

1. BASIC INFORMATION

Course	Ergonomics and organization of the Dental Clinic
Degree program	Dentistry
School	Biomedical Sciences
Year	Dentistry 5th
ECTS	3 ECTS
Credit type	Optative
Language(s)	Spanish/Englisg
Delivery mode	Online & Presential
Semester	Semester
Academic year	2024-25
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. COMPETENCIES AND LEARNING OUTCOMES

The following table shows the relationship between the competencies developed during the course and the learning outcomes pursued:

Core competencies:

CB1. Those students have demonstrated to possess and understand knowledge in an area of study that starts from the base of general secondary education, and is usually found at a level that, although supported by advanced textbooks, also includes some aspects that imply knowledge coming from the forefront of his field of study

CB3. That students have the ability to gather and interpret relevant data (usually within their area of study) to make judgments that include a reflection on relevant issues of social, scientific or ethical nature

CB4. That students know how to transmit information, ideas, problems and solutions to a specialized and non-specialized public

Cross-curricular competencies:

CT2. Self--confidence: ability to assess our own results, performance and capabilities with the internal conviction that we are capable of doing things and the challenges that we face

CT3. Ability to adapt to new situations: Be able to work under different conditions, different people, and in different groups. It involves assessing and understanding positions, adapting one's approach as the situation requires

CT4. Capacity for analysis and synthesis: Analysis is the method of reasoning that allows complex situations to be decomposed into their constituent parts; also evaluate other alternatives and perspectives to find optimal solutions. The synthesis seeks to reduce complexity in order to understand it better and / or solve problems

CT5. Ability to apply knowledge to practice: Ability to use the knowledge acquired in the academic field in situations as similar as possible to the reality of the profession for which they are being trained, for example, by relating theoretical foundations with their application to real problems of daily life, address problems and situations close to professional activity or solve real issues and / or problems

CT6. Oral communication / Written communication: Communication is the process by which we transmit and receive data, ideas, opinions and attitudes to achieve comprehension and action being oral that is done through words and gestures and, written, through writing and / or supports graphics

CT9. Skills in interpersonal relationships: Interacting positively with other people by verbal means through assertive communication, understood by this, the ability to express or convey what you want, what you think or feel without bothering, assault or hurt feelings of the other person

CT10. Initiative and entrepreneurial spirit: preference for assuming and carrying out activities. Ability to undertake difficult or hazardous actions with resolution. Ability to anticipate problems, propose improvements and persevere in their achievement

General competencies

CG1. Know the essential elements of the dental profession, including ethical principles and legal responsibilities

CG2. Understand the importance of such principles for the benefit of the patient, society and profession, with special attention to professional secrecy

CG3. Know how to identify the patient's concerns and expectations, as well as communicate effectively and clearly, both orally and in writing, with patients, family members, the media and other professionals.

CG5. Know how to apply the principles of controlling anxiety and stress on oneself, on patients and on team members.

CG6. Understand the importance of developing a professional practice with respect to the patient's autonomy, their beliefs and culture

CG9. Understand the importance of maintaining and using the records with patient information for further analysis, preserving the confidentiality of the data

CG17. Understand and know the principles of ergonomics and safety at work (including the control of cross infections, radiation protection and occupational and biological diseases)

CG18. Know, critically assess and know how to use the sources of clinical and biomedical information to obtain, organize, interpret and communicate scientific health information

CG29. Recognize the determinants of oral health in the population, both genetic and dependent on lifestyles, demographic, environmental, social, economic, psychological and cultural

Specific competencies:

Introduction to Dentistry.

SC16. Know and use the basic equipment and instrumentation for dental practice.

SC17. Apply the principles of ergonomics in dental work, both individually and within the work team where appropriate, as well as in the principles of occupational risk prevention associated with dental practice.

SC25. Understand the role of the dentist within the health professions and work with other health professionals and other members of the dental team.

Learning outcomes:

- **RA1.** Knowledge of the evolutionary processes of ergonomics applied to dentistry
- **RA2.** Knowledge of health control systems in dental work
- **RA3.** Develop the creation of wellbeing in the dental clinic
- **RA4.** Develop efficiency in dental work
- **RA5.** Promote safety in any dental procedure
- **RA6.** Development of the concept of quality for all aspects of professional dental work

The following table shows the relationship between the competencies developed during the course and the learning outcomes pursued:

Competencies	Learning outcomes
CB1,CB3,CB4 -CT2,CT5-CG17,CG18	- RA1. Knowledge of the evolutionary processes of ergonomics applied to dentistry
CB1,CB3,CB4-CT2,CT3,CT5,CT6,CT9,CT10- CG3,CG5,CG6,CG17,CG18 CE16, CE17	- RA2. Knowledge of health control systems in dental work
CB1,CB3,CB4-CT2,CT3,CT5,CT6,CT9,CT10- CG3,CG5,CG6,CG17,CG18 CE16, CE17	RA3. Develop the creation of well-being in the dental clinic
CB1,CB3,CB4- CT2,CT3,CT4,CT5,CT6,CT9,CT10- CG3,CG5,CG17,CG18 CE16, CE17,CE25	- RA4. Develop efficiency in dental work
CB1,CB3,CB4 CT2,CT3,CT4,CT5,CT6,CT9,CT10- CG3,CG5,CG17C, CG18 CB1,CB3,CB4	- RA5. Promote safety in any dental procedure
CT2,CT3,CT4,CT5,CT6,CT9,CT10- CG1,CG2C,CG3,CG5,CG6,CG17,CG18,CG29 CE16, CE17, CE25	- RA6. Development of the concept of quality for all aspects of professional dental work

4. CONTENT

1.--- ERGONOMY & ORGANIZATION

- 1.1.- Concepts & definitions
- 1.2.- Objectives & development of the subject

2.- ECONOMY AND HEALTH PERFORMANCE

- 2.1.- Work systems
- 2.2.- Positions and equipment
- 2.3.- Dental photography and intraoral scanner in ergonomics

3.- PLANNING AND DESIGN OF THE DENTAL CONSULTATION

- 3.1.- Basic areas of the dental practice
- 3.2.- Distribution of spaces in the basic areas

4. - ADMINISTRATION AND MANAGEMENT OF A DENTAL CLINIC

- 4.1. - Membership, regulations and documentation
- 4.2.- Economic aspects

5.- DENTAL CLINIC STAFF

- 5.1.- The auxiliary personnel in the dental office
- 5.2.- Parameters of adaptation and selection of auxiliary personnel in the dental practice

6.- COMMUNICATION IN DENTISTRY

- 6.1.- Communication with patients, auxiliaries and laboratory
- 6.2.- Ethics of communication
- 6.3.- Communication in Scientific Congresses

7.- QUALITY IN DENTISTRY

- 7.1.- Quality control systems in the dental practice

8.- PATIENT TREATMENT AND LOYALTY

- 8.1.- Human relations
- 8.2.- Behaviors to avoid
- 8.3.- Behaviors to be followed

9.- TIME CONTROL IN THE DENTAL CLINIC

- 9.1.- Book of appointments
- 9.2.- Dating systems

10.- MARKETING IN THE DENTAL CONSULTATION

- 10.1.- External Marketing
- 10.2.- Internal Marketing

5. TEACHING-LEARNING METHODOLOGIES

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

- Master class Case Method

- Cooperative learning
- Problem Based Learning (PBL)
- Simulation Environments

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
Master Clases	5h
Role Playing	5h
Seminars	5h
Problem's resolution	5h
Practical exercises	9h
Tutorial Classes	2,5h
Cases analysis	5h
Knowledge tests	2,5h
TOTAL	39h

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
Theory Evaluation	30%
Presential activities	50%
Activities Online	20%

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

To pass the course in the first exam period, you must obtain a final course grade of at least 5 out of 10 (weighted average).

7.1.1 Theory

To pass the subject in the ordinary call, both the theoretical knowledge tests and the practical knowledge tests must have been passed, with a grade greater than or equal to 5 (out of 10), separated. The final average will not be done if both parts are not approved.

Mandatory requirements:

- The final theory exam will be done through a multiple-choice test at the end of the semester and may include questions aimed at the visual identification of images.
- This exam will consist of 25 multiple-choice questions (4 answers with only one correct answer). Correct answers will add 1-point, wrong answers will deduct 0.33 points and blank answers will score 0. There will be 4 reserve questions with the same conditions as the official ones.
- It is mandatory to answer 80% of the exam questions in order to pass the subject.
- The date of the final exam will be scheduled from the beginning of the course.
- Theoretical activities are not recoverable, since they do not prevent the continuous evaluation of the theoretical part carried out by the student and they only suppose additional marks to the final grade of the subject.

7.2. Second exam period

To pass the course in the second exam period, you must obtain a final grade of at least 5 out of 10 (weighted average).

Only averages above the minimum mark required in each section will be averaged and to pass the subject it is necessary to achieve an overall score of 5 points.

The student must deliver the activities not successfully completed in the first exam period after having received the corresponding corrections from the professor, or those that were not delivered in the first place.

8. BIBLIOGRAFÍA

The recommended Bibliography is:

Learning unit 1:

- 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.
- Carrillo Baracaldo, J.S, Álvarez Quesada, C, Calatayud Sierra J. (1999). Parámetros de selección y adaptación del personal auxiliar al consultorio odontológico. En Profesión Dental, vol.2.nº5, pág.33-40.
- Carrillo Baracaldo, JS, Álvarez Quesada, C, Calatayud Sierra, J. (2007).
- En busca del sillón dental ideal. En Atlas Práctico de Nuevas Tecnologías.
- Title of the subject/ module
- Gaceta dental, nº 179, pág.29--48.

Learning unit 2:

- Álvarez Quesada C., Calatayud Sierra J., Tapia Vidal E., Carrillo Baracaldo JS. (2001). Diseño Ergonómico de la Clínica Dental. En Profesión Dental, 4(8), pág. 25--31 Madrid.
- Álvarez Quesada C., Calatayud Sierra J., Carrillo Baracaldo JS. (1999).
- La sala de espera de la Clínica Dental. En Profesión Dental, 2(4), pág. 45--48. Madrid
- Álvarez Quesada C., Carrillo Baracaldo JS. Calatayud Sierra J. (2000). Diseño de la Clínica Odontológica para pacientes con minusvalías físicas y sensoriales. En Profesión Dental, 3(10),pág., 24--28. Madrid
- Álvarez Quesada C., Carrillo Baracaldo. (2001). Hacia un diseño Ergonómico de la Clínica Dental. En Gaceta Dental, Nº144, pág. 34--45. Madrid. Disponible en línea:
- <<http://www.gacetadental.com/2009/04/hacia-un-diseño-ergonómico-de-la-clínica-dental-31007/>> [Consulta: diciembre de 2015]
- Alvarez Quesada C., Grille Álvarez C. (2007).Ergonomía y Color. En Gaceta Dental, nº 179, pág. 142-163.Madrid
- Sánchez Guzman JR (1998). Breve Historia de la Publicidad. Madrid: Ed Científica 3 S A. 3º 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]
- Normativa sobre Publicidad Buco Dental. (2003). En Profesión. Dental. Vol. 6, Nº. 2, pág. 90 – 91. Madrid
- Normativa sobre Publicidad Buco Dental, 1 enero 2003. Consejo General de Odontólogos y Estomatólogos de España.
- Kotler, Philip;; Keller, Kevin Lane (2006). Dirección de Marketing. México: Pearson Educación. E book formato electrónico disponible en línea:
- <http://descubre.uem.es/iii/encore/record/C_Rb1215051?lang=spi> [Consulta: diciembre de 2015]
- Orden 288/2010 de 28 mayo. Servicios Sanitarios Comunidad de Madrid. Disponible en línea:
- <http://www.bocm.es/boletin/CM_Orden_BOCM/2010/05/31/BOCM-20100531--2.PDF> [Consulta: diciembre de 2015]
- Procedimiento de Colegiación. COEM. Ilustre Colegio de Odontólogos y Estomatólogos de la Primera Región de Madrid. Disponible en
- línea: <<http://www.coem.org.es/sites/default/files/SECRETARIA/Comocolegiarse.pdf>> [Consulta: diciembre de 2015]
- Requisitos de Apertura de Clínica: Orden por la que se regulan los requisitos técnicos generales y específicos de los centros y servicios sanitarios sin internamiento, y de los servicios sanitarios integrados en
- Title of the subject/ module

- organización no sanitaria en la Comunidad de Madrid. Orden 288/2010, de 28 de mayo. Disponible en línea:
- <http://www.bocm.es/boletin/CM_Orden_BOCM/2010/05/31/BOCM--20100531--2.PDF> [Consulta: diciembre de 2015]

Learning unit 3:

- 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, Martín 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]

Learning unit 4:

- Álvarez Quesada C., Grille Álvarez C. (2012). La relación entre el odontólogo y los distintos tipos de pacientes. En Gaceta dental, nº 235, págs. 183-- 86. Madrid.
- Álvarez Quesada C., González Tocado E., Gómez Vega M., Grille Álvarez C., (2012). Un reto en la consulta: el paciente odioso. En Científica dental, 9 (3): 45 – 50. Madrid.
- Álvarez Quesada, C.; Carrillo Baracaldo, J.S., Calatayud Sierra, J. (1999). El servicio de recepción y la organización del tiempo en la clínica dental. En Profesión Dental, 2(1). 45 – 52. Madrid.

9. DIVERSITY MANAGEMENT UNIT

Students with specific learning support needs:

Curricular adaptations and adjustments for students with specific learning support needs, in order to guarantee equal opportunities, will be overseen by the Diversity Management Unit (UAD: Unidad de Atención a la Diversidad).

It is compulsory for this Unit to issue a curricular adaptation/adjustment report, and therefore students with specific learning support needs should contact the Unit at unidad.diversidad@universidadeuropea.es at the beginning of each semester.

10. 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 in virtual campus or via e-mail.

Your assessment is necessary for us to improve.

Thank you very much for your participation.

REGULATIONS FOR THE ASSESSMENT OF ACCREDITED UNDERGRADUATE DEGREES AT UNIVERSIDAD EUROPEA DE MADRID

CHAPTER I. COURSE ASSESSMENT SYSTEM FOR ACCREDITED UNDERGRADUATE DEGREES

Article 1 - 4. Continuous assessment

Students taking campus-based studies are required to demonstrate that they have attended at least 50% of their classes. Such attendance forms an essential part of the assessment process and is necessary to give the student the right to receive guidance, assistance and academic supervision from the professor. For such purposes, students must use the technological system put in place by the University to accredit their daily attendance at each of their classes. This system shall furthermore ensure that objective information is gathered regarding the active role of the student in the classroom. The failure to use the methods proposed by the University to demonstrate 50% attendance will give the professor the right to grade the course as a fail under the ordinary exam period. The foregoing does not affect other requirements of higher attendance percentages that each school may establish in their teaching guides or internal regulations.

Therefore, it is the authority of the professor that students who have not fulfilled the 50% of attendance in the ordinary call must pass all the evaluation tests in the extraordinary call, for which they must obtain a grade greater than or equal to 5.0 out of 10.0 in all of them (Faculty Board 11-07-23).

Article 6 - 12. Final grades

Any student that uses or benefits from unlawful means during an evaluation test or that unduly attributes the author of the academic work required for the assessment will be graded as a "fail" (0) and may similarly be the object of a sanction, subject to the opening of disciplinary proceedings. In the case of the Final Graduation Project, the plagiarism or the lack of originality of the project, will automatically be graded as a "fail" (0) in the corresponding course in both ordinary and extraordinary periods. Likewise, the student will lose their status as a student during six months according with the General Standards for Graduation Projects and Master's Thesis in its Article 5.

https://universidadeuropea.com/resources/media/documents/6_Reglamento_evaluacion_titulaciones_oficiales_grado_UEM_v2.pdf