



## Global Team Solutions

Practice Management Gurus  
Solutions that Work

**Janice Janssen, RDH, CFE**

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**SPEAKER PACKET**



# Feeling Frustrated? Looking for Proven Systems?

**Every dental professional wants a successful practice.  
But not everyone knows how to move beyond “How?” to “Wow!”**

## A More Successful Practice Is Within Reach

Janice can help. With many years of dental practice experience, Janice is eager to share the secrets that can unlock your practice’s real potential and help you achieve every goal—from more efficient processes to greater profitability, happier team members and more satisfied patients.

Find out what Janice can do for your next meeting!

Janice will customize her speaking presentations to deliver specific knowledge and skills to meet your meeting objectives. Janice’s aim is to make the experience rewarding—and fun! —for you and your attendees.



## PRESENTATIONS

1

Risk Management:  
Mobilize your PPE Against Embezzlement

2

Risk Management:  
Build a Fortress of Trust and Teamwork within Your Practice

3

Hygiene Management:  
Strategic approach for Increased Hygiene

4

Reports Management:  
Numbers are only the Beginning



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# 1. Mobilize Your PPE Against Embezzlement

Suggested Formats: Full or Partial Day; Lecture, Workshop, Keynote

For Practice Owner, Dentist & Spouse

**Over 50% of dental practices experience embezzlement with an average amount of \$100,000 lost per incident.**

Fraud or embezzlement occurs in 3 out of 5 dental offices. We are likely to see these odds increase given the state of the U.S. economy. It CAN happen to you. Ensure that your profit is not walking out the back door leaving you to face loss, betrayal, or worse - *bankruptcy!*

**Certified Fraud Examiner Janice Janssen, RDH** is well qualified to educate dentists in deterring fraud and embezzlement in their practices. This course will teach you how to recognize the tactics of fraudsters and give you the tools to safeguard against it. Gain an inside look into the embezzler's mind and learn their hidden techniques.



## LEARNING OBJECTIVES

- ▶ Identify techniques to assess the risk within your practice
- ▶ Gain tools to determine the vulnerabilities within your practice
- ▶ Review practical and easy safeguards to put in place on a daily, weekly, and monthly basis
- ▶ Understand common embezzlement schemes and the characteristics of a fraudster
- ▶ Learn the appropriate actions to take if you suspect embezzlement is happening in your practice

CREATE A POWERFUL DAY OF LEARNING!

**A.M. Session:**

Defending the Practice Against Embezzlement  
*(Practice Owners)*

**P.M. Session:**

Build a Fortress of Trust and Teamwork  
*(Dentist and Team)*



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# 2. Build a Fortress of Trust and Teamwork

Suggested Formats: Full or Partial Day; Lecture, Workshop, Keynote

For Dentist & Team

**Embezzlement is seldom reported although someone on the team usually knows it's occurring.**

Embezzlement destroys the trust of your team, the bonus program you MAY have in place, and POSSIBLY the quality of care you provide your patients.

Learn why and how to protect yourself, your office AND your team from the wrongful actions of embezzlers.

## LEARNING OBJECTIVES

- ▶ Recognize the personality traits of fraudsters
- ▶ Understand the importance of passwords
- ▶ Define safeguards for the dentist and the team
- ▶ Discover methods that promote team work
- ▶ Understand the impact this has or can have on practice

*This course can be structured to include trauma that may occur to a dental practice (i.e., key team member is ill or injured; a HIPAA breach; etc.*



# 3. Strategic Approach for Increased Hygiene Capacity

Suggested Formats: Full or Partial Day; Lecture, Workshop, Keynote

For Dentist & Team

- ▶ **What IS the hygienist's role in the practice?**
- ▶ **Is there mutual support between the doctor, hygienist and dental team?**
- ▶ **Are you ready to bridge the gap and accelerate your hygiene department?**

Gone are the days when the hygienist just simply "cleans teeth". In addition to performing patient's oral health tasks, today's job description includes patient education, practice promotion and collaboration with the dentist and team. Part of this process includes getting everyone on the same page around patient care and education. This course works with the entire team to create a successful and elevated hygiene department.

## LEARNING OBJECTIVES

- ▶ Create foolproof handoffs from clinical team to doctor to admin team
- ▶ Conduct a training for the hygienist to pre-frame the patient and prepare them for the doctor's recommendations
- ▶ Develop a strategy to create the practice's healthy mouth standard and treatment protocols
- ▶ Discover hidden areas of production capacity in the hygiene department



# 4. Reports Management: Numbers are only the Beginning

Suggested Formats: Full or Partial Day; Lecture, Workshop, Keynote

For Dentist & Team

- ▶ **Do you know what is happening in your practice?**
- ▶ **Are your processes being completed properly?**

Many office managers and many in the administrative role of a dental practice were thrown in to that position with very little, if any, training. As a result, the energy spent working on certain tasks may be misdirected or even wasted since it doesn't add to the smooth operation of the practice.

The interesting thing about running any business is that the numbers always need to be monitored. One of the single most effective ways we have found to monitor progress in a practice is by analyzing the reports for the practice.

Discover the reports to review on a routine basis, when to run them and what do they mean. By making this process seamless, the team can truly concentrate on patient care.

## LEARNING OBJECTIVES

- ▶ Reports to be reviewed daily, weekly and monthly
- ▶ Develop a protocol for when and how reports should be created
- ▶ Understand the value and meaning behind each report



## Experiencing high staff turnover?

Are office systems and protocols broken... or non-existent?

Doctor, do you “just want to do dentistry”?

Office management is an essential element of any practice. Practice owners, dentists and managers are expected to know all, be everywhere, and to ensure an office that operates smoothly every day. In this presentation, office management personnel will be given the tools necessary to manage a dental practice with confidence. This course is ideal for both start-up offices and established practices.

Participants will create their own office protocols with detailed, practical tools and systems that can be implemented immediately. Join us and reach *your* full potential for outstanding office management.

## LEARNING OBJECTIVES

- ▶ Gain tips for improving the new patient experience
- ▶ Illuminate techniques for successful treatment planning and recall
- ▶ Define protocols for optimizing insurance and financial systems
- ▶ Identify hassle-free marketing strategies for today’s dental practice
- ▶ Establish effective guidelines to improve team meetings
- ▶ Learn the keys to creating a low stress practice culture that patients treasure
- ▶ Reinforce leadership and communication skills
- ▶ Gain guidelines for attracting and retaining exceptional team members
- ▶ Have more fun at work while maximizing overall productivity and profitability
- ▶ **Add one or more of the following areas of focus:**
  - **The Dental Appointment Blueprint**
  - **Establishing Successful Financial Systems for Insurance, Billing and Collections**
  - **Case Acceptance – It’s Not All About the Treatment**
  - **Know Your Numbers – Know Your Practice**

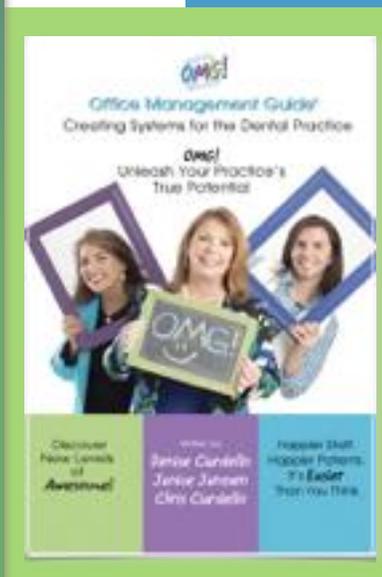
**Formats:** Full or Partial Day; Lecture, Workshop, Keynote

**Attendees:** Dentists, Practice Administrators, Office Managers. For anyone aspiring to be an office manager.



*I always enjoy the OMG! classes. There is always information I can take back to our practice to make it run smoothly.*

—S. Prater



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# Meet Janice Janssen, RDH, CFE



When it comes to working at a dental practice, Janice Janssen has seen and done it all. Since her introduction into the field as a teen, she has worked as a dental hygienist and in other roles including office management, insurance billing, and collections. As co-founder of Global Team Solutions (GTS), Janice enjoys consulting because it allows her to share her techniques with the doctors, hygienists, and office staff who are on the front line every day. Her zeal for a proven successful periodontal program makes her a real asset to her clients across the country.

She is the current treasurer of the Academy of Dental Management Consultants (ADMC), and is a Certified Fraud Examiner (CFE), which positions her as an expert dental practice fraud and embezzlement.

## Partial List of Previous Presentations

- American Dental Assistants Association
- Dentrax Business of Dentistry (*multiple*)
- Greater St. Louis Dental Assistant Society (*multiple*)
- Henry Schein Practice Solutions (*multiple*)
- Hinman Dental Meeting
- Professional Education Society Cruise
- Surgical Arts CE Loft (*multiple*)
- Third District Dental Society New York
- Self-Sponsored Seminars (*multiple*)
- Team Orthodontic CE Event
- Central Carolina Dental Hygiene Association Meeting



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*Very entertaining! Along with filling you with informative ideas to inspire your practice, they capture your attention from start to finish.*

—C. Vossborg

*It was a great meeting. Janice is very fun and since she's been in the dental field for so long she is really very knowledgeable.*

—E. Hanna

*I feel inspired after hearing you present. The information is helpful and easy to understand. It was a great presentation with new ideas. I love listening to other offices challenges, what works and new things to try.*

—T. Mayo

