

One of several pattern recognition guides from *PracticeOps for Coaches – COMMAND CENTER*

## **Pattern 1: Data Integrity Breakdown**

*"My metrics make no sense"*

### ***Symptoms***

- Quality scores averaging 4.8 but you know some sessions were terrible
- Dashboard shows 0 active clients when you have 12
- Session counts wildly inconsistent with your actual calendar
- Capacity utilization at 45% but you feel overwhelmed
- Metrics don't match your gut feeling about practice health

### ***Common Causes***

- Mixing personal and professional sessions in session counts
- Only rating the good sessions (avoiding data entry after difficult ones)
- Forgetting to update Status from "Prospect" to "Active"
- Rating early sessions when client is still figuring things out
- Not counting prep/admin time in capacity calculations

### ***15-Minute Fix***

1. **Status Audit** (5 minutes): Check all clients marked "Prospect" - change active ones to "Active"
2. **Reality Check** (5 minutes): Pick your most challenging client, rate their last 3 sessions honestly
3. **Baseline Reset** (5 minutes): Update quality scores for last 2 weeks using real session experience

### ***Prevention Strategy***

**The "Good Enough" Rule:** Rate every session immediately after, aiming for accuracy over perfection. A 3/5 rating isn't failure - it's useful information.

### ***Emergency Reset***

*When data is completely unreliable*

1. Export current data as backup
2. Clear all quality scores from last month
3. Re-rate using session calendar and memory
4. Establish daily update habit before touching anything else