

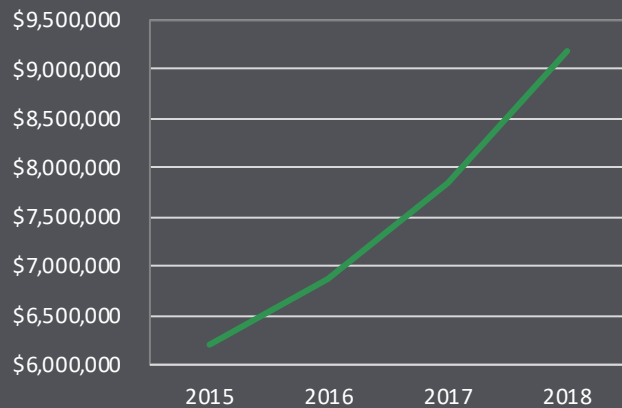
Medical Practice Experiences Significant Growth

CSR's methodology drives change to a multi-site dermatology practice

Beginning of engagement (2017)



REVENUE GROWTH



ONGOING STRATEGIES

- ◆ Monthly face-to-face meetings where prior month's work and plans are examined to evaluate success, financial results are reviewed, and future work is prioritized
- ◆ Regular onsite work to drive achievement of strategic objectives identified in initial session
- ◆ "All-you-can-eat" access via e-mail and phone

THE SITUATION

- ◆ Multi-generational practice in need of direction and growth upon the passing of the torch to a new Managing Partner
- ◆ Uneven growth based on few providers responsible for most of the revenue
- ◆ Purchasing decisions made via urgency versus analysis and data
- ◆ Reactive human resource management driven by necessity rather than proactive recruitment best practices
- ◆ Multiple "#1 priorities" with no method or means of prioritization
- ◆ Managing Partner and Practice Administrator in need of a sounding board

RETURN ON INVESTMENT

\$84K total retainer fees
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\$1.3M revenue growth
(15 X)

IN THEIR WORDS

"CSR has helped to solidify our company culture, and they have been the guiding force behind our strategic growth. With their help, we've seen important positive results on our top and bottom lines that exceed the goals that we jointly developed with CSR at the beginning of the year. From hires and partnerships to new procedures and service offerings, their team has been there to help us think about how to effectively make decisions and to ensure they are successful. They keep us accountable with our action items and make themselves available as a sounding board whenever we need one. CSR is worth their weight in gold!"

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