

Gratitude Economy

FISH BONING our systems

Communications

- Morning Huddle Improvements
- Celebrate Success and Ptt. Coms
- “We Care” Calls
- Warm patient handoffs between staff
- Experimentation ethos
- Greater Good and Special Projects
- Open Time used efficiently
- Internal Collaborations
 - Systems/Problem-Solving coms
 - between teams
- Routing Slips
- Compliments (in Public)
- Feedback (in Private)
- Job Descriptions clear
- Role Playing
- Asking for referrals/reviews
- “Pink Notes” used fully
- White Board Followup

NEW Patients

- Orchestrated New Patient Call
- Orchestrated New Patient Visit
- Forms filled out
- Health History received ahead
- Meds History concerns
- Getting records here before visit from previous office
- Scheduling New Patients
- Personality Style / Talk Triggers
- Warm greeting upon arrival
- Specialists Folded in smoothly
- Comp Treatment Planning
- Emergency Only Transformations
- Next Visit Scheduled
- Case Acceptance
- Google Reviews

Note Taking

- Patient Photos
- Pink Notes
- Timely
- Standardized ...SOAP
- Thoroughness
- Type while Listening
- Quick access
- Patient warnings
- Patient comments

Soft Marketing

- Website
- Social Media
- Online Reviews
- Indirect Marketing Opportunities Out in the community
- Hand-written notes
- We Goofed Gifts

Dr. and DA FLOW

- DA Readiness
- Patient Pre-op communications
- Post-op instruction
- Staying on time
- Equipment readiness
- Materials handy
- Synchrony with each other
- Redo's
- Temp Crowns off & Bite adjustments
- Follow up on promises made
- “We Care” follow up

Hygiene Quality of Care

- Making Sharing Patients smoother
- New Patient visit standardization
- Rp/Sc Coms and Systems
- Perio Maintenance Standardization
- Verbal Skills
- Sealants Coms and Systems
- Whitening Coms and Systems
- Fluoride Coms and Systems
- TMJ and Night Guard Coms & Systems
- HOW program compliance
- Xray policies, Coms and Systems

Quality of Care Doctor Side

- Decrease Redo's
- Decrease Post-op Pain
- Decrease Post-op Calls & Questions
- Decrease lost temps
- Decrease
- Collaboration/Coms with Front desk
- Pink Note Use
- Introduction in Waiting Room
- Hand off at front desk

Labs and Specialists

- Track and Learn from Re-do's
- Decreasing Reimpressions
- Communication with Labs
- Accurate Referrals Sent
- Information from Referrals Received
- Increase Smooth Systems with Referrals
- Communication with Referrals

Facility

- Exterior of Building
- Parking
- Entrance (staff and Ptt)
- Signage
- Yard/Landscaping
- Interior Repairs/Updates
- Fish tank
- Clutter
- Cleanliness
- Smells
- Sounds

Unscheduled Time Management

- Open DA's
- Open Hyg.'s
- Cross Training Opportunities
- OSHA
- In-house Labwork
- We Care Calls
- Filling the Schedule
- Preblocking
- Research for the Team
- Small Equipment Repairs
- Lab case management
- Instrument Sharpening
- **Greater Good Projects**

Scheduling

- Daily On-time Ratio
- Time Study needed for procedures?
- Openings Dr. Side
- Openings Hyg. side
- Patient of Record Emergencies
- New Patient Emergencies
- New Patient Coms
- Cancelations, No shows
- Appointment changes (short notice)
- Verbal Skills
- Late Patients
- Pre-blocking the schedule
- Quick Call lists
- Every single Ptt has a scheduled appointment of some sort.

Collections

- Case Acceptance
- Firm Financial Arrangements
- "Stop and Pay" patients
- "Pay before more Tx" patients
- Sent to Collections Patients
- Scheduling and FA's for young adults
- Fee Increases
- 30, 60,90 aging reports
- Refunds

Culture & Compensation

- Office Policy Manual Updates
- Office Policy Understanding
- End of Day
- Admin Time Improvements
- Profit Tracking
- Wasted Time
- Wasted Materials
- New ideas to save time and \$
- Fun Perks

Tech and Computer Systems

- Scanning System
- Email System
- HIPPA considerations
- Pano
- Intra Oral Cameras
- Computer Speed
- Internal Coms (Tic Tic, etc...)
- Tech Compatibility

Leadership

- Use of Admin Time
- Collaboration Excellence
- Training Staff
 - Info for who missed meetings
 - New Employee Training
- Generating and Using Reports
- Performance Reviews
- Performance Review Follow-up Meetings

Equipment

- Maintenance Schedules (on everything)
- Sterilization
- Doctor Ops
- Hygiene Ops
- Front desk
- Small equipment Purchases needed
- Xray

Misc. Expenses

- Software Support
- Hardware support
- HIPPA Support
- Bookkeeping
- Paper Product
- Gowns