



Team Activity

Team Activity

Series 5 Personal Growth and Practice Development

Session 5 Patient Success Equals Practice Success (Part 1)

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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 Connected Patient Experience

As a team, familiarize yourselves with “The Connected Patient Experience” before moving into defining your practice’s own approach to it.

The core concept of the Connected Patient Experience:

Every part of your process, every protocol, every team member, and every patient’s feelings, decisions and outcomes are all directly linked together.

The four objectives for this activity:

1. Define it.

- What does this concept mean to you and your team?

2. Assess it.

- How are your patients feeling throughout all points of your patient experience?
- How close are your patients’ outcomes to your state of ideal?

3. Improve it.

- What can you do to make your patients’ experience better?
- What can you do to get more patients’ health to your state of ideal?

4. Understand it.

- What am I personally responsible for in creating an ideal patient experience?
- Which portions of the patient experience do I connect?
- Which Triangles of Trust am I part of?
- What can I do to help get more patients’ health to our state of ideal?

Now it’s time to move into the first objective and define your Connected Patient Experience.

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Step 2 Define

Together as a team, define what your Connected Patient Experience means to all of you and what it means to your patients.

Note

The purpose of personally defining the Connected Patient Experience is to give this concept a tangible substance by which you can measure your success going forward.

Tip

Be as specific as you can!

Use these questions to help guide your team discussion and creation of your definition:

- What are our patients feeling?
- What are we feeling?
- How are we connecting relationally with patients throughout their experience?
- How are we connecting their health to their values and desires?
- How we will know when we're successful?

Our team's definition of the Connected Patient Experience is:

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Step 3 Dive Deeper

It's time to move into objectives two, three and four of this activity and discover how you're going to make your definition of the Connected Patient Experience come to life.

Gather into small groups based on departments / shared roles within your team and answer the following questions.

How do we want patients to feel and how are we going to connect to them within our roles?

What's the most important thing that we want to accomplish or deliver to patients before we move them to the next team member / department / step of our process?

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Are we currently accomplishing what we would like to? Is there anything we can do better?

What does it look like to successfully connect patients to the next team member / department / step of our process?

How can we do that better? How can we do that more consistently?
