THE TEAM
TRAINING INSTITUTE

THE 3 HATS OF DENTAL DECISION MAKING

Clinician Hat

- Put in Place Effective Clinical Systems
- Build Clinical Team's Capabilities
- Produce as Much High Quality Dentistry as Possible

Investor Hat

- Return on Investment
- Hold Management Accountable
- New way of looking at P&L

How does each hat get compensated?

- Provider - % of Collections
- Manager - Management Fee
- Investor - Profits

How does each hat measure success?

- Provider - measure is Personal Collections
- Manager - measure is Net Operating Profit %
- Investor - measure is Return on Investment

Manager Hat

- Put in place all the elements of capacity
- Put in place effective business systems
- Support Providers
- Produce profits to satisfy investors desired ROI

Income Statement Review

- Can show how efficiently we are operating the business
- Allows us to see trends
- Allows us to benchmark apples to apples
- Operating profit allows us to remove non-cash items
- Allows us to calculate Operating Profitability % - a good indicator of efficiency
- Monthly variation can be significant - rolling 3 month report is more meaningful

Learn More about Executive GPS

Which types of decisions will you make with your provider hat?

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Which types of decisions will you make with your manager hat?

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Which types of decisions will you make with your investor hat?

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