

3 KEY TAKEAWAYS

Inefficiency impacts profitability

You don't have time to do it over, so do it right. Efficiency improvement in practice saves time, decreases costs, lowers stress, and ultimately improves profits. Finally, efficient practices are able to invest in their team, facility, and themselves.

Systems and processes encourage consistency

By doing things the same way consistently, there are fewer mistakes and improved efficiency. Systems and processes are ways of documenting how you want everything done that will optimize outcomes.

Monitor correct KPIs representing efficiency

There is a lot of data available for veterinarians to use to monitor their practices. Knowing which data reflects practice efficiency, effectiveness, and productivity will help you see how your business is truly doing.

2 QUESTIONS TO ASK

- Question for **team discussion** (Share your thoughts with your team)

What are we doing well? How can we keep doing them well? What can we do better? How can we improve how we do things?

- Question for **self-reflection** (no need to share your answer or thoughts with your team)

Are we spinning our wheels every day or are we effectively and efficiently delivering a world class client, patient, and staff experience, which optimizes profits?

1 ACTION STEP (LEADER)

Make a commitment as a leader to follow through on at least one of the suggestions below:

- Diarize time each month to review and track the appropriate efficiency KPIs and benchmarks.
- Understand what causes a KPI or benchmark to be out of line and what needs to be done to improve it.

1 ACTION STEP (TEAM)

Make a commitment together as a team to implement at least one of the suggestions below. This will be your team behavior change.

- Work on developing consistent processes for the most common procedures performed in client service and the technical area. Document and archive.
- Review reports with leadership to understand areas of efficiency or inefficiency.