

# R.I.S.E. Philosophy

By Judy Kay Mausolf, Practice Management Coach



All my work is really built around what I refer to as the R.I.S.E. Philosophy. It's a concept for best practices to help the entire team rise to success. No more A, B & C employees! It's a way for the entire team to think differently, act differently, make healthy decisions, and create an environment they look forward to coming to work to every day. The bottom line, they become more focused, establish team harmony, enrich patient experience, and sustain a consistent, high level of performance.

The R.I.S.E Philosophy gives teams a systematic approach to decision-making and implementation of new ideas, systems, and protocols that will skyrocket the entire team's performance!

The challenge with decision-making, change, and implementing something new is we oftentimes make decisions based on a reaction versus a well-thought-out strategy. Change also takes us longer. We have to think about how and what we are doing. It can feel uncomfortable and awkward and we can no longer operate on automatic pilot. The minute we feel stressed or work gets chaotic we have the tendency to revert back to old habits. That is why if we want to sustain change long-term, it must become a new habit.

*"The R.I.S.E Philosophy gives teams a systematic approach to decision-making and implementation of new ideas, systems, and protocols that will skyrocket the entire team's performance!"*

Here is my four step **R.I.S.E.** decision and implementation process to turn any new idea, system or protocol into a new, high-performing habit!

**REVIEW** — Have a team meeting and discuss what you are currently doing and **WIIFTP&P** (What's In It For The Patients & Practice) if you change it. The change must benefit both the patients and the practice (not just an individual) or don't do it!

**INTRODUCE/IMPLEMENT** — Discuss and clearly define (who, what, when, where, how and why) the new process, system or protocol with the entire team. Establish as SOP!

**SUSTAIN** — Be precise, consistent, and realistic with routines and repetitions to make it a habit. Expect five out of five!

**EVALUATE** — Schedule regular check-ups to self-diagnose what's working and what's not.

For example, you decide you want to implement taking IOC's (Intraoral Camera pictures).

### Step 1 | REVIEW

Have a team meeting and review what you are currently doing and WIIFTP&P if you implement this new change. People are motivated to do things based on what's in it for them! The "what's in it" is better diagnostics, patients can see what you see, greater case acceptance, and a healthier bottom line just to name a few.

### Step 2 | INTRODUCE/IMPLEMENT

Clearly define the protocol. For example, the clinical team will take IOC's on all new patients to establish a baseline. Hygienists will take IOC's on any existing hygiene patients who have unfinished treatment, new hard and soft tissue concerns or who needs baseline photos. The clinical team will have photos up on the screen ready for viewing when the doctor comes into the room for the exam.

### Step 3 | SUSTAIN

This is the most important step! Be realistic and be consistent. Is it realistic to accomplish the new protocol with the time allowed, equipment available, current training, etc.? Address the roadblocks and you are ready to implement. Consistency is to be expected by all. Taking pictures on three out of five

patients that fit the IOC criteria is not good enough. If the protocol is not being implemented five out of five times, remind the team member in a supportive manner. Old habits die hard and we may all need an occasional reminder. Continue doing the same process over and over until it becomes automatic and a habit! Whenever we implement something new, there is a learning curve and it may feel awkward or uncomfortable. The time it takes to learn something new to the time it becomes a habit is the transition period. The average time of a transition period is 66 days. Precise and consistent repetition helps to shorten the transition period. Informing the team that the discomfort is temporary during the transition period will help them to persevere.

### Step 4 | EVALUATE

Schedule regular check-ups to self-diagnose what is working and what is not. I suggest quarterly team meetings in addition to regular monthly team meetings dedicated to discussing the office systems and protocols.

Embracing the R.I.S.E. Philosophy will enable the team to build a happy, healthy, and high-performing work environment and R.I.S.E to success! ■

With over 25 years in the industry, **JUDY KAY**'s speaking presentations and performance coaching focus on developing leadership, broadening mindsets, elevating attitudes, strengthening communication, and developing skills to build happy, healthy, high performing doctor, team, and patient relationships.

