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**1-hr CE- [92082-PM](#)**

**Course Title: Tips for Training Staff on New Eye Care Technology**

**Course Speaker: Janelle Davison, OD**

**Course Description**

In an era of rapid technological advancements, ensuring that your eye care practice keeps up with the latest innovations is crucial. Streamlining the adoption of new technologies in their practice is critical for quick adoption and implementation. Eye care professionals must be equipped with strategies to reduce implementation time, foster team buy-in, and leverage vendor relationships to educate and train your staff effectively. As well as knowing how to integrate new technologies seamlessly into the patient experience, boosting loyalty and sales. Lastly, hone skills to keep your team engaged post-implementation and use personality assessments to identify the best trainers within your staff.

Intended Audience: Optometrist, technicians, opticians, and office managers.

**Learning Objectives:**

1. Overview and Introduction to New Eye Care Technologies.
2. Discuss strategies to reduce implementation time.
3. Learn tips to help foster Team Buy-In.
4. Discuss strategies to leverage vendor relationships for improved staff training.
5. Development of effective office scripts for cohesive communication with patients.
6. Discuss strategies to keep staff engaged in post-implementation.
7. Utilizing personality assessments to enhance learning and retention.

## Course Outline

### 1. Overview and Introduction to New Eye Care Technologies

- Overview of current advancements in eye care technology
  - Pre-testing equipment
    - Portable auto refraction
      - Plenoptika Quick See
    - Handheld tonometry
      - icare
    - Fundus imaging
      - Portable fundus imaging
    - Point of care testing
      - Tear Osmolarity
  - Advancements in color vision testing
    - Color DX
  - Advancements in ERG testing
    - Hand-held retina ERG
  - New technology in dry eye diagnostics
    - MG imaging
      - Small footprint and mobile MeiboVue, Meibox
      - Lipiscan
    - Tear film imaging
      - Software suites with dry eye testing
  - New technology in dry eye treatments
    - Thermopulsation
      - Lipiflow, tearcare, iLux
    - Microblepharoexfoliation
      - BlephEX
      - Nulids Pro
  - New technology in Visual Field testing
    - VR VF
  - Office administration technology-Patient communication, calculation tools, verification, virtual check in
    - Communication tools
      - Weave
      - Solution
      - 4 Patient care
      - Demand Force
      - Marlo
      - Abbie
      - Doctor Contact Lens
    - Optical Calculation tools
      - Paradeyem

- Practice Pal
  - Verification
    - Paradeym
    - Practice Pal
    - ABB verify
  - Virtual Checkin
    - Weave
    - Solution Reach
    - Revolution EMR
- Importance of staying updated with new technologies
  - Increase patient access to care
  - Improve patient outcomes to better service patients
  - increase efficiency
  - Boost practice production and revenue.

## **2. Reducing Implementation Time**

- Strategies for quick and effective technology adoption
  - Easily digestible written instructions stored electronically for easy access
    - Office directory
    - Password sheet
  - Close clinic schedule to allow ample time for staff training
  - Dedicate an office training champion
  - Monitor metrics to track success
    - EdgePro
  - Encourage feedback on areas from improvement
- In office case studies of successful technology implementations
  - Incorporation of portable tear osmolarity prescreening increased conversion of dry eye evaluation by 20% from 2023-2024
  - Incorporation of virtual check in and paperwork decreased check in process and improved patient experience drive positive reviews (Goggle)

## **3. Fostering Team Buy-In**

- Techniques to encourage team support and enthusiasm
  - In office lunch and learn
  - Team building outings and projects
  - Determine employee individual learning style
    - Auditory
    - Visual
    - Combination
- Building a culture of continuous improvement
  - Manger-employee meetings

- Peer to peer training session
- Feedback box
- Online learning/training
- Process for new hires getting up to date on office technology

#### **4. Leveraging Vendor Relationships**

- How to effectively collaborate and communicate with vendors
  - Set aside time for vendor representatives to visit the office.
  - Online calculator tools
- Utilizing vendor resources for staff training and education
  - Online training tools
    - Virtual calculator tools
    - Learning academy with certificate of completion
  - In office training day/lunch

#### **5. Developing Effective Office Scripts**

- Crafting scripts to educate patients about new technologies
- Role-playing exercises to enhance communication skills

#### **6. Keeping Staff Engaged Post-Implementation**

- Strategies to maintain staff interest and motivation
  - Inner office competition
  - Progress rewards to team/team members
- Regular updates and continuous learning opportunities
  - Morning huddles
  - Weekly staff meetings

#### **7. Using Personality Assessments**

- Introduction to personality assessments as a training tool
  - The Big 5 Personality Traits (5 core personality traits)
  - Identifying ideal trainers based on personality traits