

Diploma in Dental Health Services Leadership and Management

Syllabus Outcomes

Each module will place particular emphasis on the skills and techniques of management underpinned by relevant theory.

- Unit 1 Personal Development
Constructing a personal development plan
Lifelong learning and continuing professional development
Assessing and analysing information – including critical reading
Critical analysis of self, including strengths and weaknesses
Effective learning styles and study skills including report writing
Managing time and projects
Presentation skills
Handling the media
- Unit 2 The Business of Dentistry
Principles of marketing and business planning
Customer care and service
Financial planning and budgetary control
Targets – pricing, efficiency and cost effectiveness
Negotiation skills
- Unit 3 Dentistry in the Wider Context
Providing and managing welfare systems
The NHS – statutory framework, organisation and structure
Public protection and regulation of the professions – the role of government, statutory bodies, professional organisations and users
Delivery and incentive systems
- Unit 4 Law, Ethics and Risk
Dental practice – the legislative framework
Ethics – principles into practice
Clinical risk management
Preventing and managing complaints
- Unit 5 Quality Management
Describing and defining quality
The quality framework
Evidence based practice and clinical effectiveness
Clinical governance in general dental practice
- Unit 6 Personnel and Resources
Workforce planning
Recruitment, selection and retention
Managing performance
Employment legislation
Managing meetings
- Unit 7 Finance
The context of dental business
How principles of business planning apply to dentistry
Financial planning and budgetary control in practice
Pricing and efficiency
Health economics

Unit 8

Leadership in Healthcare

Defining leadership

The importance of leadership in healthcare

Dealing with complexity

The politics of healthcare

Collaborative working.