

2017 Economy, Technology & Insurance Participation Survey

PRODUCTION:

So far in 2017 (compared to 2016) is your practice production:

	<u>Metro</u>	<u>Outstate</u>
Up	57%	62%
Down	20%	20%
Even	23%	16%

COLLECTIONS:

So far in 2017 (compared to 2016) are your practice collections:

	<u>Metro</u>	<u>Outstate</u>
Up	49%	57%
Down	18%	24%
Even	32%	19%

NEW PATIENTS:

So far in 2017 (compared to 2016) are your new patients:

	<u>Metro</u>	<u>Outstate</u>
Up	43%	48%
Down	22%	17%
Even	34%	28%

BONUSES:

Do you have a Staff Bonus/Incentive Plan?

Yes 42%

How well do you think your incentive is working to promote a happy productive team?

Rating of 7.0 (out of 10)

Do you have Production Based Incentive for Hygiene?

Yes 8.6%

RAISES:

Have you given or plan to give staff raises in 2017?

	<u>Metro</u>	<u>Outstate</u>
Yes	49%	51%
No	27%	28%
Some/not all/variable	16%	15%
Not Sure	7%	5%

Do you CHARGE FOR CROWN at the seat or prep?

Prep 61% Seat 39%

IN-HOUSE MEMBERSHIP PLAN:

Do you have an In-House Membership Plan?

Yes 28% Rating 8.2 (out of 10)

DIGITAL COMMUNICATION:

Do you use Digital Communications Software?

Yes - 55%

Market Leaders:

	<u>Rating</u> (out of 10)
Lighthouse – 35%	8.5
RevenueWell – 35%	8.1
Solution Reach – 18%	7.8

DENTAL SOFTWARE

		<u>Satisfaction Rating Avg</u>
EagleSoft	39%	8.0
Dentrix	21%	7.9
SoftDent	12%	8.3
PEB XL Dent	13%	8.1
EZ Dental	3%	7.7
Open Dental	5%	9.0
Other*	7%	7.2

*7% reported other software—none with more than 2% of market share.

TECHNOLOGY

	<u>Yes</u>	<u>Satisfaction Rating Avg.</u>
Cerec	20%	7.8
Cone Beam Imaging	16%	8.9
E4D	3%	6.0
Diagnodent/CariVu	36%	7.4
Digital Impressions Scanner	21%	8.4
Digital Radiography	91%	9.0
Intra-Oral Camera	82%	8.5
Chartless	66%	9.0
Invisalign/6 mo. Smiles/FastBraces	46%	8.1
Perio Laser Treatment	17%	7.0

INSURANCE PARTICIPATION

	<u>Yes</u>
Delta Premier (“regular” Delta)	86%
HealthPartners PPO	49%
Premier PPOs	47%
Cigna PPO	42%
Delta 216	40%
Delta PPO	39%
United Concordia	37%
MetLife PPOs	35%
Medica	34%
Aetna PPOs	30%
Connection PPOs	12%
Dentemax PPOs	12%
Other	13%
Have you dropped a PPO in the last 12 months?	8%
Do you plan on leaving a PPO within 12 months?	3%
Have you joined a PPO network in last 12 months?	8%

YOUR TOP ISSUES (in descending order)

1. Insurance PPO/Third Party Write-Offs
2. Attracting New Patients, Marketing
3. Staff Issues, Motivation, Teamwork, Costs
4. Technology: Costs, Keep Up, Going Chartless
5. Production, Growth, Filling Schedules, “Busyness”

www.AdvancedPracticeManagement.com
 APM@AdvancedPracticeManagement.com
 952-921-3360