



First Edition

Background:

In an effort to enhance the student reflection experience in our campus wellness clinics, staff initiated a monthly blogging activity during this school year. Students were tasked with creating one blog per month on pre-determined professional workplace skills topic. Students were trained on how to create an effective blog, as well as, how to respond to a blog entry. Students wrote blogs after the second clinic of each month. Staff selected a winning entry from each program clinic and students then responded to the winning entries after the fourth clinic of each month. An awards certificate and award were handed out each month to the winning entries.

Why Student Blogging:

- Allows students to express and hone their creativity
- Promotes academic integration in Career and Technical Education courses
- Regular writing sharpens the brain's performance
- Promotes expression of self
- Boosts student confidence
- Improves communication skills

Student Outcomes:

- Students gained "know-how" that can enrich and benefit their clinic experience
- Students were able to speak their mind
- Students expressed "finding themselves" and "finally understanding" when reading or writing blog entries
- Winning entries received constructive feedback from student peers
- Blogging allowed students to develop unique content and express their clinic experience perspective to others

Please enjoy reading our student blog entries on their CAVIT wellness clinic experiences!

We Smile Together Here at CAVIT 😊

The word together symbolizes a group effort, here at CAVIT we work together to get things done efficiently. During our CAVIT dental clinic's we get things done together, we are not only a team that improves each other's weaknesses; we are a family, "The Dental Family." The Dental family helps each other out during clinics with simple things like getting a tray ready for a patient. We do not only help each other, we help others in need, and we do everything here at CAVIT with a smile. The word team work allows us to divide the work, to multiply the success.

- Things done together, get things done better, to make things greater.
- Family is everything, and everything is family.



A smile is beautiful and everyone is wonderful here at CAVIT

One for All and All for One

Teamwork makes the dream work. Without collaborating and working in sync, giving our patients' optimum care is impossible. In this last clinic, this was made even clearer to me. Walking in on clinic days is a game of chance, you never know what you're gonna get. As a team, we check the schedules, find our duties out, and take action to make sure we're prepared as a whole.

Patient care here consists of a series of people contributing to dental care. Someone's waiting at the front desk ready to greet the patients, then it moves to the chairside dental assistant, who gets the chart and information from the front desk, and in the meantime there are people in the laboratory setting up trays and sterilizing, everybody here has a role. In the dental field, all of the following are members of the team:

- Dental assistants
- Dental hygienists
- Dentist
- Front desk
- Sterile Tech

So next time you have clinic, make sure you're doing your part and contributing to the success of the overall clinic. Examples of being a team player can be:

- Helping to clean
- Communicating effectively with the dentist, coworkers, and patients
- Remaining organized
- Ask people if they need help!!!!

Efficient Teamwork = Fast & Positive Work Environment

Teamwork is very important if going or are in the medical field. Having a team and working together efficiently will not only benefit yourself but everyone in the medical office. Some key points to remember for good teamwork would be:

- Good communication with each other
- Everyone on the team be participating
- Everyone does equal amount of work
- Everyone is on an equal basis, no arguments or disagreements



In a medical office or even in a hospital, having great teamwork will benefit the patient as well. This can make seeing patients go quicker and makes it less stressful. Even working on paper work, or asking for help with certain patients or items will make the work environment work smoother. If ever at a disagreement with your team, don't let it turn out into an argument or involve personal issues into the work place. Find a quick solution that'll benefit everyone, and so that no more disagreements are caused.

- If in a team don't let one person do all the work, involve others in the team in the work.

Have you ever had a disagreement or trouble with your team in the medical office? How did you approach it? What was the solution you all came too? What were the end results?

Keeping It Positive

When I first started my clinics, I was nervous about being around new people that I've never met before. Some things I've learned from working with patients is that everyone has different ideas on how they want to be treated, so when you go into an appointment being polite and attentive is an important quality to have. Sometimes you won't always have someone that you necessarily liked, and they might be hard to work with, so again patience is key. You also want to make sure that the procedures are clear because if you are standing there doing blood pressure and not communicating at all with your patient, it can build up a bad reputation for you and your clinic. It's important to have good communication and be interactive that way your patient feels like they are a priority and they matter to you.

Tips for a Positive Experience

- Introduce yourself & start off by explaining the procedure.
- Keep it friendly & polite.
- Update the patient.
- Share your results with them.
- Ask how you can make things a better experience for them.

What ways do you think you can improve communication in your Office? Check out this website for more information on good communication techniques:

Working Together in Clinics

What's Teamwork? Teamwork for me in my clinics would be collaboration between a group. Working with people helps everyone be involved and learn from one another. A team works with each other to find a solution to a problem. Communicating with your team helps set trust and confidence with your clinic. In a clinic, you might need help and having people to help you out, saves you not only time, but better performance. Clinics might get hard at times, but with the help of your group you can find different methods and more ideas to bring out a perfect clinic.

Some examples of Teamwork would be:

- Reliable
- Trust
- Listening
- Communication
- Respect
- Contribution



Teamwork can mean a lot of things, so it's important to remember how to use it. In a clinic everyone should contribute, because everyone interacting makes it not only fun, but important to feel a part of. Have you ever had to contribute to a team? What was it like and how did you feel about it?

Great Communication Starts with...

*I heard this phrase on my job shadow from the Medical Director and she said this during a staff meeting that I was able to attend.

Oprah Winfrey once said, *"Great Communication begins with Connection."*

One must have a connection with someone to be able to communicate with them. Whether it being a phone, email, or handwritten connection, or it could possibly be social interaction, communication thrives and survives on the thought of constant connecting.

In the workforce, we as workers, strive to connect and communicate with our clients and patients. We remain professional and keep the patient/client's needs our priority. The following are things that one should practice and will also help when communicating with patients/clients:

1. **Be Clear, Concise, and Correct.** Make sure to speak and enunciate your words correctly and clearly. Keeping things short and simple is easier for the patient/client and is easier for you as the person who would be talking to them or typing/writing something to them.
2. **Always show your sincerity.** Patients/clients can tell when you are putting them as their main priority but we as workers have to remember that our patient's urgency is not our emergency.
3. **Say please and thank you.** A simple please and thank you can have a big impact and people will remember you for it.

4. **If they have a question, try to answer it the best you can.** Sometimes patients/clients will call, write an email, or walk into the office just because they need an answer to a question.
5. **Don't use big language/words to try and sound smart.** It doesn't work. Especially, if you use the word wrong and you end up confusing your patient/client.
6. **Use language they will understand.** Use language that will appeal to someone that may not know medical terminology, so that they understand. Also, if they speak a different language, try to get an interpreter or translator, so that you can make it easier for them and yourself.
7. **Try to make things as simplest as possible for them.** The goal for all of our lives is to make it simpler. That's why we have a talking speaker that controls our lights, fan, and tv and all we have to do is speak to it. It helps so much on our part and it helps them out a ton if we try to make our patient's/ client's lives simpler by just leaving a message of when their next appointment is or where they can reach us at for more questions if they have any.

Those 7 things are what we should be practicing in any environment we end up in. Whether it's a doctor's office, a school, or a law firm, these are all practical ways to have better communication with our clientele.

Follow up: How can we maintain good communication skills in our working environment?

Communication: The Key for a Smooth Clinic

Having good communication with your clients is almost as important as doing the procedure itself. It is important to have good communication with your client when

- Scheduling their appointment
- Providing directions
- Telling them exactly which procedure you are going to perform on them.



For the past clinics I have held, I had provided my client with all the tools needed for a smooth and fast clinic. How did that come to be?

- I had called my patient before giving out the directions to the facility
- When they have arrived and it was time for the clinic I had explained everything thoroughly before checking their temperature, glucose, blood pressure and so on
- The client had enough knowledge to know what was going on beforehand

Communicating with your client is important to ensure a smooth, fast and calm environment for your patient.

How do you ensure that you communicate with your clients thoroughly?

Who Ever Said Teamwork Meant Working Alone? No One

Many people have already gone through most of their life with being successful or getting help along the way. As for others, including myself, are starting to get to the point where help is needed more than half the time-- it's just how life is.

Here at CAVIT, our clinics are coming faster and are gone through quicker. When it gets towards the end of the day, there are a lot of things that can be done collectively as a class to get the job done:

- Resetting the bays for the next days' work
- Emptying the trash
- Assist others with the skills that they are having difficulties with



Teamwork is truly what makes the dream work, and I believe that this takes on more than just cleaning up or assisting each other out, with the skills we struggle with. It's about putting each other in a great mindset, to be successful and to make the clinic a happy clinic. If there are things that need to be done, no one would ever have to do it alone. Being in the clinic is a privilege and no one is perfect, we all know that for a fact. If anything needs to be done, go ahead and take a step to doing so.

What does teamwork mean for you? Well, for me, it means to help others be successful and build a strong foundation towards the future.

550 Hot Stones Later...

When People think about Massage Therapy they think about laying on the table and someone massaging your whole body. But what some people don't know is we have many different types of massages we can perform and one of them is Hot Stone Massage. Hot stone is exactly what it sounds like, putting hot stones all over the body.

In our Massage lab we have about eleven hot stone machines with about fifty stones in each one. That is about five-hundred and fifty hot stones that we use all together at the same time. We also fill these hot stone machines with hot water that can reach to a hundred and forty degrees.

This is where team work comes into play. At the end of the Hot Stone Massage we have to take all eleven hot stone machines and drain the hot water out of them and clean every single hot stones in the machine. That's right! We have to clean all five-hundred and fifty rocks individually and organize them back into the the hot stone machine. But when organizing them we have to put fifty rocks in each machine and each rock in the machine is a different size. So we have to sort out all the rocks into different piles, according to their size, and put each equal amount of rocks and sizes in each machine.

So how this works is we all work together by having some people wash the stones, some wash the machines, some dry the stones, and lastly some organize all the rocks back into the machine. It takes us at least half an hour to get them all cleaned and back in order in the machines. This is really important to have team work play a role in this process, because it could take forever if only a few people were cleaning the

So I got one question for you, have you ever clean 550 Hot Stones Before?

In massage there is a specific time, that it is acceptable to talk to your client, as well as, what you should and shouldn't talk about. Some things that you might want to ask are:

- For example, yesterday a couple students from Law Enforcement came in to get a massage before they went on a run. My client came in with a big smile. I asked how their day was going and he said it had been great, just preparing for the run they were getting ready to do. After a small chat before the massage, I asked if he had any questions about the session. He asked me to explain what I was going to do and if any of it was going to hurt. I then explained that most of the massage would be fast paced, with some stretching and there should be no pain just a good stretch to warm up the muscles. Once I started the massage, he continued to ask questions like:

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- COMMUNICATION**
- Instantly, Increase, People, Strategy, Tools, Plan

I love my CAVIT Massage Therapy class! We function like a big, happy family, not to be cheesy. I love each and every single one of the individual personalities in my class, and trust me we have a lot of personality. I like to think our friendship with one another help with our teamwork. Each and every one of us is ready to step up and help each other when getting a task done. That actually happened this week. I missed some of school this week and a group of my friends were helping me get caught up and understand what I missed. Even on the day I was missing they messaged me after school with pictures of what we had done and what I was missing, they even let me in on all the jokes they were having and they made me laugh. When I got at

CAVIT they explained what websites to use and what helped them when they were doing it. One of my friends even pulled me aside to help me finish an assignment that I was missing. It was so thoughtful of all of them.

Sometime its hard being at CAVIT because it's so new to me and way different than my high school. The work they come up with, all the seminars, professional lessons, HOSA. Then I remember it's new to all of my classmates and I feel more confident. Whenever we are learning a new topic or getting ready for clinic I can trust my friends to help me when I struggle. Clinic has probably been the hardest adjustment. I've never been in the situation where I was working with outside people and giving them a service. But being surrounded by my friends it is always easier and I feel more comfortable.

Has your experience in your CAVIT class been the same?

Mandatory Fun - Teamwork in Hiding

While most of us can think of 100 different times where you were stuck with a group of people that do nothing, I think it is more interesting when teamwork, well, works. What is nice about it is that with a really good group of people, you don't have to say anything; everybody knows their job and gets it done. I believe that this happens more than we realize, we just need to recognize when it does. This can help us understand why some groups work well together, while others are frustratingly unproductive.

A close to home example would be the clinics we hold here at CAVIT.

I walk into the classroom 7 minutes late as always, and I see five people setting up bays, two getting the clocks going, and a bunch of people either doing laundry or moving sheets to the clinic. I walk up to the clinic desk to check in, and there is a small group of people making assignments, setting up paperwork, and making phone calls. The most interesting thing about all of this is that no one told anybody to do what they do. Sure there are work assignments, but people tend to do what they think they need to do.

I think that the teamwork is an underappreciated part of clinic days. I remember when it was chaos and how stressful it was when we first started doing clinics, and boy we have gotten better. Nobody talks about it, nor do I think that most people in my class even think about it either. This unspoken understanding of roles and synergy between people can be seen everywhere.

Where does sneaky and humble teamwork hide in your life?

Teamwork - Dividing the Work, Multiplying the Success

Yesterday in my massage class we were reminded to demonstrate teamwork throughout our clinic, there's many ways we can do this in my class, because we have a set of jobs to do each two weeks besides having to massage, we work with the clients, and we also work with our classmates.

I demonstrated teamwork by working alongside my teammates, who had the same job as me, there are six jobs in my class, there's classroom maintenance, massage lab maintenance and set up, lab supplies stocking, laundry people, reception people, and a shift supervisor. My job this week was to maintain the classroom clean and in good shape. I would organize the tables while someone else would push in and organize chairs, I helped the people who had to laundry this week by folding sheets and putting them away, and I also helped the people who had to set up the massage lab by putting the sheets on the bed and bringing chairs for the therapists to sit down when massaging the head.

I also demonstrated teamwork by explaining and guiding the front desk people, who hadn't worked there before on their first day, I explained how to greet our clients and what forms to give them, how to assign bays and therapists, and how to file the forms they gave us back.

Lastly, I also got help from my classmates, when we were recording reminder calls to later review for our ADE tests, these were calls to remind our clients, of when they have an appointment, my classmate was acting as the client and also recorded me while I was going through my script, she helped rehearse and corrected me whenever I made a mistake, then when I got done I did the same for her

Last but not Least

This past clinic, on April 11th of 2019, was the last one of the school year (though there are more to come during the summer session). I realized the impact of our services on the community and just how much growth we've all shown since our first clinic.

It's motivating to look back and see the evolution from a point where everyone was intimidated by the thought of massaging a stranger, for the first time, to being an experienced student massage therapist with over 260 hours of public clinic work. I'm able to reflect on past experiences and recall times when I was still unsure of my own ability to provide the best experience for clients. Yet now, I've even been employed by a massage franchise that became interested in me at the Reverse Job Fair. I was hired solely, from the interviewing skills that I was able to achieve through learning here at CAVIT

I look forward to making even more growth by experiencing new situations after CAVIT, as a Licensed Massage Therapist.

How much have *you* grown since your first clinic?

What is Teamwork?

Every time we have clinic, each one of us are assigned to do something, to set up for clinic. For example, I'm assigned to set up the tables, some are assigned to get the supplies, and some are assigned to wash the laundry. We do it that way because its faster and not crowded. We help each other to get ready, keep the room clean, and prevent from making a mistake. The big part of teamwork is helping others. If you're struggling alone, you would want someone to help you. Help people who need it.

Another example of teamwork was when we were practice our 'Reminder call' for Industry skills check. We were outside practicing our reminder call and one student was taking the video, while the other student was holding the script. after we finish taking the video, we would watch it and give each other feedback, what they could do better. To put it simply, teamwork makes people happy. Think about it: Have you ever worked with someone and it was nothing but drama? No teamwork whatsoever. I have, and it kills everyone's mood. It makes you less likely to go the extra mile for customers, less likely to smile when you're talking to them, and less likely to generally be happy while working.

What is teamwork to you?

CAVIT Clinic Teamwork

Teamwork is a combined effort between multiple people to get a job done. Without teamwork, it seems as though something may fall apart. It is a key to success throughout everyday life.

Teamwork has many benefits which include

- Communication
- Efficiency
- Trust and relationship building
- Better creativity



These are just a few examples of how teamwork can benefit your class/group. We use teamwork in class every day. For example, we use teamwork to set up and clean up during clinics and do our everyday tasks such as laundry, cleaning, and filling lab supplies.

Clinics are one of the biggest examples of teamwork in class. We need everyone to work together in order to be prepared for clinic and the day ahead of us. Together we set up all of our massage tables, close off all the bays, and put out chairs, candles, and clocks for the session. It may not seem like much but if we never worked together, we just wouldn't get the job done. On Thursday April 11, we had clinic and it went very well. Preparing for clinic wasn't stressful and was actually quite a breeze. Together we all worked, as hard as we could, to sort the laundry and prepare our bays. Then together we set up our clocks and candles. Our teamwork is best demonstrated through our drive, to provide the best service for our clients.

In the end our success has come from all of us working together. It isn't just our clinics that teamwork has helped us succeed in, but also our future careers. It has helped us become successful, in furthering our relationships, communication skills, creativity, and efficiency.

How do you use teamwork during clinic?

Communication - Who Needs It?

If you are reading this, I'm going to take a guess and say that you need it as much as the next guy (or gal). With cellphones and social media, we are supposed to be the most connected out of every generation, but it doesn't take a genius to know this isn't true.

Massage students got to work with the Law students, before they went out on their four mile run. We had just learned how to perform sports massage, but haven't got to test it out on outside clientele, so we got our guinea pigs to help us out.

In order to prevent injury, it takes both parties to communicate. This became a problem because I would ask my client about specific things about their range of motion, past injuries, or if the stretch is too intense, but they would just respond with "oh yeah" and "I could do this every day."

Aside from flattering myself, I noticed a lack of communication around me. The clients with therapists that didn't talk were the most unsatisfied. There is a direct correlation between communication and understanding. People like understanding what they are doing and what is happening to them. Especially nowadays it is even more important to communicate. Everything can be taken the wrong way, everything is up for interpretation.

Do you have any stories of lack of communication in the workplace that caused problems?

Teamwork Makes the Dream Work... OUR Dream Work

My classroom has jobs. Each student is assigned to perform their job daily and proficiently. The jobs consist of

- Reception
- Laundry
- Lab supplies
- Shift supervisor
- Classroom supplies
- Massage lab



Teamwork helps people to work together when performing an action to ensure an efficient product. These jobs help us work together and learn about social interactions. We all work together to make sure the classrooms are in shape. When performing an act of teamwork, there are two versions. There's a good way and a bad way of performing the act. The bad way is to divide and conquer. Where one person does one thing, while another does something else to get the jobs done. This makes everything go slower. The good version consists of a few people working on a job and then helping other students with a new job when they're finished. Performing this act ensures a speedy cleanup. How do you perform acts of teamwork?

Together Everyone Achieves More

What are some qualities of teamwork I feel my class and I have acquired over the last two years here at CAVIT?

Great question. Our teacher, Mr. Snyder, has made "Jobs" for us. Every three people have one job to get done. On clinic days, we would get stressed out and not know what was left to set up, due to people not helping, or too many people helping in one area. We have people who fill our lotion bottles, people that do laundry, and people who set up our lab.

There are normally three or four people who are assigned each of those jobs and together we work as a team, to make sure the job gets done. Clinic set ups now only take us about ten to fifteen minutes rather than the full thirty minutes it used to take. During the week we have laundry done, so we can work on the tables in the lab. Getting back to the qualities of team work; efficiency, support, trust, communication. My class and I have all of these. We work together to make sure we pass the upcoming test, or set up for clinic. In the two years we have had here at CAVIT, these are some of the strongest qualities we have gained.



What are some teamwork qualities you have gained here at CAVIT?

Coming Together to Work Together

For veterinary clinics it's very important that you work as a team, because if you don't things can go bad. For example, today in our clinic this team was taking the dog a bath and the dog could have easily jumped out, because no one was assigned to hold the dog in place as it was getting washed. Another example of not having clear communication with your team: Today we also had a team that was cutting a dogs hair and one of them walked away to go get something and the other was getting something from the cart and the dog ended up jumping off of the table, thankfully the dog didn't get hurt. That just shows that lack of communication with your team can cause unnecessary accidents.

Today, I felt that my team worked great together, for example when we were washing the dog we were all assigned to do something different, as in I held the dog another was in charge of the water and the other was washing the dog and everything went smooth as butter, because we all worked together:)

I feel to work as a team you need to set assignments, as in one person can be in charge of holding the pet, one, two can comb the hair or do whatever is necessary, and another can help with assistance and throughout you can always alternate with your team, so that someone is always doing something.

As a team, you always want to make sure that you help one another. For example, if you see one of your team members struggling, or simply doesn't know how to cut a dogs nails, offer your assistance and the same can go for cutting a dogs hair or really for anything in general, because it's easy to be nervous when working with a client, especially since, you never want to hurt the client.

Teamwork: It is Less Me and More We

Teamwork, what does it mean to you? Does it mean finding a sucker who can do all the work while you lay back and take the credit for? No team work divides the task and multiplies the success. The invention of teamwork is to have different viewpoints on a certain subject and combine them to make a collage. I like having the option of team work because I like having assistance in a project or getting a different viewpoint.

Sometimes I don't like teamwork, because you get stuck with a lemon. A lemon is obviously someone who is sour and bitter... and what do you get out of a sour and bitter person? Nothing. When it comes to that, I personally tell the teacher what is happening, in hopes that they will do something. For example: today we have clinics. There were three people participating in our group, not including me. Each person participated equally. I had arrived later than the rest of the group and as soon as arrived, they filled me in on everything they had done. They were able to get the dog done with clinics in under an hour.

Normally when it comes to teamwork and clinics, there is always someone who tries to take over, or is horse playing the whole time, as well as people slacking off. One major thing my teacher has to remind students of, is making sure that they don't leave the dog unsupervised. The reason this happens, is because everyone is in a rush to do one thing and hovers over it. Instead of dividing the work.

It is hard to find a person who has the same interest of getting the job done as you do. Just keep searching, they're out there. Teamwork can be misinterpreted in many ways. How do you display teamwork?

Trimming Nails are Not his Favorite Thing

Today in our wonderful spa day clinic, our American Bulldog Bubba self-expressed his anal glands. It all started when we got him restrained, for his nails to be clipped. We knew that our team would struggle against this dog, from the information the owner gave us.

As we gave a first attempt to clip his nails, performing a standing restraint and distracting him, we failed. Then we tried doing a lateral restrained and once again we failed. After that, we asked our teacher, for help doing the same restrains with her plus distracting the dog from our actions, still the dog would not stay still enough for us to trim his nails without him panicking.

Bubba was making it clear he didn't want his nails trimmed. Finally, our teacher got the dog restrained, one of us talked to him, distracting him, while the other petted him, and I went in to clip the nails. The dogs were frantic, so we worked, as fast as possible. By the time we got the front paws done, there was his drool everywhere, from him squirming and we started to smell something not so pleasant. We assumed it was the drool, until our teacher who was restraining him, said he had expressed his anal glands. When she told us this the smell hit us, it smelled awful.



We still need to finish the back paws and the smell got worse as he squirmed. Unfortunately, we only got one paw from the back, since he was too panicked to do another one. Our team got up and ready, to get his butt washed and clean the mess. While one of us cleaned the ground, the other two went to clean Bubba's behind. They helped each other get the dog in the sink and washed him, while I was cleaning. Once we all finished, we noticed the smell still lingered in the classroom, so we sprayed the dog with some cologne and cleaned ourselves up.

Even at the end of all this, we still slightly smell the expressions the dog made. As a team, we learned two things, Bubba's hate for getting his nails trimmed, and how an anal expression smells like. Now even though the smell is gone, it's stuck in our nostrils and we get to smell it all day...

The Leaping Dog, not FROG!

On April 2, 2019 I encountered the most hyper and energetic dog. A student brought in her dog named Luna. She is a big, white, and black dog. From the start I knew she was going to be trouble. We started with brushing her and seemed mellower. We brought her into Vet 2 and attempted to lure her to the big bath. Kaitlyn and I worked together, to pick her up and bring her to the bath. Luna was not having it, she leaped out of the bath and looked petrified of the big bath.

We kept trying and trying to keep her inside, but she always squeezed her way out. At one point, we gave up and wanted to get out all her crazy energy and took her for a walk. She didn't budge and was a bit sluggish and slow. We then went back inside to attempt to give Luna another bath. We worked as a team, to pick her up several times. Each time she still would jump out or be stubborn. We finally got her into our small bath sink. Working as a team is a necessity especially in the Vet field. Team work can help, when it comes to picking up animals, dealing with scared animals, and working on the medically. When we got Luna in our small bath sink we got her fur barely wet and she jumped out.

The team work in our group could have been better, but we did have good communication. We couldn't keep Luna in the bath, due to her being scared of getting a bath. Our final decision, for Luna was to just keep her calm. Today, we could've worked better on our team work abilities, but Luna was a difficult dog. We need to find ways to work better when dealing with difficult animals.

In the future, as a team, we will get better.



The Principles of Teamwork

Veterinary practices rely a lot on team work. Everything in a clinic runs a lot better, more efficiently, and quicker if everyone works together. It's key for our patients, the happiness of your clients, and the well-being of everyone involved. Being a part of a team takes work. If we have a clear goal, we are giving each team something to strive towards. This will give our team a sense of purpose, as well as a sense of

achievement once the goal is reached. Communication is a key part of a relationship between team members. During clinics we learn a lot from each other and our experiences.

Most teams need to be a cohesive, efficient, motivated team. It's essential to practice growth and it plays a significant role in the team. However, achieving such a team seems to be one of the most challenging undertakings. This is because working together as a team requires hard work and a commitment from every team member. Successful teamwork starts with building trusting relationships, ensuring each individual team member feels valued and important, having a successful means of communication throughout the practice, and making sure that our team is motivated to continually strive and reach new heights in providing quality services to patients.



What It's Like Cleaning After Clinics - Communication

An important rule after clinics is to clean up. It is very important to always clean up after our clinics because there is fur, peanut butter, dog treats and slobber everywhere. A reason that we always have to clean is, to disinfect all the items we have used.

When a group is done with their client, they have to clean up their table and all the items they used. As a class, we communicate on what chores to do, such as clean the tables, wash the sink, do the laundry, sweep and mop the floors. Our teacher Ms. Chatham would put us in groups and we would discuss how we are going to clean our station. An example of communication with a group occurred when I had two chores to complete, which were cleaning the tables, and doing the laundry. This included washing the towels. Something that we had a little trouble with was doing the laundry. We forgot how many towels to put inside the washing machine, and how much detergent to put in. As a group, we discussed the proper amount and where the right place was to put the detergent.



While cleaning the tables we discussed, who would spray the disinfectant spray and who would wipe the tables. Our solution was to have one person spray the disinfectant spray and everyone else would wipe and dry the tables. Using communication is very important for our clinics, because as a class, we have to discuss who is going to clean certain things, to make sure someone else does not clean that area again. Using communication is important in a lot of different working environments. You have to make sure that everyone agrees with the same thing.

How can communication affect your ability to work as a team?

Introduction to Dog Reading

Dogs, mans' best friend, apart from the cellphone and the microwave. The fuzzy little beings bring excitement and joy, with the occasional bout of anger. Being able to read what your dog is saying to you is very important, your dog may be uncomfortable in the current situation and you may be none the wiser.

There are several ways to determine what your dog is saying, so no need for that expensive doggy translator.

There are five main areas to look at:

The ears, the eyes, the mouth, the body stance, and the tail.

The Ears

The ears are one of the major areas to look at because they can help you easily determine how your dog is feeling. If the ears are straight forward then your dog is interested in something, if the ears are laid flat back your dog is scared.

The Eyes

The eyes are one of two secondary, but useful places to look when determining your dog's behavior. If your dog is staring intensely at something it may be irritated. If your dog is looking away it may be nervous.

The Mouth

The mouth is another secondary, but useful place to look. A dog licking its lips, when there is no food around could mean your dog is nervous. Yawning when the dog is not tired is another sign of nervousness.

The Body Stance

The stance of the body is the main part of what you will be looking at, to know what is going through your dog's noggin. An irritated dog is very stiff and a dog limper than a wet noodle they are scared. When a dog has one paw raised, that also means that your dog is scared.

The Tail

The tail is the final and most useful part to look at when determining behavior. When the tail is wagging your dog is happy. If the tail is straight up, that usually means that the dog is very interested in something. If the tail is between the legs, it could mean that the dog is scared.

What is your dog saying to you?

Sometimes Dogs Get Scared Too

Helping Out Zoey

In a Veterinary environment, as well as, any other environment, of course communication is key. When dealing with patients, coworkers, and clients, in order for everyone to be happy we all need to properly communicate and there are many different ways to do that. Being in the Vet program I have learned a lot from dealing with my patients and classmates. I learned to tell them if I noticed anything, or if we missed any typical procedures. There was one day, on one of the clinics when a dog came in named Zoey, she was super cute, but she had several issues that needed to be addressed. Zoey was full of matted spots and teeth, not so clean and dirty ears with the nails almost digging into the paws. You could tell that the new environment scared her, because she shook and did not want to interact with anyone. As we tried to brush the dog, we couldn't find a way to detangle Zoey so instead of dematting, all we could do was shave her. Shaving her took an excruciatingly long time, but we managed.

Relaxing the Doggy

As we shaved Zoey, she would move around and try to run away and it took a lot to try to hold her down. Throughout the whole time, Zoey did not want to stay still, what I found to help her in this situation was communication. I sat down next to her and I sweet talked her through the whole thing all while petting her. After doing all that Zoey was fine and she wasn't as jumpy as before. No matter who it is you're interacting with communication helps everyone.



CAVIT Clinic's Teamwork

Teamwork is a combined effort between multiple people to get a job done. Without teamwork, it seems as though something may fall apart. It is a key to success, throughout everyday life.

Teamwork has many benefits which include

- Communication
- Efficiency
- Trust and relationship building
- Better creativity

These are just a few examples of how teamwork can benefit your class/group. We use teamwork in class every day. For example, we use teamwork to set up and clean up during clinics and do our everyday tasks such as laundry, cleaning, and filling lab supplies. Clinics are one of the biggest examples of teamwork in class. We need everyone to work together in order to be prepared for clinic and the day ahead of us. Together we set up all of our massage tables, close off all the bays, and put out chairs, candles, and clocks for the session. It may not seem like much but if we never worked together, we just wouldn't get the job done.

On Thursday April 11, we had clinic and it went very well. Preparing for clinic wasn't stressful and was actually quite a breeze. Together we all worked, as hard as, we could to sort the laundry and prepare our bays. Then together, we set up our clocks and candles. Our teamwork is best demonstrated, through our strive to provide the best service for our clients. In the end, our success has come from all of us working together. It isn't just our clinics, that teamwork has helped us succeed in, but also our future careers. It has helped us become successful in furthering our relationships, communication skills, creativity, and efficiency.

How do you use teamwork during clinic?

Teamwork

Teamwork is one of the most important things in any industry. In the Cosmetology field there is many times where we need to come together and use teamwork to finish a time consuming service. For Cosmetology this can come in the form of splitting a service between two people.

Recently, one of my peers and I had to tone and style a client's hair. We had to be on the same page for everything that we did especially the color and formula we were using for the client's hair. Not only did we have to have good communication, but if we didn't work together than it would have clearly looked like two different people did the client's hair. My colleague and I had to make sure that what we did was cohesive and we only accomplished that by working together and communicating.

Teamwork is important not just for the client's hairstyle but also for the client's comfort. If your client can tell that you do not have good chemistry with your colleague, then they aren't going to be comfortable and they might not want to come back to you.

Teamwork Makes the Dream Work!

In almost all work fields employees are always looking for people that have excellent teamwork skills. Team work in one of the most important sections for working in about every field. I am a student in year one cosmetology and yesterday was one of the multiple times that team work was needed. Teamwork in the salon is very useful. For example, while one stylist is parting the client's hair for a service the other stylist is setting up the station. This is one way to make the appointment fast, so you can keep booking more clients.

In the practice from yesterday, I was the client and my two classmates were my hair stylists. I had done our consultation and I had requested a flatiron curl. My classmates had discussed, with one another that one of them will drape me and the other one will get the supplies needed. If they did not discuss, who was doing what, they would run into bigger problems, like mix ups. They then decided that one will part my hair, while the other sets up the flat irons.



Before they had started the hair process, they had shown me two curls, so I know what exactly I want. Once I made up my mind, they proceeded with the thermal service. They had discussed, with one another, that if they split my hair in the middle the process will be completed faster. With that being said they did make sure that the curls looked similar to one another. So the hair will not look like if two people worked on it but just one. When I got the final look at my hair it was so even and beautiful, I was so in love with the end results.

Even though this particular service does not usually take two people, they made it work with great communication skills and excellent teamwork.

Teamwork is Key

Teamwork is another vital key in anything that involves others. Teamwork is key to success.

Every successful story that involves others participating in something together always ends with success. Our clinics are usually in need of teamwork. That's what happens in our clinic. A successful ending when we all come together. Teamwork isn't just working by yourself and putting it all together with others on your team. It's working with many mindsets and putting all that work into one massive individual. We are all on the same level in our clinics.

This past Thursday, we had a good 15 patients come in and with all these people we got them done over the two-hour session. We put our minds together, and got through it and knocked it out.

What's Gonna Work: Teamwork!

Often times, people groan at the thought of working in a group. One person does most of the work, one writes a sentence, one just puts their name on it, and where did the other guy go? People, who aren't determined to work together, do not make a team. A team is a group of people who work to achieve a common goal. If there is no common goal, there is no team.

Teamwork in clinics is essential to make the whole thing run. If one person is running the whole thing, it is bound to fall apart. One single person cannot do a ten-person job. Humans are naturally selfish creatures and want to only work for themselves, to get only their job done. But that won't fly in healthcare. A healthcare worker needs to have a desire to help all people. This includes not only patients, but their coworkers as well. Helping a coworker trickles down and helps the patient.

Communication

Communication is the means of sending or receiving information. Communication is vital to good teamwork. Teamwork is what we use in clinics. It's needed in our clinic for when we have to assist the patients. Without communicating we would not know who we have, what's happening, or any of that. Everything would be very slow and disorganized.

On our clinic March 7th, 2019, there was bad communication for a short period of time. This set not just us back, but also the patient, and if we had a physician with us today we would have been very much behind. After a while, the communication started to pick up, and we were getting things done. Communication was much needed and used in our clinic; we got the job done.

Do you think you will always succeed in every group activity if good communication is used?

In Clinic Communication

Communication is key in any line of work. Without communication, you and your colleagues will not be able to cooperate and work efficiently together. Even beyond work, we need communication. Anything we participate in including sports, loved ones, all require communication.

Communication doesn't mean just talking face to face. To communicate, you must understand your co-workers, you have to be able to explain your reasoning, so they can explain theirs so you can both understand the tasks at hand and carry them out properly. If two people can't communicate in a professional manner, then the work place can become a confused uncontrolled mess. If a physician and a Medical Assistant does not communicate properly, the physician may diagnose the wrong condition, and

cause the MA to respond to this condition improperly, most likely causing harm to a patient when it could've been resolved, in the beginning with communication.

In our clinic we are constantly moving, constantly bringing in patients, and safely getting them out. Without communication, we would be accidentally taking equipment from another MA not knowing they are still using it, not know which rooms are in use, even have patients wait in the lobby longer than needed, because a MA was not scheduled to take them into a room. We also would not know which supplies we need to restock, or order for further use. We also have to communicate, with our patients, so they can feel comfortable and relaxed to make sure we are relaying them the correct information on results, medication, or even something as simple as filling out forms.

We all need to communicate, with one another, not just co-worker to co-worker. It is important we have good communication skills, in any partner or group involvement. This is what jobs look for, what teams look for, what people look for in each other.

Take a second to think, how often do you communicate with those around you and how helpful is it?

Come Talk to Me - Communication in the Clinic

Communication is an MA's most valuable skill. In our clinic this week, I had a patient who reminded me to always communicate with patients about their health history. I also had an experience with Sam, where we communicated flawlessly over the front desk.



Got Health History?

A patient came into the clinic for a wellness check and I had trouble finding her pulse and her SpO2 levels. Her blood pressure was also lower than normal. Later during the visit when I was taking an ECG, she informed she had been in a car accident years before and had had surgery on her arm. This explained the low vitals and reminded me, that an MA should *always* look over a patient's health history before an exam. Also if one is having trouble with vitals, ask the patient. They know their own health history.

Front Desk Tag

During our clinic, several students still needed to complete their blood pressure check offs with Ms. Brown. Sam, who was on front desk, called me to cover front desk, when it was her turn to complete her check off and again when she needed to take a patient. We did so good switching, while Sam took care of the other responsibilities she needed to. In conclusion, communication with a patient over health history is the medical assistant's responsibility. Teamwork and communication are important between Mas, so that all jobs in the clinic can be covered.

What are some conditions in patients you've experienced that affected their vitals? Did it freak you out when you couldn't find a pulse?

1 team 1 mission

Being in the vet industry, we are always required the help of another person. We sometimes try to become the bigger person who doesn't need assistance, but we all at some point need some help. My suggestion to you is, don't be afraid to ask for help.

As I reflect back to my first year in CAVIT, I realize that teamwork is an important thing in the vet world. Working as a team was a great way for our class to bond. As days passed, we were taught how to restraint dogs and cats. During this lesson, we learned that restraining a dog by yourself is very hard to do, therefore, we needed assistance from another person. At the beginning, it was hard for us to ask for help, but we've learned to overcome it.

Clinic situation and how it's dealt:

Say you see one of your classmates struggling to put a dog on the table, as the right thing to do, you go and help that person. However, it's not just going and helping pick the dog up, one must ask if the dog is going to be laying on his/her side or in any other position, next ask one another, "Ready?" then count "1,2,3" and pick the dog up, this allows the both of you to be ready, and pick the dog up at the same time; it doesn't cause you to harm the dog in any way.

Si Se Puede

In the veterinary life teamwork is much more than a word. It is a necessary component to ensure that the clinic or hospital is ran smoothly. Yes, teamwork means that a group of people used a combined action(s), to accomplish their goal(s). Here at the CAVIT Animal Day Spa we use teamwork in just about everything we do.

We've learned that teamwork is here to help increase productivity, quality and to provide a support system for each member of the team. When we work together, we are able to give and receive feedback on our work or theirs work. We help each other whenever one needs it.



For us teamwork is very important, because each of us have a job. For example, Perla and I are the receptionist. We handle the paper work that comes in with the clients, the phone calls, and the scheduling. We also help with filing records or putting what has been done on the patient in the computer. We are the greeters and ones who say "Have a great day, see you next time." If our service is great, then everything after will run smoothly.

During clinics our students are paired up in groups of 2-3, depending on the size of the patient. In the event of a problem, we work together to accomplish what needs to be done. For example, we once had a patient who would not let us trim his nails. In this event I helped Chyra restrain, so that her teammate (Levi) could trim the nails efficiently, to reduce the amount of stress the dog was experiencing.

Here in our class we have teams for work, but also surgery, clinics, and walking dogs. Like I said before, we have a responsibility, a goal that needs to be accomplished. It is nice working in teams, because we learn off each other, encourage each other, push each other pass our limits, and lift one another up. We are classmates, who turned into a hard working team, who is now a family. We can count on each other, if in need of help. This could be anything from help on work, a patient, filling out a record, to any of the grooming procedures. However, we also provide each other with a friend to talk to a smile and laugh.

Being a team takes effort and patience. It understanding, that you will have good and bad days, but still working hard to provide, the best care possible, for your patient and client. Being a team is learning each other's strengths and weaknesses and learning how to use them to your advantage. Being a team, is a fun experience that will teach more about yourself and teammates.

Think about it, how important is teamwork to you and your field of work? How has it helped you and how you work with others? Can you be a team player?

Collaboration in the Clinic

Thursday April the 11th, was our third to last clinic of our last year here at CAVIT. We have been through, so much together in these past two years, including tons of clinics.

I worked in a team of three including myself; we each did two things to make it even. Cheyenne did the ear cleaning and one side of the toe nail trim, while I did the other side of the TNT. Shauna did the teeth brushing and bath. Cheyenne helped with the bath by restraining. I also filled out the chart, by writing the information needed on the exam form and master problem list and also checking the grooming questionnaire. Since we each did two things, we were able to work well, as a team and get our work done faster, while still providing good services.



Every clinic is providing us with more experience. With every clinic comes a new challenge. Yesterday's challenge was our sense of focus. We focused on the clinic itself, not everything going on outside and around the clinic. We all needed to focus, on the patients, not everything else. The clinic is what needed our attention. We have had over 20 plus clinics and each is different, we always leave with a new experience.

During another clinic my classmate and I had a dog from the shelter, which was sprayed with pepper spray, by some police officers. We were told he was fighting, but when he was here he showed no signs of aggression. He was like a giant baby, but when he saw another dog he acted extremely fearful. With our patient being a pit bull, there are stigmas surrounding the breed, but he in my opinion broke them all. We had to use dish soap to break down the pepper spray and then we gave him another bath, as well and we then continued our clinic as if nothing happened, like this was totally normal, although most people, who have worked in this industry, have never seen a patient like him before.

Those are two of my clinics one, which is my most memorable and the other was my last clinic experience.

Guinea Pigs???

Wagging tails, smiling jowls, and little wet noses are what my clinic consists of. It is definitely about making sure the owner is happy with the grooming being done, but most importantly the patient needs to be relaxed. No matter if it is a 150 pound Saint Bernard, that was so stressed that some of our students just sat with it for two hours. Or if it is a 2.8 pound guinea pig who has the biggest eyes in the world. I also believe that communication is key to making sure the owner knows exactly what is going on. I have had many questions about "Why do you do that?" or "Why do you do this?" and informing the owner helps them understand why we do it.

This past clinic has been quite odd. We had what we normally have, which is dogs. But then we got three Guinea Pigs and a handicapped bird. Whoa. I guess you can cut their nails and trim bird beaks. I learn something new every day! These little pigs were very vocal, learning that they make noises for every emotion they feel. They also decide when they want to go to the bathroom at ANY TIME!!!! Their BIG eyes stare at yours and it makes you want to buy a million little guineas! Communicating with the owner helped me figure out the personality of the animal and how exactly to handle it. It was not what we normally get into the clinic, so it was a new learning experience. One dog's owner told us that the dog is really scared of people, so we took the dog through the classroom, just so it smells every little thing. LISTEN to the owner; they know the dog better than you do.

Did you know Guinea Pigs make noises when they are happy and mad? Or that you can tell where the bird's quick is just like you would a dog? You would only know that if you talked to the owner. There was a speaker that came to CAVIT for Clinic Con, and she said she had an encounter with a man, who would let his dog run loose at night in the desert. The problem is it is illegal to have your dog off of a leash in Arizona. Of course the speaker had to inform the owner about the law, but not forcing it down their throats, instead being kind about it. ALWAYS be nice to the owner, no matter what the issue is.

The clinic yesterday was awesome! When I held the bird, I was so nervous. First off it was handicapped, which made me very cautious. Second of all, it started freaking out when I was holding it and started yelling at me! I would rather be stuck in the ocean with more than a dozen sharks, then to own a bird for my life. After this encounter with the bird, I am so not ever working with them again (My words mean nothing because I probably will have to later in life work on a bird because it's just what you do in the Veterinary fields). Animals are all different. There may be some birds that are the sweetest and some that are difficult. It doesn't make me love animals less.



Having hands on experience helps me learn. I have learned how to take temperature, pulse, respiratory rate, capillary refill time, weight and so much more. But learning behavior is IMPORTANT!!! Always remember to not stress out the animal. If it is squirming, or its heart is beating fast, or it is panting heavily, take it for a walk or give it a treat, let it relax. Putting stress on the animal, only puts you in danger and sometimes, even the patient. In addition, having the owner watching you, also puts stress on you. So, make sure you are putting the best intentions for the dog first!

Teamwork during Clinics

Teamwork is key during our clinics especially, with your patient and while working with other teammates. Throughout the clinic session, communication is one of the main keys. Asking your teammate for help when you aren't able to place a dog in a kennel or get a temperature on the dog. One moment in the clinic I wasn't able to find a pulse and I communicated with my teammate and she was able to find a pulse. Another patient I had during the clinic had gotten loose in the kennel room and my teammate had quickly placed the dog back in his kennel

One client I just recently had weighed over a hundred pounds. It took me and another person to transfer her out of the truck and back into the clinic. After we transferred her into the clinic we had to bathe her due to the bloody urine that was all over her body and also, for the horrible smell. At the same time, we were bathing her we had to hold her up and encouraged her to stand, during the bath in order to get rid of all the bloody urine. Afterward, when she was diagnosed we attempted to use the sling method, to help try to become more mobile by walking around the clinic and outside. This patient had taken lots of teamwork, to get her into the clinic, bathe her, prepare the sling method and set her up with an H2O heating pad, to keep her warm.



Veterinary Teamwork

As a Veterinary Assisting student here in CAVIT, teamwork is no joke, working together is our main focus, and when it comes to our weekly clinics getting things done here, is what we all do best. During our Clinics every Tuesdays and Thursdays, we work together as a team. When working with animals specifically, with Dogs and Cats. These animals require a lot of care and handling, while working with these animals, during our clinics, that's when teamwork plays the major part. While taking vital signs on an animal, we work together and each take a part, one will do pulse and respiratory, others will help hold the patient, another takes the weight of the animal.

Veterinary practices, as any other practice relies a lot on team work. Everything in a clinic runs a lot smoother, more efficiently, and quicker, if everybody works together as a team. It's key for the health of your patients, the happiness of your clients, and the well-being of your staff. Although teamwork can be a bit of a challenge and can take time, communication is the main part of any relationship; rather it's with your boss, your friend, etc. In our veterinary class, we have all learned to communicate with each other and work together strongly as a team.

Having a supportive environment can make your team flourish by giving your team room to grow and being able to handle more tasks. In our veterinary program, we are able to perform several different tasks that involve all of us, to learn, grow, and work as a team. As a team, we will make mistakes and they might happen often, that's the reality of it; however, you should treat each mistake as a learning opportunity.

The Dog That Walked Me

March 7, 2019 is when I realized the importance of the meaning, "Stand your ground." How is it that this dog, that weighs as much as me drag me across the class? I don't know either. Here are some helpful tips for walking a hyper dog:

1. Never be afraid to ask for assistance.
2. Walk in front of the dog.
 - This lets the dog know that you are the leader and/or in control.
3. Don't let the dog lead. If so, "STOP" where you are at and try to "Stand your ground," even if it is hard. (Do this whenever the dog tries to pace ahead)
 - The dog will soon get the concept and will stop.
4. Try to run with the dog.
 - This will wear the dog out.



Teamwork at CAVIT

During Thursday's massage clinic, a therapist had to step out, because she wasn't feeling good. I took over the massage only knowing the area to address, I didn't even know the pressure the client liked. I tried my best and completed the last half hour of the massage. Gratefully both therapists got good feedback from the client. Teamwork is also seen, when we prepare and clean up before and after clinics. While setting up for a clinic, we check in with the front desk workers that week. We make all the bays and pull the curtains throughout the lab and then we all crowd around and wash our hands. After clinics, we pull the curtains and strip all the bays. Then we'll spray and wipe all of the tables.

Receptionists also have a job that involves teamwork. Usually, there will be two receptionists working at a time. They answer calls, make appointments, assign clients to therapists, put out forms for clients, and take donations. It takes two people, to do multiple tasks, in one area to get them done quickly. When clients come in and leave, it can get very chaotic handing out forms and making sure everyone is settled in place. Often, the massages involve teamwork, when the client needs to flip over on the tables. Every day the massage team here at CAVIT uses teamwork. How does your class use teamwork?

Teams are more than 1

A team is a group of people working together to achieve a certain goal. Goals in dental practices are often set in meetings and in discussion, so the practice can run smoothly and productively. After discussion and instruction from our CAVIT teacher, a class in CAVIT, often sets goals such as: seeing a certain amount of patients per student, performing certain tasks on a patient during clinic, and learning how to perform learned skills better.

During CAVIT Dental Clinics:

- I have mastered my polishing skills with the assistance of my teacher and team members' advice.
- I have practiced communication skills with teammates and patients.
- I have now organized tasks and duties so a clinic can run smoothly.
- I am a better assistant during polishing.

What do you consider ideal characteristics for a productive team?

All Hands on Deck!

A machine is more than the sum of its parts; it is how those parts interact, to perform its function. That to me is what teamwork is, the members of the team doing their part, to accomplish the goal set before them. The same is true, especially in a dental office, where there are so many things to do. Whether it is setting up rooms, cleaning messes, taking impressions, or multi-tasking, which is definitely an experience that requires all hands on deck.

Take this past clinic for example, we didn't have a lot of people, but we were all doing something. That something was alginates and all things related, and let me tell you things can go wrong often. If it happens more than once, then you might start feeling like the guy in the picture above. But teamwork, nevertheless, is important when going through this task. You need someone to do the impression, and if you have to do it multiple times, then your person needs to have the patience of a saint. You need someone to help with the cleaning, whether it be the trays bowls, or the operatory itself. Then you also can't be afraid to ask for help and rely on the knowledge, of your fellow classmates. Finally, you have to work as a team, so that you would be able to have the equipment available, to even do your task in the first place. Everyone must be working together, to keep your clinic operable and in ship shop state.

Nevertheless, throughout that clinic, I learned a few key things such as....

- Undergoing the experience of having wet goop and metal being "gently forced" into your mouth
- Undergoing the same thing more than once and thinking of how you did that to a fellow classmate. Definitely puts things into perspective.
- Trying to help different people at the same time and trying to establish an efficient order on how to do it
- Take mistakes and perceived failures in stride and do better next time.
- Thinking ahead in regards to equipment and materials despite the situation on hand.

This is just a little of what I experienced, but before I go let me pose a question to you. When have you experienced failure or a disadvantage? If so how have you been able to turn it into an advantage?

What is Teamwork?

How does teamwork help clinics? With teamwork clinics run smoother, and they are much easier. Teamwork helps you communicate well with your co-workers to help each other out. With teamwork you can prevent misunderstandings and challenging situations in the workplace.

This last clinic went very good, my teammate and I helped each other out a lot. We were both applying fluoride to our patients, so we set up our trays for fluoride. As we set up our trays, I forgot to double check to see if I had everything on it. While I was working on my patient, I noticed I was missing some things that I needed. I forgot the fluoride, so I asked my teammate if she can please get me a bottle of fluoride and she did. My teammate asked me for help while doing fluoride on her patient, because she forgot how long you have to leave it on, and the post op instructions for it.

Important points:

- Ask for help when needed
- Help others
- Be patient
- Be nice



How does teamwork help you?

The 'I' in Team

The saying "Take One for the Team" is a saying, that has a deeper meaning now, throughout my experience here at CAVIT. Just being part of a team that challenges you and helps you become better. Everyone on the team is the 'I' in team. The 'I' that stands for Integrity.

#1. INTEGRITY

My run in with integrity with the team I am apart of is quite frequent. Most people can walk in and put their pride aside and help others. I often forget to grab floss for coronal polishing and when I ask one of my team members to help me out, they do. They are able to treat everyone part of the team with respect.

2 SO THE "I" IN TEAM STANDS FOR INTEGRITY, NOW WHAT?

Now we go over the meaning of teamwork, what my team does for each other.

- Pick up Each Other's Mess When the Other is Busy
 - In session 3 dental 1, there may be a bunch of people, but that only means more mess to clean up and that's where being a team helps.
- We Believe in Each Other
 - Instead of being hard on one another's work I notice we motivate each other to do better, we offer advice on technique and etc.
- We Are There for Each Other
 - It can be very stressful when you try really hard on an impression, and it doesn't work out. I can always turn to my team and rely on them to motivate me and cheer me up.

Teamwork Is the Key to Efficiency

In order to achieve greater things, teamwork is fundamental. In order to become more efficient everyone that is part of a team has to be engaged and willing to help one another. Even small actions can help the team achieve its bigger goal.

Personally, during our dental clinic at CAVIT, my team and I take teamwork very seriously, and also always try to practice it as much as possible. During a clinic many things have to be done, and sometimes all at once, so teamwork is instrumental in these cases, and we all work together, as a family to get everything done. The result is that everyone finishes off the day happy. For, example, one time in an operator, a student needed a dental instrument for a patient's mouth, and one of his team members gave the instrument to him quickly. If it wasn't for the contribution from his team mate and the fast action, then the patient could have felt pain. Towards the end, our team realized how important teamwork is.

What teamwork means to our team is:

- Helping others when needed.
- Volunteer where help is needed.
- Guide a member that could need guidance.



To conclude, teamwork is apparent in almost every job and it has its benefits, even in your house it could be present.

How does teamwork affect it you? How much does it benefit you?

There is no "I" in Teamwork

Teamwork doesn't have to be a whole group it can just be two people. My classmate helped me out by offering himself to do an impression, it was a relief, since he helped me get my points and became someone I learned from. That to me was teamwork, because it helped me get more experience.

My class is the biggest class of all three sessions, which is harder for us, since there is one teacher and 24 students wanting to learn. However, when it's a clinical day and it's a good day it's easier to help each other out when one needs it. On the other hand, it gets tough when half the class is not in the mood, complains they did their work, but doesn't offer to help.

- Asking someone for help doesn't mean you're dumb; on the other hand you're smart for asking help to do it the right way. Instead of doing it the wrong way that could end badly.
- If you're in a bad mood and someone asks for help, don't take it out on that person. For one, it's not a good outcome. It's best to not bring drama to your work area.
- Teamwork can be simple as helping out someone take out the trash when it's a lot.

So what makes more sense, having teamwork to make the work easier and better, or having everyone do their own thing, that will possibly make task difficult to complete?

Why Team Work is Important

Team work is the act of a group of individuals helping one another, being effective and efficient. Team work should be a key part of any job, especially when working in the dental field. This week during clinics I was primarily focusing on:

- Taking impressions
- Pouring up the impression
- Trimming the models
- Creating/trimming a night guard



At the beginning, I was having trouble with taking impressions, but the more and more I did it, the more I learned from my mistakes and what I was doing wrong. I personally had trouble with mixing the alginate quickly enough before it set. However, my classmates were great and always were willing to help whenever I was having trouble. They made sure I understood to do something the correct way for the next time.

3 Things I've Learned When Working as a Team:

- Offer to help your classmates when they have a lot on their plate
- Ask for help if you need it
- Don't sit quiet when you aren't sure how to do something, ask a classmate

After reading this blog, can you relate in any way or have been in a similar situation?

The Mountain that is Teamwork

Teamwork is a hard task to do when you grow up independent. In the clinics this week learning how to split tasks among others and not doing everything myself is best. Teamwork might be difficult but it's easier to make things to climb higher in the future. During this clinic I felt the buzzing energy, throughout the whole classroom. I'm naturally drawn to sterilizing and the necessity, to do it in my own style. I take on the full brunt of the load by taking initiative and helping my classmates with tasks and anything else they needed help with. Quickly, I learned that during clinic its best to just sit back and let someone help you throughout the way. I became burnt out fast. My fellow friends in the class saw that I was getting to this point and came to help me.

- When in doubt rely on a friend's guidance.
- Learning how to properly sterilize with classmates:
- Finding solace in a team members company.
- Being independent in a dental practice isn't an option.

When you're working with others do you find yourself to be more self-reliant or reliant on others?

The Teeth Team

Teamwork is an especially important part in a clinic. It helps everything to run smoothly and also helps to keep things moving, at a good pace especially, when time is so valuable. There is no I in team and if everyone is on the same page it makes the whole thing, so much easier.

The dental office is a very fun place. All of the doctors and assistants try to make it the best time of your life and to keep you, as happy as possible. Behind the scenes, the dental practice is very brisk. Along with all the fast paced people running around, there is a lot of disguised teamwork. Some people may think, we are all too busy to be worrying about anyone else's problems and we just need to get our task done, but really we all help each other out all the time, even though we may not even realize it ourselves.

Some things that I got help with and learned was:

- The correct ratios of alginate powder to water
- How to correctly mix the alginate powder and water
- A team mate set up the entire tray set up for me when they realized, I needed some help
- Another team mate allowed me to keep trying multiple times on them
- At the end of the day everyone was helping everyone do our chores together



After seeing all of the things that other people were helping me with, I started to help others. I helped one of my team mates, to pour up their alginate model and showed them how to clean everything up afterwards. I also helped another team mate with their chore at the end of the day, when they were needed in another area.

Overall, teamwork is very essential. If there is no teamwork, everyone would be miserable and not everything would get finished. When teamwork is present, it lets everyone know that they are not alone and that everyone can play a part in helping each other.

How can you show teamwork and help other people to do better?

What's Up with Teamwork?

What is teamwork and how does it affect us on clinic days? Without teamwork in the clinics, there would be a much more disruptive environment in the practice. Teamwork keeps the practice running smoothly and gives the patient a more comfortable experience. Below are some examples of how teamwork made our clinics happen. While setting up my tray for clinic, I made sure my materials were set. I would rehearse my lines before meeting my patient. As soon as my patient arrived to their appointment I panicked a bit, but I felt confident in my ability to give this patient a good experience. I seated them and soon realized I had forgotten to get the most important material, for the basic cleaning, fluoride! I then asked my teammate, to keep the patient company, while I went to get fluoride. With my teammate, I achieved a more comfortable setting, for the patient and time ran by more efficiently.

Important things to keep in mind;

- It's okay to ask for help!
- Be willing to help out
- Make sure your materials are set and double check your supplies if you have to

How would you have handled this problem?



Little Act of Kindness

I felt this week of teamwork went really well, and really bad. It was going really bad, because someone threw my stone model away and I thought my friend wouldn't want to start over, because we already had tried to perfect it like 5 times. Everyone was starting on their night guards and I didn't think I'd have enough to do mine, but my friend was patient and let me do it again on her. Now my stone model is almost trimmed and ready to go.

This experience was helpful, because I learned to be a little more patient, just like it helped my friend be patient with me. There were times, where I had to wait for the grinder and class was almost over. People were still using it, but I had to let them finish and do their job correctly instead of lashing out and telling them to hurry up. My friend was patient with me, when we had to do it for the 5th time because she could've told me no that she didn't want to do it again.

I learned the following things from this experience:

- Teamwork and patience
- Work together
- Always help a friend

Stronger in Numbers (Teamwork)

Working together takes a lot of work from everyone in the team, and working together is very important. What can you do to contribute to a team? This is a crucial question to ask when working together for a greater goal. Personally in past clinics I have been in, I have actually felt this kind of teamwork, even though I may have played a different role, then others, as being a leader. Certain things I have done with this role, have certainly helped the team move a lot quicker and also be more productive. Those things include:

- Making sure team members are on task
- Allowing an open ear when help is needed
- Picking up slack when certain tasks aren't being done
- Offering myself when a student needs someone to work on
- Having patient trays set up for use

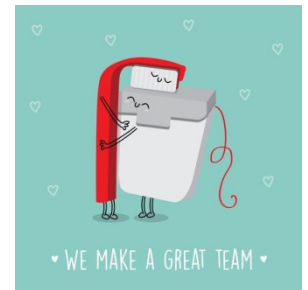
Those are just some things I have done to contribute to my team, in order to keep things running smoothly. Before you are done reading this, ask yourself this question. What are you doing to help your team's day run smoothly?

Teamwork at its Best

Teamwork in my opinion is the great thing about working in a clinic office. It is important to have teamwork in an office, in case of an emergency. It is also very helpful, for some to have a team around just in case. One of my personal experiences has to do with my alginate breaking apart, because it had too many bubbles. I had to re-do the alginate on the same person, but the problem was that she had a gag reflex, so she threw up. I just had to re-do it for the third time on a different person. These are some facts on why you need a team around you in a situation like this:

- You need someone to help you out during a situation like this because you can't panic or else the patient will panic too.
- If you missed out on the lesson and you have no idea how to do something it is always nice for someone to help you out.
- If you messed up an alginate it is always good to have someone help you fix the problem.
- Never reject help when you mostly need it because you will REGRET it.

What would you do in a situation like this?



Why is Teamwork so Important?

Teamwork plays many roles everywhere around us. This skill is used daily, for example the Coolidge Lady Bears Softball team, are undefeated. Do you really think they could have all played as individuals? Of course not, there are a total of nine players needed and each person on that team has a special skill, but in all, it takes a team to reach your goal.

Communication comes in next. It's your job to play the role you see, so it all comes in together. In dental this skill is much needed, as well as, it takes a team to complete your goal at the end of the day. You need to be able to have dedication, communication and people skills. These things are important especially if you have to clean up after you're finished with your patients, since you are expected to turn that room over right after you're done with your patient, but sometimes you may get caught up and who is going to help? The only person you have is your team, when you need something your team should always be the one to help you out, "Stay aware."

One of my patients' jaw was hurting and I was not sure why, but my partner looked over the health history and discovered that his jaw was hurting, due to bull riding. Your partner will always have your back and so will your team. Some things to keep in mind:

- Stay Aware
- Keep track of your time
- Communication

A Team that Bites

A team doesn't always fit like a perfect puzzle. Sometimes teammates don't get along or they refuse to meet a median. Despite the struggles my team always completes its tasks and runs a successful clinic. By the end of every session my class is always clean, my team executed their skills greatly and my teacher is proud.

By definition a team "Comes together as a team to achieve a common goal (google)." Although my team may go in different directions at times--because we all have different great ideas and hustle at our own pace--we always achieve the class's goal that day and come out triumphant.

For example, last lab my team got a bit overwhelmed, because we were all trying to make impressions at once. It got a little crowded and everyone got a bit frustrated, but we all in the end had great impressions. Now we not only learned how to deal with timing, people and how to use team skills, but we also learned how to create good impressions.

What does Teamwork bring to a Practice?

Teamwork plays a big role in a practice. In a dental practice everyone has to work together, to make sure patients are in on time, rooms are cleaned up and set up. During clinics here at CAVIT, as classmates, we work together; to make sure everything runs smoothly. In our last clinic, we made night guards, and in order to do that, we had to take impressions on each other. We worked as a team to make sure everyone was able to make a night guard.

When I was taking impressions, I had to fit the tray into my patients' mouth, to make sure it was a correct fit. I then mixed the alginate (powder & water) and put it into the tray. I learned that if a tray is too small, it'll scrape the teeth and can cause discomfort. After I took the impression, I had to pour up (stone) to make the model.



- I learned to make sure a tray fits correctly in a patient's mouth before making the impression.
- It's okay to ask for help.
- Keep track of time.
- Be patient
- Work as a team!

A Career Better than Yours?

The dental field is full of new experiences, good and bad. What students do in dental is a lot more fun and then anyone could imagine. Clinics are a major part in helping develop us as students. This prepares us for the workforce and probably is the most hands on program. With that being said being "Hands on" is the best way to learn. For example, during clinics when I polished on a child's teeth, which is something I had never done before and it was new. But with that hands-on experience, it helped me learn and prepared me for my future career.

Some things I learned while working in the Dental clinic:

- Call for teammates to increase productivity
- Learned to have good communication skills with teammates and patients
- Learned to "tear down" a room. Tearing down means cleaning up the room for the next appointment. Cleaning includes sweeping, and wiping with cleaning agents.

Surviving a Dental Clinic

Teamwork is a key component in the Dental Industry. Without teamwork, tasks cannot be completed to their full potential. During our last two clinics in Dental 1, teamwork was essential for us to maintain a successful clinic day. Each individual in our class was given a partner, and we took turns taking impressions on each other. We had to work together to clean ops, run the ultrasonic and sterilizer, and ensure that everything went smoothly.

For example, I had trouble keeping up because my impression turned out bad and I had to do another one. But, some of my teammates cleaned the trays and bowls while I did another impression. This helped a lot, because I would not have had the time to do it alone, so we would have been running behind.

- Don't be afraid to ask a teammate for help if you need it
- Offer to help others when you're not busy

Can Teamwork Make a Difference?

Each Clinic our teacher assigns a Lead Dental Assistant. A Lead Dental Assistant, in my opinion, puts teamwork in our clinics. In every clinic our main focus is production. Production isn't going to happen if everyone doesn't work with each other. A Lead Dental Assistant, will go around the office and ask the worker to help with something, or if we need help.

Our last Clinic, we had to make night guards for each other. One of my classmates didn't know how to mix the alginates correctly, so I helped out that individual by demonstrating it, and now she knows how to do it. Another example of teamwork was when, my classmate kept messing up her alginate, it would get too dry, so she would have to start over. Each time she had to start over, I'd help her clean the bowl, tray, and

spatula, and I would help her set it all up again. Because I used my team working skills, we finally got done with the impression.

- I learned to always ask if someone needs help
- I learned to not be scared to ask for help
- I learned teamwork gets things done faster

We Not Me

Who knew a group of ten could grow so close to become a team, in as little as a couple months? When it comes to teamwork in the clinics it's a very important role, because in order to keep ops and instruments clean you must work together. When someone is running behind, you must help. For example, when someone in clinic the other day had to redo their models, there was only 20 minutes left in class and she didn't think she had enough time, but after she was done, we all helped to make sure her op was clean and ready for the next session. We all thought about each other, to assure we're all on the same track, because everyone in the class is working towards their future and passing the class, so we must help each other as much as possible. Since it was my first time doing alginates, I was very nervous with the mixing method and putting the proper amount on the tray. My classmates helped me learn through the whole process so now I can do it myself.

- When done with your task, see what else needs to be completed.
- Call for help when needed, don't be shy when asking for help.
- Work together as a team to clean and sterilize ops and instruments.

Horror from the Dental Deep

Patients can be tricky, and if you're not careful, a simple check-up can turn into a nightmare in the office. In my case, assisting a classmate nearly cost me my grade. Teamwork means:

1. Assisting Others
2. Being Dependable
3. Following Through

During a class work session, a team mate of mine asked if I would help them trim their model. This mouth model was very important, and worth a grade. Of course I obliged and began to help. Unfortunately, the model slipped and the teeth were beginning to grind off. To my horror, the model began to slip more and more; before I knew it, the model was gone and I was in shock. My classmate luckily was able to recover and come up with an outstanding replacement.

Hopefully in the future I'll be able to utilize better teamwork skills to assist my classmates.

Running Late and You Have Two Patients?

Recently on March 5, 2019 the dental one class had a clinic. I of course wanted to take advantage and get in two patients for the Affidavit (for coronal polishing). So naturally, I decided to invite outside people to be a patient here at CAVIT. Thinking since I know the people I had scheduled as patients, I would ride with them to CAVIT. Well- was I wrong. I hadn't completely memorized the google map directions. I didn't want to use my phone for google maps because I wanted to seem dependable and know what I was doing.

There is a reason I am a dental assistant! Here are some tips to keep on time, or if you are already late, what to do.

- **Trust Your Team**

When I came in I was afraid that nothing was ready and I was going to rush before the treatment (which wouldn't have been too hard to set up). But that wasn't the case at all, my team had everything set up and worked smoothly with my patients and I being late.

- **Don't Change the Plan Last Minute**

While driving up to CAVIT, we had decided to get gas. I had no idea where we had drove to get gas, but it was definitely not by CAVIT! Granted we were only 10 minutes late, it still wasted time.

- **Stay Calm**

I'm saying this because it is crucial to stay calm. Especially in front of a patient. There is no reason a patient, should be made uncomfortable because you said something or your body language said something.

In ending this I am happy to report a supportive dental team and kind patients with clean chompers!

The Gift of Blab

Talking. That's one of the things Italians are known for, besides the pasta of course. Me, being a young teenage girl, loves to talk. It's my way of getting to know new people, making friends, standing up for what I believe in, and getting my name out there. Although my loud voice and constant words have benefits, there are some issues that I find myself having: communication. As year one medical assisting students, we are expected to listen, have inside voices, and project a strong form of self-confidence. This is where the gift of blab turns into a curse.

- One of my first clinics, I brought Elizabeth in. She was very mature, especially knowing that this was my first time being a medical assistant to a patient. One of the main issues I had with her being my patient is that I knew her, I knew later on in the day she would tell me where I had lacked. Being me, I didn't want to listen to what she had to tell me. That right there was my first issue, not listening to constructive criticism.

- Again on my first clinic with Mrs. Jones, I talked a lot and I laughed a lot. I was nervous and I was just waiting for me to make a mistake. I wasn't as professional as I could have been, especially with my words. I knew the tasks I was supposed to be doing, but I scared myself into thinking I didn't. I not only didn't communicate and demonstrate myself well with my patient, but I didn't with myself.
- On my next clinic, I practiced all my tasks and became confident in doing them. I communicated well with my patient; I asked if they needed anything, if they were comfortable with me doing their vitals and the other tasks. I told myself that I was able to do it, and I did it.

The mistakes that I made in my first clinic were because I was scared. I didn't have the confidence in myself or the power to tell myself that I could do it. Luckily, my patient did. She told me the mistakes I was making weren't with not knowing what I was doing, but with the way I projected myself and the confidence I had in myself. I thought about that and I told myself, "You have the ability to do this". What happened next? I did it. I did the thing I said I thought I couldn't do. I gained a better relationship with myself, which in return helped me build a better relationship with my patient.

How I Handled my First Clinic

Throughout my first clinic, I was a little nervous. Thankfully, the girl I had was respectful and was patient with me. She allowed me to take my time to be able to give her the look she wanted. She wanted two simple invisible braids (aka French braids). When I sat her down in the seat, after I introduced myself of course, I did my consultation. I asked her what she wanted and we discussed what kind of braids and how she wanted her braids.



After she told me what she wanted, and I got the idea in my head of how she wanted it to look, I repeated what she had told me to be sure we were both on the same page. After we came to an agreement, I was able to finally start her hair, after I properly draped her. When I finished, she took a look at her hair. She had told me she liked her hair, which made me happy. I was glad that I was able to satisfy my first client.

The Haircut and What a Client Wants

During my cosmetology clinic, I found I have improved my communication skills over my course at CAVIT. I have learned how to communicate with my clients and make sure my client is satisfied during the entire service. My communication starts with the greeting. I smiled and called out my client's name, shook her hand, then introduced myself. When I walked her over to my chair, I asked my client what service we were doing. After finding out we were doing a haircut, I asked how much we were cutting off and if she wanted layers.

I also found what she currently liked and disliked about her hair, which then turned into an upsell of a deep conditioner because of the dryness! Before beginning the haircut, I confirmed we were on the same page

with the overall length by showing her the amount we were removing. We had a nice conversation thought out the service and she left satisfied with a great haircut and healthier hair. When I think back about my first haircut on a client, I remember I didn't even introduce myself or ask what the client wanted before getting my instructor!

Overall, I find I am becoming more comfortable with my communication skills.

Teamwork Makes the Dream Work

In almost all work fields employees are always looking for people that have excellent teamwork skills. Team work in one of the most important things for working in about every field. I am a student in year one cosmetology and yesterday was one of the multiple times that team work was needed. Teamwork in the salon is very useful. For example, while one stylist is parting the clients' hair for a service, the other stylist is setting up the station. This is one way to make the appointment fast, so you can keep booking more clients. In the practice from yesterday, I was the client and my two classmates were my hair stylists. I had completed our consultation and I had requested a flatiron curl. My classmates had discussed with one another that one of them will drape me and the other one will get the supplies needed. If they did not discuss who was doing what, they would run into bigger problems, like mix ups. They then decided that one will park my hair while the other sets up the flat irons.

Before they had started the hair process, they had shown me two curls, so I would know exactly what I wanted. Once I made up my mind, they proceeded with the thermal service. They had discussed with one another, that if they split my hair in the middle the process will be completed faster. With that being said, they did make sure that the curls looked similar to one another, so the hair would not look like two people worked on it but just one. When I got the final look at my hair, it was so even and beautiful, and I was so in love with the end results.

Even though this particular service does not usually take two people, they made it work with great communication skills and excellent teamwork.

Don't Forget It's Clinic Day!

One morning I had walked into my class and I had completely forgotten it was a clinic day! That morning I had a client, her name is Tammi and she comes in very often, but I had never had her before. My classmate Marissa did not have a client that morning and she offered to help me and I had agreed. We needed to do a retouch and we both used very good teamwork. While Marissa was mixing the color, I was getting our client, Tammi draped and her sections ready. We both worked at the same pace, so that we could finish our sections together, which is perfect because Tammi's hair was able to process at the same time.

When finished with the retouch, I asked Tammi if she would like a braid and she answered saying she would love two braids, so again I sectioned her, while Marissa was asking if she would like a french or dutch

braid and showing pictures of braid that she might want. We created two Dutch braids on Tammi and she absolutely loved it! She told us she would love to come back again and get her services done by us, if we do not finish the program before she returned.

Teamwork: The Key to Success

In being a part of an educational environment, having each other's back can make a huge difference. As a dental assisting student, with only 20 clinics for the year, that are two hours long, it is important that they run as smoothly as possible, for our patients, the dentist, and us.

As students, with not a ton of clinic experience, we do not always know what we are missing, and often make mistakes. Working effectively as a team ensures that as little mistakes are made as possible, and questions are not left unanswered. We have learned to check on each other to make clinics run efficiently. If someone is having trouble taking x-rays, or is running behind on processing instruments, as a part of the dental team, it is our duty to help.

Teamwork encourages learning and ensures success. In working as, a team, I have learned more and am overall a better dental assistant thanks to my peers.

The Minds of CAVIT Pet Clinics!

Communication during our CAVIT Veterinary Pet Clinics has an important impact towards our patients and their experience. On most Tuesdays, we come together, as a class to help provide the best experience for our clients and patients. On March 12, I brought in my personal cat, Simba, to our Pet Clinic. My classmates and I feel that communication is very important to understand each other and to understand Simba's feelings and behaviors.

Communication with My Classmates –

- During today's clinic, I teamed up with two of my classmates to pamper Simba, in the way I have asked. Communication became very important to us during Simba's bath, due to the fact that Simba was not happy with the cold water, that we could not get to warm up. My group and I talked about the best possible ways to calm down Simba, while trying to finish the task. One of us was holding Simba's scruff (neck), to keep the towel together, so she would not scratch us, another one of us was watering Simba down while I was rinsing off the soap from Simba's coat. We proceeded to take her back into the kennel room, to finish brushing her teeth. The process seemed to go by smoothly, because we were able to understand each other and Simba's body language to identify her mood.



Communication with Simba –

- As mentioned before, my classmates and I have made our process with Simba a breeze. We all focused on Simba's body language, for which the most part, made it clear for us to notice that she was not enjoying the service. My group and I have discussed the easiest ways for us to keep Simba at a stable mood, for us to get what we needed to get done. Luckily, we all agreed to let Simba relax for a bit and it worked like a charm! We were all able to complete each task, while maintaining peace with all four of us.

Communication with my Instructor –

- Although it may not be constantly required, keeping communication with your instructor can help with how you are treating your patient and the tasks that you are performing. I asked my instructor questions such as, if there were cat treats, so I could keep Simba in a good mood. I followed the information and I was able to keep Simba happy, which is very good during our clinics.

While reflecting on my group experience with Simba at today's clinic, we were happy with our level of communication. Communication is needed to provide a successful clinic day without problems, or to be able to resolve concerns. It may seem to take more time, but would our clinic be able to accomplish our patient tasks without communication from others?

Teamwork Makes the Dream Work

Teamwork surrounds us. We see it in:

- Businesses
- Classrooms (unless you're taking any type of important test, unfortunately),
- Relationships of any kind with anyone (Rivalries, or even a friendship)

Working as a team, means everyone uses what they can, do best to benefit to the whole and also to achieve a goal that has been set by the group. This requires the person to have pure motives, and not to be selfish or lazy. Teamwork is essential in everything we do to be successful and efficient. For instance, if restaurants did not work together, we would be waiting hours to get our food because one person would have to do all of the server's responsibilities, the cook's responsibilities, and the cashier's responsibilities. People would get hangry quick. Often, we don't always recognize how prevalent teamwork is in the smaller things of life, like holding a conversation, having a quick experience in a restaurant, or even driving down the road. Teamwork quite literally saves lives.

For another example, during our clinics, the person working at the front desk has to work with the students who are using the clinic, and the students have to work with their patients to obtain correct information and accurate vital readings. Without the patient cooperation, nothing would get done. This again is an example of teamwork.



First Clinics

The clinics that I have been in since we started have been “Wow!” Everything comes so quick. For example, there is one patient in the reception area that has been sitting for almost five minutes. I am not sure if he has been helped yet? The operatory that I needed is taken, and then someone already called the next op. We are learning to turn around ops quickly.

Sound stressful? Well not exactly, Dental Clinics are really about teamwork and communicating with each other. The office has to appear to be put together, in a patient’s eye. Being in practice for the first time was not really scary but definitely a wow moment. The Dental team is going through the same thing you are. When you have a patient for the first time, it feels weird and you think to yourself “Am I really doing this?” Once you have the hang of what you’re doing, everything else feels more routine.

Having clinics two days a week has been easy. It can be difficult sometimes, when we learn something new, and applying that new information in a first clinic. After getting use to the new clinic skill, we learn something else, but that’s the life of a Dental Assistant. I have learned a lot with Mrs. Jackson. She is a tough cookie! She will help when I’m having trouble. She took time to teach me the skill of washing my hands properly and recently how to mix and take alginates. It is really about learning the teams’ personalities, noticing people who are hard workers, and those who are a little more relaxed. I find as a team that we like to communicate, to get the word out to each other, so we stay on track.

Cosmo Teamwork

There are many different types of ways to describe teamwork and how it can be done in different working fields. In Cosmetology, we do things individually, but there are many times we do things, as a team and do collaborations, such as when we are coloring someone’s hair, doing perm wraps, and even just thermal work.

During our clinics yesterday, my partner and I did thermal work, on our client together and we split the task into two. One of us draped, the other combed out the clients’ hair and then together, we curled her hair in loose curls the way our client asked. During another clinic my partner and I did a color collaboration. Our client wanted a toner in the hair, to make the gold color in her hair more of a warm tone, so we used an ash toner. My partner and I worked together, to apply the product on our client faster and it saved us time so we could style it the way she wanted. There are many ways to have teamwork in Cosmetology, but these were just some of the ways we use it and how we did it.

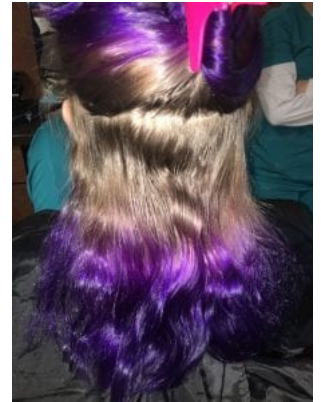
Teamwork in our Clinic

Teamwork is a very crucial in a salon environment. There are times where you can’t finish a procedure without the help of someone else, due to time and things like that. Teamwork can go really good if you open up to it and are able to work with others. Though it may be easy for some people, others like to do things themselves, it depends on you!

Yesterday I got the chance to work with another classmate of mine and we curled a students' hair. I parted the hair and then we went 50/50 on the curls, starting from the front and then we both met at the middle. The curls were different due to our different versions of "Beach waves," which is one thing that can get frustrating. My partner is very kind and she is one of my friends, but even then it can be challenging, because you want it all to look even and the same.

At first I thought it was okay but after a couple minutes I didn't like it at all, I have a fixed mindset and like to do things my way by myself. If I have to work with another, I will do it, but that does not mean I like to do it.

Do you like teamwork?



Always Rely on your Team

In our dental clinics, there are many instances, where we as a dental office have to work together to get stuff done. We have one dentist to help all of our patients, so as you can imagine, it could become chaos here if he didn't have us. We all have jobs, whether it be make calls, check in patients, clean ops, sterilize instruments or even take x-rays. Not just one person can do all that in our time period so we all have a pace that we must obtain.

Working together is essential in the dental office, as we all make each other sane. For example, there is always a dentist, dental hygienist, assistants, and the front desk to keep our dental office intact. And for that, I will always be thankful for.

Rolling with the Team

Before CAVIT, I never really understood the true power of teamwork. After coming to CAVIT I realized CAVIT is SO important! Everyday our teacher makes us see, truly how important it is to get along with everyone you're around and to work as a team.

When I was a first year student, I saw that the laboratory was dirty. I thought, maybe I should go clean it, so I went to work. It was taking me a long time and my fellow classmates saw me struggling and decided to help me out. I said "WOW, you guys are such a good team, thank you!" Another one of many teamwork moments I've had, was just the other day. It was the day of a clinic and I had my room all set up ready for a patient. I waited about thirty minutes and no one came! I decided it was time to pack up the instruments. As soon as I finished, my friend asked me if I wanted to assist on his patient. I said, "Of course I would." I thought he was a good teammate, for letting me take his patient. It turns out we were doing an extraction. Dr. Tuckett extracted the two teeth and I suctioned all the blood. Teamwork yet again.



Overall I think teamwork is the most important thing in the dental space.

Lonely Toothling

This past dental clinic I was put as office manager. What the job consists of is making sure that after each patient, I was to hand them a survey to fill out about their experience in our clinic. What I did was log onto four computers to the survey page so it is ready for after their appointment. The only problem was only one patient showed up that day and since this was the case, this left me with no job.

What I decided to do was see if anyone needed help like helping with sterilization or cleaning the lab or even radiology which is taking x-rays. It seemed like everyone had everything under control so I was left with nothing to do. I went to Mrs. Olsen, who is our dental assisting teacher, and asked if there was anything I can help with since I didn't really have anything to do and she had me work on something to help the class study for our ADE exam that is coming up soon. I had no problem doing it but every time I looked up, I would see everyone doing something productive and made me feel like I was useless that day. I was fine with it though since I was doing something to be able to help everyone else with studying for the exam.

My classmates started to notice, or at least I think they did, and a few would come up to me and ask me what I was doing which made me feel like I was still part of the clinic in a way. At around 8:30 am, we had two more patients that came in, which is a little late for clinic, but we still helped them out of course and I was ready to give them the survey, but the bell ended up ringing, before I was able to give it to them, so I just had it left out for them to take.

It was still a good day as always and I enjoyed doing something for my classmates. (:

A Pharmacy Issue?

Here in CAVIT Dental we offer a free clinic to the public. It's just like a real dental clinic with the exception that we're all students. Before the start of our clinics we get positions with the clinic.

Well... there was this one particular day, where I was in charge of the front desk and I received a phone call. Who was on the other side of that phone call you may ask? What did they say? Well it was a lovely patient, who had an extraction earlier in the day and was experiencing pain. The patient had arrived at the pharmacy and claimed that they couldn't receive the medication. This was all new territory to me; I haven't dealt with problems involving the pharmacy.

I asked the patient if the doctor had prescribed the medication and at what time they had the procedure done. I asked for the name and ensured the patient, that I would get in contact with the doctor and get the issue handled. Well I immediately realized that I had forgotten to get the phone number of the patient. I described the situation with my teacher and she gave me tips on how to handle it. Here were some key points I learned.

- Tip #1 - DON'T FORGET TO GET THE PATIENT'S NUMBER.
- Tip #2 - Write down the information, memory isn't always reliable.
- Tip #3 - Ask specific questions, don't assume the patient is always telling the truth.

The Run Down: The patient calls back and this time my teacher takes care of the situation. I hear in on the conversation and questions my teacher asks, which more in depth questions involving the pharmacy were. We had the doctor's help and reviewing the situation further. The pharmacy was called and the situation was handled... well that's what we thought. Almost an hour passed and the phone rang. Guess who it was? The same lovely patient. In conclusion, I wrote down everything and reported it to the doctor and the rest is history.

What would you have done in this situation? What questions would you have asked the patient?

Thanks for your continued support for CAVIT and our wellness clinics!