Team
Activity

Team Activity

Series 1
The Fundamentals

Session 8
Properly Presenting Treatment
for Maximum Effectiveness

Listen Online
dst.media/focus8

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1. Make a copy of this worksheet for each team member to use.

2. Complete the Team Activity.

3. Fax or email one "Master Worksheet" containing your team's collective efforts.

Send Us Your Master Worksheet

Fax
615-807-3301

Email
Champions@DentalSuccessToday.net

Step 1
Role-Playing Treatment Presentation

As a team, role-play your treatment presentation process utilizing all five outlined steps:

1. Utilize pictures to illustrate problems.
2. Engage the patient with questions.
3. Explain the benefits of action and the consequences of inaction.
4. Ask the patient what they want to see happen.
5. Present the pathway to health or treatment plan.

Be sure that each team member who presents treatment has at least one turn. (This includes back-ups or floaters.)

As you're role-playing, conduct open conversation amongst your team members. Everyone, feel free to share things you see that are positive highlights, and, opportunities for improvement. As you go, document your breakthroughs and commitments below.

Step 1
Pictures to illustrate problems.

Which team members own the responsibility of properly utilizing pictures?

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Did role-playing and discussion result in any breakthroughs? If so, what?

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Going forward, what commitments are team members willing to make in efforts to improve?

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Team Activity

Step 2

Engage patients with questions.

Every person in the clinical department and the treatment coordinator can participate in this step. How will you integrate the idea of patient-engagement and question-asking into your exams and treatment presentations?

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Did role-playing and discussion result in any breakthroughs? If so, what?

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Going forward, what commitments are team members willing to make in efforts to improve?

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Step 3

Explain the benefits of action and the consequences of inaction.

For each team member who discusses dental health with patients, list a story or example that can be utilized to explain benefits or consequences.

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Did role-playing and discussion result in any breakthroughs? If so, what?

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Going forward, what commitments are team members willing to make in efforts to improve?

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Step 4

Ask the patient what they want to see happen.

Going forward, what commitments are team members willing to make in efforts to improve?

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Step 5

Present the pathway to health or treatment plan.

Which team members make up this step?

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Did role-playing and discussion result in any breakthroughs? If so, what?

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Going forward, what commitments are team members willing to make in efforts to improve?

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Team Activity

Step 2
The Three Treatment Presentation Paths

As a team, role-play the three treatment presentation paths:

1.   Presenting full, comprehensive treatment.
2.   Diagnosing back into a conference exam.
3.   Initiating a next step.

Be sure that each team member who presents treatment has at least one turn. (This includes back-ups or floaters.)

Path 1
Presenting full, comprehensive treatment.

Did role-playing and discussion result in any breakthroughs? If so, what?

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Going forward, what commitments are team members willing to make in efforts to improve?

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Team Activity

Path 2

Diagnosing back into a conference exam.

Did role-playing and discussion result in any breakthroughs? If so, what?

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Going forward, what commitments are team members willing to make in efforts to improve?

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Path 3

Initiating a next step.

Did role-playing and discussion result in any breakthroughs? If so, what?

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Going forward, what commitments are team members willing to make in efforts to improve?

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What questions do you have for the DST Team? How can we help?

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