



Course title:	Patient- and Family-Centered Care with Diverse Populations
Course #/term:	SW 503 001 FA 2018
Time and place:	Mondays, 2:00-4:00, Room G550
Credit hours:	2
Instructor:	Adrienne Lapidos
Contact info:	Email: alapidos@umich.edu Phone: 734-764-6686
Office:	3743 School of Social Work Building
Office hours:	By appointment

1. Course Statement

a. Course description and content

In this course, dental hygiene students are guided in the application of *patient- and family- centered care* in their community outreach rotations. The course covers topics relevant to working with diverse and medically underserved populations, such as health disparities, health literacy, health behavior change, and access to care. Class time is devoted to connecting academic content to the outreach rotations, especially the preparation for, and mindful reflection upon, the complex interpersonal encounters that can occur in safety net settings. Communication skills developed during the sophomore and junior years are reviewed and reinforced.

b. Course objectives and competencies: Dental Hygiene

This course will contribute to the following University of Michigan School of Dentistry Competencies for the New Dental Hygiene Graduate (found in the Dental Hygiene Handbook). These competencies will be assessed through assignments and presentations.

1-1. The graduating student provides dental hygiene care using the highest professional knowledge and ethical principles.

1-3. The graduating student advances the profession of dental hygiene through participation and affiliation with professional and community organizations.

2-1. The graduating student demonstrates and applies knowledge of psychosocial, biomedical, dental, and dental hygiene sciences.

2-2. The graduating student identifies individual risk factors and develops educational strategies that promote patient self-care in disease prevention and health promotion.

2-3. The graduating student uses the dental hygiene process of care to formulate a comprehensive care plan based on assessment data and in collaboration with other health care professionals as appropriate.

2-5. The graduating student demonstrates effective interpersonal skills establish rapport with patients and other health care providers in delivering dental hygiene care.

3-1. The graduating student uses critical thinking and self-assessment skills to prepare for and engage in life-long learning.

3-2. The graduating student uses the scientific method to evaluate scientific literature and evidence-based approach to patient care.

4-2. The graduating student provides oral health care to a diverse patient population in community-based settings.

c. Course design

This 2-credit course follows a modified “flipped classroom” blended learning format. During several of the weeks, class will meet only for 1.5 of the allotted 2 hours, as 30 minutes of course content will be presented as video in the Canvas Media Gallery. This material can be viewed anytime within the 1 week prior to the due date. For live class elements, students will come to class to engage in discussion and small group exercises based on video content, readings, and other assigned media. Normal homework such as readings are also assigned. We hope to give students extra flexibility by allowing them to self-schedule a half-hour of class each week. Canvas Media Gallery analytics will be used to “take attendance” for the video portions.

d. Social Work curricular themes

1. Multiculturalism and Diversity issues will be integrated throughout the course and prominent in content and assignments related to health care disparities. The course will address a range of diversity dimensions (including ability, age, class, color, culture, ethnicity, family structure, gender (including gender identity and gender expression), sex and sexual orientation, marital status, national origin, race, and religion or spirituality).

2. Social Justice and Social Change will be addressed throughout the course, including content on equity, quality and access, ethical issues in health care, and the role of social work in promoting social justice and social change in the health care system.

3. Promotion, Prevention, Treatment, and Rehabilitation will be addressed through content on the organization of health care services, allocation of resources, ethical issues in health care, the delivery of preventive, primary, acute, chronic and long-term care and care for people with disabilities and in the scope of policies and services addressed in health care reform efforts.

4. Behavioral and Social Science Research will be presented throughout the course and will include findings from dentistry and dental hygiene, medical sociology, health care economics, health psychology, social work, public health, and medicine.

e. Relationship to Social Work ethics and values

The course will discuss commonalities between social work and dental hygiene values.

2. Class Requirements

a. Text and class materials

There is no textbook for the course. All readings are linked to the Calendar Page in Canvas. When needing to access an article, navigate to the Calendar Page, find the correct week, and click the hyperlink in the readings column. The correct article should automatically download. To engage fully in the course topic, it is expected that students will complete all required readings, which will be discussed in the large group or small groups during class.

There are also a number of required videos in the course. These are considered to be part of the lecture portion of the class – they are not considered to be homework. As with readings, all videos are linked to the Calendar Page in Canvas. When needing to access a video, navigate to the Calendar Page, find the correct week, and click the “play” button on the small-format version of the video. You will have to enlarge the video for optimal viewing. All videos are closed captioned.

b. Class schedule

Please see the Calendar Page on Canvas for the schedule of topics, presentations, videos, and readings.

c. Assignments

- 1) “TED-style” PowerPoint Presentation (see handout in Canvas Files for details)
- 2) Windshield Survey (see handout in Canvas Files for details)
- 3) Video Reaction Paper (see handout in Canvas Files for details)

d. Attendance and class participation

Attendance and class participation are an integral part of your final grade. Students are permitted one absence during the semester for any reason (illness, family emergency, job interview, etc). **Subsequent absences will require a make-up assignment, which will be developed collaboratively by the student and instructor.** Typically, the make-up assignment will consist of a short essay. Failing to make up absences may lead to a failing grade in the class. Therefore we strongly urge you to save up your absence for when you really need it, and to make up any additional absences promptly.

Part of your attendance grade is your timely viewing of required videos. Your video views will be tracked using Canvas analytics. Failure to watch a video will be treated the same way as an absence. Videos cannot be watched late or out of sequence unless there is a specific arrangement with the instructor.

Class participation is also very important. For satisfactory performance in class participation, students are expected to arrive on time and contribute to class discussions. Students should ask questions, connect reading assignments to class discussions, and connect class material to clinical experiences. **Students who speak in less than half of the classes run the risk of failing this course.** The instructor will keep track of class participation each day.

e. Grading

This course is an S/U course. Students will receive a grade of “S” if they meet all of the following criteria:

- A grade of “S” on their “TED-Style” PowerPoint presentation
- A grade of “S” on their group windshield survey project
- A grade of “S” on their video reaction paper
- No more than 1 absence (or absences are made up via specific arrangement with instructor)
- Speak/participate in class during half or more of class meetings
- All course videos have been viewed on time

Incompletes are given only when it can be demonstrated that it would be unfair to hold the student to the stated time limits of the course. An “I” grade is used when illness or other compelling reasons prevent completion of work, and there is a definite plan and date for completion of course work approved by the instructor. The student must formally request an incomplete from the instructor prior to the final week of classes.

f. Dental Hygiene Service Learning Code of Behavior

As a University of Michigan Dental Hygiene Undergraduate Program student, part of your coursework will be completed in service learning experience outside the University. While working in these roles, you are representative of the University of Michigan, and therefore have an obligation to yourself and to the University to dress and act in a professional manner. This

might include but is not limited to: adhering to the assigned work schedule by being on time and available when needed, recognizing your limitations and seeking assistance as needed, and respecting the philosophy and confidentiality of the service learning site.

g. School of Dentistry Code of Ethics

Each student, upon entering the University of Michigan School of Dentistry, is expected to have established the highest concepts of honor and personal integrity, and to maintain these concepts during matriculation in the School and, following graduation, as a dentist or dental hygienist. The Honor System of the School of Dentistry is one expression of the high degree of personal and professional integrity that is essential for members of the dental profession. The purpose of the Honor System is to promote personal and professional integrity by proscribing unacceptable conduct, through the School of Dentistry's Code of Academic Integrity and Professional Conduct. In addition, the Honor System establishes a fair system to formally address violations of this policy. This policy applies to all students enrolled in the School of Dentistry, and includes off-campus activities. The complete Honor System Policy can be found on CTools/DH Student Resources/Resources/DH Student Handbook. Upon entering the dental hygiene program, you were presented with a copy of the University of Michigan School of Dentistry Honor System Policy. You subsequently signed the Honor Code Pledge, signifying in writing that you agree to abide by the principles and procedures of the Honor System during your time as a member of the Dental School community. The School of Dentistry's Code of Academic Integrity and Professional Conduct ("the Code") has two basic premises. First, it assumes that individuals uphold values of honesty, ethics and professional behavior and support others in maintaining these same values. Second, it implies that the same personal integrity that prevents people from acting dishonestly or unprofessionally compels them to do something about unethical behavior that they observe. The members of the faculty of this School believe in these principles and responsibilities. The Code incorporates the American Dental Association's Principles of Ethics and Code of Professional Conduct and the American Student Dental Association's Code of Ethics for dental students, and the American Dental Hygiene Association's Code of Ethics for dental hygiene students. Responsible, professional behavior is an expectation of students both on and away from the University campus. Nothing in this policy prevents a faculty member from assigning grades or course work that he/she determines to be appropriate as a result of an evaluation of a student's performance. When a faculty member determines that a student has engaged in academic misconduct, such as cheating or plagiarism, the faculty member may either file a charge under the Honor System Policy or exercise his/her authority with regard to assessing the student's performance in that course, such as assigning a failing grade, issuing an incomplete, or assigning additional course work for evaluation. Any student who feels that his/her performance was evaluated unfairly may follow the School of Dentistry Appeal Procedures found in the Dental Hygiene Student Handbook. All cases of academic misconduct are reported to the Assistant Dean for Student Services.

Additional School and University policies, information and resources are available here: <https://ssw.umich.edu/standard-policies-information-resources>. They include:

- *Safety and emergency preparedness*
- *Mental health and well-being*
- *Teaching evaluations*
- *Proper use of names and pronouns*
- *Accommodations for students with disabilities*
- *Religious/spiritual observances*
- *Military deployment*
- *Writing skills and expectations*
- *Academic integrity and plagiarism*