

**College of Dentistry
Vision, Mission and Core Values
Dashboard Metrics
2016-2021**

OUR VISION:

Our vision is to provide excellence in oral health education, research, and service, through improving the health and wellness of our communities, providing exemplary care for our patients, and advancing the knowledge to do so.

OUR MISSIONS:

- *To educate oral health professionals and scholars who excel in a complex, multicultural and technologically changing world;*
- *To discover and translate new knowledge at the boundaries of science, transforming oral health care practice, social systems and related technologies for the benefit of individuals, families and communities;*
- *To provide oral and health education & clinical services of the highest quality with an emphasis on enhancing health equity and social justice for individuals and communities;*
- *To prepare health professionals in addressing the challenges of access to care affecting underserved populations;*
- *To collaborate with our urban and rural community partners in mutually beneficial ways; and*
- *To advocate for public policies, perceptions, and practices that lead to inclusion of oral health as an integral part of the interprofessional emphasis on the health of the communities we serve.*

OUR CORE VALUES

In addition to University's core values of knowledge, openness, access, excellence, collaboration and caring, The College of Dentistry has unique core values that include: professionalism, respect, transparency, responsibility, courage, curiosity, flexibility, commitment and inclusion.

- **Professionalism** regarding the highest ethical principles in our research, teaching and helping those we serve.
- **Respect** regarding the highest level of mutual respect of the person between all members of our communities,
- **Beneficence** regarding the obligation for all college members to strive to do no harm, maximize benefit; minimize harm in a global, multicultural environment,
- **Transparency** regarding all aspects of how the College addresses the vision and missions,
- **Responsibility** regarding the most efficient and effective use of all human and related resources to fulfil our missions,
- **Courage** it is what we need to do, to be the best,
- **Curiosity** regarding novel educational, research, service ideas leading to new discoveries,
- **Flexibility** regarding how we achieve our aspirations through accountability of outcomes,
- **Commitment** regarding the highest ethical values in serving our students and communities,
- **Inclusion** regarding the role of diversity in engaging students, faculty and staff.

OUR GOALS

- *Enhanced Professionalism and Quality,*
- *Enhanced Academic Acuity*
- *Enhanced Patient Satisfaction*

- *Enhanced Research Engagement*
- *Enhanced Operational Performance*

OUR OBJECTIVES

- *Enhanced engagement creating a respectful, student-centered environment across the College,*
- *Reframe our educational competencies to emulate measurable outcomes,*
- *Evaluation of our undergraduate and post graduate programs for alignment to our vision and missions,*
- *Improve our scheduling, registration and patient experiences,*
- *Improve the range, diversity and types of research engagement across campus and into our communities of interest,*
- *Improve the operational efficacies across the College in each operational unit.*

OUR ACTION PLAN

A college wide dashboard that will reflect monthly measured progress towards:

- *Development of a uniform professionalism policy that applies to all members of College community, on and off campus, reflecting the highest in ethical principles in all aspects,*
- *Development of curricular mapping, outcomes evaluation metrics,*
- *Development of an evaluation program to demonstrate where the Professional Doctorate and Post Graduate programs are deficient in meeting the standards set by the curriculum mapping process,*
- *Continued development of enhanced patient communication, public relations and community outreach regarding the programs in the College,*
- *Continued enhancements to the patient experience from online scheduling, patient communication experiences to recall management,*
- *Development of a research enhancement plan that engages the urban community,*
- *Development of research efficiency plan that involves alignment of research groups & programs, alignment of research themes to expertise on campus and in the city,*
- *Development of interdisciplinary productivity measurements equally applied to all,*
- *Increase net production collections by 5% with the goal to get all units to minimum of 80%,*
- *Increase minimal clinical net production by 5% per unit,*
- *Develop a management plan to reduce accounts receivable, enhanced documentation processes and workflows to reduce the AR & enhance collection at time of service.*

The College of Dentistry, Changing the future of oral health