

PT Dashboard Key Stats
PPS 2008 Annual Conference – Orlando, FL - 11/7/2008



PT Dashboard Key Stats

PPS 2008 Annual Conference
Orlando, FL
November 7, 2008

Charles R. Felder, PT, SCS, ATC, MBA

Key Stats & KPIs

- What are the key stats?
- How many should I measure?
 - Most offices don't measure enough
 - Others measure too much
- Most don't do it consistently
- Often it's difficult to collect data

2

One Page Business Plan®

- Vision: What are we building?
- Mission: Why do we exist?
- Objectives: What will we measure?
- Strategies: How will we build it?
- Action Plans: Work to do

3

Balanced Scorecard

- Financial – many do this
- Customer – some do this
- Process Improvement – few do this
- Learning/Growth – few do this

4

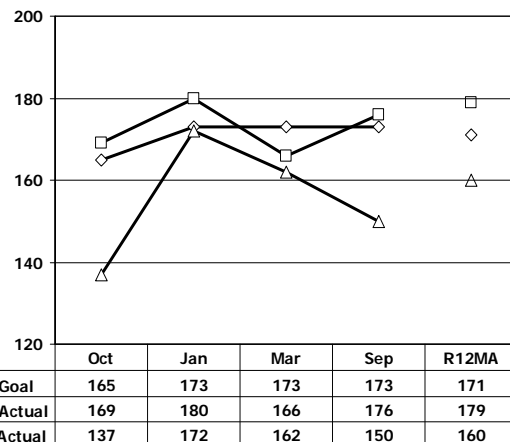
Best Practice

- Monthly scorecards
- Tied to measureable objectives
- Not too difficult to measure
- Consistently reviewed
- Take action when needed
- Ideally 4 balanced scorecard areas

5

New Patients

- How well is marketing working?
- Leading indicator
 - Labor needs
 - Charges
 - Income



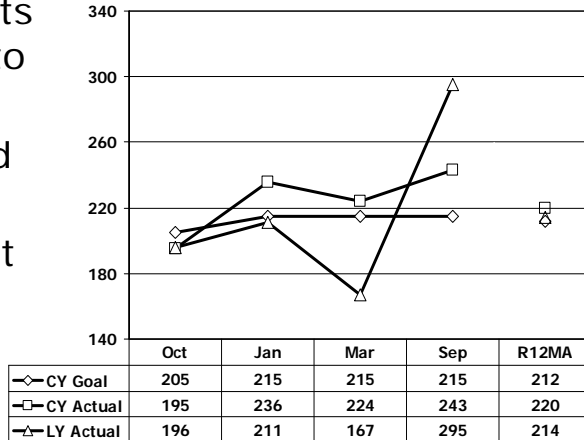
12 month graph shortened for display

6

PT Dashboard Key Stats
PPS 2008 Annual Conference – Orlando, FL - 11/7/2008

Charges (000s)

- New patients converted to visits
- Visits coded correctly
- PTs efficient

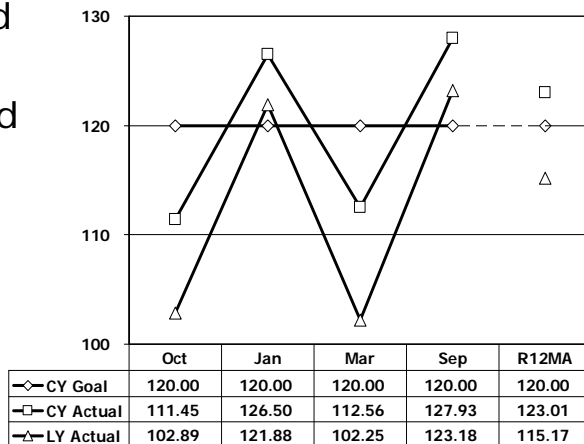


12 month graph shortened for display

7

Payment / Licensed Hour

- Visits coded correctly
- Getting paid
- Contract ?
- Efficiency
 - PTs
 - Office



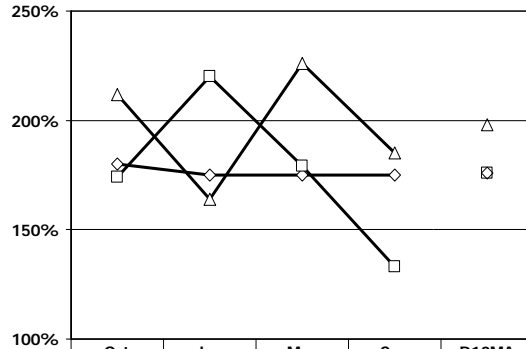
12 month graph shortened for display

8

PT Dashboard Key Stats
PPS 2008 Annual Conference – Orlando, FL - 11/7/2008

A/R Size as % of R3MA Chrgs

- Clean claims
- Collection follow-up
- Process working well



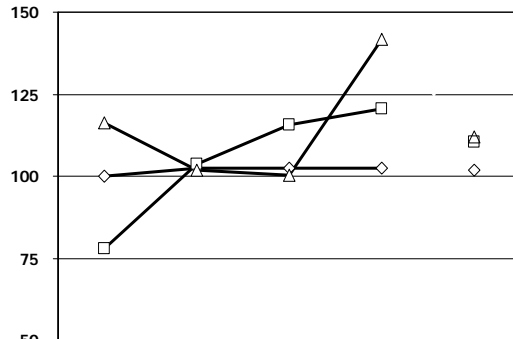
	Oct	Jan	Mar	Sep	R12MA
—◇— CY Goal	180%	175%	175%	175%	176%
—□— CY Actual	174%	220%	179%	133%	176%
—△— LY Actual	212%	164%	226%	185%	198%

12 month graph shortened for display

9

Income (000s)

- Cash is King!
- Total Income
- Cash flow
- Monitor vs. payments



	Oct	Jan	Mar	Sep	R12MA
—◇— CY Goal	100	103	103	103	102
—□— CY Actual	78	104	116	121	111
—△— LY Actual	116	102	100	142	112

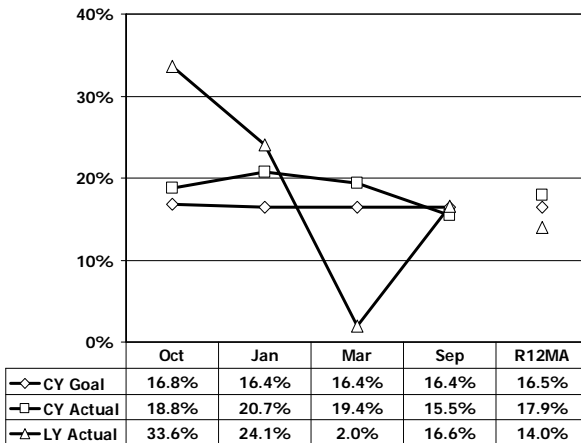
12 month graph shortened for display

10

PT Dashboard Key Stats
PPS 2008 Annual Conference – Orlando, FL - 11/7/2008

Profit as % of Income

- How is the business doing?
- Are we managing expenses well?
- Better than checkbook



12 month graph shortened for display

11

What To Do?

- Develop a working plan
- Measure what you want to change
- Don't measure too much
- Do it consistently
- Make the data collection simple
- Compare to standards
- Modify plans as needed

12