

Gain the insight to drive your  
practice performance and  
**achieve your ultimate growth targets**

# MAXIMISE THE POTENTIAL OF YOUR PRACTICE, EVERY DAY

## HOW DOES YOUR PRACTICE COMPARE AGAINST THE BEST?

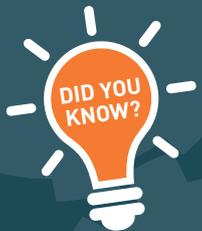
Achieving optimum performance is an objective for any business and in the increasingly competitive nature of the dental market it is crucial to monitor progress in order to create a factual picture of your business. This information allows you to forge a clear direction, engendering confidence both in what your practice is doing now and in the future.

However, although many practices understand the importance of performance monitoring, it is the implementation that seems to be problematic in many cases; with practices often having a lack of understanding about where and how to access key performance data, or the time to closely monitor it and ultimately improve performance.

You need the tools to look inside your business and see how effectively it is operating against a range of KPIs; and with the right support, make the changes that can have a dramatic impact on your profitability.

Research from over 1,500 practices shows that the top performers all have robust systems to collect and monitor data, giving them real insight into their practice's performance, and then manage this performance to reach their ultimate goals. The potential for improvement is dramatic, with the top 5% of those following best practice achieving a 41% increase in their gross hourly earnings and a 61% increase in patient revenue over an initial 6-month period.

**Work with us to drive your practice performance and achieve your ultimate growth targets.**



In 2015, on average THRIVE Champions reduced patient debt by 68%

**“Our efficiency has greatly improved and I can now focus on what we need to do from a clinical point of view. We know where we want to take our business and can see that both the administrative and business sides are on track.”**

*Dr Baber Khan, Co-Principal,  
Crook Log Dental Practice*



## Performance Management

### MPC

**Mypractice Cloud's** real-time reporting allows you to effortlessly analyse and track the performance of your business from any mobile device, tablet or PC whilst benchmarking your business against UK averages. With vital statistics including income, FTAs, pending tasks, forward cover and much more – **MPC** gives you everything you need in a single dashboard for your daily planning meetings.

## Products and services from Software of Excellence that help you maximise the potential of your practice, every day:

### Friends & Family Test on Clinipad

Using **Clinipad** to capture your **Friends & Family** Test feedback will enable you to collect more feedback and achieve better results. By capturing feedback onsite the **Clinipad** solution improves response rates and ensures a better, wider range of feedback whilst giving you the ability to analyse performance results by provider, and plan for continued improvement in patient relationships.



### THRIVE & The Academy of Excellence

The **THRIVE** programme is designed to help you meet your business goals, supported by a team of experts who have helped over 500 dental businesses hit their targets and boost practice performance; achieved by implementing an array of business changes in key areas such as chair-time utilisation, treatment blend and treatment acceptance.

Whether you want to take your entire practice to the next level as a business, ensure you are getting the ultimate outcomes from your software tools or become more focused in a particular performance area – we are here to help.



### Online Reputation Manager

**Online Reputation Manager** allows you to control your practice's online image and build up a portfolio of positive reviews. Asking for reviews within the practice ensures you collect more feedback and achieve better results. Integrated with **EXACT**, **Online Reputation Manager** then emails your patients at the end of each day encouraging the top reviewers to replicate their posts to Google Reviews. With reviews now having a major impact on your Google ranking, controlling these through **Online Reputation Manager** enables you to appear at the top of the map.



# Turning good practices into **great businesses**

**SOFTWARE OF  
EXCELLENCE**  
A HENRY SCHEIN® COMPANY

“Reflecting on my THRIVE experience, I can confirm that it helped me realise where our shortcomings were as a practice and some of these were factors I probably wouldn’t have identified without the programme. I still receive my monthly reports which are extremely helpful and enable me to set monthly targets, keeping the whole practice moving in the right direction.”

*Caroline Tancock, Principal Dentist,  
The Fountain Dental Practice*

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## TALK TO AN EXPERT

Find out how Software of Excellence can help you to monitor and improve your practice performance. Speak to a Best Practice Consultant today!