

Dental Assisting Criticality Survey - 2016

WORKPLACE READINESS STANDARDS

Personal Qualities and People Skills						
Answer Options	Nice to Know	Need to Know	Critical to Know	Rating Average	Response Count	
Demonstrate a positive work ethic by coming to work every day on time, a willingness to take direction, and motivation to accomplish the task at hand.	0	3	23	2.88	26	
Demonstrate integrity by abiding by workplace policies and laws and demonstrating honesty and reliability.	0	2	24	2.92	26	
Demonstrate teamwork skills by contributing to the success of the team, assisting others, and requesting help when needed.	0	4	22	2.85	26	
Demonstrate positive self-representation skills by dressing appropriately and using language and manners suitable for the workplace.	1	3	21	2.80	25	
Demonstrate diversity awareness by working well with all customers and co-workers.	0	8	18	2.69	26	
Demonstrate conflict-resolution skills by negotiating diplomatic solutions to interpersonal and workplace issues.	0	12	14	2.54	26	
Demonstrate creativity and resourcefulness by contributing new ideas and working with initiative.	4	16	6	2.08	26	
<i>answered question</i>					26	
<i>skipped question</i>					0	
Professional Knowledge and Skills						
Answer Options	Nice to Know	Need to Know	Critical to Know	Rating Average	Response Count	
Demonstrate effective speaking and listening skills by communicating effectively with customers and employees and following directions.	0	6	20	2.77	26	

	Demonstrate effective reading and writing skills by reading and interpreting workplace documents and writing clearly.	1	11	14	2.50	26
	Demonstrate critical-thinking and problem-solving skills by analyzing and resolving problems that arise in completing assigned tasks.	0	8	16	2.67	24
	Demonstrate healthy behaviors and safety skills by following safety guidelines and managing personal health.	1	3	21	2.80	25
	Demonstrate understanding of workplace organizations, systems, and climates by identifying "big picture" issues and fulfilling the mission of the workplace.	1	15	9	2.32	25
	Demonstrate lifelong-learning skills by continually acquiring new industry-related information and improving professional skills.	2	9	14	2.48	25
	Demonstrate job acquisition and advancement skills by preparing to apply for a job and seeking promotion.	3	18	3	2.00	24
	Demonstrate time, task, and resource management skills by organizing and implementing a productive plan of work.	1	13	11	2.40	25
	Demonstrate mathematical skills by using mathematical reasoning to accomplish tasks	10	10	5	1.80	25
	Demonstrate customer service skills by identifying and addressing the needs of all customers and providing helpful, courteous, and knowledgeable service.	2	7	16	2.56	25
	<i>answered question</i>					26
	<i>skipped question</i>					0
	Technology Knowledge and Skills					
	Answer Options	Nice to Know	Need to Know	Critical to Know	Rating Average	Response Count
	Demonstrate proficiency with job-specific technologies by selecting and safely using technological resources to accomplish work responsibilities in a productive manner.	0	10	15	2.60	25

	Demonstrate proficiency with information technology by using computers, file management techniques, and software/programs effectively.	0	9	16	2.64	25
	Demonstrate proper Internet use and security by using the Internet appropriately for work.	1	7	16	2.63	24
	Demonstrate proficiency with telecommunications by selecting and using appropriate devices, services, and applications.	1	13	11	2.40	25
	<i>answered question</i>					25
	<i>skipped question</i>					1
CONTENT STANDARD 1.0: DENTAL PROFESSIONS						
	Performance Standard 1.1: introduction to the Dental Field					
	Answer Options	Nice to Know	Need to Know	Critical to Know	Rating Average	Response Count
1.1.1.	List members of the dental team and describe their role.	3	12	10	2.28	25
1.1.2.	Describe the dental specialties and related procedures.	0	14	11	2.44	25
1.1.3.	List and describe the dental assisting credentials.	1	14	10	2.36	25
1.1.4.	Explore dental professional organizations.	10	12	3	1.72	25
	<i>answered question</i>					25
	<i>skipped question</i>					1
CONTENT STANDARD 2.0: LAW AND ETHICS						
	Performance Standard 2.1:Professional Organizations					
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
2.1.1.	Encourage participation in dental professional organizations.	10	11	3	1.71	24

2.2.1.	Demonstrate and understanding of a professional code of conduct.	1	7	16	2.63	24
	<i>answered question</i>					24
	<i>skipped question</i>					2
	Performance Standard 2.2: State Dental Practice Act					
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
2.2.1.	Demonstrate an understanding of Rule 19.01.01.035 in Idaho Administrative Procedures Act (IDAPA) code.	2	11	11	2.38	24
2.2.2	Demonstrate an understanding of Idaho Code, Title 54, Chapter 9 (specifically, 54-903).	2	10	12	2.42	24
	<i>answered question</i>					24
	<i>skipped question</i>					2
	Performance Standard 2.3: Ethics in Dental Assisting					
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
2.3.1	Demonstrate professional and ethical expectations.	0	6	18	2.75	24
	<i>answered question</i>					24
	<i>skipped question</i>					2
	Performance Standard 2.4: Risk Management					
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
2.4.1	Demonstrate understanding and handling of the patient records.	0	2	22	2.92	24
2.4.2	Demonstrate the significance of the medical and dental health record.	0	4	20	2.83	24
2.4.3	Insurance Portability and Accountability Act (HIPAA) regulations.	0	3	20	2.87	23

2.4.4	Demonstrate office compliance in regards to OSHA and CDC guidelines.	0	1	22	2.96	23
2.4.5	Demonstrate the necessity for appropriate consent for or refusal of dental treatment.	0	6	18	2.75	24
2.4.6	Demonstrate appropriate language/actions necessary for precautionary measures in the prevention of legal or board action against dental personnel.	0	9	15	2.63	24
2.4.7	Demonstrate process of due care for dental health care personnel.	0	11	13	2.54	24
	<i>answered question</i>					24
	<i>skipped question</i>					2
CONTENT STANDARD 3.0: NUTRITION						
Performance Standard 3.1: Nutrition						
	Answer Options	Nice to know	Need to Know	Critical to know	Rating Average	Response Count
3.1.1	Identify carcinogenic foods.	7	10	7	2.00	24
3.1.2	List the components of a dietary analysis.	11	9	4	1.71	24
3.1.3	Describe eating disorders and how they relate to oral health.	8	11	3	1.77	22
	<i>answered question</i>					24
	<i>skipped question</i>					2
CONTENT STANDARD 4.0: INFECTION CONTROL						
Performance Standard 4.1: Patient and Dental Healthcare Worker Education						
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
4.1.1	Demonstrate an understanding of infectious diseases and mode of transmission.	0	7	17	2.71	24

4.1.2	Demonstrate an understanding of the chain of infection and the consequences to patient, self, family and community.	0	6	18	2.75	24
4.1.3	Demonstrate an understanding of the need for immunization for self and patient to prevent spread of against infectious diseases.	2	6	16	2.58	24
	<i>answered question</i>					24
	<i>skipped question</i>					2
	Performance Standard 4.2: Precautions and the Prevention of Disease Transmission					
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
4.2.1	Manage infection and hazard control protocol consistent with CDC guidelines.	0	0	24	3.00	24
4.2.2	Demonstrate proper PPE usage.	0	2	22	2.92	24
4.2.3	Demonstrate proper hand hygiene.	0	1	23	2.96	24
4.2.4	Demonstrate protocols for single-use disposables.	0	2	22	2.92	24
4.2.5	Demonstrate barrier techniques.	0	2	22	2.92	24
4.2.6	Demonstrate proper sterilization and disinfection techniques of instruments and equipment.	0	0	23	3.00	23
4.2.7	Demonstrate sterilization monitoring protocols and spore testing.	2	1	21	2.79	24
4.2.8	Demonstrate proper water lines disinfections and biofilm management.	2	1	21	2.79	24
4.2.9	Demonstrate proper disposal of biohazards and sharps.	1	0	23	2.92	24
	<i>answered question</i>					24
	<i>skipped question</i>					2

Performance Standard 4.3: Occupational Safety						
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
4.3.1	Demonstrate proper use and preparation of chemical agents according to manufacturer's instructions.	1	5	18	2.71	24
4.3.2	Demonstrate an understanding of OSHA Bloodborne pathogens Standards.	0	3	21	2.88	24
4.3.3	Demonstrate engineering and work practice controls.	2	5	17	2.63	24
4.3.4	Demonstrate regulations described in the OSHA Hazard Communication Standard.	0	6	18	2.75	24
4.3.5	Demonstrate an understanding of safety data sheet (SDS).	1	9	14	2.54	24
4.3.6	Demonstrate appropriate first aid procedures, documentation and reporting of all incidents.	0	5	19	2.79	24
4.3.7	Demonstrate an understanding of all safety measures for chemical and physical hazards.	0	6	18	2.75	24
4.3.8	Demonstrate an understanding of how to maintain and document a quality assurance program for infection control and safety.	0	6	18	2.75	24
	<i>answered question</i>					24
	<i>skipped question</i>					2
CONTENT STANDARD 5.0: ANATOMY AND PATHOLOGY						
Performance Standard 5.1: Head and Neck Anatomy						
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
5.1.1	Describe major bones, muscles and nerves of the head and neck.	9	12	3	1.75	24
	<i>answered question</i>					24
	<i>skipped question</i>					2

Performance Standard 5.2: Oral Anatomy						
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
5.2.1	Describe the soft and hard tissues of the oral cavity.	3	11	10	2.29	24
	<i>answered question</i>					24
	<i>skipped question</i>					2
Performance Standard 5.3: Primary and Permanent Dental Anatomy						
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
5.3.1	Demonstrate the three numbering systems.	5	6	13	2.33	24
5.3.2	Identify the five surfaces of a tooth.	0	4	20	2.83	24
5.3.3	Identify the characteristics of teeth.	0	9	15	2.63	24
	<i>answered question</i>					24
	<i>skipped question</i>					2

Performance Standard 5.4: Oral Pathology						
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
5.4.1	Identify stages of dental caries.	5	10	9	2.17	24
5.4.2	Identify stages of periodontal disease.	6	9	9	2.13	24
5.4.3	Identify anomalies of the oral cavity.	4	12	8	2.17	24
<i>answered question</i>						24
<i>skipped question</i>						2
CONTENT STANDARD 6.0: OFFICE OPERATIONS						
Performance Standard 6.1: Patient Relations						
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
6.1.1	Demonstrate understanding of patient reception.	2	9	13	2.46	24
6.1.2	Demonstrate effective patient communication skills.	0	6	18	2.75	24
6.1.3	Proper use of dental terminology in patient care.	1	8	15	2.58	24
6.1.4	Accurately define and spell dental terminology.	4	6	14	2.42	24
6.1.5	Proper use of dental abbreviations..	4	8	12	2.33	24
<i>answered question</i>						24
<i>skipped question</i>						2
Performance Standard 6.2: Administrative Operations						
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
6.2.1	Maintain inventory control.	4	10	9	2.22	23
6.2.2	Demonstrating dental software program skills.	3	11	10	2.29	24

6.2.3	Demonstrate proper phone etiquette.	3	10	11	2.33	24
6.2.4	Demonstrate communication of treatment plans and financial arrangements.	1	16	7	2.25	24
	<i>answered question</i>					24
	<i>skipped question</i>					2
CONTENT STANDARD 7.0: EMERGENCIES						
Performance Standard 7.1: Dental and Medical Emergencies						
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
7.1.1	Recognize signs and symptoms of medical and dental conditions that could result in an emergency.	0	6	17	2.74	23
7.1.2	Demonstrate use of the medical emergency kit.	0	3	20	2.87	23
7.1.3	Demonstrate how to respond to medical emergencies relating to specific medical conditions.	0	6	17	2.74	23
7.1.4	Demonstrate health care provider CPR and first aid.	0	4	19	2.83	23
	<i>answered question</i>					23
	<i>skipped question</i>					3
CONTENT STANDARD 8.0: PHARMACOLOGY						
Performance Standard 8.1: Dental Anesthesia						
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
8.1.1	Identify the types of anesthesia used in dental procedures.	2	11	10	2.35	23
8.1.2	Identify indications and contraindications for local anesthetics.	4	10	9	2.22	23

8.1.3	Identify indications and contraindications for vasoconstrictors.	5	8	10	2.22	23
8.1.4	Identify indications and contraindications of sedations.	4	10	9	2.22	23
	<i>answered question</i>					23
	<i>skipped question</i>					3
CONTENT STANDARD 9.0: DENTAL ASSISTING SKILLS						
	Performance Standard 9.1: Collecting and Recording of Clinical Data					
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
9.1.1	Take/review and record medical and dental histories.	2	10	11	2.39	23
9.1.2	Take and record vital signs.	1	9	13	2.52	23
9.1.3	Assist with and/or perform soft tissue extra/intra oral examinations.	6	6	11	2.22	23
9.1.4	Assist with and/or perform dental charting.	0	5	18	2.78	23
9.1.5	Maintain accurate patient treatment records.	0	3	20	2.87	23
	<i>answered question</i>					23
	<i>skipped question</i>					3
	Performance Standard 9.2: Preparation for Dental Treatment					
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
9.2.1	Demonstrate how to prepare the treatment room for a patient.	0	2	21	2.91	23
9.2.2	Demonstrate how to prepare appropriate treatment trays with armamentarium in sequence of use and delivery position.	0	1	22	2.96	23

9.2.3	Demonstrate how to seat and dismiss patients using ergonomically correct techniques to include positioning and adjusting equipment.	0	6	17	2.74	23
9.2.4	Prepare tray set-ups for a variety of procedures and specialty areas.	0	3	20	2.87	23
	<i>answered question</i>					23
	<i>skipped question</i>					3
	Performance Standard 9.3: General Chairside Assisting Skills					
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
9.3.1	Maintain clear field of operation by use of oral evacuation devices, air/water syringe and other isolation techniques.	0	4	19	2.83	23
9.3.2	Perform a variety of instrument transfers.	0	3	20	2.87	23
9.3.3	Provide patient preventive education and oral hygiene instruction.	1	4	18	2.74	23
9.3.4	Provide pre and-post-operative instructions prescribed by a dentist.	0	4	19	2.83	23
9.3.5	Identify and respond to medical and dental emergencies.	0	3	20	2.87	23
9.3.6	Demonstrate four-handed dentistry in treatment procedures.	0	4	19	2.83	23
9.3.7	Identify dental equipment, maintenance and use.	0	5	18	2.78	23
9.3.8	Identify dental instruments and their uses.	0	4	18	2.82	22
	<i>answered question</i>					23
	<i>skipped question</i>					3
	Performance Standard 9.4: Additional Chairside Assisting Skills					
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
9.4.1	Apply topical anesthetic and desensitizing agents.	2	2	19	2.74	23
9.4.2	Assemble and disassemble a local anesthetic syringe.	1	1	21	2.87	23

9.4.3	Place and remove a dental dam.	1	6	16	2.65	23
9.4.4	Apply fluoride agents.	1	4	18	2.74	23
9.4.5	Apply bases and liners.	5	6	12	2.30	23
9.4.6	Assist with the application of bonding agents.	1	5	17	2.70	23
9.4.7	Assist with placement and removal of provisional restorations.	1	3	19	2.78	23
9.4.8	Place and remove matrix retainers, matrix bands and wedges.	2	5	16	2.61	23
9.4.9	Remove excess cement.	2	6	15	2.57	23
9.4.10	Assist with a direct permanent restorations.	1	2	20	2.83	23
9.4.11	Obtain preliminary impressions.	0	3	20	2.87	23
9.4.12	Fabricate trays, e.g., bleaching mouthguard, custom trays.	1	3	19	2.78	23
9.4.13	Clean removable dental appliances.	1	7	15	2.61	23
9.4.14	Remove sutures.	3	7	13	2.43	23
9.4.15	Place and remove periodontal dressing.	5	7	11	2.26	23
9.4.16	Perform orthodontic functions.	7	8	8	2.04	23
	<i>answered question</i>					23
	<i>skipped question</i>					3
	Performance Standard 9.5: Expanded Dental Assisting Functions					
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
9.5.1	Perform supragingival coronal polishing with the use of rubber cup or brush.	2	5	16	2.61	23
9.5.2	Application of pit and fissure sealants.	2	3	18	2.70	23
9.5.3	Perform mechanical polishing of restoration.	2	4	17	2.65	23
9.5.4	Initiating, regulating and monitoring the administration of Nitrous Oxide-Oxygen analgesia.	2	3	18	2.70	23

9.5.5	Perform use of high speed hand piece only for removal of orthodontic cement or resin.	4	5	13	2.41	22
9.5.6	Fabrication and placement of temporary crowns.	1	2	20	2.83	23
	<i>answered question</i>					23
	<i>skipped question</i>					3
CONTENT STANDARD 10.: DENTAL MATERIALS						
	Performance Standard 10.1: Restorative Materials					
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
10.1.1	Demonstrate how to prepare, mix and deliver restorative materials.	0	2	21	2.91	23
	<i>answered question</i>					23
	<i>skipped question</i>					3
	Performance Standard 10.2: Dental Cements					
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
10.2.1.	Demonstrate how to prepare, mix and deliver dental cements.	0	2	21	2.91	23
	<i>answered question</i>					23
	<i>skipped question</i>					3
	Performance Standard 10.3: Lab Materials					
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
10.3.1	Demonstrate how to prepare, mix and deliver lab materials.	0	2	21	2.91	23
	<i>answered question</i>					23
	<i>skipped question</i>					3

Performance Standard 10.4: Impression Materials						
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
10.4.1	Demonstrate how to prepare, mix and deliver impression materials.	0	2	21	2.91	23
	<i>answered question</i>					23
	<i>skipped question</i>					3
CONTENT STANDARD 11.0: RADIOLOGY						
Performance Standard 11.1: Radiation Safety						
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
11.1.1	Identify the biological effects of ionizing radiation.	2	10	11	2.39	23
11.1.2	Demonstrate patient and operator protection techniques.	0	4	19	2.83	23
	<i>answered question</i>					23
	<i>skipped question</i>					3
Performance Standard 11.2: Dental X-Ray Equipment						
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
11.2.1	Identify components of the x-ray machine.	4	10	9	2.22	23
11.2.2	Identify types of radiographic receptors.	4	9	10	2.26	23
11.2.3	Identify use of receptor device holders.	1	9	13	2.52	23
	<i>answered question</i>					23
	<i>skipped question</i>					3

Performance Standard 11.3: Exposure and Processing of Intraoral and Extraoral Radiographs						
	Answer Options	Nice to know	Need to know	Critical to know	Rating Average	Response Count
11.3.1	Identify sizes and type of dental radiographs.	2	7	14	2.52	23
11.3.2	Demonstrate various radiograph techniques.	3	3	17	2.61	23
11.3.3	Demonstration of evaluation of radiographs for diagnostic value.	3	5	15	2.52	23
11.3.4	Demonstrate proper processing technique.	3	5	15	2.52	23
11.3.5	Demonstrate proper mounting or radiographs.	1	8	14	2.57	23
11.3.6	Identify radiographic landmarks.	1	6	15	2.64	22
	<i>answered question</i>					23
	<i>skipped question</i>					3