grade higher or equal to 5.0 in the final exam, so that it can be averaged with the rest of the evaluable activities.

Depending on the parts not passed in the ordinary exam, you will have to make up those that have not reached the minimum grade required:

- If you have not passed the theory exam, you will have to repeat this test in the extraordinary call.
- If you have not passed the practical part of the subject (practical exam), you will have to take it again, according to the indications of the course professors.
- If any of the continuous assessment activities (theoretical or practical) have not been passed or were not presented in the ordinary exam, you must complete them in person during the follow-up period, at the established times. These activities may coincide with the original ones or be replaced by others, at the discretion of the professors.

8. SCHEDULE

This table shows the delivery deadline for each assessable activity in the course:

Assessable activities	Deadline
A1.-Ergonomics and adequate criticism of dental equipment, reflecting on practical advantages and disadvantages.	Week 22 September
A2.- Design of a dental clinic.	Week 6 October
A3.-Budget necessary for the creation of a dental clinic and selection of the appropriate material.	Week October 20
A4.-Selection of clinic staff.	Week 3 November

A5.-Agenda of the clinic and organization of work in dental clinic.	Week 17 November
A6.- In-Clinic Marketing	Week 1 December
1ª FACE-TO-FACE ACTIVITY	Week 8 December
2ª FACE-TO-FACE ACTIVITY	Week 15 December
TUTORING/DOUBTS	To be determined
FACE-TO-FACE EXAM	To be determined

This schedule may be subject to changes for logistical reasons relating to the activities. The student will be notified of any changes as and when appropriate.

9. BIBLIOGRAPHY

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- Brigder, R S. (2008) Introduction to Ergonomics. New York: Published by U.S.A.: CRC Press.
- Jouvencel, M. R. (1994) Ergonomía básica aplicada a la medicina del trabajo. Madrid: Ediciones Díaz de Santos,SA.
- Carrillo Baracaldo JS, Álvarez Quesada C, Calatayud Sierra J (2001). Ergonomía en Odontología. Planteamiento de necesidades. En Profesión dental, vol.4, nº4, pág.27-30.
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- Sánchez Guzman JR (1998). Breve Historia de la Publicidad. Madrid: Ed Científica 3 S A. 3ª Ed.

- Código de Ética y Deontología del Consejo General de Odontólogos y Estomatólogos de España. Disponible en línea: http://www.icoec.es/documentos/codigo_etico_y_deontologico.pdf [Consulta: diciembre de 2015]
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- Straad,KO,(1988) Retórica-Información-Motivación (I). En Quintessence (Ed.Española) vol.1, nº 1, pag 60-63.Barcelona Quintessence SL.
- Carrillo JS, Álvarez C, Calatayud J, Fernández JM. (2006) Trabajo en equipo en Odontología: la comunicación con el laboratorio dental como clave de éxito clínico. A propósito de un caso clínico de tratamiento multidisciplinar. En Científica Dental vol. nº2. Pág.129-136.
- Atta, Al E. (1999). Control de Calidad Total en la Práctica Ortodóncica. Disponible en línea: <http://www.odontomarketing.com/articulos/art12.htm> [Consulta: 25 de noviembre de 2015]
- Rios Santos JV, Martin García P, Bullón Fernández P. Control de Calidad. Disponible en línea:<<http://personal.us.es/jvrios/pdf/nojcr/calidad08salvat.pdf>> [Consulta 25 de noviembre de 2015]

10. EDUCATIONAL GUIDANCE, DIVERSITY AND INCLUSION UNIT

From the Educational Guidance, Diversity and Inclusion Unit we offer support to our students throughout their university life to help them reach their academic achievements. Other main actions are the students' inclusions with specific educational needs, universal accessibility on the different campuses of the university and equal opportunities.

From this unit we offer to our students:

1. Accompaniment and follow-up by mean of counselling and personalized plans for students who need to improve their academic performance.
2. In terms of attention to diversity, non-significant curricular adjustments are made in terms of methodology and assessment for those students with specific educational needs, pursuing an equal opportunity for all students.
3. We offer students different extracurricular resources to develop different competences that will encourage their personal and professional development.
4. Vocational guidance through the provision of tools and counselling to students with vocational doubts or who believe they have made a mistake in their choice of degree.

Students in need of educational support can write to us at:

orientacioneducativa@universidadeuropea.es

11. ONLINE SURVEYS

Your opinion matters!

The Universidad Europea encourages you to participate in several surveys which help identify the strengths and areas we need to improve regarding professors, degree programs and the teaching-learning process.

The surveys will be made available in the “surveys” section on virtual campus or via e-mail.

Your assessment is necessary for us to improve.

Thank you very much for your participation.