

# FROM GOOD TO GREAT

## TIPS, TRICKS, AND TECHNIQUES FOR TODAY'S CLINICAL TEAM

### 116TH ANNUAL SESSION – ORLANDO ORANGE COUNTY CONVENTION CENTER – ORLANDO, FL

#### Questions

- Patients seen on time?
- Procedures completed on time?
- Treatment completed on time?
- Number of emergencies too high?
- Equipment to perform new procedures?
- Sterilization system meet guidelines?
- What is your patient experience?
- Marketing ideas?

#### Run Reports

- Patients beyond ECD
- Patient flow reports
  - Check in tracking
  - Procedure tracking
  - Assistant tracking
- Treatment efficiency monitors
- Emergency tracking

#### Challenges

- Finding the right fit
- Gathering information
- Equipment
- Implementation
- Training

*To gain and keep their competitive edge, today's orthodontic practice must seek and implement innovative solutions and continue to acquire new skills.*

- *Increase practice efficiency*
- *Distinguish your practice*
- *Advertising*

#### Questions to Ask:

- What is the implementation protocol
- What additional equipment will be needed
- Specific instructions
- Additional expenses
- What training is available
- Anticipated time frame

NOTES \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### **Gathering Information**

- Sales reps
- Colleagues
- Consultants
- Study clubs
- Meetings

### **Questions to Ask**

- What is the implementation protocol
- What additional equipment will be needed
- Specific instructions
- Additional expenses
- What training is available
- Anticipated time frame

## **What is it and How do I use it?**

### **Introduction to the team**

- Name of product
- Proper use
- Best patient
- Care and maintenance
- Disinfection/sterilization

### **Implementation and training**

- Use available resources
- Take advantage of training
- Send team to training
- Bring training to the team
- Train ALL employees
- Cross training

### **Team Meeting**

- Area of improvement
- Idea
- Who will be involved
- Training needed
- Time frame
- Cost incurred

### **Care and Maintenance**

- Follow manufactures instructions
- Could void manufacturer's warranty
- CDC Compliance

## **Checklist**

- **Responsible Party**
- **Backup**
- **Daily**
  - **Start-up**
  - **Shut-down**
- **Weekly**
  - **Beginning of week**
  - **End of Week**
- **Monthly**
- **Annually**

- ✓ **Clean and reprocess reusable dental equipment according to manufacturer instructions. If the manufacturer does not provide such instructions, the device may not be suitable for multi-patient use.**
- ✓ **Have manufacturer instructions for reprocessing reusable dental instruments / equipment readily available, ideally in or near the reprocessing area**

**Summary of Infection Prevention Practices in Dental Settings: Basic Expectations for Safe Care ~ March 2016**

<http://www.cdc.gov/oralhealth/infectioncontrol/guidelines/index.htm>

Key Recommendations for:

- Administrative recommendations
- Dental health care personnel safety
- Program evaluation
- Hand hygiene
- Personal protective equipment (PPE)
- Respiratory hygiene/cough etiquette
- Sharps safety
- Safe injection practices
- Sterilization and disinfection of patient care devices
- Environmental infection prevention and control
- Dental unit water quality

**Administrative Recommendations**

- Develop and maintain infection prevention and occupational health programs.
- Provide supplies necessary for adherence to Standard Precautions (e.g., hand hygiene products, safer devices to reduce percutaneous injuries, PPE).
- Assign at least one individual trained in infection prevention responsibility for coordinating the program.
- Develop and maintain written infection prevention policies and procedures appropriate for the services provided by the facility and based on evidence-based guidelines, regulations, or standards.
- Facility has system for early detection and management of potentially infectious persons at initial points of patient encounter.

**Actions for Change**

- **Ask questions**
- **Run reports**
- **Determine problem**
- **Find right fit**
- **Gather information**
- **Introduce to team**
- **Implementation and training**
- **Care and maintenance**
- **Infection Prevention Checklist**

NOTES

---

---

---

---

---

## *EXCEED PATIENT EXPECTATIONS!!!*



Andrea Cook's in-office, hands on training motivates and energizes orthodontic clinical teams. She bases training systems on practical knowledge gained through 20 years chairside experience. She works as a clinical consultant and trainer for premier orthodontic offices across the country.

Since effectively training clinical team members is a critical portion to the advancement of clinical productivity and profitability Andrea works with teams to increase efficiency, improve communication and guides the office to a new level of excellence.

Her years of experience include working in single, double, and multi doctor practices. She has extensive experience as clinical coordinator for a multi doctor practice seeing over 120 patients per day. Andrea's experience allows her to understand and address the concerns of the clinical team.

Andrea can help you with:

- Sterilization review, design and implementation
- Basic and advanced chairside duties
- Clinical training system and manual
- Indirect bonding
- Clinical coordinator
- Verbal skills to encourage compliance
- Reduction of emergency visits
- Personalized clinical manual
- Inventory control
- Instrument set ups and organization in the operator
- Implementation of your treatment plans
- Reduction of patients beyond estimated completion date

*Sign up for my clinical newsletter at  
[andreacookconsulting.com](http://andreacookconsulting.com)*