

## TLC's 33 Procedures

1. 5 Primary scripts verbatim by Drs. and CA's (Dr.'s & CA's on speakerphone conducted by Member Services)
2. TLC new patient checklist on every folder and TLC NP Application used every time
3. 6 steps of Day 1 fully implemented
4. A List for Drs. with TLC and AC coach on it
5. All tram especially doctor arrives 30 minutes before opening AM & PM
6. P.R.E.S. with individual written schedules for AM & PM every team member
7. Huddles delegated to every team member (including the doctor mostly) for assigned AM/PM sessions
8. Weekly team trainings done on Monday
  - a. Presented by the doctor
  - b. Prepared for during the previous weeks 26 WTM
  - c. 26 WTM is used as journal showing entries and a new one every 6 months
9. Each team member has a one on one weekly accountability meeting and a weekly checklist is used and kept logged in their manual
10. Stats sent in monthly on time by 5<sup>th</sup> of the month
11. TLC new patient videos shown to every NP day 1 & 2
12. Flawless execution of 4 green lights of Day 1 by Dr. & CA
13. 100% zero balance Day 1
14. 13 steps of group report – mastery level
15. 8 steps of Drs. Breakout – mastery level
16. Flawless execution of Day 2 TFI\$ 4 green lights
17. Patient appointments booked out for entire care plan
18. Drs. 1<sup>st</sup> in flow adjustment procedure flawless
19. Re-exams every 10 visits on all patients and re-reports on separate days
20. Give out the 12 month team calendar by October of the following year (appendix of TDP section in TLC manual) Example – in October 2020, we would distribute the calendar for 2021
21. Strict adherence to practice hours and locked door policy
22. Care plans clearly defined for NPs, continued care patients and wellness/maintenance care patients
23. Financial CA closure of financial report - mastery
24. 95% of patients on monthly swipes
25. SWS scheduled out for entire care plan. 2 in the first month and 1 a month for entire care plan
26. AR process full implementation with box, 3 month advance address process
27. Quarterly trainings & one on one meetings for every team member
28. Pre and post x-rays or scans posted for patients to see
29. Optimal healer program occurs annually
30. 12 month PR calendar and expansion and renewal cycles made boldly evident for patients and team to see
31. Visited 1-3 flagship TLC offices with team
32. In office evaluations (IOE) are at least scheduled if not already completed
33. Patient/team communication mastery of 7 levels of conversation

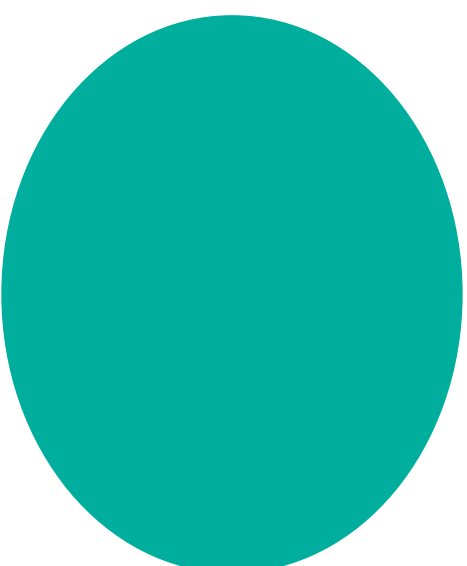
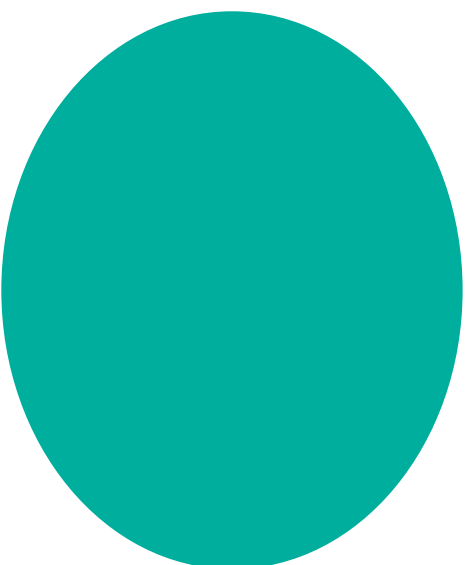
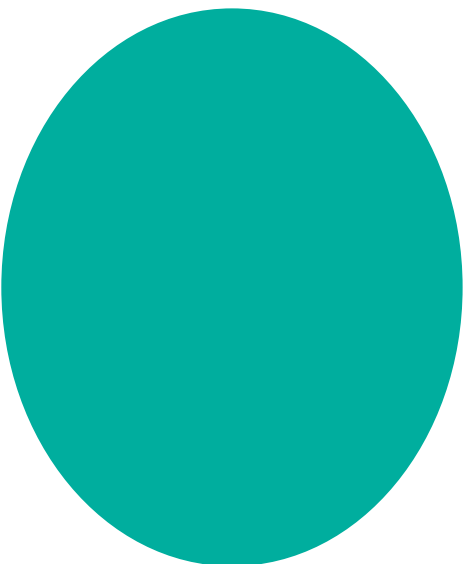




## TLC'S 3 DAILY PROMISES FOR EXCELLENCE

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Read							
Listen/Watch							
Practice/Doing							

# TLC 3 Circle Drill



## TLC's Yearly Core Proficiency Procedure Analysis:

These are action steps that need to be addressed yearly/quarterly regardless of core proficiencies.

Quarterly Analysis	Written, audio/ video - Example recorded of the procedure	Date sent to TLC & AC Coach	Reviewed by TLC and feedback given
<b>1st Quarter – Team Driven Practice Procedures</b>			
Weekly team trainings			
One on one accountability meetings with each team member			
Patient Hours - Adjusting, Specialty, Admin hours			
Quarterly Trainings (3x/ year)			
Yearly calendar laid out that includes AC call times and days			
Yearly calendar laid out with CA's TDP Cornerstone Calls			
Yearly calendar laid out detailing which TLC calls DR will be on - days and times			
Yearly reviews completed for team			
<b>2nd Quarter – Patient Care Procedures</b>			
Day 1 - 6 steps			
New Patient Exam			
Day 2 - 13 steps of group report			
Financial delivery - Step 12 & 7			
Re- Exam			
Anniversary Reports			
<b>3rd Quarter – Balance and Prosperity Procedures</b>			
Yearly calendar laid out for year with team-vacations, seminars and leadership camps			
Assess potential bonus programs			
Bi-annual office clean out T.R.A.F. project			
6 month check in on AR's			
TLC report card filled to assess other areas that may not be part of core proficiency			
Overhead - calculate - forward & reverse audits			
Debt reduction - financial freedom			
Team hours – assess total #s and Drs. admin hours weekly			
<b>4th Quarter – Promotions and Marketing Procedures</b>			
Engagement calendar with laid out expansion/renewal cycles for next year			
3 to 4 fully planned for PAD's			
Social media campaigns planned for the year			

# engagement spectrum

