

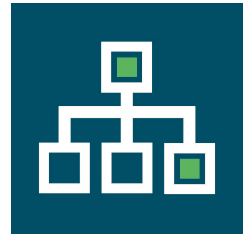


**MANAGEMENT  
SOLUTIONS** LLC

814.572.2294

[tsp@t2management.com](mailto:tsp@t2management.com)

[www.t2management.com](http://www.t2management.com)



## Productive Processes

**POLICY DEVELOPMENT:** Organizations need rules that guide how business is to be conducted. Policies are tools that allow you to define expectations in areas such as billing and collection, confidentiality, technology use, and system security. In addition, certain policies are required for complying with governmental regulations such as HIPAA and HITECH. Formally documenting the policies needed in your office, however, is often not at the top of your “to do” list.

Many of the policies needed to govern a professional service business are fairly standard. At T2, we have model policies that can easily be adapted to your office. In addition, we will work with you to communicate new policies to the members of your organization. Finally, we can establish the most efficient way for you to maintain these documents for easy access and updates.

**PROCESS IMPROVEMENT:** Document errors, missing files, scheduling issues, and unhappy clients/patients are just a few of the problems that can cause frustration and delays in a professional office. You and your staff may know that improvement is needed, but not have the time or skills to make the necessary changes. If you find yourself thinking “there must be a better way,” then T2 can help.

Whatever your “product” may be, there are processes that go into producing it. We are experienced in using continuous improvement tools that identify the root causes and help formulate solutions to your most disruptive problems. Change is difficult, but often necessary in process improvement. Our consultants will work collaboratively with you and your staff to help implement changes as well as measure the outcomes.