

HYGIENE HUB TEAM NEWS



HYGIENE HUB: EPISODE 5
EDUCATION LEADS TO EXPERTISE





BLACK HISTORY MONTH



Dentistry dates back to 5000 B.C., but wasn't modernized until the 1700s. Despite the modernization, African Americans experienced great difficulty in seeking dental care.



It wasn't until the 1800s when three dental pioneers paved the way for black Americans entering the field of Dentistry.



Dr. Robert Freeman was rejected from two dental schools because of the color of his skin, but went on to enroll at Harvard University's School of Dentistry as a part of their inaugural class. He graduated in 1869, becoming the nation's first African American dentist.

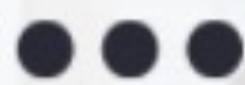


Dr. Ida Gray Nelson Rollins became the first African American dentist in 1890 and graduated from the University of Michigan and became the first African American woman to own a dental practice.

THE HUB 
OBJECTIVES

**TODAY'S
AGENDA**

- 1 THE LOFTY MISSION
- 2 NADG 2021 COMMITMENTS
- 3 HYGIENE HUB
- 4 QUARTERLY STUDY CLUBS
- 5 HYGIENE INFUSION
- 6 BECOMING THE BEST



THE MISSION



INSPIRED BY LIKE MINDED, PATIENT-FOCUSED ORGANIZATIONS SUCH AS THE CLEVELAND CLINIC IN OUR PURSUIT TO PIONEER A NEW CULTURE OF DENTISTRY



CLINICIANS PROVIDE BEST-IN-CLASS DENTAL CARE EVERY PATIENT—EVERY VISIT



HYGIENE TO PRACTICE TO THE FULLEST EXTENT OF THEIR LICENSE AND EMBRACE THAT MID-LEVEL PROVIDER ROLE TO ACHIEVE OUR LOFTY GOAL OF LEADING THE DENTAL INDUSTRY



NADG'S

CLINICAL SERVICES SUPPORT



WE COMMIT TO PROVIDE
EDUCATION, TOOLS, AND BEST
PRACTICES TO ACHIEVE GREAT
CLINICAL OUTCOMES



EDUCATION



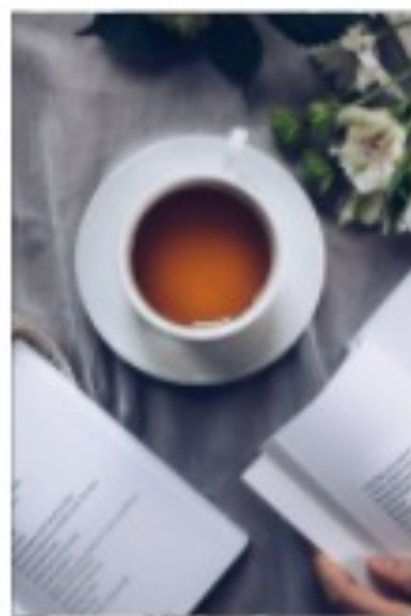
HYGIENE INFUSION

ONBOARDING AND LEARNING & DEVELOPMENT PLATFORM ON NADG'S CLINICAL GUIDELINES AND BEST PRACTICES



HYGIENE HUB

MONTHLY COMPANY-WIDE HYGIENE MEETINGS TO DISCUSS PRIORITIES, COLLABORATE, AND CELEBRATE SUCCESS



TRAINING

QUARTERLY STUDY CLUBS

QUARTERLY CONTINUING EDUCATION TO SUPPORT THE PDA CLINICAL PILLARS AND OUR VISION TO BE BEST-IN-CLASS



NADG
HYGIENE

2021

HYGIENE
INFUSION



NADG'S HYGIENE
LEARNING PLATFORM





HYGIENE INFUSION

* WHAT?

- INDUSTRY LEADING PLATFORM TO SUPPORT THE NA&S HYGIENE TEAM TO TRANSFORM THE DENTAL EXPERIENCE
- MIXTURE OF VIRTUAL TRAINING AND SKILLS ASSESSMENT THAT CAN BE COMPLETED BY PRACTICE LEADER
- FACILITATOR GUIDE AND BEST PRACTICE WORKBOOK TO IMPLEMENT CONSISTENT BEHAVIORS TO DRIVE RESULTS

* WHO?

- USED FOR HYGIENE ONBOARDING FOR NEW HYGIENE HIRES
- REMEDIATION TOOL FOR LOW PERFORMERS
- NEW AFFILIATES

* WHEN?

- DAY 1 OF HYGIENE ON-BOARDING
- CAN BE ACCESSED AND REVISITED WHENEVER
- ROLL OUT 08/2021

NADG HYGIENE

THE PATH TO SUCCESS ○○○



NADG HYGIENE

THE PATH TO SUCCESS ○○○



PROFESSIONAL
DENTAL ALLIANCE'S
CARE CYCLE

THE COMPLETE
PATIENT EXPERIENCE





CARE CYCLE



DATA GATHERING

- MEDICAL HISTORY EXPECTATIONS
- BLOOD PRESSURE GUIDELINES
- INTRAORAL PHOTOGRAPHY
- RADIOGRAPH GUIDELINES
- ORAL CANCER SCREENINGS
- PERIODONTAL CHART GUIDELINES

DIAGNOSIS

- COMPREHENSIVE CARE GUIDELINES
- EFFECTIVE COMMUNICATION WITH PATIENT
- DOCTOR/HYGIENE RELATIONSHIP
- OVERCOMING OBJECTIONS



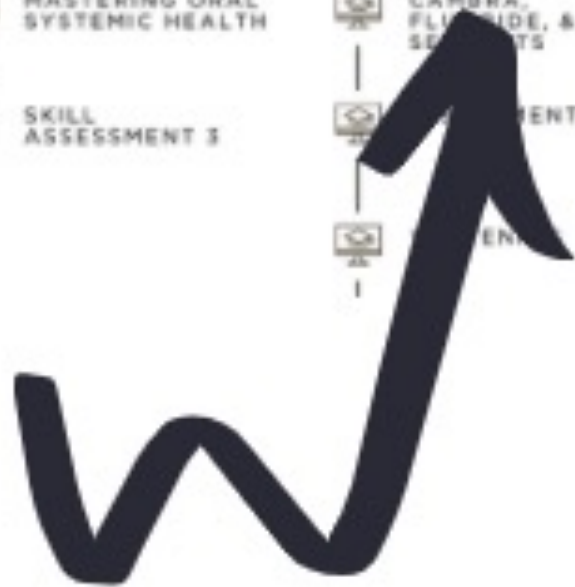
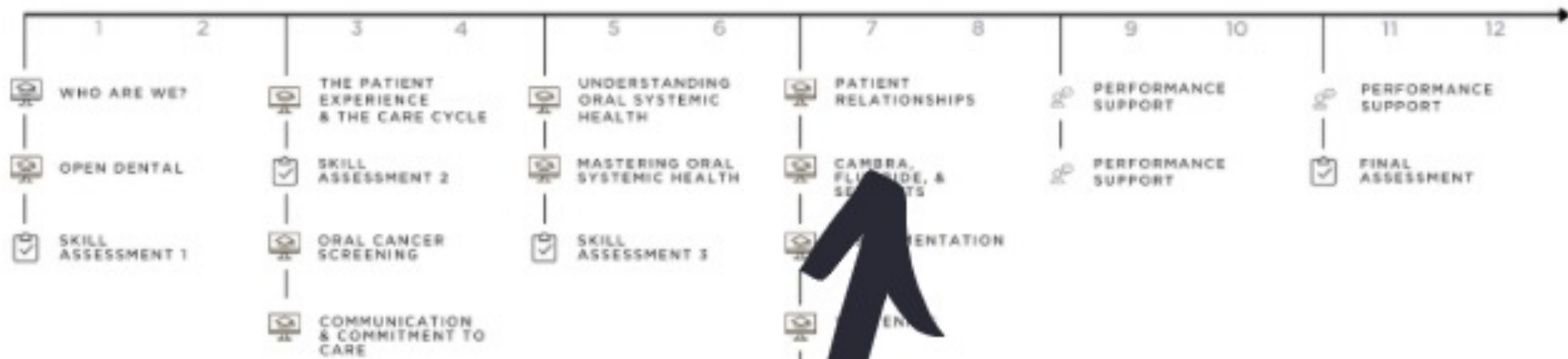
CARE COMMITMENT

- EFFECTIVE TREATMENT PLANNING
- PATIENT EDUCATION
- CARE ACCEPTANCE
- PARTNERSHIP WITH TREATMENT PLAN COORDINATORS



NADG HYGIENE

THE PATH TO SUCCESS ○○○





PATIENT RELATIONS

EFFECTIVE SCHEDULES



BEST PRACTICES AROUND EFFECTIVE HYGIENE SCHEDULES--
WALK IN COLUMN, UNCONFIRMED COLUMN, AND OVERFLOW
COLUMNS

01

HYGIENE REAPPOINTMENT



BEST PRACTICES AROUND HYGIENE REAPPOINTMENT,
OPERATIONAL BEST PRACTICES, EFFECTIVE VERBIAGE, AND
HOW TO OVERCOME OBJECTIONS

02

RECALL & REACTIVATION



IMPORTANCE OF RECALL & REACTIVATION, BUILDING YOUR
SCHEDULE, EFFECTIVE PATIENT COMMUNICATION, AND BEST
PRACTICES

03



HYGIENE INFUSION TOOLS

- BEHAVIOR CHECKLIST
- SKILLS ASSESSMENT
- OPERATIONAL BEST PRACTICES



"WE HAVE HIGH STANDARDS. WE TREAT OUR PATIENTS COMPREHENSIVELY...FOR BEST-IN-CLASS ORAL HEALTH CARE. OUR PATIENTS THRIVE. OUR TEAMS THRIVE. OUR BUSINESS THRIVES."



MEASURE SUCCESS

ORAL & SYSTEMIC HEALTH
PERIODONTAL MEASURES

40%

CARIES RISK MANAGEMENT
FLUORIDE MEASURES

60%

ORAL CANCER SCREENINGS
VELSCOPE

40%

PATIENT ENGAGEMENT
HYGIENE REAPPOINTMENT

95%

PATIENTS/HOUR

1.0-1.5

HYGIENE HUB TEAM NEWS



LET'S COLLABORATE: HYGIENE HUB-EPISODE 6

MARCH 24 @ 1:15 PM EST

MARCH 26 @ 12:15 PM EST





BEING BEST-IN-CLASS IS A LOFTY GOAL--WE NEED YOU.

EDUCATE. IMPLEMENT. COLLABORATE. GROW