

EP. 39 The Importance of Standardizing Your Processes

Do you have standard operating procedures for all the processes in your practice? This creates consistency among team members and value to your patients.

Ways to Standardize your Processes:

- Write out a clear job description – Detail everything you are responsible for performing. List every solitary thing that you do in your office and prioritize it. Meet with your doctor or team leader and make sure that you are on the same page.
- Develop a training manual – it will take time to set up the process, but once created it will save you so much time in the future. It will also create retention for your team members. Training is an investment in money and time. Create videos to make the process easier. Welcome feedback from your new team members. What is missing from your current training process?
- Create checklists – It's easy to miss things without checklists. Example: leaving a mirror of a tray! Make sure that everything gets done the same way every single time. It creates consistency among the team and helps reduce mistakes.
- Photos of tray setups – This will ensure you aren't leaving instruments off the tray. This will also save time from having to search for missing items from the tray.
- Inventory – Create a system to identify when you are running low. Who owns the system? Tag system works great!

Make sure all your processes are written out. This will create consistency among the team and provide value to your patients.