

MONOGRAPH SERIES

DESCRIPTION

A Project of 1% Improvements

For an established business it is very difficult to achieve one single big improvement, but making multiple *1% Improvements* is much more achievable.

This project in this monograph contains suggestions for these small improvements that can really add up.

EXAMPLES OF PROJECTS:

You can use these ideas to engage your practice staff to become involved in helping to make this project a reality.

The examples include . .

1. The process for making appointments
2. Explaining the options for spectacle frames
3. Conditioning patients to expect their recall
4. Handling your patient registration forms
5. Responding for requests to use “own frames”
6. Making the assumption that payment will be made in full
7. How we should all be greeting our patients
8. When and how to make follow-up phone calls to patients
9. How best to handle patients who want to take their prescription elsewhere
10. Routinely asking for referrals of new patients.

These suggestions can be expanded with ideas that are relevant to the specific practice and the current circumstances.

One of the keys to success with *1% Improvements* is to ask for everybody’s support. Then try to implement these simple improvements - other practices have already tried them and proved that they work.



RESOURCES INCLUDED:

Resources included in this monograph:

- Samples of staff handouts to support the 1% projects.

The suggestion is to take these one at a time as a project - discuss it at a staff meeting; circulate a copy to each staff member for implementation; then follow up to monitor progress and reinforce.