

Abe Lincoln said that if he had 6 hours to chop down a tree he would spend the first four sharpening his ax! What a great analogy for our office. So many things in our office are outside our grasp, it is imperative that we shape the things that are within our grasp. It is about stacking the deck in your favor. Below are steps to help you do just that every morning and every afternoon.

AM

- 1) The morning meeting should last about 15 minutes. The facilitator starts the meeting by saying “is there any information we should be aware of so that we are on the same page and totally present for our patients today”.
- 2) Each person shares any support they may need or any information, that all should be made aware of.
- 3) One at a time each producer (assistants, hygienists) takes turns going to the board and writing in what the goal is for his/her chair today. The goal MUST be at least the daily goal, if the schedule is already to the goal then stretch it. The producer then makes the requests necessary to reach that goal today. Then the next producer takes the marker and does the same.
- 4) FLM of administration does the same for collection, and makes specific requests for how to get there.
- 5) The goal scheduler then reports from the GS Tracker, how far away we are from our goal for the month including what is already on the schedule and how many days are left in the month to complete it.
- 6) She then gets commitments from each of the FLM to eliminate the shortfall by saying, “Who is accountable for how much and by when”.
- 7) She then lets everyone know where we are in their chair for the schedule for the next full week and makes specific requests of that person for where she needs what. IE “Tara, I need a crown in your chair at 10am Tuesday.”

PM

- 1) The afternoon meeting also should last about 15 minutes. Before the meeting each producer should report on the board what their actual numbers were for the day. The FLM of administration will do the same for collection.
- 2) The facilitator asks each provider specifically what worked so it can be acknowledged and repeated tomorrow.
- 3) She then asks what did not work and requests for clarification are had
- 4) The facilitator then goes around the room for all who are not producers and asks for acknowledgements and or requests for clarification.
- 5) Any requests for tomorrow’s schedule should be made now and end the day.

