

## Aspen Dental Management, Inc. Enhances Patient Care with Dental Implants Blended Learning Program

### THE CHALLENGE

Aspen Dental practices believe in providing comprehensive care that addresses both short- and long-term dental care needs, and promise to provide an honest, judgment-free environment where it all comes down to great care. Each Aspen Dental-branded practice is independently owned and operated by a licensed dentist. Aspen Dental Management, Inc. (ADMI) provides administrative and business (non-clinical) support services to Aspen Dental-branded dental practices. Currently, there are 850+ practices and a new office is opened every four days on average.

In 2019, across the Aspen Dental network, the need for dental implant treatments grew by double digits, yet only one in eight care teams at Aspen Dental-branded practices offered the service. With growing popularity and interest in dental implants from doctors and patients, ADMI's clinical support team identified the need to provide education on dental implants to more Aspen Dental offices with the goal of offering treatment solutions that they believe are best for patients.

**ADMI needed a streamlined, highly-interactive, and scalable training program on the entire implants process, from understanding how to track an order to implant restorative training for doctors.**

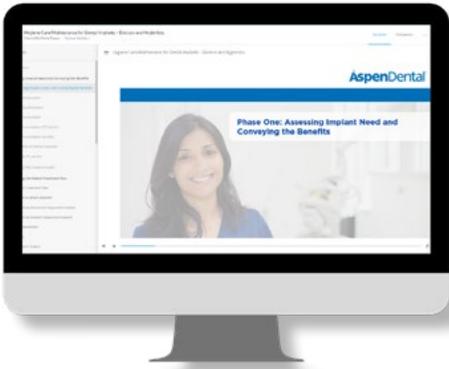
*"ADMI wants Aspen Dental practice professionals at all levels, from office managers, to dental hygienists, to doctors—to have meaningful access to expertise and skill building programs, so they can provide their patients the most up-to-date and relevant treatment options,"* said Dr. Sundeep Rawal, ADMI's Senior Vice President of Implant Services.

### THE SOLUTION

The ADMI Learning and Development (L&D) Team and subject-matter experts (SMEs) partnered with learning and technology experts at Roundtable Learning to create a custom blended learning program for doctors and office personnel of Aspen Dental practices. Launched in January 2020, the implant education program utilized **instructor-led training (ILT)**, **eLearning**, and **360° VR**. In light of the COVID-19 pandemic, ADMI adapted the **ILT** portions to **virtual instructor-led training (VILT)**. The program, which is the first of its kind scaled across a national dental network of this size, required role-specific training for directors and regional managers, office managers and staff, dental assistants, lab technicians, and dental hygienists.



The program kicked off with a comprehensive **train-the-trainer (TTT)** program attended by regional managers and directors. For these sessions, Roundtable developed participant and facilitator guides, a PowerPoint deck, and directions on how to use the VR equipment. Through the two day **ILT** sessions, regional managers and directors learned about the dental implants process and why it's an important treatment option for patients, as well as their offices' training plan and timeline. After completing the **ILT**, regional managers and directors shared the training plan to their teams and kicked off the program at their regional Aspen Dental-branded offices.

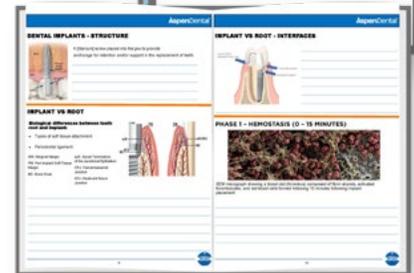
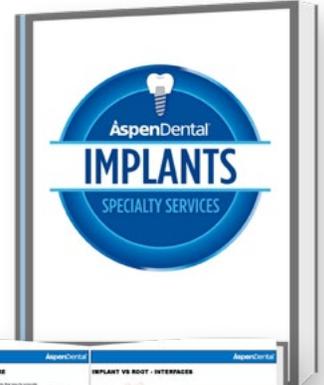


The next phase of the training program was delivered through eLearning and 360° VR to all office staff, including dental assistants, lab technicians, dental hygienists, and doctors. The eLearning courses were hosted on ADMI's existing learning management system (LMS). The 360° VR portions of the program were hosted on Mercury Extended Reality System (XRS). This ensured the training was scalable and could be accessed through a web-based platform.

The eLearning component involved six eLearning courses designed for specific roles within an Aspen Dental-branded office, including hygienists, dentists, office managers, and more. The eLearning courses covered specific topics including ordering processes, treatment planning, and implants 101.

With interactive 360° VR, office staff could practice navigating common customer questions and challenges by completing eight simulations. These scenarios were designed using real-life Aspen Dental office environments and real-life actors who were carefully selected to represent patients. 360° VR transported learners to an interactive environment where they could role play real-life scenarios without having to physically meet patients in person. In doing so, learners gained an understanding of the importance of dental implants.

*"This project highlighted a truly innovative collaboration between Roundtable and ADMI," said Rose Robertson, Director of Learning Solutions, Roundtable Learning. "This project really shows what a comprehensive blended learning program can do for an organization; we were thrilled to be part of building such an engaging and successful program."*



## THE RESULTS

Having measured doctor confidence pre- and post-training on a scale of one to ten, doctors scoring 9 or 10 out of ten increased by 34 percentage points and no one scored below 6. Increased doctor confidence resulted in significantly more patients having access to implant treatments, as trained offices offered the treatment 50% more than offices not yet trained.

ADMI and its implants education program received two awards: the **Brandon Hall Group Excellence in Learning Gold Award for Best Use of a Blended Learning Program** and **Chief Learning Officer Magazine's Learning in Practice Bronze Award for Excellence in Blended Learning**. These awards recognize the successful partnership between ADMI and Roundtable for its deployment of multiple modalities that achieved measurable results, as well as excellence in the design and delivery of the workforce L&D program.



Overall, since the implementation of the dental implants blended learning program, Aspen Dental offices and field staff have felt more confident consulting patients on the dental implants procedure. ADMI plans to continue to grow their dental implants treatment program so that more Aspen Dental offices can offer the treatment solution to their patients. The custom blended learning program continues to align with ADMI's learning needs, ensuring top-tier patient care and successful results, one smile at a time.