

COURSE SYLLABUS

Empowered Dental Hygiene Practice: Integrating Evidence-Based Practice and Operational Knowledge

Total Hours: 28 hours

Delivery Format:

- A) 15 hours: In-office staff training session, over 2 days
- B) 6 hours: Breakout small group sessions (two half-day sessions per office)
- C) 7 hours: Hands-on observation and training (live chairside and administrative feedback)

COURSE DESCRIPTION

This advanced professional development course is designed for dental hygienists and dental office administrators who want to integrate operational skills and knowledge into the evidence-based practice (EBP) model to enhance client care. The course explores how operational health, ethics, and public health priorities intersect, and how dental hygienists can confidently deliver clinically sound, client-centred care while contributing to maintaining a sustainable practice environment.

LEARNING OUTCOMES

By the end of this course, participants will be able to:

- Explain how evidence-based practice and operational literacy complement one another in dental hygiene care delivery.
- Translate research and EBP principles into clear, client-friendly language for treatment discussions.
- Demonstrate effective communication strategies for discussing treatment recommendations, public programs, and out-of-pocket costs with clients.
- Understand the role of publicly funded programs and private insurance in shaping access to care.
- Apply operational knowledge (production, overhead, collection) to everyday decisions and communications.
- Navigate ethical challenges in billing, treatment presentation, and client education using CDHO and FDHRC guidelines.
- Synthesize all course concepts in real-time practice under observation and live feedback.

COURSE DELIVERY STRUCTURE

Day 1:

GROUP training session - 7.5 HOURS (Two-day in-office or virtual training session)

Units covered: 1 & 2

- Interactive lectures, case studies, group exercises
- Role play and script development for client communication

Day 2:

GROUP training session - 7.5 HOURS (Two-day in-office or virtual training session)

Units covered: 4 & 5

- Interactive lectures, case studies, group exercises
- Role play and script development for client communication

Day 3:

SMALL GROUP IN-OFFICE TRAINING SESSIONS - 6 HOURS (Two Half-Day Training Sessions)

Units covered: 3

- Dense content review in a smaller setting
- Office-specific application of EBP, ethics, and operational concepts
- Live script practice with feedback

Day 4: Will consist of one training session, followed by hands-on observations.

SMALL GROUP IN-OFFICE TRAINING SESSIONS - 6 HOURS (Two Half-Day Training Sessions)

Units covered: 6

- Dense content review in a smaller setting
- Office-specific application of EBP, ethics, and operational concepts
- Live script practice with feedback

Day 7: Observation and Practical Assessment - 7 HOURS (Two Half-Day Training Sessions)

Unit covered: 7

- In-office observation of hygienists and administrators
- Live training and real-time feedback
- Guided practice implementing course concepts

UNIT BREAKDOWN

Unit 1 - The Modern Dental Hygiene Landscape (3hr training session)

- 1.1 - Why healthy dental practices create healthier communities
- 1.2 - Review of the Ottawa Charter (1986)
- 1.3 - Health systems overview – where hygiene practice fits in Canada’s oral health ecosystem (public, private, and hybrid systems)
- 1.4 - The evolving role of dental hygienists: where client care & clinical operations meet for optimal care.

Unit 2 - Workplace Literacy: Your Role in a Healthy Dental Practice (3 hr training session)

- 2.1 - Understand how daily activities (cancellations, billing, scheduling) impact the overall health of the practice and client experience.
- 2.2 - Follow correct procedures to prevent billing errors and miscommunications.

2.3 - Operational ethics and financial transparency: why financial transparency protects client trust and reduces opportunities for fraudulent activities.

2.4 - Contribute to a smoother workflow and better client experience.

Unit 3 - Evidence-Based Practice in Everyday Care (3 hr training session)

3.1 - The EBP triad: research, clinician expertise, and client values

3.2 - Translating research into client-friendly language.

3.3 - Case studies: presenting recommendations based on evidence and operational realities

3.4 - “Critical appraisal light” - teaching hygienists how to spot high-quality vs. weak research for chairside use.

Unit 4 - Communication Mastery for Hygienists (6 hr training session with live activities and exercises)

4.1 - Chairside communication essentials: empathy, active listening, confidence

4.2 - Navigating coverage conversations (insurance/public programs/out-of-pocket)

4.3 - Scripts for presenting EBP treatment recommendations

4.4 - Fundamentals of Motivational Interviewing techniques

4.5 - Handling objections and difficult dialogues (role-play heavy)

Unit 5 - Public & Private Insurance Programs and Public Health (3hr training session)

5.1 - Overview of private insurance, public programs, and clients with no coverage

5.2 - Ethically presenting care across different financial situations

5.3 - Review of public health initiatives and their impact on oral health equity

5.4 - Global lens: brief comparison to international public health models (UK, Scandinavia) to expand perspective

Unit 6 - Ethics & Professional Responsibility (3hr training session)

6.1 - CDHO Standards and FDHRC Competencies: Why They Matter Daily

6.2 - Balancing operational realities and client-centred care

6.3 - Navigating grey zones: coding, claims, and ethical decision-making

6.4 - Professional identity: defining who you are as a “clinician-operational partner”

Unit 7 - Applied Integration & Training (7 hrs)

7.1 - Live training of hygienists and administrators

7.2 - Immediate feedback on communication, workflow, and EBP integration

7.3 - Example scripts and workflows to the office’s needs

7.4 - Culminates in an example “Practice Integration Toolkit” for each office

ASSESSMENT AND DELIVERABLES

- **Knowledge Checks:** Quick quizzes and case studies during training sessions and small group sessions

- **Script Examples:** Learners develop and practice multiple examples of scripts for treatment, coverage, and ethical conversations

- **Practice Integration Toolkit Template:** Examples of a Practice Integration Toolkit (scripts,

workflows, and public health messaging)

- **Observation Feedback:** During Unit 7, each participant receives live feedback and a post-observation summary of performance

TEACHING & LEARNING METHODS

- Interactive lectures and guided discussion (training session)
- Role play, live script rehearsal, and group training (training session and hands-on)
- Mini lectures and facilitated application activities (small group)
- Observation, live training, and feedback (hands-on)
- Reflective journaling prompts for self-assessment and reinforcement

COURSE CERTIFICATION

Participants who complete all training elements will receive a certificate of completion in “Integrating Operational Skills into Clinical Dental Hygiene Practice”, recognizing their achievement in developing applied operational knowledge, evidence-based decision-making, and workplace integration skills for dental hygiene practice.

Price Per Participant: \$1000 per participant, per day (4k total per person)