**52 Weeks to Success**

**Chiropractic Assistant Program**

**Benchmark 12 Improving Patient Flow**

**Core Objective:**

As we have been working through policies and procedures to improve your communication skills, efficiency and patient service, your practice should be growing, becoming busier and more FUN! So many of you are setting new records in your practices and experiencing the effects of implementing procedures and practices that open the door to more new patients and more daily visits to your practice. Some of you are seeing 2, 3, even 5 times more patients than you were seeing when we started this program! With growth comes excitement and, occasionally, can leave a wake of messes to be cleaned up! How you handle that wake will determine if you continue to grow, stop growing, or shrink back to your old level. Streamlining your procedures and systems will help ensure that your current patients will continue to receive the very best care and service. That not only makes your Doctor happy, but you’ll find that your day flows smoothly with less stress and more happy patients! In this benchmark, we’ll look at some of the things that can create invisible ceilings to growth and how you can continue to move beyond your current volume of patients easily and stress-free.

***“Challenges are what make life interesting. Overcoming them is what makes life meaningful.”***

***- Joshua J. Marine***

**The objective of this benchmark is to:**

1. Increase patient visit capacity.
2. Streamline procedures.
3. Implement the Do It Once rule.
4. Continue to see more patients!
5. Identify barriers to growth.
6. Reduce Stress

**Key Takeaways:**

**Questions for Team Discussion:**

1. If we were to see 10 more New Patients per day, what would break down?
2. If we were to see 50 more patient adjustments per day, what procedures would get left undone?
3. Where does our “flow” get clogged up?
4. Does seeing more patients mean more work?
5. What are some changes that we can implement to begin improving in this area?

**Resources:** Benchmark 1 through 11 (PowerPoint/Worksheets/Team Discussion); Videos and Webinars from 52 Weeks to Success CA Program website.