



Practice Leadership, Burkhart Consulting helped me substantially increase production and collections while helping me develop my leadership skills. I always knew I had the potential to manage well but I resisted other practice management approaches and their creation of “guru-reliance.” I desired to be independent and become the true leader of my practice.

After working with PLBC for one year, production rose by 24.4% and collections rose by 26.6%! It was so successful that we created another custom designed program the following year! (This after I told them I would “only work with PLBC for one year, shake hands and say goodbye.”)

Why did I decide to work with PLBC? Quite simply I wanted to take control back of my practice; I started my practice from scratch and experienced incredible growth and success quickly. Soon I began to realize I needed some better systems to develop the practice in a direction that I wanted instead of a machine that carried me and my philosophy along for the ride.

PLBC’s systems helped me regain my leadership role of the team that had slowly been eroding away. Early on I felt like certain team members had hijacked the plane and my only recourse was to pay the ransom with every demand for a pay raise or “new” job offer. Now that the systems are in place with clarified, written expectations the team does not respond to change or the unknown out of fear and frankly neither do I. I anticipate challenges much better and approach them with more confidence knowing that I have a proven game plan that works.

As a practice, our team communication has been more effective allowing us to do the type of dentistry that is enjoyable. Patients consistently receive comfortable dentistry delivered on time with great customer service. Dentistry is truly more enjoyable to me now.

PLBC’s programs have had an extremely positive impact on the team. The team members have clear expectations, better training in the skill sets they need, and the confidence to achieve our goals. The synergy materialized as team members understood their individual role in relation to the common goals of the practice. Team members evolved from a “that’s not my job” mentality to true teamwork. Now the team consistently puts the patient first.

I can not overstate the importance of credibility in a consultant that you bring into your practice. My team was extremely resistant to the very idea of a consulting company. PLBC has the perfect combination of in office consultants with many years of dental experience and a proven business leadership team from outside the profession. Their credibility with my team was one of the most important factors that allowed my team to move forward and achieve the success I had hoped for.

The commission system as designed by PLBC made immediate sense to me. I had looked at many others and they were either impossibly complicated, making the team feel like the bonus is a random whim, or rarely attainable, leaving the team without belief. The structure helps set the stage for clear understanding of the team member’s compensation, possible future raises, how new employees will impact it, and the attainability of daily goals. I am still amazed at how much the commission system motivates the team! PLBC has been a great resource.

Without a doubt choosing to work with PLBC has been one of the best decisions I have made. It not only made an immediate impact but the lasting influence has continued many years later. I gladly give my highest recommendation to any colleague considering working with Practice Leadership, Burkhart Consulting.



Tim Casey DDS