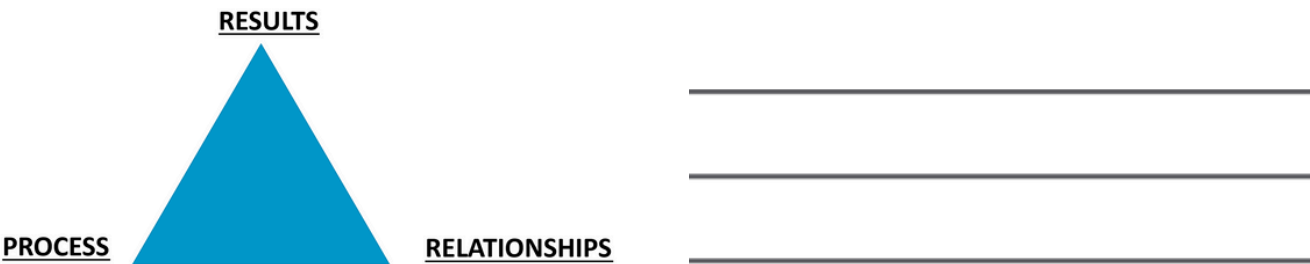


DIMENSIONS OF SUCCESS: PATIENT FLOW



A LEADER’S ROLE IN MAXIMIZING PATIENT FLOW

Where do you see your greatest area of opportunity? *Visits or Productivity per Visit* _____

Are there ranges in performance between providers? If so, where are the opportunities to close these gaps?

Do you have consistency in performance from day to day? If so, what is the one thing you believe would improve consistency in performance?

OPPORTUNITIES AND OBSTACLES

Capacity: Is your greatest area of opportunity more patient visits or are you currently struggling with appointment availability?

Teamwork: Do you have an adequate number of team members to care for all of the patients on the schedule each day?

Effectiveness: Are there big swings in daily productivity even when the number of patient visits is about the same?

Culture: Are we as a team committed to making the most of EACH day?

KNOW YOUR GOAL (KPI)

Ensure all doctors and assistants know their individual daily patient care goal.

IDENTIFY KPA

What are the key performance activities that will help you meet your daily goal?

STRATEGIES FOR SCHEDULING

DOCTOR DELEGATION EXERCISE

- Ask the team to identify everything the doctor is doing that could legally be done by someone else
- Make a list of the items that should be delegated moving forward
- Identify why they are not being delegated
- Create an assistants' training schedule to ensure progress in areas not being delegated because of lack of training
- Ensure each assistant has a personal development plan and utilize a tiered training process to help them advance skills

PROCEDURE TRAINING

- Does everyone know what each procedure is?
- Does everyone know how much time should be scheduled for each procedure?
- Does everyone know which parts of each procedure the doctor is needed?

COMMUNICATION TOOLS

ACTION STEPS: TAKEAWAYS & PLANNING

What are your biggest scheduling challenges?

What do you think your greatest scheduling opportunities are?

What procedures are on your list to learn more about?

NOTES

SUPPLY MANAGEMENT

Develop a system that is used consistently for supply management

ORDERING

One person should be responsible for ordering.

Who places orders today?

Who should be responsible going forward?

MONTHLY SUPPLY BUDGET

5-6% of Net Production

How much, on average, are you spending per month on supplies now?

How much should your monthly supply budget be?

NOTES

VENDOR MANAGEMENT

Use one preferred vendor for all your supplies.

Which vendors are you ordering from today?

Which vendor would you prefer to use going forward?

NOTES

LAB MANAGEMENT

One person should be responsible for lab performance.

Who places lab order today?

Who should manage lab performance going forward?

LAB SPEND

5-6% of Collections

How much, on average, are you spending per month on lab cases now?

Based on your collections, approximately how much should your monthly lab spend be?

NOTES

ACTION STEPS

What’s working well with your dental supply and lab systems now?

What are your greatest challenges related to supply and lab management?

What are your biggest opportunities for improvement? What will be your first step?

WHAT IS A FLOW MANAGER?

A person whose entire role is to eliminate turbulence and even the flow to make everyone’s job easier.

QUALITIES OF A FLOW MANAGER

- Self Starter
 - Thinks Ahead
 - Always Moving
 - Great at Finding Things to Do
 - Capable of Saying “No”
- Knows “everyday dentistry” well
 - Understands Hygiene flow
 - Knowledgeable about the
 - Anatomy of a Hygiene Visit

FLOW MANAGER RESPONSIBILITIES

Efficiency

- Drive Same-day Dentistry
- Help Hygiene
- Help Assistants
- Help Admin Team
- Help Doctors

HORIZONTAL SCHEDULE MINDSET - WHITEBOARD

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DIMENSIONS OF SUCCESS: TREATMENT ADVOCATE



PROCESS

- How are we assessing risk on patients?

- Are we using technology consistently?

- Do high risk patients currently receive the care they need?

- When we identify opportunities, what are we doing about it?

- Are we staying on time throughout our day?

- Have we seen improvements in same day preventive services?

- Are we working at Restorative Pre-suasion and setting our doctors up for success?

RELATIONSHIPS

Does failing to address opportunities for preventing future problems impact our relationships with patients?

Do we have a clinical standard on how our patients should receive care?

Are we committed to that standard?

Are we delivering on our promise to do the right thing for patients, every time?

Are we making progress overcoming objections?

Are we using PCSB to help patients accept the care they need?

Is Patient Experience a key area of focus?

Are we focused on improving Hygiene Re-appt so patients are moving closer to Healthy Stable and Attractive?

WHAT DOES SUCCESS LOOK LIKE?

- Optimizing the 3 Roles of Hygiene
- High utilization of preventive services: Fluoride, Sealants, BPA's, Radiographs, Curodont
- Consistent standard of treating early lesions instead of waiting and watching even when insurance doesn't pay well
- Partnering with the Doctor on restorative care: Embracing Restorative Pre-suasion and Treatment planning for predictability

WHEN SHOULD WE USE ASSISTED HYGIENE?

- This can be a temporary model to get us through being understaffed, or maternity leaves
- This is the ideal model for a StartUp or DeNovo location to preserve cash flow
- This can be the preferred model provided we have capacity
- This could be used only during peak demand times

WHAT IS ASSISTED HYGIENE?

A Dedicated Assistant working with Hygiene

- Hygienist should at all times focus on completing productive tasks
- Assistant's role is to free up RDH for more productive tasks

NOTES

COMMON MISTAKES

- Not the right assistant
- Incomplete transfers
- Not delegating enough

NOTES

HIGH PRODUCER BEHAVIOR

- Arrives early
- Starts the day with a full tank of mental energy
- Has the “Yes!” philosophy
- Encourages and embraces same-day dentistry
- Case mix
- Horizontal schedule mindset

PRODUCTION HACK #1 HORIZONTAL SCHEDULE MINDSET

Op	Tx	A

NOTES

PRODUCTION HACK #2 SAME-DAY SIMPLICITY

- 1. Intra-oral picture of “the worst tooth”
- 2. Team has discussed crown prior to exam
- 3. “Would you like to get started on the today?”

FLOW MANAGER ROLE

Boost Efficiency and Productivity

- Drive same-day dentistry
- Help hygiene, assistants, admin team, doctors

PRODUCTIVE SCHEDULING PRINCIPLES

- Delegate everything that you are not legally required to do
- Start a list of the training that your team needs and put training time on schedule
- Never expected to be in two places at once
- Never run out of mental energy
- Schedule Doctor-time very carefully

POLICY CREATION

- Definitions of conflict types
- Guidelines for acceptable behavior
- Reporting channels
- Timeline expectations
- Escalation procedures

Peace is not the absence of conflict, it is the ability to handle conflict by peaceful means.
-Ronald Reagan

RATE YOUR PRACTICE

Rate your practice between 1 and 5 on the following items. (1 is flailing and 5 is killing it)

- Your practice celebrates wins and discusses concerns openly _____
- Mistakes are discussed in a way that supports patient care and teamwork _____
- Your team is encouraged to address issues early and respectfully _____
- You track recurring themes/patterns of conflict _____
- After Action Reviews are held following stressful situations _____
- Consistent check-ins are used to avoid conflict _____

NON-NEGOTIABLES

List the behaviors that you feel are required to support your desired culture.
