# Efficiency - The Metric Nobody Uses but Everybody Should

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- Total staff hours per period divided by Total transactions per period = Staff hours per transaction
- Total DVM hours per period divided by Total transactions per period = DVM hours per transaction
- Staff hours per transaction + DVM hours per transaction = Total hours per transaction
- 1.3 hours per transaction is superior performance.
- 1.5 to 1.75 hours per transaction is good performance
- 1.75 to 2.0 hours per transaction is average
- 2.0 to 2.25 hours per transaction is below average
- 2.5 to 3 hours per transaction is poor performance unless you are in a specialty practice or emergency practice.

Other Key Performance Indicators that may justify higher time per transaction or confirm excessive time per transaction.
- Dr. Production Scorecard
- Average Transaction Charge
- Compensation as a percentage of revenue
- Progress (recheck) Scorecard
- Clark Heat Index
- Staff Retention Scorecard
- Product sales vs Services as a percentage of revenue.