

The show-rate calculator

Your last twenty scheduled units — how many completed, how many paid, and what an hour of you is actually worth.

THE CONCEPT Little's Law · utilization — Capacity that is scheduled but unused costs exactly what it would have cost used.

Read the lesson: pmhnpmba.com/fellowship/show-rate

COMPOSITE · LAST 20 SCHEDULED · 30-MIN SLOTS						FULL ≠ PAID	
SCHEDULED 20	SHOWED 14	COLLECTED 13	PAID / COMPLETED 110	LANDED 1,430	HOURS SAT 10	PER HOUR, REAL 143 / HR	PAID VISITS = BOOKED × SHOWED × COLLECTED
The worked composite from the lesson. Yours goes in the blanks below.							

THE LAST TWENTY

Scheduled

Completed

Completion rate

Paid

Collection rate

Paid ÷ completed

EFFECTIVE RATE

Completion × collection

THE CHAIN

Slots you offer a week

Paid visits a week

Slots × completion × collection

What one visit leaves you

From sheet 1

A week

Hours you actually worked

Clinical and everything else

YOUR REAL HOURLY

THE TWO WAYS TO FIX IT

Ten points of recovered completion, a year

One more clinic day a week, a year

Both numbers are on one page for the first time. One of them costs a process change. The other costs a day of your life, every week, for as long as you keep it.

THE MONDAY RULE

Last twenty scheduled. Three columns: showed, collected, empty. Landed divided by hours sat — that is your hourly, not the offer's. Then two choices: fix show-up (reminders, card on file, shorter lead time, a no-show policy your contract allows), or fix the contract (the word after "paid per"). Do not pick the third choice. The third choice is more empty slots.