

# Practice Coordinator Job Description

## Department Overview:

Tufts University School of Dental Medicine (TUSDM) offers one of the most forward-looking educational environments in dental medicine in the country. Since its founding in 1868, TUSDM has been committed to leadership in education, patient care, research, and community service. Students obtain an interdisciplinary education, integrated with medicine, with access to training in dental specialties. Clinics managed at TUSDM provide quality comprehensive care to more than 20,000 individuals annually, including those with special needs. Nationally and internationally, the school promotes health and educational programs and researches new procedures, materials, and technologies to improve oral health. In the pre-doctoral clinic, comprehensive patient centered care is provided by third- and fourth year. The UG clinic is comprised of 6 group practices with each group led and managed by 3 Practice Coordinators. Tufts University School of Dental Medicine Pre-Doctoral clinics are coordinated under the direct supervision of faculty from the following departments: Comprehensive care (encompassing radiology, preventive dentistry, patient management, diagnosis and treatment planning, operative dentistry, emergency triage and treatment, teledentistry, etc.), Periodontology, Prosthodontics, Endodontology and Pedodontics. Students are educated as to initiate appropriate consultations in Oral Pathology, Orthodontics and Cranio-facial pain. Referrals to the Postgraduate clinics are made when necessary. In the predoctoral clinics, dental students provide services under the close supervision of experienced faculty dentists.

## Position Overview:

The Practice Coordinator is responsible for leading a clinic practice of approximately 70 third and fourth year pre-doctoral students with hands-on responsibility for patient care, student learning and administrative/managerial oversight. Reporting to the Chair, Department of Diagnosis and Health Promotion, the Practice Coordinators are responsible for managing their group's patient care based on the TUSDM Standards of Care and best practices of private general dental practice. The Practice Coordinator instructs, evaluates and advises pre-doctoral students regarding comprehensive patient care and is responsible for chair-side instruction in diagnosis and treatment planning. Acting as a role model and mentor, the Practice Coordinator teaches the skills of ethics, patient relationship management, respect, professionalism and how to think like a dentist. As the practice leader, the Practice Coordinator communicates regularly and effectively with colleagues throughout the school ensures compliance with established protocols and standards and ensures the financial integrity of the practice.

## Position Qualifications:

Basic Requirements:

\*Candidates must meet basic requirements to be considered for this position\*

- Substantial experience in private dental practice or dental education.
- DDS/DMD. Licensure or eligibility for licensure in Massachusetts.
- Candidates must demonstrate a passion for dentistry and a strong desire to teach students in a demanding, fast-paced, academic environment.
- Excellent time management skills.
- Collaborative and cooperative.
- Ability to effectively manage multiple demands.
- Common sense.
- Commitment to continuous learning.

- Excellent oral and written communication skills.
- Business acumen and organizational awareness.

**Preferred Qualifications:**

- Fellowship in the Academy of General Dentistry.
- GPR or AEGD program certificate.
- Experience in an academic/teaching environment.
- Demonstrated interest in dental education through active participation in associations and ongoing dental education.

**Special Work Schedule Requirements:**

- Three Practice Coordinators manage each Group Practice.
- All Practice Coordinators are present on Wednesdays to allow opportunities for collaboration.
- The position requires a minimum of two 10+ hour days, and requires attendance at meetings and other obligations.
- The position also requires occasional availability outside regularly scheduled hours, including weekends.

**Detailed Description:**

Essential Functions:

**Patient Care 35%**

- Manage group's patient care based on the best practices of private general dental practice.
- Assure timely, sequenced, clinically acceptable patient care.
- Supervise, assess and approve dental examinations to ensure compliance with clinical standards (comprehensive health history, dental history, CAMBRA assessment and follow-up reassessment, radiographs and imaging, intra and extra oral exams, oral cancer screening, formulation of various treatment plan options, risks and benefits for procedures, verify informed consent for patients, financial, payment plan and insurance options, case notes).
- Assess, diagnose and authorize all examinations, imaging and treatment.
- Approve treatment plans. Re-evaluate and modify as necessary.
- Review New Patient Screening Examinations (NPE).
- Manage patient issues and concerns.
- Monitor patient satisfaction through results of the Patient Satisfaction Survey.
- If necessary, stand in for other services including periodontics, operative and prosthetics to assist students and/or approve completion of treatment(s).

**Student Learning 35%**

- Meet with students daily to monitor, counsel and advise in clinical activities, academic matters and personal issues.
- Assure early identification of student learning deficiencies.
- Arrange for intervention strategies for students and monitor outcomes of the interventions.
- Provide individual student information to appropriate student review committee.
- Assign and transfer patients within the group practice to assure timely attainment of required competencies.
- Supervise and grade clinical competency examinations, including Oral Diagnosis, Behavioral Management, Record Audit and CAMBRA.

- Discuss patient care, treatment planning and evaluation of mounted study casts with students.
- Communicate with Associate Dean of Students on student issues.
- Review and teach interpretation of dental imaging and radiographs.
- Teach AxiUm Electronic Health Record system.
- Teach CAMBRA (Caries Management By Risk Assessment) initiation and protocol.
- Maintain contact with alumni to provide on-going support, mentoring and recommendations.
- Introduce first and second year students to clinic, teaching basic skills while beginning to establish relationships.

#### **Administration/Managerial Oversight 20%**

- Assess numerous reports in AxiUm to monitor student activities and progress, manage the student's patient roster, view practice activities, evaluate Quality Indicator compliance, ensure practice production.
- Review patient records and evaluate for accuracy and completeness.
- Evaluate new patients to determine their appropriateness for the pre-doctoral educational mission.
- Perform record audits on all records of students on a regular basis.
- Perform Outcomes Assessment for practice.
- Assess and approve Patient Adjustment forms.
- Select and supervise dental student teaching assistants.
- Lead starting Huddle.
- Cover for other departments in the clinic, absent PCs and the Emergency Clinic Rotation, as needed.

#### **Other 10%**

- Ongoing communication with colleagues to discuss student matters, clinical issues, committee tasks, etc.
- Provide letters of recommendation for students.
- Provide service to the dental school through participation in various committees, volunteer activities, student mentoring/development activities, etc.
- Prepare presentations and activities for various committees, standing meetings and course lectures. Adhere to TUSDM vacation, continuing education, sick day and other leave policies
- Participate in ongoing professional development training and seminars.

#### **Competencies:**

- Tufts competencies describe the knowledge, skills and behaviors required to effectively perform a job in the university.
- Expertise: Requisite skills for the position; sharing of expertise; support of others in learning and skill building; pride in work; commitment to professional development.
- Demonstrate interest in dental education through active participation in associations and ongoing dental education
- Role model and mentor by demonstrating behaviors, teach the skills of patient relationship management, respect, professionalism, ethics and how to think like a dentist
- Impart expert knowledge and skill in oral diagnosis and treatment planning
- Share expertise clearly
- Support students in learning and skill building

- Pride in teaching

**Interaction with Others:**

- Demonstrated communication skills; openness to different viewpoints; respect shown for others; collaboration on joint projects and decisions; ability to give and receive candid and helpful feedback.
- Hold a broad perspective, open to different points of view
- Act as mentor to students and new team members
- Participate in a self-managing team to find solutions that maximize student learning outcomes, patient care treatment and practice revenue
- Collaborate effectively across practices and throughout the school
- Model professional behavior among and between peers, students, staff, and colleagues throughout the school
- Address sensitive issues with diplomacy and tact
- Continuous Improvement:
- Measurable improvement made in systems or processes; system efficiency; innovation and creativity; commitment to generating new solutions and ideas.
- Open-minded: seeks to continuously improve systems, processes and practice.
- Aspire to provide highest standard of care.
- Demand consistency in provision of patient care and student learning
- Collaborate with group practice partner to continuously calibrate and resolve issues within the practice.

**Customer Focus:**

- Attention to and focus on customer satisfaction; effective and appropriate relationships with customers; successfully anticipate and meet the needs of both internal and external customers.
- Work effectively to resolve patient issues.
- Demonstrate positive work habits.
- Seek input and assesses risk when making decisions.
- Take action appropriately as a teacher and/or leader.

**Resourcefulness and Results:**

- The ability to work effectively in a variety of situations.
- Demonstrating good work habits, flexibility and initiative.
- Using multiple resources to achieve desired results; seeking input and assessing risks when decision making.
- Committing to getting things done.
- Ability to adapt quickly to changing demands
- Organized, able to prioritize.

**Physical and Mental Demands:**

- The Americans with Disabilities Act requires employers to make reasonable accommodations for a person with a disability. This information is needed to assist the university in meeting these regulations.

**Physical demands:**

- Standing for long periods of time.

- Extended work days without periods of down time.

**Physical environment:**

- Ensure adherence and compliance to Environmental Health & Safety policies and protocols, including but not limited to: needle stick/infectious exposure protocol, blood borne pathogen disposal and infection control protocol.

**Mental demands:** High pressure, fast-paced environment with constantly shifting priorities and demands.