

CASE STUDY: BUPA DENTAL ELEARNING MODULE DEVELOPMENT

WHAT WAS THE OBJECTIVE?

We were engaged by Bupa Dental to develop their operational handbooks into engaging, user-friendly eLearning modules. These modules were about creating a quick and easy reference to highlight important aspects of operations and the patient experience. This meant a standard could be set across the practices to bring consistency and enhance performance.

HOW DID WE DO IT?

We created short and engaging animations to kick off the modules – using a playful narrative and characters to communicate the main messages. The more critical, process-driven elements were then organised in graphically-friendly ways in the eLearning. The eLearning also linked out to templates (and

other helpful documents) to show what tools were required for success. Keeping the eLearning lean and clean, with graphic elements from the animation throughout, helped to create a smooth, user-friendly experience.

HOW WAS IT INTEGRATED AND WHAT WERE THE RESULTS?

The animations and eLearning were important to Bupa Dental's 2019 conference – setting the tone for high performance and consistency. By launching here, leadership could go back to their individual practices and use the animations and eLearning to inspire and educate their teams. This means Bupa Dental teams across Australia have a consistent standard for managing operations and the patient experience successfully.

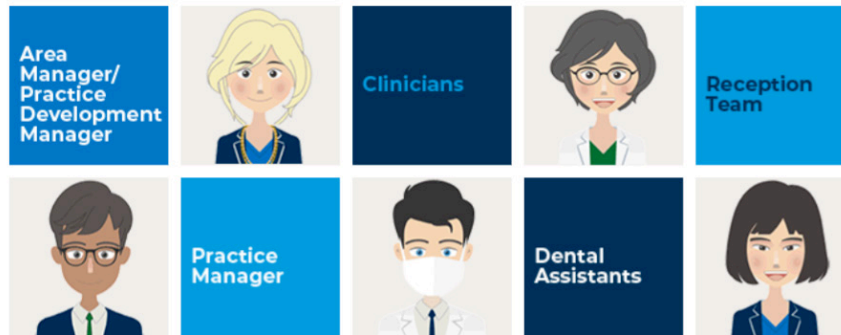


The appointment book

Getting it right

Planning, organising and reviewing the appointment book is everyone's responsibility. A proactive approach, using strategies like checklists and pre-blocking, help us maximise efficiency. A well-managed appointment book puts the practice in a good position to reach our financial goals. It also empowers clinical excellence and quality patient care.

All team members have key responsibilities to manage the appointment book, including the:



It's up to all of us to contribute and make sure the appointment book is the central hub of communications.

And of course if you have any questions or need support, your PDM, AM or the relevant department at the Support Centre are here to help.

