

2016 Economy, Technology & Insurance Participation Survey

PRODUCTION:

So far in 2016 (compared to 2015) is your practice production:

	<u>Metro</u>	<u>Outstate</u>
Up	51%	67%
Down	30%	15%
Even	18%	14%

COLLECTIONS:

So far in 2016 (compared to 2015) are your practice collections:

	<u>Metro</u>	<u>Outstate</u>
Up	45%	64%
Down	28%	17%
Even	26%	18%

NEW PATIENTS:

So far in 2016 (compared to 2015) are your new patients:

	<u>Metro</u>	<u>Outstate</u>
Up	42%	55%
Down	22%	12%
Even	32%	29%

BONUSES:

Do you have a Staff Bonus/Incentive Plan?

Yes 37%

Do you have Production Based Incentive for Hygiene? Yes 8%

Satisfaction in promoting a happy productive team?

Rating of 6.5 (out of 10)

RAISES:

Have you given or plan to give staff raises in 2016?

	<u>Metro</u>	<u>Outstate</u>
Yes	43%	67%
No	32%	11%
Some/not all/variable	11%	16%
Not Sure	14%	7%

Do you **CHARGE FOR CROWN** at the seat or prep?

Prep 59% Seat 41%

<u>SOFTWARE</u>		
		<u>Satisfaction Rating Avg</u>
EagleSoft	34%	7.6
Dentrix	15%	8.1
SoftDent	17%	7.0
PEB XL Dent	13%	7.8
EZ Dental	6%	7.8
Open Dental	7%	9.0
Other*	9%	7.2

*9% different P.M. softwares--none with more than 3% of market share.

TECHNOLOGY

	<u>Yes</u>	<u>Satisfaction Rating Avg.</u>
Cerec	26%	8.1
E4D	5%	6.6
Diagnodent	32%	7.3
Digital Impressions Scanner	14%	7.7
Digital Radiography	83%	9.1
Fast Cure Light	60%	9.3
Mechanized Endo	70%	8.8
Magnifying Loupes-Hygiene	62%	9.1
Isolite	29%	7.9
Intra-Oral Camera	77%	8.0
Have Website	85%	7.7
Mobile Website	50%	8.2
Chartless	58%	9.0
Invisalign	34%	7.6
Perio Laser Treatment	10%	8.2

USE DIGITAL COMMUNICATION SOFTWARE

Yes - 50%

Market Leaders Rating (out of 10)

Lighthouse – 33%	8.5
RevenueWell – 21%	8.1
Solution Reach – 12%	7.8

INSURANCE PARTICIPATION

	<u>Yes</u>
Delta Premier (“regular” Delta)	85%
HealthPartners PPO	50%
Premier PPOs	41%
Cigna PPO	39%
Medica	38%
Delta 216	35%
Met Life PPOs	32%
Delta PPO	31%
Aetna PPO	29%
Dentemax PPOs	11%
Connection PPOs	8%
Other	20%
Have you dropped a PPO in the last 12 months?	5%
Do you plan on leaving a PPO within 12 months?	4%
Have you joined a PPO network in last 12 months?	6%

YOUR TOP ISSUES (in descending order)

1. Insurance PPO/Third Party Write-Offs
2. Production, Growth, Filling Schedules, “Busyness”
3. Attracting New Patients, Marketing
4. Staff Issues, Motivation, Teamwork, Costs
5. Government Interference
6. Overhead

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