

**Tammy Stevenson, D.V.M.**



**Advanced Pet Care**

When I first opened my practice, it was personally and professionally rewarding to watch it grow, but I didn't fully understand how hectic it would become to keep up with that growth and everything that comes along with it. Before long, it was taking more time and energy than I had imagined just to cover all the bases, and I could see that it wasn't sustainable for me to continue doing it all myself.

When I was contacted by Silkin Management Group, I saw it as an opportunity to get smarter about how to approach the management of the office so I could focus on caring for our patients and clients. Silkin conducted a free evaluation of my practice and I realized that part of the problem was a lack of organization from the start. As we grew, we needed some systems and plans in place to keep things moving forward or the whole thing could fall apart. As I confronted the level of production we needed to maintain, I knew I would need some help to make it happen. At that time I started the Silkin program with big expectations to beat the projections that you always hear about like, "It takes five years to build a practice." and "It will be ten years before a practice is truly stable."

We began by addressing the structure of the operation, including designating an office manager, putting protocols in place and tracking our progress. Those few things changed everything! Suddenly the management was a shared responsibility and each person could really tend to their own tasks in an agreed upon manner. Now things run efficiently and we have true accountability for the first time.

As a result, we doubled our income and cut that five year building process down to one year. More importantly, we did it without the stress! Those busy days feel productive instead of chaotic. When I walk through the practice I hear staff members talking to clients about all the right things and I can see that we are providing more and better care than ever before. I know we don't have everything figured out and that we'll always have challenges, but with the benefit of Silkin's training and consulting, now we know how to handle whatever comes our way, and difficulties are addressed in a fraction of the time.

If you know things can be better but find the running of your office too time consuming and somewhat frustrating, consider the free practice evaluation Silkin offers. Their program offers simple, effective methods that make things so much easier. I think everyone deserves the chance to practice that way. It's made all the difference for us.

Sincerely,

A handwritten signature in black ink that reads "Tammy Stevenson, D.V.M." in a cursive style.

Tammy Stevenson, D.V.M.

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