



KPIs to Look for When Acquiring Dental Practice

When you are acquiring new dental practices, how do you know what to look for? Naturally you would look to a practice's KPIs to establish value. However, with so many KPIs, which one to choose from and what is an accurate indicator? Over the years and with various dental projects, we have seen a repeat of the following KPIs that dental practices usually look for:

Most Important KPIs:

- Last 3 years Production (Doctor and Hyg)
- Last 3 years Collection (Doctor and Hyg)
- YTD Production
- YTD Collection
- Monthly number of prophies over past 18-months
- A/R Aging Bucket
- New Patient Trend over last 12 months
- Active Patient Count

These KPIs should give you a quick idea of where the practice is and where it is headed. However, while these KPIs are useful, the key is to notice trending information. Are these KPIs trending upwards, downwards, or staying flat?

The next set of KPIs to look for:

- Patients by Zip code
- Patients by an insurance carrier
- Payments by type (cash, insurance, etc.)
- % of patients seen in the last 12/18/24 months with next hygiene appt booked
- % of patients who are new with x-rays taken

- Recall rate
- Cancellation rate
- No show rate
- Referrals

There are a ton more but start with these. If you are a growing DSO, perhaps you could benefit from a custom software solution that automatically pulls data from practices.

BPK Tech can help extract data from our 80+ practices. Some common ones we see:

EagleSoft, Open Dental, Dentrix, Softdent, Easy Dental, Practice Works, AbleDent, XL Dent, Ascend, Fuse, DentiMax, CurveDental, Dolphin, Dentrix Enterprise, Dentrix Canada, Denticon, iDentalSoft, Ortho2, Cloud9, OrthoTrac, and Tracker

Want us to solve a problem?

We can help you with your complex or simple projects. We have carried out these implementations numerous times— let us help. You can reach us at bettersystem@bpktech.com or (612) 293 7585.