The 10th Dimension... the power of 10

Ed Bonner and Adrianne Morris discuss the 10 most common problems they encounter in their consultancy work

Perceived insufficiency of patients

What do you do when you sit down with the patient and they say ‘I don’t think I’m going to be able to go through with this surgery’, or ‘I want to change my mind’? Do you say ‘you’re a difficult patient’? And that’s the end of the discussion. Or do you sit down with the patient and find out why they feel that way? We have found that when we do that, we can usually find something that is going to help the patient feel better about the situation. It might be something as simple as a change in the way the consultation is conducted, or it might be something more significant such as a change in the treatment plan.

Discontinuity of staff

We have found that when staff leave a practice, it can be difficult to replace them. Sometimes the new staff members don’t have the same level of experience as the old ones, and this can lead to a decrease in the quality of care provided to patients. It is important to ensure that there is good communication between the old and new staff members, and that they are properly trained in the procedures and policies of the practice.

Breakdown of equipment

Equipment breakdown can be a major problem for dental practices. When equipment fails, it can lead to delays and frustrations for both patients and staff. It is important to have a system in place to ensure that equipment is maintained properly and repaired as quickly as possible.

Perceived insufficiency in their consultancy work

We have found that when we consult with dental practices, we often find that they are not making the most of their staff. This can be due to a variety of factors, including a lack of training, a lack of support, or a lack of recognition for the work that is being done.

Inadequate records

Inadequate records are a major problem in many dental practices. This can lead to problems such as lost or misfiled records, which can cause delays and frustration for both patients and staff.

Erratic attendance

Patients who are consistently late for appointments can be a major problem for dental practices. This can lead to delays and frustrations for both patients and staff. It is important to have a system in place to ensure that patients are aware of the importance of attending appointments on time.

Difficult patients

There are some patients who are consistently difficult to work with. These patients may be challenging for a variety of reasons, including personal issues, financial problems, or simply a lack of motivation. It is important to have a system in place to deal with difficult patients, such as offering alternative appointment times or providing additional support.

Poor communication

Effective communication is critical to the success of any dental practice. This includes good communication with patients, as well as good communication among the staff members of the practice.

Poor-quality laboratory work

Laboratory work is an important part of dental practice, and it is important to have a system in place to ensure that the work is being done to the highest standards.

Lack of financial control

Lack of financial control can be a major problem for dental practices. This can lead to problems such as poor cash flow, a lack of forecasting, or a lack of budgeting. It is important to have a system in place to ensure that financial control is being maintained.

About the authors

Adrianne Morris is a highly-trained success coach whose aim is to get people from where they are now to where they want to be, in clear measured steps.

Ed Bonner has owned many practices, and now consults with and coaches dentists and their staff to achieve their potential. If you would like to discuss anything about this article, have a free consultation, or subscribe to The Power of 10 e-zine, feel free to contact Ed at bonner.edwin@gmail.com, call 07771 660 1738 or email Adrianne at alplifecoach@yahoo.com.