

**Case Western Reserve University
 School of Dental Medicine**

OUTCOMES ASSESSMENT RESULTS

EDUCATION

Goal: To prepare students to become highly knowledgeable, critical thinkers and clinically competent practitioners of general dentistry and dental specialties through the provision of curricula that integrate clinical, biomedical and behavioral sciences AND to establish the foundations of caring, ethics and professionalism throughout the learning process.

Assessment Measure	Expected Results	2003	2002	2001	2000	1999	1998
NBDE Part I scores	Failure rate ≤ 5%	5.6% (4/70) (July 2003 exam)	9.9% (7/71)	10.6%	5.8%	4.1%	7.9%
NBDE Part II scores	Failure rate ≤ 5%	Waiting for results of Dec 2003 exam	3.4% (2/60)	3.1%	1.5%	11.3%	18.3%
WREB scores*	Case pass rate 5% higher than overall WREB pass rate	Next exam May 2004	100% (May 2003: 46/46)	WREB: Case pass rate 94%; waiting for data on overall pass rate	WREB: Case pass rate at overall pass rate	WREB: Case pass rate below overall pass rate	NERB: Case pass rate above overall rate in 2 or 4 areas
Clinical Competency Program**	95% of senior students pass clinical competencies by May 31 of senior year; 100% pass by the following August	99% (69/70) (May 2003)	99% (67/68)	97% (71/73) completed all requirements by graduation	99% (69/70) completed all requirements by graduation	98% (64/66) completed all requirements by graduation	88% (53/60) completed all requirements by graduation
Advanced Program Directors' Survey	90% of program directors rate Case graduates as comparable or above average in relation to graduates of other programs	Waiting for results	100%	100%			
Senior Student Survey	85% of graduates believe they are prepared to enter practice***	94% (May 2003)	95%	93%	92%	Data not available	Data not available
Alumni Survey	85% of alumni surveyed are satisfied with dental education received at Case	Class of 2000: 100% (Surveys sent Spring 2003)	Class of 1999: 100%	Class of 1998: 100% Class of 1997: 96%	Class of 1996: 100%	Class of 1995: 93%	Class of 1992: 95%
Quarterly Preceptor Reports	90% of students receive satisfactory ratings on professionalism criteria	Waiting for results	100%				

*WREB board scores were used as the assessment measure for 2000 and 2001. Prior to 2000, NERB scores were used as the assessment measure.

**The Clinical Competency Program was implemented in 2001-2002. Prior to 2001-2002, the assessment measure was the percentage of students finishing all requirements by graduation.

Goal: To develop the mind-set, environment and opportunity for lifelong learning.

Assessment Measure	Expected Results	2003	2002	2001	2000	1999	1998
Alumni survey	80% of alumni report that they meet or exceed their CE requirements AND 80% of alumni report that they felt prepared, as new graduates, to incorporate new knowledge/techniques into their practices	Class of 2000: 100% meet or exceed; 90% felt prepared (Survey conducted Spring 2003)	Class of 1999: 100% meet or exceed; 82% felt prepared	Class of 1998: 100% meet or exceed	Class of 1996: 100% meet or exceed; 83% felt prepared	Class of 1995: 100% meet or exceed	Class of 1992: 100% meet or exceed
Student involvement in self-initiated learning (NEW MEASURE FOR 2003-2004)	% of students involved in: table clinic presentations at Professionals Day, tutoring/TA, externships/electives/special projects, summer research	First data collection period will be 2003-2004 academic year					
Evaluation of students' self-assessment skills	90% correlation between faculty assessment and student self-assessment of Pass/Fail rating on patient evaluation competency	Not available; data collection process under revision	49%				
Professionals Day attendance	90% of students attend Professionals' Day one or more times during dental school	61% (86/140) juniors and seniors signed in and received attendance credit	Incomplete data; change tracking system for 2002-2003	100%	100%	100%	100%
Research opportunities for students	15% of students are involved in research activities at least once during dental school	18/70=26%	14/70=20%	15/70=21%	10/70=14%	15/70=21%	17/70=24%

PATIENT CARE

Goal: To provide a broad range of high quality patient services as a principal means of furnishing clinical educational opportunities for students.

Assessment Measure	Expected Results	2003	2002	2001	2000	1999	1998
New patient visits	Ratio of new patient visits to number of admitting days equal to or greater than previous year	15.8 patients/day (2002-2003 academic year)	16.7 patients/day	16.5 patients/day	15.8 patients/day	15.0 patients/day	14.1 patients/day
Patient Satisfaction Survey*	85% of patients are satisfied with their treatment	Data collection process under revision. New process to begin Spring 2004	92%				
Quality Assurance Program Results 1. Chart audits 2. HBV immunization 3. Needlestick/sharps injuries 4. Redo/remake data 5. Patient incidents	a. 10% of active charts are reviewed annually	14% (2002-2003 academic year)	12%	50 charts active in 2001 were reviewed	50 charts active in 2000 were reviewed	50 charts active in 1999 were reviewed	50 charts active in 1998 were reviewed
	b. 90% of progress notes reviewed are complete	83%	95%	82%	96%	76%	44%
	2. HBV immunizations: 100% of students are immunized	100%	100%	100%	100%	100%	100%
	3. Redos/remakes Cost of redos/remakes is less than or equal to previous year	\$21608	\$34409	\$49884	\$40, 436		
	4. Patient incidents Less than 2% of active patients have a documented patient incident/complaint	74 incidents <2%; 100% of incidents resolved	28 incidents <2%	21 incidents <2%			
Informed consent and comprehensive care	90% of reviewed charts show evidence of informed consent and comprehensive care	96% informed consent; 97% comprehensive care	88% comprehensive care; informed consent data reviewed****	84% informed consent; 34% comprehensive care	73% informed consent; 53% comprehensive care	63% informed consent; 39% comprehensive care	100% informed consent; 80% comprehensive care
Timeliness of initial care	90% of patients are assigned to a student within 2 weeks of initial visit	99%	98%	96%	86%	84%	92%
Patient Treatment Completion Forms**	90% of patients reviewed at completion of treatment have received acceptable care	Waiting for results	91%				
Clinical Competency Program***	100% of students pass competencies prior to graduation	100%	100%	100%	100%	100%	100%

*New survey implemented 2001.

**New measure beginning 2001-2002.

***New program beginning 2001-2002. Prior to 2001, the assessment measure was passage of proficiencies.

**** Informed consent data was collected and reviewed, but it was determined that a collection process problem resulted in inaccurate data. Recommendations for correction were made.

RESEARCH AND SCHOLARSHIP

Goal: To develop a focused research program to create new knowledge.

Assessment Measure	Expected Results	2003	2002	2001	2000	1999	1998
Research funding	Monitor continued funding levels	SEE TABLES	SEE TABLES	SEE TABLES	\$440,000	\$301,000	\$202,000
Faculty publications	Number of publications by tenure track, untenured faculty is equivalent to 1.5 publications/year/tenure track, untenured faculty member	Waiting for complete data; 20 faculty; 28 abstracts; 12 publications as of September 2003	18 faculty; 33 abstracts; 2 publications	1.0 publication/person	1.2 publications/person	2.2 publication/person	2.5 publications/person
Student participation in research	15% of students are involved in research activities at least once during dental school	18/70=26%	14/70=20%	15/70=21%	10/70=14%	15/70=21%	17/70=24%

Goal: To promote the role of the School of Dental Medicine as a scholarly and productive member of the university, health science and dental communities.

Assessment Measure	Expected Results	2003	2002	2001	2000	1999	1998
Research funding	Monitor continued funding levels	SEE TABLES	SEE TABLES	SEE TABLES	\$440,000	\$301,000	\$202,000
Intra-university research collaborations	Maintain intra-university research collaborations	YES--SEE LIST	YES--SEE LIST	YES—See List	YES—See List	YES—See List	YES—See List
Faculty participation in university activities	Maintain faculty on university committees	YES—See List	YES—See List	YES—See List	YES—See List	YES—See List	YES—See List
Faculty participation in university activities	10% of faculty participate in SAGES	New measure 2003-2004					
Faculty publications and abstracts	Total number of faculty publications and abstracts is equal to or greater than previous year	Waiting for complete data for 2003; 53+ abstracts; 16+ publications as of September 2003	47+ abstracts; 13+ publications (Waiting for complete data from all faculty members)	51 abstracts; 28 publications	47 abstracts; 40 publications	47 abstracts; 47 publications	34 abstracts; 39 publications

SERVICE

Goal: To extend institutional citizenship by providing school-based programs and outreach service and health education programs.

Assessment Measure	Expected Results	2003	2002	2001	2000	1999	1998
Provision of service/outreach programs	Maintain at least three service/outreach programs	Cleveland Municipal School District Sealant Program; Prophylaxis Day; Free Clinic; Give Kids a Smile Day	Cleveland Municipal School District Sealant Program; Prophylaxis Day; Free Clinic	Prophylaxis Day; Free Clinic; Children's Dental Health Day	Prophylaxis Day; Free Clinic; Children's Dental Health Day; Geriatric Education Program	Prophylaxis Day; Free Clinic; Children's Dental Health Day; Geriatric Education Program	Prophylaxis Day; Free Clinic; Children's Dental Health Day; Geriatric Education Program
Dental benefits plan*	Provide service to university through provision of a dental benefits plan	Yes	Yes	Yes			
Partnerships and collaborations with organizations outside Case	Maintain partnerships and collaborations with organizations outside Case	YES—See List	YES—See List	YES—See List	YES—See List	YES—See List	YES—See List

* New program in 2000-2001.

Goal: To support the profession through service to, and leadership in, the dental professional community, including partnering with others in continuing education.

Assessment Measure	Expected Results	2003	2002	2001	2000	1999	1998
Faculty participation in organized dentistry	50% of faculty are members of local, state, national, international dental organizations; 30% of faculty who are members hold leadership positions	Waiting for complete results	81% are members; 70% in leadership positions	82% are members; 71% in leadership positions	77% are members; 78% in leadership positions		
Partnership with Greater Cleveland Dental Society for regional CE programming*	Evidence of annual presentation of jointly sponsored CE programs	Yes--Joint CE program in progress for 2003-2004	Yes (CE programs to begin 2003; contract currently being negotiated)				

* New endeavor to be implemented in 2003.