



Team Activity

Team Activity

Series 8 The Four Pillars

Session 3 Diagnosis (Part 2)

Listen Online
dst.media/focus84

-
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

Team Activity

Step 1 Review Our Clinical Philosophy

Begin by reviewing our Clinical Philosophy from the last Team Activity, then move into refining our State of Ideal and proactively plan to better our best in regards to diagnosing.

Review our Clinical Philosophy.

What's ours?

It can be identical to what we decided in the last Team Activity, or we can choose to update it.

Clinical Philosophy should communicate:

- What we are here to do.
- How we help people.
- What our State of Ideal is for patient outcomes.

Where can we build reminders of our Philosophy into our team and patient experiences?

Team Activity

Step 2 State of Ideal

Now it's time to select some real patient examples from within the practice and discuss those scenarios: where we did well diagnosing, where we could've done better, and how we can better our best with diagnosing going forward.

Let's focus on our State of Ideal.

When considering how to better our best, keep this in mind:

Bettering our best doesn't always mean "MORE!"

Bettering our best can mean:

- Eliminating something.
- Replacing something.
- Editing, refining, subtly changing something.
- Shifting our focus or simply defining a specific goal.
- Increasing the consistency of what we're already doing well.

Choose some real-world, VIP cases from the past month or so.

Select 3 New Patients, and select 3 Existing Patients we're, "trying to make new again."

We want to work with shared experience and facts during this exercise.

Be sure that one case in the "New Patient" and "Existing Patient" categories fits each of the following criteria:

1. A patient with whom we did our very best at diagnosing.
2. A patient with whom we missed an opportunity during our diagnostic process.
3. A patient with whom we'll have a diagnostic opportunity with during their upcoming visit.

Once we've agreed on our 6 case studies: discuss what we did well, where we can learn and improve from past experience, as well as set ourselves up for success in future experience.

Team Activity

New Patient Case Studies

1. **What was perfect about our diagnostic protocol with this** New Patient with whom we did our very best at diagnosing?

2. **What would've been ways to level up our diagnostic protocol with this** New Patient with whom we missed an opportunity during our diagnostic process?

3. **What are our chances to maximize our diagnostic protocol with this** New Patient with whom we'll have a diagnostic opportunity with during their upcoming visit?

Team Activity

Existing Patient

Case Studies

1. **What was perfect about our diagnostic protocol with this** Existing Patient with whom we did our very best at diagnosing?

2. **What would've been ways to level up our diagnostic protocol with this** Existing Patient with whom we missed an opportunity during our diagnostic process?

3. **What are our chances to maximize our diagnostic protocol with this** Existing Patient with whom we'll have a diagnostic opportunity with during their upcoming visit?

Team Activity

Step 3 Blocks and Verbiage

Now that we've identified WHAT is getting in our way with diagnosis, identify WHY it is getting in our way.

Use our case studies discussion as a springboard to get deeper into the specifics and unearth the roots of what's holding us back from always delivering our State of Ideal Diagnostic Protocol and Patient Experience.

Identify Our Blocks

Simply name them for now; we'll develop our action plan in Step 4.

Some questions to help get the conversation started:

- Are we feeling too busy?
- Is there enough time, every time, to comfortably complete the full diagnostic protocol?
- Is there something else we can streamline or eliminate to create more space for diagnosis?

Team Activity

Step 4 Accountability

Take what we identified in Step 3 and turn it into assigned, actionable items.

Decide what our measurable commitments are for maximizing our diagnostic opportunities.

Remember

When we do our diagnostics full justice and give the patient every bit of what they deserve, it's a win-win for everyone!

What visual cues can we commit to?

This can be as simple as a short script or post-it note.

What schedule cues can we commit to?

This can be restating our State of Ideal with every patient during a certain portion of their visit, or during Team Huddles, sharing and recommitting to what we're personally working on.

Team Activity

What's our measurable action plan for eliminating the Blocks we identified in Step 3?

This can be team and / or personally oriented.

What's our measurable action plan for taking full advantage of the Verbiage opportunities we identified in Step 3?

This can be team and / or personally oriented.
