



# Increasing Your Practice's Profitability by Providing an Exceptional Patient Experience.

**February 6th, 2026**

**A facilitated workshop presented by:**

**Thomas Passalacqua**

**Ascend Professional Pathways**



**[AscendProPathways.com](https://AscendProPathways.com)**

**Thomas Passalacqua**

**Certified executive coach specializing in sales training & facilitated learning.**

**516-946-2965 | [thomas@ascendpropathways.com](mailto:thomas@ascendpropathways.com)**



# **Increasing Your Practice's Profitability by Providing an Exceptional Patient Experience.**

## **Program overview:**

This interactive and facilitated workshop focuses on leadership development and how dental practice owners aim to improve key aspects of three main objectives:

- 1) Improving the quality of the patient's experience throughout your practice.
- 2) Increasing profitability by uncovering roadblocks to growth and identifying key areas of improvement.
- 3) Improving your leadership skills to drive your team to success.

Our core mission is to refine and establish the overall goals of your practice, discover methods to best align your team to support those goals, and identify effective means of how the team translates those initiatives into the patient's experience throughout their treatment visit. When these three aspects are all coordinated, we aim to see higher staff and patient satisfaction and ultimately higher profits for your business.

Through a series of intentional and thought-provoking exercises, navigate up to 6 key activities to discover strategies and solutions that are best for you, your team, and your patients. You will assess and identify methods that could have a direct impact on the quality of the patient's experience within your practice, which can ultimately lead to higher profits. These activities include increasing your leadership capabilities, analyzing your staff's performance and identifying improvements, threading your vision and goals into the fabric of the patient's journey, and building accountability to ensure success. Participants will gain relevant tools and initiatives ready to apply along with this workbook that includes customized solutions and ideas; come ready to actively participate and leave energized and organized!

## **Learning objectives:**

- Gain insights into how to improve the quality of the patient's interaction throughout your practice within key moments of their visit. Key interactions include treatment, administration, and flow throughout your office.
- Discover what may be preventing growth within your practice. Areas of consideration include staff interaction, approach to treatment, leadership influence, and overall goals of the practice.
- Identify key opportunities for increasing profits within the practice. Areas of opportunity can include vision alignment throughout your team, employee engagement, being an effective leader to drive accountability, and better serving the patient.

**Format:** 90-minute facilitated learning workshop. Participants will be provided with learning materials in both print and digital format.

### Key takeaways:

- Construct and uphold the mission, vision, and core values for your practice.
- Establish what makes your practice unique and how to measure success.
- Better alignment between your staff and the goals of your practice and improve employee engagement.
- Create methods on how to better improve a patient's experience within your practice.
- Overcome challenges and roadblocks that may be preventing your practice from growing.
- Improve your leadership skills and abilities to manage your staff to drive the practice to success.
- Identify both the specific initiatives and solutions needed to accomplish your priorities to improve your practice's performance.

### Target outcomes:

- An increase in patient satisfaction.
- An increase in case acceptance and conversion to treatment.
- Better quality of patient care.
- Higher patient volume, referrals, and return patients.
- Higher staff engagement.
- Less stress and complications within the practice.
- Higher ability to meet or exceed the practice's goals.
- Increased profits and better margins.
- Higher staff morale and positive culture.

### Main activities:

- **Practice Leader's Blueprint:** Refining the mission, vision, and core goals for the practice.
- **Key Employee Analysis & Improving the Patient's Experience:** Aligning the staff to the practice's goals and how to translate them to the patient's journey.
- **Strengths & Weaknesses Analysis:** Outlining strategies needed to make the improvements.
- **Reflection & Planning:** Build accountability and a plan to ensure success.



<https://ascendpropathways.com/aadgp>

# 1. The Practice Leader's Blueprint

**Objective:** Take time to reflect on the following questions about your practice and your future goals. Feel free to focus on the areas that you need most development in. For help in driving accountability, consider the prompts to uncover blind spots that may be overlooked.

**What is your vision for your practice?**

**Vision:**

**What is the mission you want to accomplish?**

**Mission:**

**What non-negotiable values define how you want your practice to operate?**

**Values:**

**What is your practice's edge?**

**Edge:**

**What are your performance metrics to keep an eye on?**

**Metrics to measure performance:**

## 2. Key Employee Analysis

**Objective:** List your key staff members who have direct interaction with the patient. Analyze their performance on specific aspects of their actions that can be improved, as well as new aspects to incorporate that could have a direct influence on your goals for your practice.

Core Team Member	What they are doing well	What you need them to do differently	How can they better impact the patient's experience?	What else do you want them to implement?	Resources needed	Strategy to engage new expectations

## 3. Improving the Patient's Experiences

**Objective:** List out every major experience or phase of the patient's journey throughout your practice and their visit. Identify what systems you have in place, what your team is doing well, and what can be improved. Then list the strategy for improvement.

Key patient experience	What is working well	What needs to be improved	Behaviors to stop	Behaviors to start	Strategy for improvement	Resources needed

## 4. Strengths Analysis & Assessment

**Objective:** Using the content and reflections from the previous activities, assess the current standing of your practice and identify strategies for improvement with the following questions:

**What are the Strengths of your practice:**

**What are your practice's Weaknesses:**

**What are the main Opportunities for you and your practice:**

**Ideas to build upon your strengths and/or to improve your weaknesses, and how to support your goals:**

## 5. Reflection & Planning

**Which are the top initiatives that you need to take for your practice to keep and improve its edge, achieve its performance metrics, and continue to grow?**

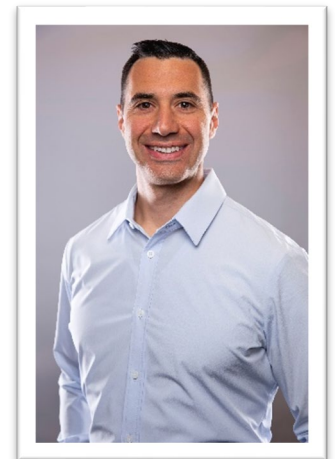
**What are your top priorities to better serve your patients and succeed as the practice's leader?**

## 6. Optional Action Plan

Use this to list your priorities we just reviewed and create an easy action plan to ensure their execution and drive accountability to make lasting change.

Key milestones:	Requirements for success:	Action steps:	By who:	By when:	How to track progress:	How can you communicate progress:

*Thomas Passalacqua started his career as a founding teacher throughout New York City. He designed curriculums, established building-wide programs, and even started new schools which allowed him to refine the learning process and improve on increasing engagement for a variety of learners and audiences. Transitioning into direct sales for a leading dental manufacturing company, Thomas was an award-winning sales representative and started to train and mentor other sales professionals. It was in this role where the foundation of his training programs was created and refined. Transitioning again, Thomas was the director of business development in a group practice, helping to grow a multi-million-dollar healthcare management company through mergers & acquisitions. Thomas holds a master's degree in education and is a certified executive & business coach. Thomas' passion is applying all his experience and skills to train and support other professionals as well as helping leaders navigate their success through executive coaching, leadership development, and facilitation.*



To explore customized solutions and strategies to further drive your success as a practice leader, please visit [ascendpropathways.com](https://ascendpropathways.com) to learn more about Thomas' Leadership Development programs and Executive Coaching.



**As an exclusive offer for attending this program, Thomas is offering all attendees a \$100 discount for a 3-session business coaching package to further drive your results following this workshop.**

**We aim to solidify your goals, strategy, and best plan for execution.**

**Learn more here: [ascendpropathways.com/aadgp](https://ascendpropathways.com/aadgp)**

**Scan the QR code below or email Thomas to start the conversation!**

**[thomas@ascendpropathways.com](mailto:thomas@ascendpropathways.com)**

**You can access this link through my website at:**

**<https://ascendpropathways.com/aadgp>**



**Thomas' business is driven by referrals, if you enjoyed this workshop and found it valuable, your review would be very much appreciated!**

**Leave a Google review:**

**<https://g.page/r/CRX0ooMtBih4EBM/review>**

