

EP. 40 Interview with Hygiene Team Leader, Stephanie Spindler

We spoke to Hygiene Team Leader, Stephanie Spindler, on how her practice was able to move past a fire that forced them to close their doors for 6 months. Find out how they overcame this challenge to now being on track to triple their numbers from 2 years ago.

Q: Tell us a little bit about yourself.

A: We are located in Cordelane, Idaho. I've been there a little over 2 ½ years. We recently brought on new associate and have started the 5x associate integration.

Q: How did you go from hygienist to hygiene team leader?

A: I was asked to be the hygiene team leader last year when our office went 5x. We asked the team lead assistant to step down and I took over clinical team leader for assistants and hygienists.

I felt like they needed me to be their voice. I was able to help the assistants with the dynamics of our office. We have a fantastic team. We are looking to hire more assistants. Everyone works so well together as a team. I've been trying to build them up.

Q: What are some ways you've been leading this team?

A: Most important is asking how they are doing and what I can do to help. Acknowledging that they are working so hard. The doctor has been fantastic in giving them gift cards to show our appreciation.

We have a sheet that they fill out that asks them their favorite things so we can personalize their gift cards. One girl likes to hunt so she got a Cabela's gift card. We know how they like their coffee.

Q: What have you done to grow that department?

A: We had a fire in our office 3 years ago and everything was up in flames. The doctor was 7 ½ months pregnant. We were out of the office for about 6 months and another doctor in town allowed us to use his office. Our doctor took a 3-day maternity leave and she showed up and did a root canal on her first day back. She is expecting again. We now have an associate so hopefully she'll get at least a week off for this one.

We've grown the practice so much and are double the number from a couple years ago. We are looking to triple that now.

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We let go of the people who didn't have the same beliefs and now we have the right team in place. SI has really helped us with realizing that we need to get rid of the people bringing you down. Once they are gone, you can breathe again. Now people are smiling and happy. We'd rather work one short than with someone who is bringing everyone down.

Q: What is your piece of advice to listeners trying to grow their department?

A: Investing in your human capital and rewarding is so important. You have to keep up celebrating wins. It's hard to keep celebrating with such enthusiasm, but they are all a big deal and each one needs to be acknowledged on its own. They need to be equally acknowledged.