

RIGHT THE FIRST TIME PROGRAM

Having a RTFT Program in your location and making Right The First Time a priority through training, coaching, and communication will reduce your remakes. **Being consistent with huddles that involves sharing results, opportunities, and feedback from patients and leader is key.**

A weekly huddle to address top remake reasons and to learn from our opportunities is recommended. You can use the template below or tailor to your locations needs.


RIGHT THE FIRST TIME HUDDLE TEMPLATE	
Celebrate	<p>Start on a positive note...</p> <ul style="list-style-type: none"> Examples: A team member that has had successfully prevented a remake using the Eyewear Analysis form, etc.
Purpose of the Huddle	<p>Today we are here to talk about...</p> <ul style="list-style-type: none"> Review our Top Remake reasons or Let's practice _____ to avoid potential exchanges.
Participation Moment	<p>Let's practice this...</p> <ul style="list-style-type: none"> Review ER2 images, role play consultative selling, practice Lens Simulator presentation, etc.
Problem Solve	<p>Two minds are better than one...</p> <ul style="list-style-type: none"> Ask the team, "What obstacles might we face?", "How can we overcome that?", "Why & How can we provide a better patient experience?", "What will this result in?"
Review Action Times & End the Huddle	<p>End on a positive note</p> <ul style="list-style-type: none"> Recap what you are asking the team to do and when this should be done by Let the team know that you will be following up & what milestones will be along the way

Training is key to help those less experienced in optics, lens options, using digital measurements, or Consultative Selling behaviors. There are resources in Ciao! Toolkit and available on Leonardo to support the development of our team's skills. Below are recommendations available on Leonardo:

Adjustments & Fittings	<ul style="list-style-type: none"> Dispensing: All The Steps To Get It Right Vertex Distance And Compensation Frame Fitting & Measurements EyeRuler 2 for Ciao! from A to Z
The Patient Experience	<ul style="list-style-type: none"> The Customer Experience In Your Practice LensSimulator: An Experience-Enhancing Tool How To Leverage Frame Advisor

RTFT REMAKE PREVENTION

Leverage this tool to educate and coach teams to prevent remakes from the start! Below are the most common Remakes and tips to prevent at time of sale, dispense, or after the sale. Use this to address your top remakes in your huddles or during one-on-one coaching.

REASON	TIPS TO AVOID
Dr Rx Change Assess Root Cause	At time of sale: <ul style="list-style-type: none"> Reinforce the changes in the Rx and let the patient know what to expect Use trial frame to show/confirm any Rx in question (follow state laws) Use Len Simulator to educate on lenses/Rx Partner with OD when needed
	Dispense: <ul style="list-style-type: none"> Reinforce the changes in the Rx and let the patient know what to expect Check for face form & pantoscopic tilt
	After the fact: <ul style="list-style-type: none"> If .25 Rx change occurs, and changing a measurement and/or lens design, code as a measurement or lens change vs. OD Rx Are we using the Eyewear Analysis form (in toolkit) effectively and reviewing with the OD prior to scheduling follow up appointment?
Rx Entry Preventable	At time of sale: <ul style="list-style-type: none"> Sites using ECLIPS EHR, use Rx to Ciao! vs. building new patient demographics so your Rx comes directly from the OD- Still review the Rx Hold the paper Rx next to Ciao! once you've entered it and once you confirm which Rx you've selected- reconfirm the numbers and signs Use the review option in Ciao! prior tendering  When Leading with your Single Lens recommendation, state what the Rx is for to confirm you're on the same page with the patient <ul style="list-style-type: none"> "For your computer eyeglasses I'm recommending the Crizal Anti-Reflective lenses which will be easy to clean but more importantly allow you to see the computer clearly reducing eye fatigue since you told me you're in the office for 10 hours a day. Remember distance will be blurry with the Rx." Use trial frame to show/confirm any Rx in question Have experienced team member review/enter Rx prior to tender
Measurement Correction Preventable	At time of sale: <ul style="list-style-type: none"> Understand how the patient will use their glasses (Consultative Selling) During sales process, pay attention to patient posture and head position Pre-fit the frame (for wire frames this includes nose pads) Use EyeRuler 2+ for measurements vs. manual measurements <ul style="list-style-type: none"> Review image taken for accuracy Reference troubleshooting guide
Ordered Cancelled Preventable	At time of sale: <ul style="list-style-type: none"> Lens Pricing Guide (2nd page includes power ranges, minimum seg & PD's) Follow Proper shipping protocols to RxO Utilize Avoiding Canceled orders page in Order Management Guide

RTFT REMAKE PREVENTION

REASON	TIPS TO AVOID
Payment Correction Preventable	At time of sale: <ul style="list-style-type: none"> When relevant, utilize Insurance Auto-Calc plan's For Bill Actual plans- slow down and partner with a peer Utilize insurance binder and practice worksheets to work towards reducing insurance billing errors Adding insurance (original cash pay sale)- suggest for patient to self submit
	After the fact: <ul style="list-style-type: none"> Leverage OD reporting to coach team members Have a peer review your work prior to re-submitting the claim
Restyle Lens (Type/Material) Coachable	At time of sale: <ul style="list-style-type: none"> Are you using Consultative Selling Techniques? <ul style="list-style-type: none"> Listen, Learn, Lead- understanding vision and lifestyle needs? Are we recommending the right lenses based on Rx and OD recommendations? Are we using Lens Simulator to educate our patients? <ul style="list-style-type: none"> Educating on the use of the eyeglasses and what to expect? Lens product knowledge- Leverage toolkit & Leonardo
	After the fact: <ul style="list-style-type: none"> Understand how we got there- Why did we select this lens to begin with? Leverage Lens Simulator to show how the lens will work (review what to expect) Leverage trial frame to show what the single vision lens will look like
Restyle Frame Coachable	At time of sale: <ul style="list-style-type: none"> Ask the patient what they liked about the frame at the time of selection- this will lead you in the right direction Are you using Consultative Selling Techniques? <ul style="list-style-type: none"> Listen, Learn, Lead- understanding vision and lifestyle needs? Are we asking probing questions to understand what they like and dislike about their current eyeglasses? Are we assessing fit while the patient is selecting their frame
	After the fact: <ul style="list-style-type: none"> Understand how we got there- Why did we select this Frame to begin with? Leverage EyeRuler 2+ App- Photo comparison

RTFT REMAKE COACHING

Identify a RTFT Captain that demonstrates excellent selling behaviors, optical knowledge, leverages TeamVision tools, and that has low remakes to be your primary coach. Leverage the method below to begin addressing RTFT opportunities and coaching your team today!

1. Look for **Patterns & Trends**:

- Identify if there are particular team members causing more remakes than others.
- Is it when we use a specific station, we don't use Lens Simulator because the iPad isn't readily available...

2. **Understand** what went wrong in the patient journey and practice how to avoid it.

- Take the time to **Observe** (inspect what you expect):
 - Use Lens Simulator and ER2 Observation tools.
- Utilize **Company Tools** and work with teams to get ahead of the remake by practicing and perfecting your:
 - Consultative Selling
 - Auto-Calculation or Insurance Guides
 - Lens Assortment Guide (with Ranges)

3. **Coach** all optical team members to the top RTFT remake reasons in your location:

- Although they didn't make the mistake, they can learn from others.
- All team members will benefit and support in reducing optical remakes in the location so include them in each step of the process.
- Be consistent in your feedback to the team- don't make it the flavor of the month!
- Document your feedback/coaching on the Eyewear Analysis Form and retain.

4. Utilize the **Eyewear Analysis Form (EAF)** to coach and follow up with the selling optician or notes from the Ciao! profile.

Was the Customer Journey used effectively?	Y <input type="checkbox"/> N <input type="checkbox"/>	Was 3/4 image correctly taken?	Y <input type="checkbox"/> N <input type="checkbox"/>
Was Eye-Ruler 2+ used?	Y <input type="checkbox"/> N <input type="checkbox"/>	Seg/OC placed correctly?	Y <input type="checkbox"/> N <input type="checkbox"/>
Are the frames custom fit properly?	Y <input type="checkbox"/> N <input type="checkbox"/>	Frame reference lines placed correctly?	Y <input type="checkbox"/> N <input type="checkbox"/>
Was ER2+ sensor placed correctly?	Y <input type="checkbox"/> N <input type="checkbox"/>	ED Circle placed correctly?	Y <input type="checkbox"/> N <input type="checkbox"/>
Customer facing straight with no head rotation?	Y <input type="checkbox"/> N <input type="checkbox"/>		<input type="checkbox"/> <input type="checkbox"/>
Correct head posture obtained?	Y <input type="checkbox"/> N <input type="checkbox"/>		
What is the root cause or Customer Journey behavior that the associate will change?			
Date:		Associate:	

When providing feedback or coaching it's important to:

- Coach at the appropriate time (enough coverage to not be interrupted, are they open to feedback)
- **Watch-Explain- Model- Practice -Encourage:**
 - Watch- Share what you've observed or that the incident occurred
 - Explain- Explain how that impacted the business, patient experience, etc.
 - Model- demonstrate how it should be done
 - Practice- Have the team member demonstrate the behavior
 - Encourage- Celebrate what they did well & let them know when you will follow up
- Consider documenting the conversation (Ciao notes, on the EAF, coaching log, etc.)

Examples of how to coach one-on-one to begin preventing and reducing remakes:

RX ENTRY INCORRECT

Coach: "Hey Lisa, I was reviewing our remakes for the week and noticed that we did a Rx Entry remake for Mini Mouse. Can you tell me a little bit about it?"

Team Member: "Yes- I accidentally entered the distance Rx instead of reading, so we had to remake them"

Coach: "What do you think you can do differently next time to avoid this?"

Team Member: "I can review the Rx a second time and verbally state to the patient's what the Rx is for."

Coach: "Great! Show me what this looks like. (After observation) Did you know you can click the green plus sign and expand out the order right before you tender? It might prevent a remake. Let's practice this."

Team Member: "I didn't know that! Thank you"

Coach: "No problem, I'm going to ask you to document your "go forward" behaviors/actions on the Eyewear Analysis form. I'll follow up with you next week to see how the Rx Entry/Reviewing the order is going."

MEASUREMENT CORRECTION

Coach: "Lisa, I noticed that Mrs. Mouse came back today, and we re-did her order. What happened?"

Team Member: "She couldn't read with her eyeglasses, so when I took a look at them it seems like her progressive was too low and she had to tilt her head back to see clearly."

Coach: "Oh no! May I see the Eyewear Analysis from you completed? Let's review the EyeRuler image we captured to see how we may have avoided it."

Team Member: "Sure, but I don't think I could have done anything differently."

Coach: "Maybe not, but let's review the Troubleshooting guide in Toolkit and review the image.

- (After reviewing the image) It looks like her chin is really high- I think I would have re-captured the image
- Let me show you the difference (Launch ER2 App and re-create the same head position. Capture a second one with the head lower) Review the difference in the seg height.

Why don't you practice on me....

Team Member: "Sounds good! (after practicing) I could see how it could happen. I'll make sure to pay attention to their head position while the patient is shopping and really review the image before I move on.

Coach: "Great- I'm sure you will nail it now that we've reviewed it together.. Let's review your images at the end of your next shift."

FRAME RESTYLE

Coach: "Lisa, I want to celebrate you for zero remakes last week!!! As a team, our top RTFT remake reason last week was frame restyle. What do you think we can do differently to try and avoid these?"

Team Member: "I think we can ask more question around what our patients like and dislike about their eyeglasses"

Coach: "Great! Let's practice this...Let me show you what it sounds like to me...Now you give it a try..."
Optician attempts it. Try it a second time-in a different way. Try it a third time with a patient in a hurry.

Coach: "I think the last presentation was superb. I'll make sure to observe you with a patient this week. Can I gain your commitment that if you think the patient will walk that you'll partner with another optician or grab myself..."