

Measure What Matters – Focus on What Matters Most



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Objectives

- ❖ Define Key Performance Indicators (KPIs)
- ❖ Understand Your KPI Story
- ❖ Appreciate the Power of Small Changes
- ❖ Discipline the Discussion
- ❖ Identify, Execute, Repeat



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How Are You Doing?



3

Who Gets to Answer That Question?





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Your Vital Signs




KPI Summary						
KPI	Number of Practices Reporting	Average	Percentile			Standard Deviation
			25th	Median	75th	
Visits/New Patients	88	15.5	10.4	22.2	24.2	7.1
Procedures/Visit	95	4.5	3.3	3.8	4.0	5.7
Procedures/Clinical Hour	93	5.6	3.5	4.3	5.3	6.0
Revenue/Clinical Hour	89	\$276.48	\$99.70	\$105.26	\$193.30	\$200.40
Visits/Clinical Hour	94	1.4	1.0	1.2	1.4	1.3
Visit/Total Hour	92	1.2	0.8	1.0	1.3	1.1
Arrival Rate	91	87.8%	85.5%	88.6%	91.6%	6.1%
Direct Access New Patients Percentage	85	28.6%	6.8%	20.2%	47.3%	28%
Cost/Visit	87	\$106.44	\$75.29	\$86.86	\$103.02	\$123.94
Revenue/Visit	87	\$131.18	\$89.91	\$99.97	\$125.02	\$186.09
Net Income %	96	14.0%	9.2%	12.7%	17.8%	10.4%




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So What Does Healthy Look Like?




- ❖ Blood Pressure
 - ❖ 178/120
- ❖ Heart Rate
 - ❖ 30 BPM
- ❖ BMI
 - ❖ 100
- ❖ HYP Index
 - ❖ 240#/day



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Benchmarks Matter!



Announcing the launch of

THE PPS KPI BENCHMARKING PROGRAM


Now open to all PPS members!

SUBMIT YOUR KPI DATA and find out how you stack up against other practices in the industry

Compare to the PPS members across the country


NO LEARN MORE

LOCATION: [blank] [blank] [blank]




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The Story They Tell Matters More!



- ❖ Your Team Spends Time with Patients
 - ❖ Procedures/Visit
- ❖ People Value The Care
 - ❖ Arrival Rate
 - ❖ Visits/clinical hour
- ❖ Patients Complete Their Course of Care
 - ❖ Visits/NP
- ❖ They Refer Friends and Family
 - ❖ NP
 - ❖ Visits/clinical hour




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The Cost of “Close”

Revenue Per Visit	Current	Target	Arrival Rate Improvement	Current	Target	Visits per NP	Current	Target
	\$ 98.84	\$102.00		87%	90%		7.90	8.79

	Current	Targeted KPI	% Change
Collections per visit:	\$98.84	\$102.00	3.2%
Treatment volume:	4,908	5,630.17	14.7%
Expense/Visit	\$98.34	\$85.73	-12.8%
Net income %	1%	16.0%	

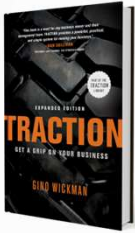
Revenue	\$485,106.72	\$574,277.13	\$89,170.41	18.4%
Expenses	\$482,652.72	\$482,652.72		
Net income	\$ 2,454	\$ 91,624		3634%



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Discipline = Freedom


- Good News Report (5 min)
- Scorecard Review (5 min)
- Review Big Rocks (5 min)
- Customer/Co-Worker Headlines (5 min)
- To-Do List (5 min)
- Identify-Discuss-Solve (IDS) (25 min)
- Conclude the Meeting (5 min)



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Let's Do This

			
NAME	MEETING DATE		DOLLAR VALUE OF SOLUTION
<p>• 1-2 SENTENCES THAT GET TO THE HEART OF THE MATTER (CONCERN, CHALLENGE, OPPORTUNITY, PROBLEM, PROSPECTUS) Begin with "Here's what..."</p>		<p>THE OPPORTUNITY/ ISSUE IS: 1.</p>	
<p>• FINANCIAL IMPACT: IMPACT ON PEOPLE, PRODUCTS, SERVICES, CUSTOMERS/VENDORS, FAMILY</p>		<p>IT IS SIGNIFICANT BECAUSE: 1.</p>	
<p>• WHAT I WANT TO ASK:</p>		<p>• ANY OTHER COMMENTS:</p>	

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