



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 healthcare 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 healthcare 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 Mobilize Your PPE Against Embezzlement
- 2 Build a Fortress of Trust and Teamwork within Your Practice
- 3 Get it off the Books and into the Bank
- 4 The Power of Unified Leadership
- 5 Know your Numbers – Know your Practice



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1. Mobilize Your PPE Against Embezzlement

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

For Practice Owner, Doctors & 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 healthcare 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 doctors 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:

Mobilize Your PPE Against Embezzlement
(Practice Owners)

P.M. Session:

Build a Fortress of Trust and Teamwork
(Doctor and Team)



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2. Build a Fortress of Trust and Teamwork

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

For Doctor, Practice Owner & 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 practice (i.e., key team member is ill or injured; a HIPAA breach; etc.)



3. Get it off the Books & Into the Bank

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

For Doctor, Practice Owner & Team

Understanding the proper reports to run, and when and why to run them is key to establish successful financial systems for insurance, billing and collections. Proper documentation, defined financial arrangements and effective claim submission techniques will ensure that you get the results you want.

Join Janice in this interactive session to learn how to become proactive in your processes to boost practice production and increase the bottom line.

LEARNING OBJECTIVES

- ▶ Determine the reports to run and why they are essential
- ▶ Define the financial arrangements to offer
- ▶ Develop a strategy to track the numbers for a healthy practice
- ▶ Discover hidden areas of a lucrative revenue management



4. The Power of Unified Leadership

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

For Doctor, Practice Owner & Team

Is communication lacking in your practice?

Does your team have the leadership skills to be successful?

Communication is the #1 success or downfall in any business and that holds true in the healthcare field for sure. Well-chosen words can get the message across however, it is in understanding when to speak and when to listen that true communication occurs. In this presentation, Janice will discuss communication successes and failures, empower the team members to take a leadership role and examine the various personality types in the audience.



LEARNING OBJECTIVES

- ▶ Discover how to create a partnership of success
- ▶ Learn the different types of communication and how to best utilize them
- ▶ Maximize the potential to make your team unstoppable



5. Know Your Numbers – Know your Practice

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 healthcare practice were thrown into 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.



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

—S. Prater

LEARNING OBJECTIVES

- ▶ Gain tips for the 'healthy' percentages
- ▶ Implement techniques for successful to sort through the noise
- ▶ Determine the reports that need to be reviewed regularly
- ▶ Feel confident when you decide to give a raise or bonus
- ▶ Utilize monthly monitors to identify key trends

Partial List of Previous Presentations

- American Dental Assistants Association
- Dentrix 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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Formats: Full or Partial Day; Lecture, Workshop, Keynote
Attendees: Doctors, Practice Administrators, Office Managers.

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Meet Janice Janssen, RDH, CFE



When it comes to the healthcare field, 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 doctors and their teams who are on the front line every day. Her zeal for creating proven successful systems and protocols makes her a real asset to her clients across the country.

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



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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

