

## MANAGEMENT BY STATISTICS

“Work out who would be responsible for each of these stats in your office.  
Include their name and position title.”

**Note:** *The stat for “individual provider production” has not been included in this exercise as individual providers would of course be responsible for their own production statistic.*

STAT NAME	POSITION TITLE	NAME
1. BMO	_____	_____
2. LETTERS OUT	_____	_____
3. \$ TXP P/A	_____	_____
4. # CONSULTS	_____	_____
5. \$ COLLECTIONS	_____	_____
6. ACCTS RECEIVABLE	_____	_____
7. \$ PRODUCTION	_____	_____
8. \$ HYG. PROD	_____	_____
9. \$ DR. PROD	_____	_____
10. # RECALL APPT	_____	_____
11. % APPT KEPT	_____	_____
12. \$ COLL/STAFF	_____	_____
13. # NEW REACHES	_____	_____
14. # NEW PATIENTS	_____	_____

## SAMPLE STAT GRID

Dr. \_\_\_\_\_

STAT GRID WEEK ENDING DATE: \_\_\_\_\_

STAT NAME	QUOTA	THUR	FRI	MON	TUE	WED	TOTAL
BMO							
LETTERS OUT							
\$ TXP P/A							
# CONSULTS							
COLLECTIONS							
PRODUCTION							
HYG. PROD							
DR. PROD							
# RECALL APPT KEPT							
% APPT KEPT							
# REACHES							
# NPS							

**Note:** If there is more than one provider (doctors and hygienists), you should make an additional box for each to keep track of individual provider production daily.

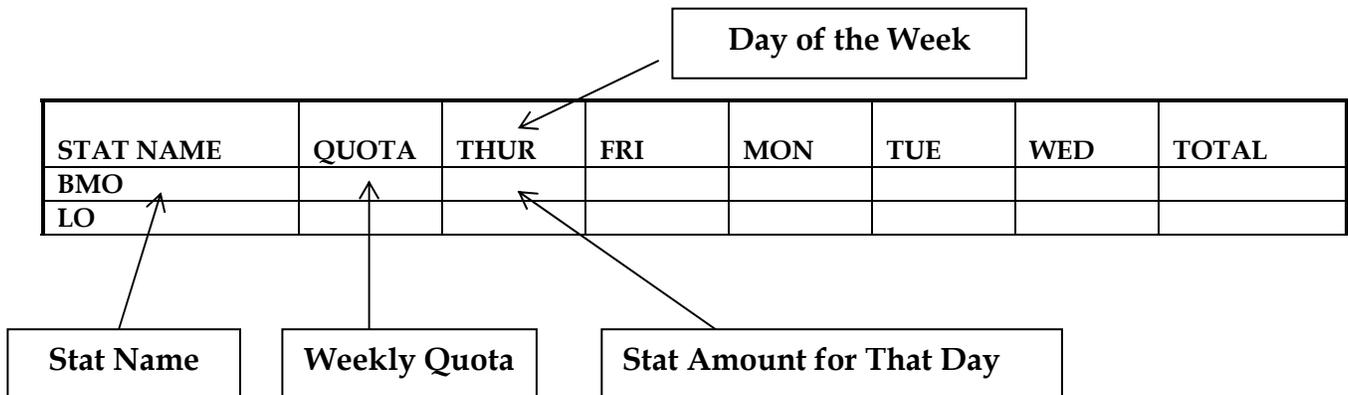
## HOW TO USE THE "DAILY STAT GRID"

On a "Statistic Grid" or "Stat Grid" for short, you'll see a series of boxes for each stat. Like this:

STAT NAME	QUOTA	THUR	FRI	MON	TUE	WED	TOTAL
BMO							
LO							

And so on.

What is written in each of these boxes is explained as follows:



Note that the first "day" listed on your grid should be the day that your week "starts" on. In the example above, the stat "week" starts on Thursday.

Daily stats are kept on a *cumulative* basis. For example:

Your Bulk Mail Out "Quota" for the week is 3000. Let's say it is Thursday (the first day of your week in this example) and you sent out 500 pieces of Bulk mail:

STAT NAME	QUOTA	THUR	FRI	MON	TUE	WED	TOTAL
1. BMO	3000	500					

On Friday you send out 1000 more:

STAT NAME	QUOTA	THUR	FRI	MON	TUE	WED	TOTAL
1. BMO	3000	500	1500				

Note that Friday does not read "1000." This is because the stat is kept *cumulatively* (we had 500 for Thursday + 1000 for Friday = 1500). This is done until the end of the week. Let's say you send out 500 more on Monday, 500 more on Tuesday and 500 on Wednesday. Your grid would look like this:

STAT NAME	QUOTA	THUR	FRI	MON	TUE	WED	TOTAL
1. BMO	3000	500	1500	2000	2500	3000	3000

## QUOTAS

Weekly quotas (the "goal" that you want to hit for that stat) should be set at the beginning of the week. List the weekly quota in the "quota" box as shown above. After you've established a quota for your weekly stats, break the quota down daily and, if you wish, write it in small numbers at the far right hand side of your "this week" box for each day.

### EXAMPLE:

STAT NAME	QUOTA	THUR	FRI	MON	TUE	WED	TOTAL
1. BMO	3000	600	1200	1800	2400	3000	3000

If you compare the daily quotas above to the actual production on the grid right before that, you'll see that on day 1, they were 100 BMO below quota and by day two (Friday), they got ahead and met the quota for the week.

## SUMMARY

The stat grid is a tool for use. It can help you to achieve more control over your office. Use it well!