

Health Human Resource Competences/skills

(The User Perspective, Frisma Dental Care Clinic)

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Health Worker Skills

Communication Skills

Collaboration Skills

Entrepreneurship skills

Clinical/Lab Skills

Other Skills

Communication Skills

- Strong verbal and non verbal communication skills are crucial
- Most client has different perspectives about health compared with health workers.
- Health workers should explain disease diagnoses, treatment procedures and costs to clients.
- Strong communications skills are needed to educate, influence, level the clients' knowledge about health and avoid misunderstanding.



Greet patients, register patient and ask patient complaints

Cont.

- Clients want to have antibiotics due to pulpitis, health workers need to educate them that antibiotics do not need.
- Clients want/insist a tooth extraction, health workers suggest a root canal treatment.
- Strong communication skills of health workers are crucial to influence and lead the clients
- Practicing communication skill through field work experience or internship (clinics or hospital) is important
- Obtaining communication skills before entering real work fields.



Motivate the client for root canal treatment instead of extraction.

Active listener

- ❑ Dissatisfaction/conflict between clients and health workers may happen as a result of bad listening skills
- ❑ Some clients do not continue treatment as they perceive that health workers do not listen them well.
- ❑ Clinics or hospital will lose clients when front desk staffs have bad listening skills
- ❑ Health workers with good listening skills usually appointed in front desk to make sure that clients do not leave the clinics.
- ❑ Being an active listener must be practiced and obtained before graduated.

Collaboration skills

- A health worker collaborate with other workers (GPs, Specialists, others).
- GPs and Specialists work with different habits, expectations and styles.
- A health worker (new alumnae) must have ability to adapt with others.
- Bad collaboration skills disturb work concentrations particularly during surgery and may trigger anger.
- Late or slow blood suctioning during surgery hinders operator's vision.
- Preparing inappropriate instruments: mandibular forceps for maxillary.

Picture Collaboration skills



Work as the team with each roles



Work as the team with each roles

Cont.

- Ability to collaborate with other workers contributes to better treatment result and clients' satisfactions and vice versa.
- GPs and Specialists prefer health workers with good collaboration skills and avoid others.
- Collaboration skills should be experienced by internships working with others health workers in hospital, public health or clinics.

Entrepreneurship skill

- Health care sector is industry (health care industry)
- Providing good profits. services dan finance.
- Educational institutions do not prepare students well with knowledge about business (health care industry).
- Entrepreneurship mind set must be built before entering real working fields .



Health workers deal with clinic finance

Cont.

- Most health worker prefers government employee rather than an entrepreneur due to lack of entrepreneurship skills.
- Working as an entrepreneur may have high possibility to high income compared with those government employee
- Health workers work internship in private hospital or clinics may help them to have an entrepreneurship experience.

Cont.

- Health workers with entrepreneurship skill are needed to influence clients for promotive treatment.
- Most clients care for emergency treatment (pulpitis) and ignore non emergency cases (removing tartar).
- Health workers with entrepreneurship skill are needed to educate and influence clients for scheduling and reminding clients who have non emergency cases to be treated.

Clinical Skills

- Ability to understand every treatment procedure.
- Familiarity with the use of instruments (new technology).
- Working fast and smart.
- Having field work experiences is the key to clinical skills.



Familiarity with the use rubber dam &
Endontic motor



Familiarity with the of
use Aqua care



Familiarity with the use to use oral camera & intra oral mirror

Cont

- In the clinic, internship students can immediately see the existing cases and the actions that must be taken
- Prepare tools or materials
- Learn procedures on daily cases
- Trained to be a smart dental assistant

Laboratory skills

- Health workers are required to have laboratory skills
- Pouring teeth models with dental stone
- Dental mock up
- Polishing denture
- Acrylic manipulation
- Making individual tray from acrylic

Learning models in class and laboratory

- Balancing theory and practice is extremely important.
- Collaboration with clinics allows students having field work experience dan help them to remember.
- Laboratory in educational institutions must be inline with user needs.
- Students are required to think practically instead of theoretically.

Cont.

- Student research papers should be practical instead of theoretical.
- Research paper with title “**KNOWLEDGE/PENGETAHUAN** of ” must be avoided.
- Use the title “ **The use** of social media **to** educate pregnant women

Other Skills

- Honesty
- Empathy
- Discipline
- Responsibility
- Innovation

Thank you

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