

# 10 Tried & True Ideas to Create Happier Teams and Patients



In any medical office—whether dental, optical, physical therapy or veterinary—team happiness and patient satisfaction are critical for success. Happy teams lead to longer employee retention, which enhances office efficiency. Satisfied patients build loyalty and trust, resulting in higher treatment acceptance and often attracting new patients through word-of-mouth referrals. It's no surprise that fostering a positive environment for both employees and patients is a common goal across the industry.

In this eBook, we present ten actionable ideas inspired by successful practices from three leading offices: Wainwright & Wassel DDS, Amelia Dental Group, and Ali Alijanian, DDS. These offices have implemented these strategies with great success, proving that investing in your team and patients pays off.



**Debbie Evans**  
VP, Director of Operations  
Wainwright & Wassel DDS



**Teresa Spence**  
Practice Administrator  
Amelia Dental Group



**Elaina Wharton**  
Practice Administrator  
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# Happy Teams

## Team Activities Sponsored by the Office

Engaging team activities are essential for building unity and morale. Whether it's wine tasting, a smash room challenge, or a friendly Olympic event, these outings foster connections and create lasting memories. Debbie Evans, Teresa Spence, and Elaina Wharton all emphasize the importance of unique activities that align with team personalities, demonstrating that the cost of turnover far outweighs the investment in team bonding.



## Team Lunches

Those that eat together grow together. Regular team lunches—whether fully sponsored or partially covered—encourage connection and camaraderie. Eating together breaks the isolation of desk lunches and enhances engagement. These shared moments help build relationships that translate into better teamwork and patient care.

## Employee Acknowledgement: Celebrate Milestones

Recognizing and celebrating employee milestones is vital for fostering engagement. Acknowledgement can take many forms, from personal achievements to professional goals. This simple practice cultivates a culture of appreciation that makes employees feel valued.

### Quick Tip

Post work anniversaries on your social channels. This simple trick helps celebrate your current team members and shows potential recruits that your office values its employees and recognizes their contributions.

## Kudos Jars

Introduce a kudos jar where team members can submit compliments and recognitions for one another. This encourages inter-office appreciation and allows staff to highlight positive patient interactions. It's a great way to celebrate team efforts and individual achievements in real-time.

## Team Appreciation Weeks

Beyond individual recognition, expressing the value of those who work as a team helps build unity. Designate special weeks to celebrate various roles within the office, such as administrative staff, hygienists, technicians and support teams.







## Happy Patients

### Community Involvement

Patients appreciate offices that are actively engaged with their communities. Initiatives like Toys for Tots not only give back but also involve patients in meaningful ways. This engagement creates a sense of connection and fosters loyalty, as patients see your office as a community ally.

### Patient Acknowledgement: Celebrate Milestones

Just as you celebrate team milestones, acknowledging patient achievements—such as birthdays or significant life events—builds rapport and loyalty. Regularly ask patients about their milestones and send congratulatory messages to enhance their experience.

Consider asking every patient “what future event are you looking forward to this year?” or “what are you excited about this month/year” and make sure you take note.

#### Quick Tip

After you learn about an upcoming patient milestone, write and then schedule future texts to send out at that date.

## Health Milestone Shoutouts

Acknowledge patients when they reach health milestones, such as joining a “no-cavities club” or celebrating a post-op anniversary. This recognition reinforces the importance of their health journey and shows that your office cares about their well-being.

## Office Pets

An office pet can be a fun and effective way to engage patients and create a welcoming atmosphere. If everyone on the team is on board, an office pet can become a beloved fixture that enhances the patient experience and encourages return visits.

## Events and Monthly Activities

Organize events that resonate with both staff and patients. Patients connect with offices that are genuine and show genuine interest. Creative themes like March Madness, Ugly Sweater Week, or Breast Cancer Awareness can create excitement and build community. Promote these events in advance to engage patients and encourage participation.



## Conclusion

Implementing these ten ideas can transform your office into a thriving environment for both teams and patients. By prioritizing happiness and engagement, you can foster loyalty, improve retention, and ultimately enhance the overall success of your practice. Embrace these strategies, and watch as your office flourishes with positivity and connection.

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## Improve Team and Patient Experiences with Weave

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