

PRACTICAL CLINICAL COURSES

A Service of the Gordon J. Christensen
Career Development Program

X4728

Positioning Your Practice for Success!

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Materials Included

C.E. Instruction Sheet
AGD Post-Test

Gordon J. Christensen
PRACTICAL CLINICAL COURSES

PROCEDURE FOR RECEIVING
ACADEMY OF GENERAL DENTISTRY
AND STATE CREDIT
FOR CE VIDEOS

1. Complete the enclosed Post-Test.* For each **CE Video Purchased**, one test is included. If additional tests are needed, the following fees will apply: \$25 per test for 1 additional dentist; \$20 per test for each auxiliary (dental assistants, hygienists, lab technicians - no limit on auxiliary tests). Fees can be paid either by check or credit card when tests are submitted to Practical Clinical Courses.
2. Complete the demographic information located at the end of the test.
Type of Credit:
 - a. If the applicant selects "AGD," PCC will send notification to both the applicant and the Academy of General Dentistry. (The AGD will also notify applicant of credits earned by printout information.)
 - b. If the applicant selects "State," PCC will send a certificate of verification to the applicant. The applicant must then submit this certificate to his/her state board to obtain credit.
 - c. If the applicant selects "Both," PCC will complete a. & b. above.
3. Return the **Post-Test portion** via mail, fax, or email. Our contact information is as follows:

Practical Clinical Courses
3707 N Canyon Road
Suite 3D
Provo, UT 84604
Fax: (801) 226-8637
info@pccdental.com

4. Practical Clinical Courses will correct the Post-Test. **Passing scores are 70% or higher.**

****TO OBTAIN CE CREDIT ONLINE:*** Login or create an account on www.pccdental.com and select "My CE Tests" from the left-side menu. Click on the video title to take the test online. **RESULTS ARE IMMEDIATE.** Missing the test? Contact us at 800-223-6569 during our business hours of 7:00 a.m. – 5:00 p.m. MST to add it to your account.

POST-TEST

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1. Which best describes U.S. News Report's ranking of Dentistry as a "job" over the past ten years?
 - a. Usually, a top 200 ranking
 - b. Usually, a top 50 ranking
 - c. Often a top 20 ranking
 - d. Always a top 10 ranking

2. Dr. Wright suggests that "your GPS in running your practice" should be:
 - a. top consultants' advice.
 - b. Dental Economics articles.
 - c. your Mission, Vision, and Strategy statements.
 - d. money.

3. "We are Ladies and Gentlemen serving Ladies and Gentlemen" is the credo for:
 - a. U.S. Marine Corp.
 - b. Ritz Carlton Hotels.
 - c. Jet Blue.
 - d. Hyatt International.

4. "Faster, Better, Easier and Less Expensive" is the credo for:
 - a. Jet Blue.
 - b. Kmart.
 - c. Target.
 - d. Clinicians Report and Practical Clinical Courses.

5. Which of the following would not be ideal for a Mission Statement?
 - a. We are Ladies and Gentlemen serving Ladies and Gentlemen
 - b. To be a great dental office
 - c. To accelerate the world's transition to alternative energy
 - d. Our Great Smiles Creating Your Great Smiles

6. Great customer service requires:
 - a. only trying to be nice as much as possible.
 - b. a great deal of extra expense.
 - c. always exceeding customer expectations.
 - d. making sure you always have the latest technology.

7. Dr. Wright suggests that staff reviews are:
 - a. mostly an unnecessary waste of time.
 - b. key in developing your co-workers' careers and dreams.
 - c. best done once a year with Christmas bonuses.
 - d. much like getting graded or going to the principal's office.

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8. The main purpose of the “pre-shift meeting,” according to Dr. Wright, is:
 - a. ensuring great customer service by knowing what is going on in patients’ lives.
 - b. anticipating times during the day when help is needed by certain departments.
 - c. running on time.
 - d. all of the above.

9. Forms for Staff-Driven Data allow all of the following, except:
 - a. malpractice protection through complete information capture.
 - b. the doctor(s) has/have more time to perform other (more profitable) tasks.
 - c. staff to easily diagnose most conditions.
 - d. patients to receive a smoother, more personal experience.

10. Systems should be in place to measure:
 - a. anything that is seen as important.
 - b. everything possible; more data is always good.
 - c. mostly items to “catch” staff messing up.
 - d. only items deemed necessary by the IRS.

11. Doctor production can be increased dramatically by all, except:
 - a. targeted continuing education of the doctor(s) and staff.
 - b. increased utilization of staff to the legal limit.
 - c. scripted forms to hasten data entry.
 - d. keeping the doctor(s) doing just the procedures that they are really used to doing.

12. In a typical GP office, which does all procedures efficiently, which procedure would likely have the lowest \$/hour production?
 - a. Endo on #30
 - b. Removal of four 3rd molars
 - c. Implant placement #12
 - d. MOD fillings on #2 and #3

13. Which of the following is a true statement?
 - a. General Dentists who perform treatment that is also performed in specialist offices, such as Orthodontics or Oral Surgery, need to learn to perform these treatments at the same level as the specialist.
 - b. General Dentists do not need to perform procedures at the specialist level. They just need to do what another reasonable General Dentist might have done.
 - c. General Dentists should avoid procedures done by specialists, as they are rarely profitable.
 - d. Both “b” and “c” are true.

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- 14. All of the following are true about Blue Sky Meetings, except:
 - a. all critical leaders need to attend, but in a solo practice it might be just the doctor.
 - b. it is best to schedule time for Blue Sky Meetings around the same time each year.
 - c. all staff, even part-timers, should attend.
 - d. pre-meeting tasks are key, but most can be done by staff.

- 15. Advantages for dental practice leaders and owners taking the time each year to thoroughly review the practice in a Blue Sky Meeting format include:
 - a. time to set good goals for the coming year and to review past goals.
 - b. a way to gain a "fresh perspective" of the office and "recharge the emotional batteries."
 - c. protection against less than great advice from dental consultants and other "experts."
 - d. all of the above.

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City/State/Zip _____

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Indicate which type of credit you wish to obtain: AGD State Both

State License No. _____ AGD No. _____

Payment information Visa American Express Mastercard Discover

Card # _____ - _____ - _____ - _____ Expires ____/____ CVV2-Code: _____

The test is complimentary for the purchaser. *If you require CE tests for staff members or an additional doctor to receive credit, the fees are:*

Dentist (limit 1 additional dentist per video purchase): \$25

Auxiliary (no limit): \$20 for each auxiliary taking test