



The Predictable Practice

Using Leading Metrics to Forecast Your Future

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Rearview Mirror Management



- Collections
- Monthly Patient Volume
- Well Visit Rates







Lagging

- Outcomes
- Easy to measure
- Hard to influence

VS

Leading

- Activities
- Harder to measure
- Easier to influence





An Example





More Examples



01	Well Visit Recalls	PREDICTS: Visit Volume and Well Visit Coverage
02	Signed Charts	PREDICTS: Revenue
03	Schedule Fill Rate	PREDICTS: Patient Volume > Revenue
04	Lobby Wait Time	PREDICTS: Patient Satisfaction
05	Immunization Recalls	PREDICTS: Quality Metric Performance



Weekly Scorecard

Metric	Target	Owner	Week 1	Week 2	Week ...	Week 13
Well Visit Recalls /wk						
Charts Signed in <24 hrs (%)						
Schedule Fill Rate						
Wait Times						
Immunization Recalls /wk						





What's a Good Metric?

- Specific to you
- Measureable weekly
- Clear, specific, binary goal
- Single owner





What Makes a Good Target?

S Specific

M Measurable

A Attainable

R Relevant

T Time-bound





Setting your Targets

- Build the habit first
- Target a 10% improvement
- Correlate across your practice
- Adjust quarterly





Now You!

Metric	Target	Owner	Week 1	Week 2	Week ...	Week 13
Well Visit Recalls /wk						
Charts Signed in <24 hrs (%)						
Schedule Fill Rate						
Wait Times						
Immunization Recalls /wk						





Putting It Into Practice



The 90-Minute Weekly Pulse

Problem-solving, not status reports.



Agenda

1. Good News (5 min)
2. Report on Scorecard (10 min)
3. Identify Issues (5 min)
4. Solve Issues (60 min)
5. Conclude & Cascade (10 min)



Scorecard Review

Status only, no discussion



1. Review the scorecard item-by-item
2. Owner states the number
3. Owner states on-track vs off-track
4. NO DISCUSSION!
5. Off-Track goes to issues list



Solving the Issues

Identify

Find the root cause, not the symptom.

Discuss

Everyone gets input. Brief, professional, and focused on the root issue.

Solve

Make the action plan. *Who* does *what* by next meeting?



Mallet

- Blame
- Punish
- Micromanage

VS

Mirror

- Define success
- Highlight obstacles
- Rally help



When You Get Home

- Finalize your measures
- Schedule your pulse meeting
- Commit for 3-months





**Please complete the course
survey in the UC App.**





Asking Questions:

Virtual attendees: Use the chat if you have a question that you want answered

In-person attendees: Go to the stationary microphone in your room.

CEUs:

You can request CEU codes for qualifying sessions using the form PCC shares out at the conclusion of the conference.



Do you have any questions?

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