

INCREMENTAL IMPROVEMENTS = BIG RESULTS



INDYCAR TIME TO PIT:

1950



1 min + 7 sec

2015



10 sec



THAT EXTRA OLIVE:

BEFORE



1 salad



1 olive

AFTER



\$40,000



ASSESS YOUR PRACTICE:

Set the operator up right, the first time. Barring a change in the procedure, the Dental Assistant should not need to get up and down and break the flow of treatment.

Inventory is money on the shelf. Establish a monthly budget for dental supplies and stick to it! Keep it to within 5-7% of total office production. Avoid over-stocking.

Evaluate overtime expense. If this occurs on a regular basis, why is that? The goal is everyone is clocked out no later than 30 minutes after the last patient leaves.

Are you paying for services you no longer use? Investigate all auto charges/ deducts and invoices to assure that you still are using the service/good.

Meet with your insurance advisor to make sure your current policies are adequate for today's needs. If you are leasing or paying on a loan on equipment, check that you are sending your Lenders Loss Payable Endorsements to avoid unnecessary charges.

EFFICIENCY CHECKLIST

@ MOORE
PRACTICE
SUCCESS

RESTORE YOUR PRACTICE, REVIVE YOUR PASSION

Assess the need for every hygiene patient to receive a toothbrush, floss, etc. Those patients with electronic toothbrushes may not want a brush. Customize to the patient's need -, or find they may not even miss a full "goody bag" and save "an olive".

Check the settings for your HVAC system. Does the heat/air need to be on during non-business hours? Schedule regular maintenance to keep your system running at it's most efficient and effective level.

Invest in marketing that gives Return On Investment (ROI). Track each marketing investment to make sure it is providing the desired results.

Make sure patients are always scheduled for their next appointment BEFORE they leave today's appointment. The goal is that 95% of your patients leave with a next appointment scheduled. At a minimum, everyone needs a next hygiene appointment. Even your fully edentulous patients need to be seen annually!

Minimize your Cancellation Risk through effective communication skills that help make a "save" and keep the patient scheduled.

Do not be the bank! Partner with a third-party finance company to be able to answer patients, "Yes, you can make payments!". This provides a huge savings in employee time following up with patients on their payment plans.

Avoid over-staffing. Engage with an electronic patient confirmation service that can work behind the scenes confirming appointments, sending marketing messages, offering a portal for patient payments, etc.

Save your stomach lining and money. Have a current Personnel Manual that spells out all HR requirements. When a question comes up, refer to it and use it to answer employee questions.