

News and Views

September 8, 2023

Practice Management Lecture

Lois Banta

8:30 AM - 4:30 PM • Adams Pointe Conference Center of Courtyard by Marriott
1400 NE Coronado Dr. • Blue Springs, MO 64014

7 CE Credit Hours



Lois Banta is CEO, President and Founder of *Healthcare Enterprises, Inc.*, a company that specializes in all aspects of dental practice retreats and lectures. Lois has over 45 years of dental experience and consults and speaks nationally and internationally. She is the CEO of *The Speaking Consulting Network*, and a member of several professional organizations. .

High Impact Communication: Words to Use and Words to Lose

Have you ever felt as though your communication wasn't effective? In this course you will learn failsafe ways to communicate with patients, office team, and each other. Learn the key do say/don't say strategies that can result in case acceptance, timely payments, and effective scheduling.

Upon completion of this course, attendees will learn how to:

- Implement effective communication guidelines for scheduling and reducing open time
- Discuss financial arrangements
- Communicate when you collect from patients and insurance companies
- Discuss treatment plans, diagnoses, etc.
- Handle objections
- Manage handoffs from clinical staff to administrative staff and vice versa
- Turn patient needs into wants at key communication moments

10 Top Management Tools for a Successful Practice

Designing systems and protocols for a good foundation of production and collections can be quite a challenge.

This seminar is designed to identify strategies and systems to keep your finger in on the pulse of the practice and address day to day concerns before they become major issues. We will identify the top 10 must have systems that need to be in place to achieve optimal results.

Upon completion of this course, attendees will learn how to:

- Identify key systems for a successful practice
- Hire and train for great teams
- Choreographing scheduling and collections for ultimate success
- Learn key strategies to grow your practice forward
- Develop effective communication skills to assist patients in making informed decisions
- Beyond the practice skills...leadership, continuing education

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LET'S KICK IT TOGETHER!



Friday, August 18th

Come join us at the new KC women's soccer team game!

Happy Hour/Dinner @ *Danny's Bar & Grill* at 5 PM

Kick-off at *Children's Mercy Park / Sporting KC*: 7 PM

Families welcome! *Danny's* food and drink stipends will be provided.

Buy your GA tickets here: https://seatgeek.com/ol-reign-at-kansas-city-current-tickets/national_womens_soccer/2023-08-18-7-pm/5938202?sgo_ac=2023KCDENTALSOCIETY0818.



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at www.gkcds.org or email us at gkcds@att.net
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Upcoming Meetings

Greater Kansas City Dental Society:

August 18, 2023 – KC Current Membership Event. Come bring your family and join your colleagues in cheering on Kansas City's new women's soccer team! Game is at 7 PM vs. *Ol Reign*; Happy Hour/Dinner at nearby *Danny's Bar & Grill* at 5 PM. The Dental Society will provide food and drink funds at *Danny's*. Buy your general admission tickets here: https://seatgeek.com/ol-reign-at-kansas-city-current-tickets/national_womens_soccer/2023-08-18-7-pm/5938202?sgo_ac=2023KCDENTALSOCIETY0818.

September 8, 2023 – Continuing Education Meeting. 8:30 AM-4:30 PM Ms. Lois Banta presents a practice management lecture. *Adams Pointe Conference Center*; Blue Springs, MO. \$225 per member dentist/\$320 for non-member dentist/\$65 per staff member, if paying for individual course. Program included in Season Underwriter subscription. RSVP to Sam at gkcds@att.net or 816.737.5353.

September 28, 2023 – New Dentist Night at Main Event North. If you've graduated in ten years or less, come join us for a night of learning and fun! There will be a CE program (subject and speaker TBD) and also a roundtable "Ask Me Anything" group discussion with various local dentists in varying practice modalities present. In addition to the programs, we will also have bowling, pool, arcade and food and beverage to boot, all for free to the new dentist member. Come join us! RSVP to Sam via text at 816.737.5353 or email gkcds@att.net. Hope to see you there!

Other Meetings:

October 5-7, 2023 – ADA SmileCon. Orlando, Florida. More info, and register here: https://www.ada.org/education/Smilecon?_ga=2.261348037.939543208.1689636080-1489640710.1680303437

October 7-10, 2023 – ADA House of Delegates Meeting. Orlando, Florida. As the legislative and governing body of the ADA, the House of Delegates is the supreme authority guiding the *American Dental Association*. It speaks for our 159,000+ dentist members and for the dental profession throughout the U.S. Members of the House of Delegates are chosen by the 53 constituent societies, the five federal dental services and the American Student Dental Association.

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From the President . . .

It's hard to believe that as I write this article, half of the year has already passed. It seems the summer always flies by, and this summer was no different! Between backyard BBQs, swim meets, church camps, soccer games, birthday parties and the like, the constant on-the-go seems to pass the time much too quickly. But, all of these things do present great opportunities for us all to spend time with our various communities. As I was reflecting on this topic for my article, it occurred to me how we all have specific communities and support systems that help us through our many stages of life. My dental class was fairly small, and the shared stresses, successes, and failures helped us to grow close over the four years we spent together. In fact, my husband often commented that our many get-togethers generally ended in all of us sitting around the table talking about teeth. As I moved throughout my life, the groups that have supported my family and I have grown and changed. As we gear up for back to school, I am especially grateful for the tight-knit community in which I live, where we can all band together to support each other in raising our children, helping with carpool, and providing general moral support.

Although many of our support systems change throughout the various stages of our lives, our dental society remains constant. I believe we have one of the most stressful, yet rewarding professions that exists. The intersection between providing quality health care and superior customer service can only be fully understood by our peers. And, sometimes when the stress of online reviews, social media, insurance, patient care, and office management seems too much, it is nice to have colleagues you know that have been in a similar situation there to help you through. I recently had the opportunity to have dinner with some members of our society, all of whom were in different stages in their careers. After many fantastic conversations, one theme rang true: whether we are a newer dentist

or more seasoned, male or female, private practice, FQHC, education, or corporate, we all have very similar daily experiences that bond us.

Recently, I was able to spend some time with our state dental community at *Connect 4 Success* at the Lake of the Ozarks, which is always a wonderful, educational, and eye-opening experience. We also have some great events coming up with our component society this fall. Our membership committee is hard at work planning some great social events for us all to enjoy together. And, we have some awesome CE opportunities coming up in the months ahead as well. We are so excited to see you at these events and to spend time as a dental community!



Dr. Katie Oatman



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MDA Report from your Trustee . . .

Summertime! Hope everyone is having a great one and able to take some R & R time. I was recently able to get some fun in the sun at *Margaritaville* while attending another successful *Connect4Success*. This was also the first year the MDA combined C4S with the House of Delegates. Admittedly, it was a very short House since we just met 7 months ago in Jefferson City. The resolutions were mostly housekeeping items and not much to report about. Also new, was our recently elected Speaker of the House - Amanda Fitzpatrick. I am excited to see how she will lead us for the next few years.

Dr. Wendy Weimer
MDA Trustee

Even more exciting than all that was seeing how dental students are getting involved in our organization. I love to see students recognizing how important it is to get involved. Two *UMKC* students attended as student Delegates, Sarah Godwin and Nik Wickerhauser. It was fun to see them interacting with all the seasoned dentists and asking great questions. The future of dentistry is in good hands! I do encourage everyone to get involved as well, or at the very least, attend *Connect4Success* next June. It is a good time with interesting courses and fun activities.

Remember these upcoming dates:

March 6, 2024 - Day at the Capital. MDA recently sent out an email informing us of our legislative victories this past session. We continue to work for all the members to make your life easier (and fairer - I'm talking about you, insurance companies).

June 20-22, 2024 - Connect4Success. Again, a good time while racking up some CE.

Enjoy the rest of your summer and as always, if you have any questions or comments, please contact me. wendyweimer@yahoo.com or 816-812-6770.

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Here & Now

by Sam Silvey
Executive Director, GKCDs



Greetings and happy mid-summer! I hope you are enjoying the hot days, family vacays and evening lightning bugs. By the time this issue is in your hands, we will be on the cusp of a new academic school year; my boys will be going into 5th and 7th grades. One more year for Brooks in elementary school and then I will only have middle schoolers...then high schoolers. My oldest, Barrett, begins tackle football soon, and goodness, I am NOT ready for that. Time is a thief! But I am truly loving these ages and phases, and I hope you all are in a joyous season of your lives, too!

I know both Drs. Oatman and Weimer mentioned the amazing *Connect 4 Success* and *MDA House of Delegates* meeting that took place in June already, but I had to add a few words, too about it. I went down with my family to *Margaritaville* to experience the fun and got to attend the HOD meeting along with our *GKCDs Delegates, Alternates*, and guests. It was so wonderful to see everyone together helping represent the various component societies and helping to govern the direction of the *MDA*. Our very own, Dr. Jeremy Bowen of Independence, presided as *MDA* President and while it was quicker

meeting than usual, it was incredibly productive. I am always so proud of the Association when I witness this event--there is no doubt the passion and commitment to the profession of dentistry in the state of Missouri. The meeting being at a fun resort like *Margaritaville* made it both business and pleasure! We got to swim, mini-golf, fish, pedal boat, go cart, etc. in addition to the meeting itself. I would highly recommend it if you've never been!

I hope to see you at some of our upcoming events! As always, please email, call or text with any input, questions, or ways we can help you!

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