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A few years ago, I realized that it was time to take some steps to get my veterinary practice running more smoothly and profitably. I had a good practice but it had become more difficult to manage than it needed to be and, more than anything, I was concerned that if we kept going in that direction the practice wouldn't survive.

About that time, I was contacted by Silkin Management Group, a nationally recognized practice management company in Portland, Oregon. Silkin offered me a free evaluation of my practice and I jumped at the chance to get some insight into how to improve my practice.

The evaluation was quite enlightening. I expected tips about how to fix some small problems but I didn't realize that Silkin could show me the source of my frustrations and the precise and simple steps to take to turn things around. Even though the idea of taking on a consultant was a new one for me, I had to admit I didn't have very good control over the management of my practice and I was working too hard with too little result. So I decided to start the Silkin program and now I consider it to be one of the best business decisions I ever made.

Silkin started by showing me how to get my employees doing exactly what they needed to do to meet our clients' needs and to help me take care of their pets. We prioritized goals to get various systems and protocols in place and incrementally started tackling each one. The process was simpler than I thought it would be and started to get results right away. Before long, our production started to climb and our days became easier to navigate, which kept us motivated to continuously look for more and better ways to help those in our community who need our services. Despite economic challenges, we've seen a considerable improvement while other practices I've heard of have leveled off or even started to decline. Believe it or not, there are simple and effective management tools that positively influence the pattern of practice productivity no matter the circumstances. I wouldn't have known or believed that if Silkin hadn't shown me how to make it happen. And if I can do it, anyone can.

If I hadn't used the Silkin program, I think I'd still be stuck in a cycle of losing employees, repeating stressful patterns, and trying to navigate a disorganized practice environment. Instead, we've streamlined our entire operation and now I'm back to the professional satisfaction that comes with doing what I love.

If you'd like to take a fresh look at your practice and gain some insight into how to make some improvements that can really change your practice experience, consider the free evaluation Silkin offers. It's a simple and informative process that all practitioners can benefit from. You'll be glad you did.

Sincerely,

Elizabeth Preston, V.M.D.