

The analytical standard behind a Flowridge report.

One page. The rules every finding, every dollar, and every recommendation has to pass before it appears in front of your client.

01 | THE FOUR-STEP REASONING STANDARD

- The pattern in the data.** trends and rates that emerge from the practice's own history.
- The alternative ruled out.** the finding must survive the most plausible competing explanation.
- The mechanism named.** a specific workflow, protocol, or role change — not a symptom.
- The dollar value derived.** sized against the specific dollars it draws from. Never asserted.

02 | THE METRIC DICTIONARY DISCIPLINE

Every term is defined once, on page two of every report, and used identically throughout. Where a Flowridge number differs from the practice's internal figure, definitions are usually the reason.

Net collection rate collections / net production, same period. 98–100% healthy.	Case acceptance (30d) presented dollars scheduled within 30 days, on the plan.
Active patient (18mo) one or more completed visits in the trailing 18 months.	Attrition, inflow–corr. new–patient inflow excluded so growth cannot mask departures.
Same–day hygiene reappt next appointment booked before the patient leaves.	Overhead excl. owner comp and debt service, for cross–practice compare.

03 | SIGNAL VS. NOISE

Every trend is tested against the practice's own historical variation using statistical process control before it is called a problem. Metrics inside their normal band are reported as monitored — including where that costs us a recommendation we could otherwise have made.

04 | THE 3×3 DIAGNOSTIC FRAME

Adjustments (rows) vs. net collection rate (columns). The cell a practice sits in names the mechanism, not the symptom.

Practice X lands top–right: high adjustments, healthy net–collection — mechanism is discretionary write–offs, not PPO mix or coding.

	Low net collection	Mid net collection	High net collection
High adjustments	Fee/PPO	Drift	Discretionary
Mid adjustments	Contract	Baseline	Concessions
Low adjustments	Coding	Ops slack	Ideal

05 | WHAT EVERY ANALYSIS INCLUDES

- A 25–35 page written analysis, white–label branded to your firm.
- A page–by–page consultant briefing: what to say, objections, what to volunteer.
- A financial–controls screen. Growth advice on unclear numbers is not shipped.

06 | WHAT WE DON'T DO

- Contact your clients. Every touchpoint runs through your firm.
- Retain the practice's data. PHI export is deleted within 30 days.
- Publish case studies without written permission. Ever.
- Sell to practices directly. Consulting firms only.