



Dental Practice
Management Solutions

Changing the Face of Dentistry One Practice at a Time



LISA
PHILP, RDH

SPEAKING
OVERVIEW



Lisa Philp, RDH

Lisa Philp is the Chief Visionary Officer and founder of TGNA - Transitions Group North America; a full service coaching company for dentistry.

Her career began in clinical hygiene, however she quickly transitioned into a world class coach; creating a periodontal disease management program, in which she coached thousands of dental professionals.

Lisa is an industry leader, author, consultant, coach and speaker providing insights to dentists and their teams on practice development and industry changes.

Through Lisa's leadership, TGNA has developed into one of dentistry's premier full service practice development companies providing practice management solutions for dentists and dental teams through coaching, training, mentorship and support.



LISA PHILP, RDH



When is the last time you attended a lecture that was:

- **PRACTICAL?**
- **APPLICABLE?**
- **TRANSFORMATIONAL?**

Every Lisa Philp speaking program is completely customized based on the audiences' participation:

Lisa Philp and TGNA have developed scorecards for dentists and their teams to discover their productivity levels for success. We have found that it is an essential eye opener for dental practices to see where the gaps are and in doing so, realign, adjust or celebrate and continue their path in achieving team and practice success.

Have you ever asked yourself... what could we be doing better to improve productivity? Is our practice operating at full potential? Are we on a plateau and don't know why? Are we really thriving at our peak or is there room for improvement? Do we want to celebrate our practice success and focus on how to keep it going? What improvements can we make to be more successful?

Scorecards take quantitative behaviors of experiences and puts into quantitative standards (MINDSETs)

- Scorecards are Self-Ranking
- Goals are entered into numerical scale of where they want to be

Lisa Philp will help close the "GAP" between where your attendees are and where they want to be with solutions and a real- life, practical action plan.

Programs are available in evening, half or full day formats



TOPICS AVAILABLE

Perio disease management

Is your hygiene department performing at its best? Increase value of the hygiene appointment with 5 phase process of care.

Learn verbal skills for perio diagnosis & treatment solutions, motivate patients to commit to long term periodontal maintenance

Discover the most effective method for transferring the between front & back teams.

Dental Practice Scorecard: Measure Up in the New Normal

The “new normal” has been driven by the changing landscape of dentistry: economic downturn, the increased number of dental providers, existing practitioners working longer, corporatization, public sophistication and urban center saturation.

This program will guide you through the areas to measure, including the health of the team, patient and business.

You will be armed with the knowledge you need to create a plan that ensures the future is better and growth is happening.

The Ultimate Synergistic Team

An empowered and highly motivated “Team” is the key to a successful practice. The average dental team only accesses 10% - 15% of its potential. Imagine a team who has maximized their potential and perform at optimal levels.

They are a cooperative, cohesive group who are working towards a common vision. We are better together combining strengths then working alone.



Irrefutable Laws of Dental Practice- “Proven Success”

The dental journey includes fundamental foundational laws that guarantee success regardless of the dental practice type or setting.

From the critical traits of a dentist managing daily operations while inspiring a synergistic team. The administrative systems drive patient experience and loyalty, maintain the retention of existing patients and make dentistry affordable.

The clinical systems and education process determines the acceptance of restorative services in the future and set the stage for case acceptance for financial prosperity.

Generational Diversity- “Bridge the Gap”

Dentistry is a service business with success being in how we treat the “person”. We are currently treating five generations of patients.

Each generation is diverse with their preferences, loyalty, choices and how they make decisions about their health and dentistry.

Although each person is individual there is science and experience that shows how we can adapt to each segment with predictability when we understand their culture, motivations and priorities all dependent on when someone is born and what they were exposed to in childhood, youth and as an adult.

No Shows & Cancellations: Unlock the Mystery

Often, the most stressful part of the dental practice is the schedule and making sure patients show up. When a patient doesn't show up for their treatment, the entire practice loses in time, energy and costs.

Learn how to re-train your communication skills, simplify your current scheduling systems and achieve 90% of your available schedule being filled with patients to value your time and make better decisions about their oral health.



Communication Toolbelt

Dentistry is living a whirlwind of evolution and change as a profession, provider, stage of career, fees, productivity and patient sophistication.

Dentistry must not be complacent about the patient centered approach that will match with patients' perceptions and learn new ways to meet their expectations at every moment of interaction. The goal is a team approach of how to shift from an appointment of tasks to a personalized EXPERIENCE that will deepen loyalty, increase acceptance, growth and retention.

Top 5 Ways to Grow Your Practice

Re-care, retention & referrals: Who doesn't want a practice where our patients understand and comply with their recommended re-care schedule, remain loyal to the practice and refer their friends and family? This program will show you how.

Insurance Driven to Insurance Optimizing

Dental Insurance Benefits are a fact of life for today's dental practice health, growth and management. Over half of the population has some form of dental insurance.

There are many ways to optimize insurance benefits in a patient friendly way to gain higher case acceptance and solid management systems that assure increased collections.

This seminar will align the dental team with communication skills to overcome insurance dictation, provide relevant information about proper coding and techniques for submission with systems for maximized reimbursement and increased collections.



**Patient Loyalty Formula:
Satisfaction= Perceptions +
Expectations**

This program is designed for the entire team and provides a tried and true formula for how to achieve the highest level of patient satisfaction for loyalty, retention and memorable experience in dentistry.

The solutions are geared to meet the needs of research based consumer studies of what the public perceive as a “good dental practice” and what they expect from the dental practice to stay loyal and attend their appointments.

**Managing a Successful Team; 3
Layers of a Leader**

The dentist is the leader of the practice, but even being an outstanding clinician is not enough! Dentists need the skills to manage the business side of running a practice including managing their team effectively.

This seminar takes a practical approach to managing your dental team and highlights the legal aspects of common staff employment issues. This program will guide you through a variety of strategies that will help you effectively manage your dental team and avoid any employment pitfalls when hiring, evaluating and firing staff.

Reserve a Date:

Phone: 905-681-1011
Toll Free: 800-345-5157
Email: info@tgnadental.com

Visit us on the web at www.tgnapacticemanagement.com



Sample of Meeting Planner Testimonials

"Lisa Philp is a dynamic, engaging speaker that we had the pleasure to present for our April 2017 Practice Management Seminar. Her presentation was received by our audience of 243 attendees as empowering and highly motivating. The material truly resonated with our audience of doctors & staff, many of whom are looking to maximize their potential as a team. In her very lively, energizing session, Lisa gave them insight and most importantly, actionable suggestions on using individual strengths to work towards a common vision."

-Crystal Casciano, Professional Relations Coord., Randolph Center for Oral & Maxillofacial Surgery

"Completely flawless; Lisa's program was relevant and fun. The doctors were both engaged and laughing. We would love to have her back."

-Julie Kamp, Coordinator, Northern Virginia Implant Study Club

"Program was amazing. The response to Lisa was over the top. She held her audience"

-Bev Fredsberg, Henry Schein Canada

"Thank you for an energetic meeting filled with poignant information that I truly believe that every team member could bring home and use on Monday morning."

-Dr. Fred Marra, Capital District Continuum (Seattle Study Club)

"We have worked with Lisa Philp to deliver educational programs to our members for a few years now. Her contribution at each of our seminars has been outstanding and the evaluations always reflect that. She's such a charismatic, knowledgeable and humorous speaker! It is a pleasure to work with Lisa and her staff, who are always keen to help and respond to our demands."

-Arsela Hoxhaj, Program Manager, Ontario Dental Association

"At its June, 2015 Annual General meeting, the NSDA featured Lisa as our headliner. By all accounts, it was one of our best decisions ever on an AGM speaker. Lisa was entertaining, informative and kept the crowd energized and involved. We would not hesitate to have her back again."

- Steve Jennex, Executive Director, Nova Scotia Dental Association

"Even after a long day of work, everyone left with a smile on their face... incredible feedback.

Lisa; you truly have a gift to make everyone feel important and make each member of the team feel that they can contribute and make a difference in the success of the practice. Your positive and uplifting energy is contagious and motivating."

- Nora Aquino, Mancini Parodontie et Implantologie

Sample of Previous Speaking Events

Conventions

- ✓ American Academy of Cosmetic Dentistry
- ✓ Yankee Dental Congress
- ✓ Rocky Mountain Dental Convention
- ✓ American Dental Association --New Dentist Convention
- ✓ International Dental Congress
- ✓ Florida Academy of Cosmetic Dentistry
- ✓ Spokane Northwest Dental Association
- ✓ Vermont Dental Association
- ✓ Toronto Academy of Dentistry
- ✓ Ontario Dental Association Annual Spring Meeting
- ✓ Greater New York
- ✓ Victoria, Upper Island Dental
- ✓ Pacific Dental Conference
- ✓ Canadian Dental Association
- ✓ Edmonton District Symposium
- ✓ Northern Ontario Dental Association
- ✓ Academy of General Dentistry
- ✓ Seattle Study Club Annual Meeting
- ✓ Seattle Study Club Coordinators Conference
- ✓ Thompson-Okanogan Dental Meeting
- ✓ Buffalo Niagara Dental Convention

Professional Associations and Societies

- ✓ Vancouver & District Dental Society
- ✓ Winnipeg Dental Society
- ✓ Middlesex Dental Society
- ✓ Nova Scotia Dental Association
- ✓ Halton-Peel Dental Association
- ✓ Calgary District Dental Society
- ✓ Calgary Dental Hygiene Association
- ✓ Canadian Association of Oral & Maxillofacial Surgeons
- ✓ Hamilton Wentworth Dental Hygiene Society
- ✓ Hamilton Academy of Dentistry
- ✓ Burlington Dental Society
- ✓ Wingham District Dental Society
- ✓ Philadelphia Dental Association
- ✓ Detroit District Dental Society
- ✓ Caribbean Dental Programs Inc.
- ✓ Ontario Dental Association





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