



PE OWNED PHYSIOTHERAPY CLINIC REDUCES HEAD OFFICE COSTS

BACKGROUND

As the demand for health and rehabilitation services continue to grow in Canada, it becomes critical for this health and physiotherapy company to ensure that its processes across its extended network are efficient and consistent for them to continue delivering optimal health care for their patients. TPG was brought on to conduct an initiation study to reduce internal head office costs, increase efficiency and improve processes.

APPROACH

- 34 interviews conducted
- 87 pain points collected
- 20 process maps developed

RESULTS

In a 3 week engagement:

- Developed 5 Programs consisting of 10 Projects in total
- Projected value of the Programs: \$1,202,000/year in cost savings
- Reallocation of Head office costs: \$2,663,939