

Sherri Nickerson, CEO at Nickerson Consulting

1. WHY”

**Our PASSION IS TO SUPPORT DENTAL Practices TO BE**

- a. SKILLED
- b. KNOWLEDGABLE
- c. ACCOUNTABLE
- d. EFFICIENT
- e. PRODUCTIVE

2. Nickerson Consulting provides:

- a. HANDS ON TRAINING with each department or one-on-one.
- b. HOLD COLLABORATIVE Team meetings.
- c. COACH DOCTORS AND TEAM to be Leaders.
- d. IMPLEMENTE SYSTEMS/ FOLLOW-UP ACTION STEPS
- e. TEAM BUILDING – Team Retreats.
- f. START-UP PRACTICES- from start to finish.
- g. HELPING PRACTICES WITH TRANSITION- WITH AN ASSOCIATE/ OR SOMEONE BUYING IN
- h. COACHING on the KPI with Dr. and Team

When Covid-19 started, I felt like everyone else. What are the dental practices going to do?

3. We are so grateful for ACT and DI for stepping up to the plate to have a program where we could all come together to learn from each other. Through this process I have adapted to the “New Norm”.

Now from home we are facilitating practices on what they can do next moving forward.

- a. Virtual Team Meeting
  - i. How do we communicate with each other and with our patients in ensuring everyone feels safe and comfortable?
- b. How to prepare for re-opening your doors.
- c. What needs to happen. Who will be responsible and by when this will be completed?
- d. What protocols need to be in place.
  - i. Hygiene Department
  - ii. Clinical Department
  - iii. Administration Department
  - iv. Meet & Greet Department
  - v. New Morning Huddle & Debriefing at end of day.
- e. What is the blueprint for patients arriving to the practice and leaving the practice?
- f. ACTION STEPS FOR EACH TEAM MEMBER- F/U STRATEGY.

4. Nickerson Consulting Goals moving forward are:

- a. To continue to have virtual team meeting each month to ensure you are updated on new guidelines and protocols. Discuss what is working and what is not working, and change system's if we need to.
- b. Tracking all Key Performance Indicators

- c. Work on Marketing, Social Media, FB, what does your practice look like. The Who, What, How, By When Action Steps.
- d. Rebuild hygiene & clinical schedule.
- e. Ensure Insurance claims/ AR / Outstanding TX F/U plan and scripting are in place- How do we communicate to our patients.

ONCE I CAN GO BACK INTO PRACTICES.... I AM THERE!!!!!!

**DIRECTION + MISSION + GOALS + DATA = SUCCESS**

**[WWW.NICKERSONCONSULTING.COM](http://WWW.NICKERSONCONSULTING.COM)**

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