

## The Path to Profitability

Regardless of the circumstances, the lack of profitability is the number one problem facing rural healthcare in America today. Allen Allen & Eliot, Inc. has a track record of bringing small organizations to stability and profitability. It's not magic - it's honest, hard work. Knowing what to do, how and when to do it, and staying on track.



Over the years, Allen Allen & Eliot has developed a core group of highly effective strategies which help health care providers to be successful.

Our team of experts can address even the hardest of problems, and either give you the tools and support you need to move forward, or in some cases to actually manage your organization until you reach the level of stability that you need.

## Our Mission

Allen Allen & Eliot provides the highest quality health care advisory services to clients in all endeavors of health care provision, so that both the resources of the client and the health care services ultimately made available to the client's community, are optimized.

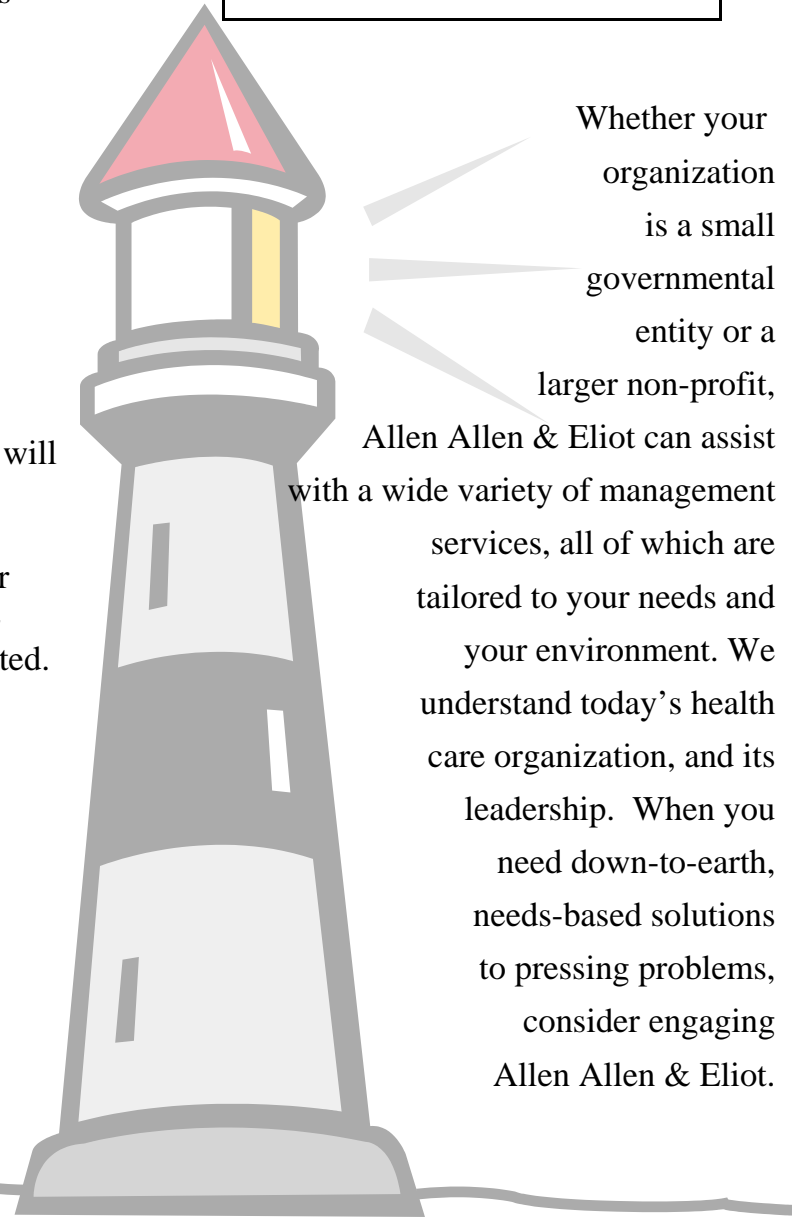
## Confidentiality

At Allen Allen & Eliot, we fully understand and honor the delicacy and confidentiality of our interactions with each of our clients. *All details* of our relationship with *each and every client* will be treated as the confidential business property of the client, and are never disclosed to or discussed with any other party. Written confidentiality and non-disclosure agreements are gladly executed.

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Allen Allen & Eliot, Inc.

Guidance To Innovative  
Solutions For Your Healthcare  
Management Challenges



Whether your organization is a small governmental entity or a larger non-profit, Allen Allen & Eliot can assist with a wide variety of management services, all of which are tailored to your needs and your environment. We understand today's health care organization, and its leadership. When you need down-to-earth, needs-based solutions to pressing problems, consider engaging Allen Allen & Eliot.

## Our Experience Meets Your Needs

What is your greatest need? Financial?  
Physician Relations? Sagging Volumes?

Over the years, the professional employees of Allen Allen & Eliot have amassed quite an impressive list of accomplishments. It's possible that those experiences would be useful to your organization.

**W**e've recruited an average of 4 new physicians to each of our rural facilities.

**W**e've accomplished financial and operational turn-arounds for facilities losing as much as \$460,000 per year, in as little as 20 months!

**W**e've led a rural organization to be named one of the "Top One-Hundred Hospitals in the United States."

**W**e've added new clinical services, established collaborative relationships, and positioned facilities for growth - in every organization.

**I**n urban settings, we've made over \$15 million in positive margin for not-for-profit clients - in a span of 4 years.

## Specialized Consulting Services

***Conduct Community Health Needs Assessments*** - Community Health Needs Assessments provide critical information about the health care purchasing preferences and habits of a community - information which can be obtained in no other way. At the same time, they build confidence and loyalty within the ranks of the patient base. Each assessment tool is constructed to meet the specific needs of the client and community. A complete strategic interpretation is provided to the client, in a forum of their choice.

***Lead Governing Board Educational Forums and Strategic Planning Sessions*** - In today's environment, an organization's focus must come from the top. Your governing body *can* understand and be responsive to your community's needs.

***Define Organizational Competitive Strategy*** - Prior to, or in conjunction with a Strategic Planning Retreat, a Competitive Strategy Session can help you refine your view of the world in which you operate, and create focus about where you need to be going.

***Design Implementation Strategies*** - Your plans *can* come together. We help you formulate plans and time tables that will allow you to move forward to achieve your goals - whether it's the establishment of a new service, or the downsizing of an old one.

***Facilitate Organizational Change*** - When your organization needs to undergo a difficult-to-implement change or initiative, we help smooth out the bumps. Our realistic approach to dealing with the dynamics of change allows your organization to "get there."

***Establish or Reemphasize Quality Improvement Initiatives*** - If you are still a bit unsure about how quality assurance or quality improvement fits into your organization, we can bring this sometimes-difficult subject to life. We can custom-craft a CQI plan for your organization, and put it to work - in every department. A full range of CQI services is available, from single-seminar to ongoing facilitation and coaching.

***Conduct Employee Opinion and Satisfaction Surveys*** - Employee opinion surveys give you an opportunity to make your organization truly responsive to your greatest asset - your employees. Our standardized survey format is tailored to your organization.

***Position and Organization-Specific Education for Management*** - Subjects such as basic supervision and motivational techniques, building teamwork, and maintaining a whole-organization focus are a specialty.

***Personal Executive Consultation and Coaching*** - When you need another viewpoint, or perhaps some fresh ideas about how to operationalize your goals for yourself or your organization, we can give you a new perspective, and concrete steps to allow you to refocus and move forward with purpose.