

# Practice Health Checks



## It's time to take a fresh look at your practice!

### Do you want to improve your practice but don't know where to start?

Successful veterinary practices recognise that a regular appraisal of their systems, staff and performance is the key to keeping their business fresh and relevant to the current market, and ultimately ensuring continued success.

Within our Practice Health Check program, our experienced Consultant will visit your practice and assess the following areas:

- Business Goals and Direction
- Governance
- Culture and Leadership
- Marketing / Promotions
- Human Resources
- Customer Service
- Business Financials

Also included in our investigation process is a staff survey and mystery shopping snapshot program. All findings will be delivered to you within a comprehensive written report complete with recommendations and business improvement strategies.

We know that implementation is often the hardest component of change, and for this reason we also have coaching programs for you to choose from if you need assistance with this important process.

### Benefits to your practice include:

- Identification of key areas for attention
- Recommendations for improved practice efficiency and profitability
- Access to a wealth of knowledge and experience

**Need help implementing changes in a particular area of your practice? CCG also offers a range of comprehensive Coaching Programs.**

**Find out more: [ccgenquiries@provet.com.au](mailto:ccgenquiries@provet.com.au)**

### Find out more online:

[www.provetccg.com.au/healthchecks](http://www.provetccg.com.au/healthchecks)