



HEARTLAND DENTAL UNIVERSITY
HYGIENE ACADEMY
COURSE GUIDE

WELCOME TO HEARTLAND DENTAL UNIVERSITY.

At Heartland Dental, we couldn't do what we do without you. All over the country, dedicated hygienists, like yourself, are raising the standards for patient care at our supported offices. That's why, to support your career and personal growth, we've developed a wide range of learning experiences for you to take advantage of.

The Heartland Dental University Hygiene Academy is an industry-leading resource available exclusively to hygiene professionals at supported practices. The majority of these classes are free or sponsored by your office. In addition to access to 200+ hours of continuing education credits, you can tap into peer-led study groups, dedicated mentors, and training on non-clinical subjects such as leadership and patient communications.

This is more than a way to keep your licensure up to date; it's a chance to grow your knowledge and your career. Many of our supported hygienists grow into mentor roles or become HDU course instructors themselves. You can explore new opportunities, learn new technologies, collaborate with teammates, and build connections and friendships with a network of hygienists across the country. And, it's all in service of giving patients everything they need for a lifetime of care.



THE HYGIENE ACADEMY, DESIGNED AND TAUGHT BY EXPERT HYGIENE CLINICIANS, HELPS YOU MASTER THE SKILLS TO PRACTICE AT THE TOP OF YOUR LICENSURE, ADVANCE PATIENT CARE, AND FURTHER YOUR PERSONAL GROWTH.

Offering courses to help you **master new techniques and technologies** that will impact and elevate patient experiences.

Adapting to your schedule with hands-on, virtual, and on-demand courses.

Building immediate and long-term mentor and personal relationships.

Connecting you with hygienists across the country.

Ensuring your time is well spent on **high-quality instruction.**

Expanding your opportunities with **communication and leadership training.**

Learning technologies that you can directly apply to improve diagnostics and quality of care.

A PHILOSOPHY OF LIFETIME CARE

Heartland Dental supports a lifetime care model that empowers supported dentists and hygienists to take an advanced approach to dentistry. Heartland Dental University is designed to give you the skills you need to build long-term relationships with patients to help them achieve a lifetime of oral health.



“**WHAT KEEPS ME WITH AN OFFICE SUPPORTED BY HEARTLAND DENTAL ARE THE OPPORTUNITIES FOR EDUCATION AND GROWTH. I HAVE THE SUPPORT I NEED TO BE A GREAT HYGIENIST.**”

Liznell Lozada-Roche
Heartland Dental
Supported Hygienist

OUR INVESTMENT IN LEARNING IS AN INVESTMENT IN YOU.

From course design to educational delivery, Heartland Dental has an entire department dedicated to learning and development. **Ranked in the top 5% by Explorance Metrics That Matter**, Heartland Dental University offers a-quality classes that are simply unmatched.

Heartland Dental is approved by the Academy of Dentistry's Program Approval for Continuing Education (PACE)

Hands-on, virtual, and on-demand learning environments

Regional live-patient and mentor-guided workshops

Post-class mentorship and peer-led study groups

Supported hygienists report more than

85%

of what they learn can be applied on the job.

LEARN MORE IN LESS TIME WITH FLEXIBLE TRAINING OPTIONS.

At Heartland Dental University, we offer a blended learning approach so you can fit the opportunity to learn into your already busy schedule. Some courses can be taken as an office team to help you work as a cohesive unit and promote clearer communication between team members to serve patients.



TRAINING SESSIONS

- In-person and virtual instructor-led sessions
- Learning incorporated into regional meetings and conferences

LEARNING PATHS

- Curated training courses and on-demand content
- Downloadable materials and topic-specific videos for holistic, comprehensive learning

ON-DEMAND SESSIONS

- Online training modules viewable anytime
- Pre-course work incorporated into your learning path

2/3

OF SUPPORTED HYGIENISTS REPORT IMPROVED PATIENT SATISFACTION AFTER ATTENDING AN HDU COURSE.



“**WITH CONTINUING
EDUCATION, I UNDERSTAND
THE ‘WHY’ BEHIND
CLINICAL SERVICES AND
CAN EXPLAIN THEM TO MY
PATIENTS.**”

Sheetal Patel
Heartland Dental
Hygiene Training
Developer

WITH HOMEROOM, CLASS IS ALWAYS IN SESSION.

From the beginning of your studies, you'll have access to Homeroom, an online learning hub that helps organize the curriculum and coursework in your selected training path. Homeroom offers:

CONVENIENT VIRTUAL TRAINING SESSIONS LED BY PEERS USING VARIOUS COLLABORATION TOOLS

TRACK YOUR PROGRESS THROUGH PATHWAYS, SUCH AS CORE ESSENTIALS



ON-DEMAND CLINICAL TECHNIQUE VIDEOS

INTERACTIVE SELF-PACED MODULES

75%

of supported hygienists and team members access Homeroom monthly for resources and training.

81%

of supported hygienists and team members feel they gain new knowledge and skills while utilizing Homeroom.



HERE, THE RESOURCES OF OUR INDUSTRY COME TO YOU.

When you're a hygienist in a Heartland Dental supported office, you are valued as a clinical provider on a team that strives to deliver the highest level of patient care. That's why we connect you with the leading resources in dentistry to share their expertise.

Develop hygiene empowerment **growth and leadership**.

Get certification on laser usage where permitted by state licensure.

Train with the intraoral scanner.

Implement **leading-edge technology with training** directly from suppliers.

Tap into **other leading education providers**, including getting access to on demand courses of Today's RDH as well as quarterly clinical CE live events.

YOUR PATH STARTS HERE.

Our **Core Essentials Pathway – Hygiene** is a six-week training program that includes the Foundations for Success course. It's a self-paced on-demand program that serves as your introduction to what makes Heartland Dental special – our systems and culture. As you progress, each module and course will build your knowledge while giving you direct skills to apply on the job in real time.

LIVE EVENTS

Hygiene Diamonds, Communications, and Invisalign® Fundamentals

VIRTUAL EVENTS

Connect to Collaborate, The Probe, and Quarterly Hygiene Study Clubs

MENTOR SUPPORT

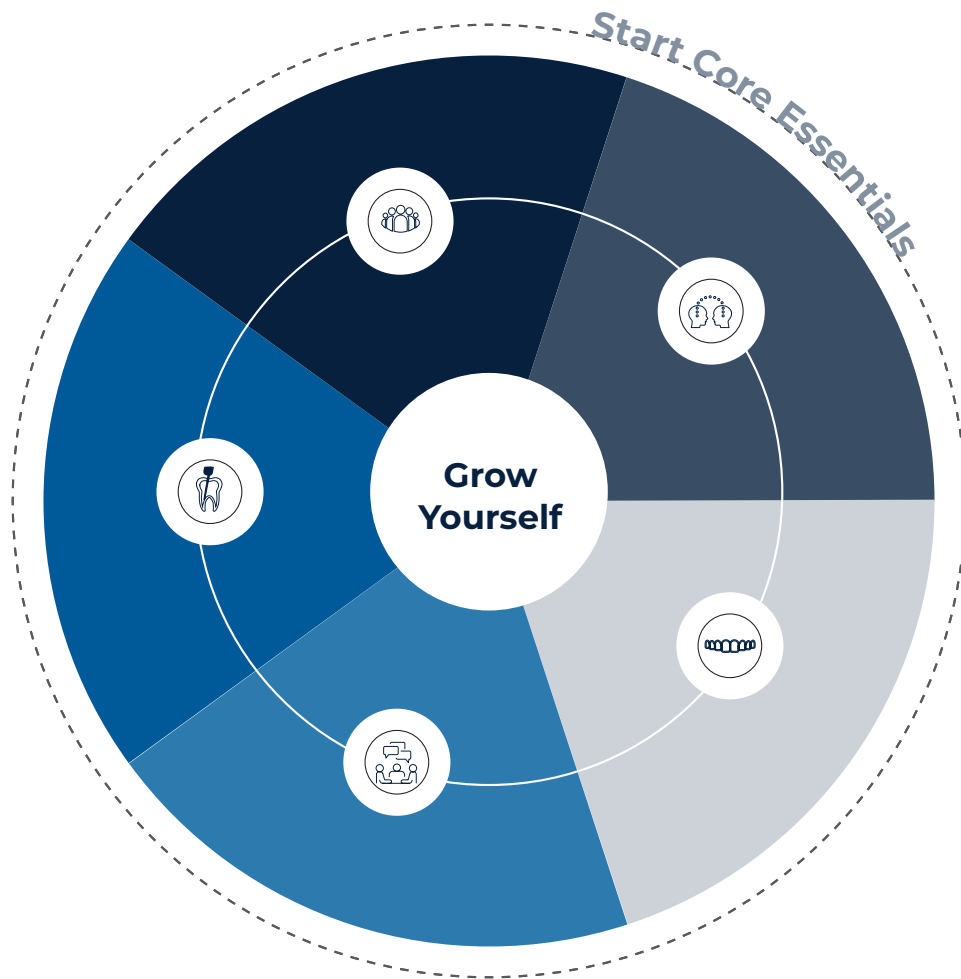
Real-time guidance from experienced hygiene mentors



“ WE HAVE SCANNERS,
DIGITAL CHARTING,
INTRAORAL
PHOTOS. WHEN YOU
PAIR THAT WITH
COMMUNICATIONS
TRAINING, WE CAN
EXPLAIN TO A PATIENT
WHY THEY NEED
TREATMENT, WHICH
HELPS US BUILD
LONG-LASTING TRUST. ”

David Torres
Heartland Dental
DR Campus Recruiter

HYGIENE ACADEMY TRACK I



- 1 CORE ESSENTIALS
- 2 COMMUNICATIONS
- 3 INVISALIGN FUNDAMENTAL COURSE
- 4 THE PROBE
- 5 HYGIENE DIAMONDS

SUPPORTED HYGIENE COURSE GUIDE

HYGIENE ACADEMY TRACK I

1. CORE ESSENTIALS

The Core Essentials training pathway is the initial educational training that utilizes a blended learning approach. This training guide provides a comprehensive and well-rounded approach to enhance the learning experience. It incorporates various methods, such as self-guided e-learning, integrated library resources, hands-on activities, practice sessions, and collaborative partnerships. By following this guide, you can effectively develop the necessary skills and achieve success in the hygiene role. This pathway serves as the foundation for your position and covers essential training topics.

2. COMMUNICATIONS

Did you know that 80%-85% of a dental practice's success comes from the ability of the doctor and team to connect and effectively communicate with patients? Discover how to maximize your success during this powerful course that takes teams through an interactive demonstration of the 13 Dots — the communication flow for consistent and predictable patient care. When the 13 Dots are consistently implemented, the overall culture between team members and patients can take your practice to the next level. In addition, you'll discover opportunities for communication growth in your personal life. Both professional and personal growth are a focus at Heartland Dental.

3. INVISALIGN® FUNDAMENTALS COURSE

Did you know Invisalign is a team sport? We have learned over the years that the supported practices that implement Invisalign quickly are the ones that bring the entire teams to train together. Learn alongside members of your office team so you can work together to implement the newly learned skill that will help you care for your patients.

4. THE PROBE

The Probe is a highly valuable resource for dental hygienists, offering a quarterly series of free continuing education courses facilitated by Heartland Dental Hygiene Education. These courses are presented by industry key opinion leaders who are experts in their respective fields. The primary objective of The Probe is to educate hygienists on the latest practices and clinical trends in patient care.

5. HYGIENE DIAMONDS

This dynamic course is specially designed to strengthen the partnership between hygienists, doctors, and practice managers to help you better serve patients. Learn ways to enhance care delivery and establish stronger connections for a better overall patient experience. With strategies to help develop the entire team, your supported office can build a world-class hygiene department that delivers comprehensive care. Learn tried-and-tested methods that can be implemented right away to cultivate enthusiastic, loyal patients who stay with you for a lifetime!



HYGIENE ACADEMY TRACK II

This educational program includes a virtual **Track II Kick-Off Call, The Power of One and Hygiene Empowerment Series** - all designed to help individuals grow their skills to a mastery level. The skills learned in this track are designed to offer options to enhance personal growth in leadership, business, and technical skills.

- In order to qualify, the Core Essential Pathway must be completed or have been an employee for at least one year, have attended the Kick-Off Call and have the support of your PMO/DR.
- Participants will have 12 months to complete the track.
- The training guide will allow the participant to progress through the track and customize their learning plan with the suggested electives based on assessment results, needs, and interests to help them reach desired learning goals.

This track is offered bi-annually for nominated participants to ensure consistency of learning experiences.

THE HEARTLAND DENTAL HYGIENE DIRECTORS CLUB

In appreciation of your ambition to provide the highest level of patient care, hygienists who demonstrate a commitment to constant and never-ending improvement are recognized as part of a select group of hygienists that is invited each year to meet in the Caribbean for networking, continuing education, and fun.



**THIS IS THE PLACE
TO MAXIMIZE YOUR
POTENTIAL AND DELIVER
ON OUR PROMISE.**

The Heartland University Hygiene Academy was built to support you. Discover how to build a better career and a life filled with more opportunities while collaborating with doctors and team members to achieve our goal of providing the highest-quality patient care.



HEARTLAND DENTAL
UNIVERSITY

Always learning. Always leading.