

EP. 51 Interview with Hygiene Team Leader, Kara Morris

We spoke to hygiene team leader, Kara Morris, about her favorite trainings and how much they have impacted the practice.

Q: Tell us about your practice.

A: We are based out of Drumright, OK, just west of Tulsa. We have 6 hygienists total, 5 doctors and 9 operatories. The practice has been there for over 25 years and I've been blessed to be a part of it for about 5 years. I started out as a temp, and then worked into part time and then full time. Now I'm the team leader.

Q: How did you transition to team leader?

A: I was part time and when the opportunity became available I basically knocked on their door every chance I got and said I want this job. We weren't part of SI when the opportunity became available. When the team leader position became available, the other hygienist wanted me to do it.

Q: What kind of growth have you seen in your hygiene department since becoming team leader?

A: We were averaging 70 – 80 thousand a month. We actually just had our highest month ever in march and did 112K. Huge growth! It's multifactorial. It was increasing hours, increasing production per hours. We had growing pains. Every time we have a training I say this is the best training ever, why didn't we do it first.

Q: Have you had some for the hygiene trainings?

A: We've had the profitable perio and mix of services, which were my favorite as far as really focusing on the hygiene department.

Q: Did you notice a spike in production after the trainings?

A: We had a spike in production and a spike in our perio case acceptance and a decrease in hygienist frustration. The perio training made such a huge impact on our office. It held the hygienist accountable to getting the perio charting done.

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Q: Do you guys have some big goals set for this year?

A: We have a goal that if the hygienist reach, we all get a bonus. Plus, every month the whole office has a goal. At our last staff meeting we went over what we are doing with our bonuses, which is important to celebrate the wins along the way.

Q: Do you have a tip for being a successful team leader?

A: I honestly don't feel like it's myself. It's my team. And I'm going to get emotional here. Keep trying every day and don't be afraid to admit when you fail and try again. Celebrating wins, too. One of our hygienists does more perio than anyone else. She is really passionate about it. Celebrating those who shine in a specific area.