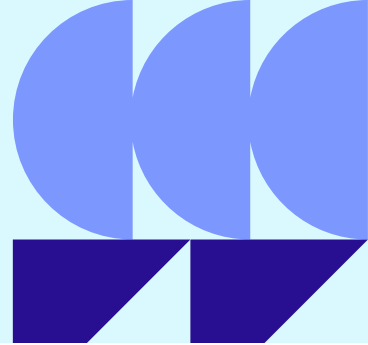




Part 3: Start Incorporating EPI's into your KPI's

Empathy Performance Indicator (EPI) Questionnaire

This questionnaire is designed to help dental offices identify which empathy-related behaviors they are already tracking and which areas may benefit from additional focus. Use this tool to guide development of your own EPI metrics.

1. Patient Interaction & Communication

- ☐ Do we track patient satisfaction related to how well they feel listened to?
- ☐ Do we measure clarity and kindness in treatment explanations?
- ☐ Do we gather feedback about how comfortable patients feel emotionally during visits?

2. Comfort & Emotional Support During Procedures

- ☐ Do we document when patients express anxiety or fear?
- ☐ Do we record whether staff check on emotional comfort mid-procedure?
- ☐ Do we offer accommodations (music, breaks, gentle techniques) for anxious patients?

3. Personalization & Respect

- ☐ Do we personalize patient interactions by recalling personal preferences or history?
- ☐ Do we track how often we accommodate cultural or communication preferences?
- ☐ Is there a system to document specific patient needs and concerns?

4. Post-Visit Follow-Through

- ☐ Do we follow up with patients after complex or emotionally difficult visits?
- ☐ Do we track if clear home care instructions were given empathetically?
- ☐ Do we monitor the tone and approach of follow-up communications?

5. Team Dynamics & Culture

- ☐ Do we have a system for peer-to-peer feedback on empathy and support?
- ☐ Do team leaders model emotional intelligence and vulnerability?
- ☐ Do we recognize and reward empathetic behavior within our team?

6. Data & Review Systems

- ☐ Do we analyze patient reviews for empathy-related keywords?
- ☐ Do we use surveys that include empathy-based questions?
- ☐ Are there audit tools in place for direct observation of empathy behaviors?

For the next 90 days, our team is going to work on and measure success in these 3 things:

1.

2.

3.

Impact Owner of #1:

Impact Owner of #2:

Impact Owner of #3:

We commit to letting our team know how we are doing at least once per week in our morning huddle and setting goals for where we want to be.