



## Jenny's Programs

### 4 KEY ELEMENTS

#### 1. Patient

Staff work for Doctor-but patients must perceive staff works for them. Patient communication & management requires Dr/Team to present everything to patients from the patients' perspective. When this is mastered, practice growth and stability follows.

#### 2. Team

Patients judge dentists by everything but their quality of care. The best ROI a Dentist/Employer can make in their business is to create & maintain a loyal, supportive & proactive team. Effective staff meetings, timely Performance Reviews, consistent management style are all paramount to practice security.

#### 3. Business

Practice owners committed to utilize a simple but effective Annual Business plan are able to sleep well at night! Monitors give staff the financial guidelines needed to reach practice goals. April 15<sup>th</sup> is just another date on the calendar!

#### 4. Clinical

The seamless integration of the clinical and administrative teams is the key to creating a customer focused environment and delivering quality treatment; the Doctor and the rest of the clinical staff must work as one. Each of JdSG's programs includes techniques and tips on developing the optimal internal communication.