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Internal Medicine

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Board Certified

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Mr. Don Sando
President
Achievement Partners
San Diego, CA

Dear Don,

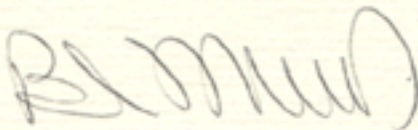
I want to thank you for the significant improvements that have occurred in my practice. These have occurred as a result of my office manager and myself first participating in your Effective Supervisory Management program, followed by my staff participating in your Effective Personal Productivity program.

I am an internist with a private practice. My desire is to simply practice medicine, and not get bogged down in managing office staff. However, this attitude had not proven to be completely realistic to-date, and my office was not running smoothly. I wanted help with getting my practice to run more efficiently, while minimizing the time requirements on me to manage the office staff.

First, the main improvement in myself is that I am able to communicate more effectively with the staff, and I no longer let problems fester. I approach them head on, and work with the necessary staff to resolve them. But more importantly, I am able to delegate more effectively, and my staff is more willing and able to take ownership for resolving operational issues on their own. The office manager now takes a more active role in supervising the staff, and leading them to address issues as they arise.

We are much more process oriented now. The practice now has job descriptions for all staff, with success metrics for each responsibility. Each staff member has developed a procedures handbook for their position and responsibilities, and backups have been designated and trained for all key functions. The communication and teamwork between the staff is markedly improved, and employees actually seek to assist their colleagues in the office when a workload spike occurs in one area or another. More importantly, my involvement is not required to make this happen, so my overall objective of being able to devote more time to medicine has been achieved.

We have experienced a significant return on our investment, and the productivity and efficiency of the staff has noticeably increased. While we haven't made exact calculations of the productivity increase or ROI, there is no doubt that this program more than paid for itself. I would definitely recommend your programs to any practice that seeks higher productivity and better office management.



Bernard A. Michlin, M.D.