

EP. 44 Interview with Hygiene Coordinator and Hygiene Team Leader, Bonnie Bentley

We interviewed Hygiene Team Leader, Bonnie Bentley, on her challenges of being a hygiene team leader with little experience in dentistry. Learn how she was able to overcome those challenges and create a successful recare and perio program for their hygiene department.

Q: Tell us a little bit about your practice.

A: The practice is in Stoney Plain, in Alberta, Canada. We just went through a large growth. We went from a 2,000 sq foot building to 8,000 sq feet. We went from 3 to 11 dental opps. It's been such a transition since January.

Q: How did you come into the Hygiene Team Leader position?

A: I started working in January of 2016 and came with 3 months dental experience. I was hired as a hygiene coordinator assistant and by March I was the hygiene coordinator.

Q: What was the practice like before and what are some of the changes you've made?

A: When I originally came into the position there were no programs in place. There was no recare and reactivation program. There was no perio program. There were large gaps in our schedule and we were sending hygienists home. In the year since I've had the position, we have created a recare and reactivation program and a perio program with huge success. Now we are booking out and plan on opening another opp for hygiene, which is something that has never happened.

Q: How long did it take you to build out the recare campaign?

A: It took me a while, because I was using the SI guidelines. Alberta is limited in what we can do so we had to find a program that would be successful in Alberta. We aren't allowed to make any special discounts. It has even more potential from where we have it now.

Q: How did you help develop a perio program as a hygiene coordinator and not hygienist?

A: I am self-taught and I'm very lucky that I was able to use youtube as a resource. We had huge challenges because two of our hygienists were going on maternity leave. The hygienists are amazing and were more than willing to help me. I was not met with resistance. The hygienists welcomed it and knew that it was a role that needed

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to be filled. They saw the potential of what our hygiene department could be. I asked them how I could help them be the best hygienists they can be.

Q: What numbers have you seen?

A: We were quite proud at the end of 2016. Even with the maternity leave, we exceeded our hygiene goal by \$16,000. We were so proud because it was a daunting task. We had our heads down and when we were able to look back at what we accomplished and we were amazed and proud at the same time.