



1 the problem...

Unknown Reporting Structure

Previous Audit Citations

With no defined reporting structure or chain of command in place, this was sure to raise yet another red flag on Victor’s medical practice’s upcoming audit (see Business Parts Analysis—Case Study). The lack of a documented structure proved that a formal plan did not exist which the auditors believe compromises the quality of service, indicating that work is performed willy nilly.

2 how we helped...

Business Plan & Growth Strategy Alignment

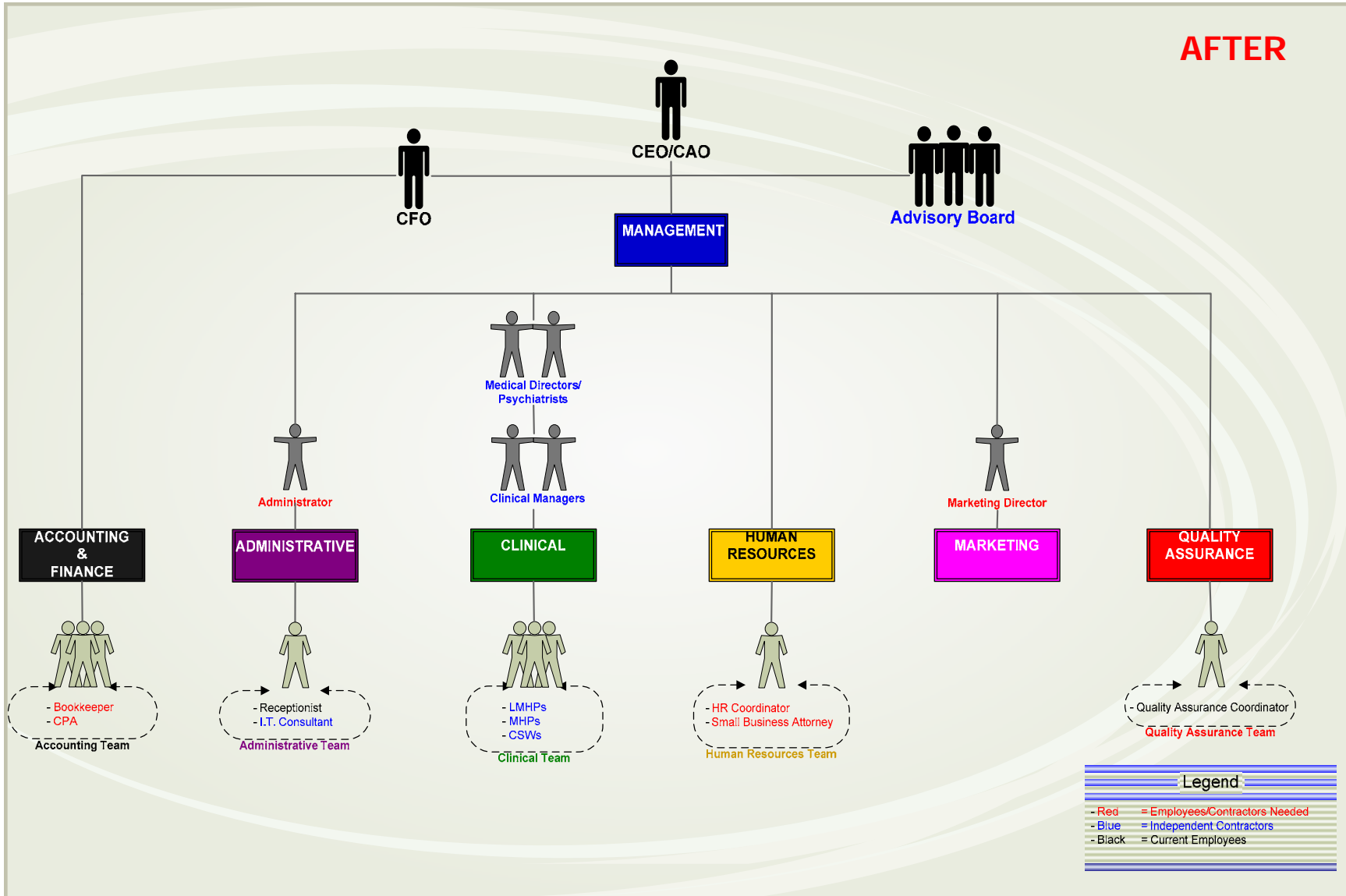
Visual Documentation

We carefully reviewed and analyzed Victor’s business plan to understand the growth strategy of his medical practice. We transcribed his verbal goals, coupled with the results of their Business Parts Analysis, and designed a reporting structure that clearly and visually communicates:

- what work needs to be performed
- how work is allocated amongst staff
- who needs to be hired
- relationships amongst all personnel resources

ORGANIZATIONAL CHART





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3 value & results...

- ↑ Employee Accountability & Autonomy
- ↑ CEO Time for Business Development

Victor's Business Design Blueprint enabled him to:

- Pass his audit with zero citations
- Maximize his relationship with his I.T. Consultant as he could now better articulate his practice's technology needs;
- Free up ~45% of his time for business development by hiring a new CPA, bookkeeper, and H.R. Coordinator to handle all payroll, invoicing, and other accounting related activities;
- Create conflict resolution buffers—with a defined chain of command in place, other managers can handle most client and staff issues

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