

## TGNA EDUCATIONAL TRAINING MODULES

ENGINE / METRIC / SYSTEM	COURSE CODE	MODULE	DAYS
<b>CAPACITY</b>			
<b>CAPACITY MODULES</b>			
Patient Visits	C01	Patient 5 Star Service Experience	2
Downtime Management / Available Hours	C02	Overcome No Shows & Cancellations (+ Course DDSS01)	2
# of Treatment Rooms	C03	Dental Assisting (See P09)	2
Hygiene Retention	C04	Hygiene Retention	2
<b>REVENUE</b>			
<b>REVENUE MODULES</b>			
Fees	R01	Fee Balance (with monthly reviews / year)	1
Productivity	R02	Productivity Igniters	2
Productivity	R03	Hygiene Exam Prompting	2
Productivity	R04	Doctor & Assistant Scheduling	2
Productivity	R05	Hygiene Coding	1
Productivity	R06	Engineering Your Schedule	2
Diagnostic \$	R07	Patient Exam Flow	1
Diagnostic \$	R08	Diagnostic Philosophy	2
Collections	R09	Collect What You Produce	2
Collections	R10	Collect Old Debt	1
Adjustments	R11	Engineering Your Schedule	2
Case Acceptance %	R12	Treatment Coordinator – Part 1	4
Case Acceptance %	R13	B.U.I.L.D for Case Acceptance – Part 2	2
<b>EXPENSES</b>			
<b>EXPENSES MODULES</b>			
Overhead/Cashflow	E01	Inventory Management	1
Overhead/Cashflow	E02	Break Even Point (BEP) Analysis (Monthly Reviews / Year)	Annual
<b>PATIENT</b>			
<b>PATIENT MODULES</b>			
Active Patient	P01	Going Paperless	2
Active Patient	P02	Experience Drives Satisfaction (+ Course DDSS02)	2
Active Patient	P03	Patient Purge	2
Patient Demographics	P04	ADAPT Generational Diversity	2
Insurance Status	P05	Maximize Insurance	2
New Patients	P06	New Patient Experience	2
New Patients	P07	Marketing Plans and Tactics	2
New Patients	P08	Creating a Digital Footprint	2
Procedure Mix	P09	Dental Assisting (See C03)	2
Outstanding Dentistry	P10	Cabinet Millionaire	2
Outstanding Dentistry	P11	Technology Plan – Intraoral Camera	1
Periodontal Utilization	P12	PDM - Periodontal Disease Management (+ Course DDSS03)	4 to 6
Periodontal Utilization	P13	Hygiene Communication Toolbox	2
<b>TEAM</b>			
<b>TEAM MODULES</b>			
Leadership Style	T01	Leadership Traits – 3 Layers of a Leader	2 to 6
Management	T02	Building a Protocol Manual	2
Management	T03	Core Team Culture & Management	2 to 6
Management	T04	Office Management	2
Team Culture	T05	Synergistic Team	2 to 6
Team Culture	T06	Change Management	2 to 4
Team Culture	T07	Behavioral Profiles in the Workplace (+ DISC P/P)	1
Team Culture	T08	KOLBE TeamSuccess® (+ KOLBE P/P)	1
Human Resources	T09	Human Resources	2
Daily Operations	T10	Computer Utilization Support – PMS	2
Daily Operations	T11	Improving Telephone Techniques	1
Daily Operations	T12	Chart Reviews & Daily Strategy Meetings (+ Course DDSS04)	2
Monitoring	T13	Monitoring and Tracking - (Monthly Reviews / Year)	Annual
Monitoring	T14	Monitoring and Tracking (USA GPS) - (Monthly Reviews / Year)	Annual
<b>STRATEGIC DENTIST</b>			
<b>DENTAL STRATEGY MODULES</b>			
New Dentist	N01	New Dentist Jumpstart	3
New Practice	N02	New Practice Start Up	3
New Practice Buyer	N03	Buyer's Advocate	3
Transitioning Dentist	N04	Seller's Advocate	3
Strategic Planning	N05	Dental Strategic Business Plan	3
Comprehensive Business Assessment	N06	CBA - Comprehensive Business Assessment / Chart Audit	3
Dental Practice Multiplier	N07	5 CREPT Scorecards with a Summary Practice Check Up Report	1 1/2
<b>DENTAL DYNAMIC SCHOLARS / TU</b>			
<b>VIRTUAL ONLINE SUPPORT MODULES</b>			
Downtime Management / Available Hours	DDSS01	Downtime Management (Include with Course C02)	Annual
Active Patient	DDSS02	Patient Experience (Include with Course P02)	Annual
Periodontal Utilization	DDSS03	Hygiene Exam (Include with Course P12)	Annual
Daily Operations	DDSS04	Chart Audits & Daily Strategy Meetings (Include with Course T12)	Annual