Students and Residents at Heart of Texas Community Health Center

John Shultz, DDS MPH
Director of Dental Services
Heart of Texas Community Health Center
Preparing for Students

- Initial contact
- Allen Patterson CFO/COO
- Email contact and contact with past students
- Housing
  - Optional, but adds to success of rotation
- Staff preparation
  - Ensure adequate assistants for students
- Schedule preparation
  - Ensure students have enough procedures, and an assigned column with patients
Preparing for Residents

- Preparation for move to Waco
- Communication with past residents or 2 year AEGD resident if available
- Communication with AEGD staff
- Selection of site and staff
- Orientation with AEGD faculty and staff
- Ensure site has adequate space and staff for residents
Utilizing Students

• One chair, one assistant
• Treats selected patients from faculty providers patient pool
• Geared towards gaining specific clinical experiences
• Evaluate specific clinical experiences
Utilizing Residents

- One chair, one assistant
- 2 year AEGD resident has 2 chairs, 2 assistants
- Specifically assigned patient pool
- Geared towards comprehensive care
- Complex treatment plans
- Evaluate overall patient management
Evaluation

- **Students**
  - Evaluate specific procedures, may include evaluating each step of a procedure
  - Also includes diagnosis and patient management

- **Residents**
  - Evaluation of treatment planning, diagnosis, and treatment
  - May include evaluating each step of a procedure
  - Evaluate theoretical knowledge
Faculty Preparation

- Preparation and learning sessions provided by sponsoring organization
- Review of expectations and evaluation materials provided by sponsoring organization
- Discussions with dental director, regional directors, and sponsoring faculty
Financial cost to benefit

- Students
  - Housing costs-$100 per day per student
  - Stipend (optional)-$50 per (work) day

- Residents
  - No housing costs
  - Salary paid by Lutheran Medical Center
  - Benefits paid by Lutheran Medical Center
  - Moving expenses reimbursed by FHC (optional)
Production

• Total procedures completed SY 2011-12
  • Students
    • $366,909 gross charges
    • 1,212 patients
    • 1,413 encounters
  • Residents
    • $484,222 gross charges
    • 1,059 patients
    • 2,190 encounters
Experiences

• Majority of students are eager and prepared
• Most residents are competent in most areas of evaluation
• Staff and providers enjoy the experience of working with the residents and students
• Patients appreciate and accept the treatment
Difficulties

• Not every student or resident is perfect
• Deficient knowledge and skills
• Defiant or defensive
• Disconnected

• Plan for difficult students and residents
• Define expectations
• Document issues
• Develop action plans
Evaluation by Students and Residents

Jarom Stradling-ASDOH Class of 2013

Working in a community health center gave me first hand experience with the mission of our school; serving the underserved.

Clinical experience: In my short time in Waco I was able to see more patients than I had the previous year in dental school. I believe that my clinical skills improved drastically as a result of being able to have a steady patient flow. The interaction and mentoring from the doctors is invaluable.
Evaluation by Students and Residents

Bassel Haddad, DMD (LMC AEGD graduate 2012)

"My experience at FHC was great and exceptional in many ways. The attending and staff are supportive and caring. The program is very dynamic and offers residents the opportunity to pursue a wide range of clinical experiences. The clinic is modern and well equipped to help residents provide their patients with the best quality dental care. FHC has an outstanding environment for growth and refinement of clinical skills for the beginning dentist."
His masseter is so strong that it not only elevates his mandible, it depresses his maxilla.

He can break diamonds with his teeth.
The were going to make a statue of him, but no stone was strong enough to support his beard. When Chuck Norris has a toothache, he calls this man.