


KPIs for Dental Practices

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Suggested KPIs Overview

What Key-Performance-Indicators your dental practices tracks is unique to your business. Below are some suggested places to start, grouped by category, to help you monitor and improve your practice performance. Use these as a starting point and customize them to fit your specific needs.

Communication & Scheduling

- New Patient Calls
- Appointment Show Rate
- Confirmation Rate
- Recall Effectiveness
- Patient Satisfaction (surveys)

Financial KPIs

- Production per Patient
- Collection Rate
- Overhead Percentage
- Accounts Receivable Days
- Net Profit Margin

Practice Efficiency & Growth

- New Patient Acquisition
- Patient Retention Rate
- Treatment Acceptance Rate
- Case Presentation Rate
- Average Treatment Value

Practice Goals Worksheet

Use the table below to define your practice goals for the quarter. Limit to 3 goals to maintain focus.

Goal	KPI	Timeline	Owner	Status

Weekly KPI Dashboard + Action Mapping

Track your key performance indicators (KPIs) weekly and map actions to improve performance.

KPI	Week 1	Week 2	Week 3	Trends

KPI to Action Mapping

Use this section to analyze your KPIs and plan your next steps.

KPI	What's working	What needs work	Next steps

Summary

This workbook provides a framework for defining, tracking, and acting on key performance indicators in your dental practice. Regularly review and update this document to ensure it continues to meet your needs.

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