



## How OMG Perio Uncovered Culture Gaps to Strengthen Team Cohesion

OMG Perio is a growing dental practice committed to delivering high-quality, patient-first care. With a collaborative team and a focus on innovation, it balances technical excellence with a strong, people-centered workplace culture.

### The Challenge

As the clinic expanded, leadership began to notice internal challenges affecting daily operations and team morale:

- **Workload pressures:** The fast-paced environment created friction between front desk staff and dental assistants.
- **Values misalignment:** Patient care remained the focus, but often at the expense of communication and team well-being.
- **Unclear roles:** A lack of clarity around responsibilities led to tension over accountability.

To move forward with greater alignment, leadership sought a data-driven approach to understand their culture from both leadership and employee perspectives.

### About the Company

#### Objective

Identify culture alignment and potential gaps

#### Products

Culture Assessment

#### Industry

Healthcare / Dentistry



## The Solution

OMG Perio partnered with Prevue to implement a **Culture Assessment**, gathering input from both leadership and employees. Team members rated **40 workplace values** based on their their real, everyday experience at work. The results were used to develop a Culture Profile for the organization, highlighting areas of alignment and identifying opportunities for improvement.

## The Results

The **Culture Profile** revealed strong alignment between leadership and staff, while also uncovering important cultural gaps. Key findings included:

- **Balanced core values:** The team showed alignment on 7 core values across 6 of the 8 culture categories, indicating a well-rounded foundation. Notably, both leadership and staff were aligned in valuing “Customer Focused”, showing a shared commitment to delivering exceptional patient care.
- **Shared view of demands:** All employees identified “Jobs Being Demanding” as a top value. This reflected the clinic’s fast-paced environment and the need for stronger support.
- **Communication gaps:** The biggest disconnect appeared in the Open Communication category, which employees felt least represented their day-to-day experience. Values such as “Clear Set of Rules and Guidelines” and “Good Performance is Praised” were not commonly seen in practice, despite leadership rating recognition as a top cultural strength. This highlighted a clear gap between leadership’s perception and the team’s lived reality, indicating the need for clearer expectations, more visible praise, and open feedback.

These insights validated leadership’s concerns and provided clear direction for ongoing cultural improvement. The process also allowed the team to build an organizational Culture Profile that now serves as a benchmark for future hiring, helping them assess candidates for culture fit and strengthen alignment from the very start.

## The Impact



**Team Awareness**



**Leadership Alignment**



**Action Planning**

“I'm impressed! The results highlight exactly what the problems are. It confirms what we've been sensing, and now we have the insight to start making real improvements.”

— Owner, Dr. Michael G.

For more information about how we can help your organization with hiring and talent management, get in touch.



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