

**Technical Standards
For The
Entry-Level Dental Hygiene Program at Normandale Community College**

These technical standards are required abilities for effective performance in Normandale Community College’s dental hygiene program. The standards are compatible with the scope of practice as defined by the Minnesota State Board of Dentistry. The examples show how a standard may be applied in entry-level dental hygiene education programs. The examples listed are for illustrative purposes only, and not intended to be a complete list of all tasks in an entry-level dental hygiene program.

Reasonable accommodations to meet standards may be available for otherwise program-qualified individuals with disabilities. Contact the college’s Disability Services Office as soon as possible for more information if you think you may need an accommodation for a disability.

Capability	Standard	Examples
INTELLECTUAL		
Cognitive Perception	The ability to perceive events realistically, to think, clearly and rationally, and to function appropriately in routine and stressful situations. Students must be able to independently and accurately assess or contribute to the assessment of a client	Identify changes in client health status. Prioritize multiple dental activities in a variety of situations.
Critical Thinking Careful thought, reasoned judgment. Differentiated from personal opinion and superficial memorization of facts by the ability to obtain and use an appropriate quantity and quality of data for a given situation. Critical thinkers question assumptions, routines, and rituals, reconsider “known facts” when new information becomes available and develop new “rules” when old ones fail or unavailable.	Critical thinking skills demanded of dental hygienists require the ability to learn and reason: to integrate, analyze and synthesize data concurrently. Students must be able to solve problems rapidly, consider alternatives and make a decision for managing or intervening in the care of a client.	Able to make effective decisions in the classroom and in the clinical sites. Able to determine previous treatment and explain findings with a client. Develop/contribute to dental care plans that accurately reflect client concerns. Able to make decisions reflective of classroom learning in the clinical sites.

Capability	Standard	Examples
MOTOR SKILLS		
Motor Skills	Ambulatory capability sufficient to maintain a center of gravity when met with an opposing force as in supporting, and/or transferring a client	Position clients Reach, manipulate, and operate equipment, instruments and supplies (e.g. syringes, sterile equipment, monitors) Perform/use electronic documentation Lift, carry, push and pull Perform CPR
Organization Skills	Ability to plan routines, to think clearly and rationally, and to function appropriately in routine Able to manage time within a given time period	Able to follow program policies and procedures set forth in lecture, lab and clinic Prioritize tasks in a clinic appointment routine (e.g. clinic set up, clean up, infection control protocol, radiology protocol) Able to attend lecture, lab and clinic on-time
Activity Tolerance	Ability to tolerate lengthy periods of physical activity Able to tolerate repetitious and strenuous work	Move quickly and/or continuously Tolerate long periods of sitting

Capability	Standard	Examples
COMMUNICATIONS		
Communication	<p>Communicate in English with others in oral and written form</p> <p>Able to communicate with clients and members of the health care team in order to plan and deliver safe care</p>	<p>Utilize oral and written communication skills sufficiently for teaching/learning and for interaction with others</p> <p>Read, understand, write, and speak English with clarity</p> <p>Use appropriate vocabulary</p> <p>Demonstrate good listening skills and focus on client while communicating</p> <p>Explain treatment procedures in a well-organized progression of ideas</p> <p>Aware of non-verbal messages</p> <p>Use of appropriate non-verbal communication</p> <p>Initiate and/or reinforce health teaching</p> <p>Write clear, concise, and accurate progress notes</p> <p>Read and understand the client's chart</p> <p>Aware of voice volume, using attitudes and tone that are effective in communicating information</p> <p>Document client responses</p> <p>Clarify communications received</p>
Interpersonal Relationships	<p>Interact with clients, families, staff, peers, instructors, and groups from a variety of social, emotional, cultural and intellectual backgrounds</p>	<p>Establish rapport with clients, families, and colleagues</p> <p>Respond professionally to instructor or peer feedback, positive and negative</p> <p>Respond in a professional/therapeutic manner to a variety of client expressions and behaviors</p>

Capability	Standard	Examples
SENSES		
Hearing	Auditory ability sufficient to hear normal conversation and/or assess health needs	Ability to monitor alarms, emergency signals, auscultatory sounds (e.g. B/P, cries for help, telephone interactions, dictation) Communicates with clients, families and colleagues
Vision	Visual ability sufficient for observation, assessment, and performance of safe dental care	Observes client responses Discriminates color changes Accurately reads measurement on client-related equipment Read medication label Read syringe accurately Able to determine parts of the dental instrument as they are adapted to the oral cavity Evaluate for a safe environment
Tactile	Tactile ability sufficient for physical assessment, inclusive of size, shape, temperature and texture	Performs palpation e.g. pulse Performs functions of intra and extra oral exam, dental and periodontal examinations and/or those related to preventive and therapeutic interventions e.g. exploring, instrumentation

Capabilities	Standard	Examples
PSYCHOSOCIAL		
Psychosocial Behaviors	Possess the emotional health required for full use of intellectual abilities, the exercise of good judgment, and the prompt and safe completion of all responsibilities	Demonstrate professional abilities of trust-worthiness, empathy, integrity, confidentiality Able to work with groups of people and one-on-one Able to be flexible and change when needed Learn to function in the face of uncertainties and stressful situations

Capabilities	Standard	Examples
ENVIRONMENTAL		
Environmental Adaptability	Ability to tolerate environmental stressors	Work with chemicals and detergents Tolerate exposure to odors Work in close proximity to others Work in areas of potential physical violence Work with infectious agents and blood-borne pathogens

The Normandale Community College dental hygiene faculty members approved these Technical Standards January 2006 for implementation IN fall 2006.