California Dental Association
1201 K Street, Sacramento, CA 95814
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Staff Training Agenda

Meeting Date________________________
Meeting Time________________________

Time	Agenda Item	Facilitator	Resource(s)
Back to Practice Training: Part One			
20 min	**Welcome Back / Overview of Training Schedule:** • Letter to staff to re-open • Training timeline • Timeline to prepare for patients • Initial questions / concerns • **Target first patient appointment date:** _________	Doctor	
50 min	**CDA Back to Practice Training** • Hosted by Dr. David Rothman	Doctor	• BTP resource bundle • Guided participant notes
1 hr	**Infection Control for Staff:** • Employee screening protocol • PPE by area / position in the practice • Hand hygiene review • Donning and doffing review	Doctor	• Employee screening for COVID-19 form • PPE recommendations • Putting on and taking off PPE • N95 mask fitting • Masks and children during COVID-19
1 hr	**Infection Control for Patients:** • Patient screening o Telephone screening questions o Patient appointment screening process • Patient restroom protocol	Doctor/ office manager	• Patient screening checklist • EPA and CA registered disinfectants • Procedure for reporting COVID exposure of patient • Cleaning and disinfecting your facility (CDC) • Sample practice staging

Time	Agenda Item	Facilitator	Resource(s)
1 hr	**Preparing the schedule for patients:** • Communicating with patients • Review revised schedule template – COVID-19 o Patient triage o Procedure type o Patient flow • Review revised office diagram	Office manager / scheduling coordinator	• Patient communication scripting • Staging the dental practice for social distancing and safe patient flow • Scheduling patients COVID-19 precautions • Practice staging diagram
30 min	**Questions / Concerns:** • Assign action items to team members		
Back to Practice Training: Part Two			
2 hr	**Patient Appointment "Dress Rehearsal"**		• Staging the dental practice for social distancing and safe patient flow • Practice staging diagram

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Meeting Facilitation Guide

Time	Agenda Item	Facilitator
	Back to Practice Training: Part One	
20 min	**Welcome Back / Overview of Training Schedule** **Letter to staff to re-open** • Open the meeting by thanking the team for coming in for staff training to prepare to see patients. Start by reviewing the letter that was sent to all staff. If you did not send the letter in advance of the meeting, use the letter to drive talking points. • Your staff may be nervous/about returning to work. Create an open dialogue to discuss their concerns and questions. • Assure your staff that they are safe and their return to work is valued by you. They need to feel heard and know that you have their best interests at heart. This message will transfer from you to your staff, and then on to your patients. **Training timeline to prepare for patients** • Establish the training timeline and figure out how long the training will take before the practice can resume patient care. Consider taking 2-3 days for training and preparation. **Initial questions / concerns** • Again, ask the team if they have any questions / concerns about anything before you move on. The timeline, resuming patient care, worries, etc. **First patient appointment date:** ____________ • Determine the first date in which the practice will resume patient care and write it here on the agenda, so every team member knows the determined date.	Doctor

Time	Agenda Item	Facilitator
50 min	**CDA Back to Practice Training (Webinar)** • Dr. David Rothman • COVID-19 Clinical Care Workgroup	Doctor
1 hr	**Infection Control for Staff** **Employee screening protocol** • Read together the "EMPLOYEE SCREENING FOR COVID-19" resource. Discuss the additional precautions that will need to be taken every day. Discuss how this will be conducted daily. Determine how much time the additional precautions will take and if staff need to arrive at the office earlier than normal to accomplish each item before patients arrive. **PPE by area / position in the practice, hand hygiene review and donning and doffing review** • Read together the "EMPLOYEE SCREENING FOR COVID-19" resource. Discuss the additional precautions that will need to be taken every day. Discuss how this will be conducted daily. Determine how much time the additional precautions will take and if staff need to arrive at the office earlier than normal to accomplish each item before patients arrive. **Hand hygiene, Donning and Doffing review** • Discuss the videos you watched together during the back to practice webinar. Discuss each protocol/process in detail. Ask if they have any questions or concerns. Replay the videos if needed.	Doctor
1 hr	**Infection Control for Patients** **Patient screening** • **Telephone screening questions:** Review the "Patient Screening Checklist" and make sure all team members know the questions and how to triage patients. • **Patient appointment screening process:** Review the "Sample Practice Staging" resource to determine the Patient Appointment Screening location and process for your practice. **Patient restroom protocol** • Review the "Sample Practice Staging" resource on restroom protocol and discuss how you will manage it in your office.	Doctor / office manager

<table>
<tr><th>Time</th><th>Agenda Item</th><th>Facilitator</th></tr>
<tr><td>1 hr</td><td>Infection Control for Patients (continued)

Additional group discussion
• In the treatment room, focus on the amount of time the additional PPE and decontamination procedures will take before and after the procedure. Record the amount of time the additional precautions will take and build the time into the schedule.
• It also may take more time to explain these precautions to patients. Allow a few minutes to discuss the safety precautions with the patient.
• Allow each team member who will be in the treatment room to go through the procedures and ask questions.</td><td>Doctor / office manager</td></tr>
<tr><td>1 hr</td><td>Preparing the Schedule for Patients

Communicating with patients
• Review the patient communication resource and sample scripts.
• Discuss how to best reassure and comfort patients who may be uncertain about returning to your practice.

Review your revised schedule template for COVID-19 precautions
• We recommend you develop new scheduling protocol in advance of this meeting. Once the team review the following together:
  ○ Patient triage
  ○ Procedure type
  ○ Patient flow
• Discuss with the team the changes to the schedule that will need to be made to accommodate for additional COVID-19 precautions. Such additions to the schedule include time for the patient screening / triage, PPE changes, additional decontamination between patients, and social distancing.
• Review the “Scheduling Patients COVID-19 Precautions” resource to guide the discussion.
• Review the “Practice Staging Diagram” to guide the discussion on the best patient flow for your practice. Ask the team where there may be bottlenecks, ask what revisions need to be made to the patient check-in and check-out process.</td><td>Office manager / scheduling coordinator</td></tr>
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Time	Agenda Item	Facilitator
30 min	**Questions / Concerns** • Assign action items to team members • The action items assigned should consist of items that need to be completed before the "Dress Rehearsal" as part 2 of the "Back to Practice" training, and before patient care can resume.	
	Back to Practice Training: Part Two	
2 hr	**Patient Appointment "Dress Rehearsal"** Consider doing this part of the agenda on the 2nd day of staff training. Let the team process all the information learned on day 1 and come back fresh on day 2 to conduct the "Dress Rehearsal") • The dress rehearsal is an opportunity to work through any of the unknown elements that may have been discussed during the staff meeting. • To set up the dress rehearsal, assign a staff member to be the "patient." • Stage the practice exactly how it will be staged when the practice resumes patient care. • Have another staff member assigned to time each part of the patient appointment and record the time. This will allow the practice to accurately schedule patient appointments. • Start the "patient" at the designated "patient screening" area. Ideally, have every staff member who will be conducting the patient screening practice this step in the patient appointment. Start timing the screening from the minute the patient arrives and end the timing when the patient is seated in the treatment room. If the screening takes an average of 8 minutes to conduct, build 10 minutes into the schedule for patient screening time. • In the treatment room, focus on the amount of time the added PPE and decontamination procedures will take before and after the procedure. Record the amount of time the added precautions take and build the time into the schedule. It also may take more time to explain these precautions to patients. Allow a few minutes to discuss the safety precautions with the patient. Again, allow each team member who will be in the treatment room to go through the "dress rehearsal." • Practice entering treatment notes, especially if the system for entering treatment notes will be different than it was before COVID-19. For example, if treatment notes will be entered in the treatment room, practice this step before walking the patient to the front desk.	

Time	Agenda Item	Facilitator
	Back to Practice Training: Part Two	
2 hr	**Patient Appointment "Dress Rehearsal" (continued)** • If the patient will be scheduled for the next appointment in the treatment room to minimize time at the front desk, practice this process as well. • Walk the "patient" to the front desk. The front office staff should practice checking the patient out while wearing the proper PPE. • Consider going through the patient appointment several times – practice makes perfect and will result in your patients feeling confident in their decision to visit your practice.	

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Guided Participant Notes

Name: ______________________________ Date: ______________

List the three ways the virus can be transmitted:

1. ______________________________
2. ______________________________
3. ______________________________

What are some examples of ways to reduce the transmission of the virus?

Elimination: ______________________________

Engineering: ______________________________

Administrative: ______________________________

PPE: ______________________________

Define the 4 zones of clinical infection control:

Zone 1: ______________________________

Zone 2: ______________________________

Zone 3: ______________________________

Zone 4: ______________________________

Name three ways to mitigate COVID-19 contamination risk:

1. ______________________________
2. ______________________________
3. ______________________________

List the COVID-19 employee screening questions:

1. ______________________________
2. ______________________________
3. ______________________________
4. ______________________________
5. ______________________________
6. ______________________________
7. ______________________________
8. ______________________________
9. ______________________________
10. ______________________________

List the COVID-19 patient screening questions:

1. ______________________________
2. ______________________________
3. ______________________________
4. ______________________________
5. ______________________________
6. ______________________________
7. ______________________________
8. ______________________________
9. ______________________________
10. ______________________________
11. ______________________________
12. ______________________________
13. ______________________________
14. ______________________________

List 3 safety precautions we have implemented that may help reassure / calm our patients:

1. ____________________
2. ____________________
3. ____________________

List some changes that your practice made to its scheduling guidelines that may require additional explanation to patients:

____

____

____

____

____

____

Team discussion topics:

1. What does it look or sound like when you listen carefully, empathize sincerely, and communicate transparently with patients? Why is this important?
2. If a patient has a temperature above 100.4 what steps will we take?
   - Practice what that messaging sounds like.
   - Will we reschedule them? If so, when?
3. What will our new scheduling guidelines be?
4. How will we move patients in and out of the office?
5. What protocols will we institute for our lunch and breaks in the office?
6. Do we have the right PPE available in the practice?
7. How will we order supplies? Will this need to be done in bulk and how far in advance?

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Managing Your Dental Office Team

Most employees have not been working in the dental practice for weeks, if not months. Your employees may be nervous and anxious to return to work and will likely have a lot of questions about their safety. To prepare to bring your employees back when the practice re-opens, use CDA Practice Support employment resources.

Remember to be honest and transparent with your team – if you don't have an answer to a question, let them know you will try to find it. There's a lot of uncertainty related to COVID-19 and many of the questions still don't have answers. Your team needs to know you have best interest at heart for staff and patients.

Considerations for your dental office staff:

- You may want to reengage your team by hosting regular video conference chats with your staff. These chats should be optional for your team to attend and presented as an opportunity to connect with each other. This will allow you to listen to their concerns and address any questions about returning to the office together.
- Some employees, such as the scheduling or insurance coordinator, may be able to work from home. Look into providing administrative staff members with a computer, secure access into your patient management software, and a secure phone line. They can help communicate with patients during the office closure and can continue processing insurance claims electronically.
- If working from home in a secure setting is not possible, see if your administrative staff are comfortable working in the office if social distancing is in place, masks are worn, and the practice has been thoroughly disinfected.
- As infection control guidelines become available, email the information to your dental team and encourage them to start reading the materials. Let them know an in-depth training will be provided to them before you open the practice to patients. For many administrative staff, the new infection control guidelines will be unfamiliar and disruptive to their daily job. Consider talking via video conference to each team member one-on-one to answer his/her specific infection control questions and explain how these procedures will be managed once the practice re-opens.
- When you have date in which you can safely re-open to patients, consider asking staff to return 3-4 business days prior. Let your staff know that this time will consist of training the team on all new guidelines and setting up the practice to facilitate the new measures with patients.
- Once you have a date in which you need staff to return, send a letter to the team. If the hours of operation are changing or the schedule is changing (i.e. hygiene procedures only on certain days), inform the team in the letter of those changes and specifically outline how the changes will impact each employee's work hours.
- Schedule and hold a staff meeting and training to explain and brainstorm items that need to be prepared for each area of the practice. Allow plenty of time for this training. It may take two business days to cover all the material and prepare for patients. This time is extremely important and valuable to ensure your staff are comfortable returning to patient care.

Back to Practice Employee Letter Template

[Date]

Dear [Employee name],

I/we know that you are as anxious as we are to get back to routine patient care and we're looking forward to the return to our "new normal". It is our intention to return to regular employee scheduling on [date]. As we ramp up, your anticipated schedule will be [insert employee's schedule here]. Please be aware that because this situation is fluid, your schedule could change as we navigate the needs of the practice and that you will be notified of any additional schedule changes in writing.

The following measures will be implemented to ensure your safety and the safety of our patients:

Employees who are feeling sick or have members in their household who are feeling sick should stay home and follow the practices attendance policy and communicate with [employer] as soon as practicable.

As recommended by the CDC, you will be required to be screened each day as you report to work. This will include a series of questions related to any symptoms you may be experiencing as they relate to COVID-19 as well as taking a temperature reading. In the event an employee displays symptoms of illness, they will be asked to go home to minimize risk to others and will be paid in accordance with reporting time pay law.

Please rest assured that any health information collected will be maintained in your confidential employee medical record.

Note to employers: insert other practice specific measures you've taken to help minimize the spread of the virus, such as: allowing some employees to continue remote work, implementing second or third shift schedules, cross-training employees, moving workstations, etc.

CDC: Cleaning and Disinfecting your Facility

Employers should comply with local COVID-19 ordinances and regulations with regard to Social Distance and other facility protocols and employee notice and posting requirements.

N95 Mask Fit Testing Requirements [for specifically identified employees]

If you are identified as an employee who is required to wear an N95 respirator, you may be required to undergo a medical evaluation to determine your ability to use a respirator.

Note to employers: follow N95 Fit Testing Guidelines found on cda.org

Absences Due to COVID-19:

If you are affected by COVID-19, you may be eligible for leave under the practice's paid sick leave, disability reasonable accommodation, vacation/PTO or personal time leave in accordance with practice policies.

Further, the Families First Coronavirus Response Act (FFCRA) created paid leave provisions for employees for qualifying reasons from April 1, 2020 – December 31, 2020. Please speak with [employer or representative name] to explore if you meet FFCRA eligibility, or eligibility for leave per the practice policies identified above.

Optional: Times of great uncertainty and change can be hard to navigate. Besides being flexible and adaptable to the best of our ability, when things are in flux, the question to ask ourselves is, “What isn’t changing?” Things that aren’t changing are:

- Our mission, vision, and values.
- Our commitment to our patients.
- Our commitment to be there for each other.
- Our commitment to excellence.

In your personal life ask, “What isn’t changing?” Things that don’t have to change are:

- Your ability to choose your attitude.
- Your ability to choose your words.
- Your ability to choose your actions.
- Your ability to choose how you will serve others.
- Your ability to focus on things that lift you up.
- Your ability to not focus on things that bring you down.

Ultimately, we encourage everyone to make responsible, sensible decisions. I welcome you to reach out to [employer or representative name] no later than [insert date prior to employees scheduled return date] to discuss any personal questions, concerns, conflicts or risks regarding your return.

We look forward to seeing you on [insert employees return to work date].

Sincerely,

[Employer signature]

Employee acknowledgement: ____________________________________ Date: ____________