

COOPER DENTAL ARTS CENTER
Innovations for your smile

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Dear Colleague,

I am writing to recommend the services of Practice Leadership, Burkhart Consulting. We have greatly benefitted from their guidance in our busy Olympia, WA general dental practice over the course of the past two years.

I have been in practice for over 23 years and employ an experienced staff of ten plus one long term associate. Two years ago, I determined that my goal was to add another associate dentist to our practice and expand our hours of operation. Even though our practice was successful by most measures, I felt that some of our business and operation systems would need to be significantly changed to accomplish the goal. I did not feel that I had the knowledge or perspective to see all of what was needed to make these changes.

I have not been one to employ outside consultants in my practice in the past, so the prospect of retaining someone in this role was troublesome to me. For my specific needs, I did not want to enter into a consulting relationship which involved a "preset" program. I discussed this with my long term Burkhart Rep who recommended that I visit with Practice Leadership to see if they could meet my specific needs. I remain grateful to him for his referral.

The Practice Leadership Team has been very instrumental in bringing our practice through a challenging yet productive process over the past two years. My new associate will start seeing patients in September. We have made several key changes in our systems that have not only readied the way for his arrival, but increased our overall practice productivity, collections, and efficiency ahead of his arrival. In fact, we have enjoyed this overall increase despite the downturn in the national and local economic situation. My staff understands our objectives and is working hard to meet our mutual goals.

The team at Practice Leadership, Burkhart Consulting has proven to be insightful, flexible, knowledgeable, responsive, communicative, and very client focused. They assessed our systems and worked with my specific objectives and goals to outline a plan for our success. As we progressed through our initial plan and new circumstances developed, PLBC proved to be adaptable to meet our needs. We have worked with virtually all members of the PLBC team and found them to be well versed in their areas of expertise and very genuine and caring individuals.

My staff, my practice and I have truly benefitted from our relationship with Practice Leadership, Burkhart Consulting and I have no reservation in recommending their consulting services to my dental colleagues. Should you have any questions regarding PLBC, I would be happy to discuss them with you.

Sincerely,



Bruce E. Cooper, DDS