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A few years ago I was contacted by a national practice management firm, Silkin Management Group. I remember taking the call in the midst of doing 1000 other things, as usual. At the time, I was working 12-16 hours per day, I had two small children and I was stressed to the max. I didn't have enough time for myself, my family or for my practice. So I was eager to take them up on their offer for a free practice evaluation. Their analyst came into my office and helped me identify the problem areas in the practice and told me what could be done to improve them. When he showed me how I could get organized, decrease stress and have more time out of the office, I signed up for the program on the spot.

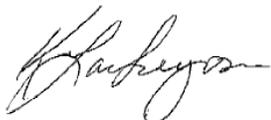
My consultant put together a detailed plan for how to turn my practice around. At first I was resistant to change and wasn't sure the steps were going to get the desired result. But I had to admit that my approach wasn't working. My consultant's caring persistence finally paid off and I set to work inspecting the practice systems, establishing policy and procedures and getting my staff trained. Everything started to fall into place. Finally the staff knew what was expected and what they needed to do to make it happen. It eliminated all the guesswork. And Silkin taught me what it meant to be an executive. I learned how to communicate with my staff and the basic "how to's" for handling situations in the practice. Now things are much more efficient and organized. I'm able to be the doctor and not worry about day-to-day operations.

Now I'm only working three days per week yet production increases 20-25% each year. The cost of the program was returned in the first few months and many times over since then in decreased stress and increased productivity.

Looking back, I know that if I hadn't hired Silkin Management Group I would have burned out and gotten out of the profession. I just couldn't have kept going the way things were. Silkin saved my practice and now I'm having a great time doing what I love to do!

Silkin can help you achieve your goals and make practicing more rewarding and stress free. Find out more about the complimentary practice evaluation they offer and find out how you can benefit from their expertise.

Sincerely,



Kathleen Lackey, D.V.M