



Team Activity

Team Activity

Series 4 Elite Practice Evolution

Session 2 Setting Your Patients up for Success (Part 2)

Listen Online
dst.media/focus38

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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.
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Send Us Your Master Worksheet

Fax
615-807-3301

Email
Champions@DentalSuccessToday.net

Team Activity

Step 1

The Nine Principled Beliefs of Patient Engagement

You'll see the Nine Principled Beliefs of Patient Engagement marked by stars in the left margin of your Practice Focus Transcript.

As you listen to the recording and follow your transcript, write down each Principled Belief.

#1 Principled Belief of Patient Engagement

Transcript Page 3, Paragraph 6

#2 Principled Belief of Patient Engagement

Transcript Page 3, Paragraph 7

#3 Principled Belief of Patient Engagement

Transcript Page 4, Paragraph 3

#3 Principled Belief of Patient Engagement

Transcript Page 4, Paragraph 4

#5 Principled Belief of Patient Engagement

Transcript Page 4, Paragraph 5

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#6 Principled Belief of Patient Engagement

Transcript Page 5, Paragraph 1

#7 Principled Belief of Patient Engagement

Transcript Page 5, Paragraph 3

#8 Principled Belief of Patient Engagement

Transcript Page 5, Paragraph 4

#9 Principled Belief of Patient Engagement

Transcript Page 5, Paragraph 5

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Step 2 Rate Your Performance and Identify Opportunities Within the Nine Principled Beliefs of Patient Engagement

It's time to imagine how you can master these Principled Beliefs.

Individually, rate your team's performance on a scale from 1-10 (10 being the highest level of performance) in each of those Nine Principled Beliefs and write what improvements you think would move your team's performance and consistency closer to mastery of them.

Note

In Step 3 of this Team Activity you'll come back together and share your responses.

#1 Principled Belief of Patient Engagement

Transcript Page 3, Paragraph 6

Treat every patient like a new patient.

_____ What I think our team's current performance is on a scale from 1-10.

What I think we can do to move closer to mastery and improve our performance rating:

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#2 Principled Belief of Patient Engagement

Transcript Page 3, Paragraph 7

Lead by showing patients the BIG picture about their mouth and health.

_____ What I think our team's current performance is on a scale from 1-10.

What I think we can do to move closer to mastery and improve our performance rating:

#3 Principled Belief of Patient Engagement

Transcript Page 4, Paragraph 3

Go beyond problems and into possibilities.

_____ What I think our team's current performance is on a scale from 1-10.

What I think we can do to move closer to mastery and improve our performance rating:

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#4 Principled Belief of Patient Engagement

Transcript Page 4, Paragraph 4

Show patients pictures, proof and pain.

_____ What I think our team's current performance is on a scale from 1-10.

What I think we can do to move closer to mastery and improve our performance rating:

#5 Principled Belief of Patient Engagement

Transcript Page 4, Paragraph 5

Ask patients more questions and become more engaging.

_____ What I think our team's current performance is on a scale from 1-10.

What I think we can do to move closer to mastery and improve our performance rating:

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#6 Principled Belief of Patient Engagement

Transcript Page 5, Paragraph 1

Use the state of ideal - optimal health - as the baseline to compare against the current state of reality in patients' mouths.

_____ What I think our team's current performance is on a scale from 1-10.

What I think we can do to move closer to mastery and improve our performance rating:

#7 Principled Belief of Patient Engagement

Transcript Page 5, Paragraph 3

Emphasize that the patient **DESERVES** the benefits of treatment.

_____ What I think our team's current performance is on a scale from 1-10.

What I think we can do to move closer to mastery and improve our performance rating:

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#8 Principled Belief of Patient Engagement

Transcript Page 5, Paragraph 4

Resist and avoid letting the patient, or your own teammates, commoditize or devalue you through putting focus on insurance and money.

_____ What I think our team's current performance is on a scale from 1-10.

What I think we can do to move closer to mastery and improve our performance rating:

#9 Principled Belief of Patient Engagement

Transcript Page 5, Paragraph 5

Present all treatments, all the time: don't break down the mouth into anything less than the whole picture of health.

_____ What I think our team's current performance is on a scale from 1-10.

What I think we can do to move closer to mastery and improve our performance rating:

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Step 3 Decide as a Team Which Improvements You're Committing To

Come back together as a team.

Nominate one person as a facilitator and one as a writer.

Facilitator

Go through Step 2 of this Team Activity out loud and help guide discussion with your team, gathering an approximation of your overall performance rating for each of the Nine Principled Beliefs of Patient Engagement, as well as agreed upon improvements you'll commit to making en route to mastery.

Writer

Grab your team's Master Worksheet and in the open spaces in Step 2, fill in performance ratings and improvements you're all committing to as your team discusses their individual responses and reaches consensus of how to move forward together toward mastery.

Tip

During this discussion, do your best as a team to be inclusive and welcoming, giving everyone full opportunity to share.

Remember

You all have unique and valuable perspectives!

If you complete Step 3, still have more time and would like to go further, there's an optional Bonus Activity on the following page that will guide your team into outlining your approach to diagnosing.

Team Activity

Bonus Activity Outline Your Approach to Diagnosing

This bonus activity isn't required, but is a great exercise in preparation for next month's Team Activity where we'll be going into Part 3 of Setting Your Patients Up For Success. There, we'll be discussing diagnostic examples and how to get patients to move off money.

As a team, out loud, walk through step-by-step what happens clinically in the operator to build the case, create division and diagnose the dentistry.

This includes going through exactly what the doctor does, or doesn't do, as well as updating or creating the chart and finalizing the diagnosis leading into the treatment plan.

In detail, outline your approach to diagnosing the following:

New Patient with a Comprehensive Exam

Note

Specialists, you can break down your new patient categories in order of type of visits based on procedure.

Team Activity

Long-Standing Patient in Hygiene

Emergency Patient

Patient in the Doctor's Schedule for Finishing Something in Treatment
