



DAY 2

LEADERSHIP TEAM BREAKOUT:

PRACTICE SUCCESS DIRECTOR, STRATEGIC GROWTH PARTNER AND TREATMENT CONSULTANT

The Aligned Growth Engine: Where Patient, Practice, and Partnership Become One

Leadership is understanding the identity of each role within the practice and owning its requirements so every leader can execute with clarity. Values, behaviors, and systems aligned across the team. This is where the breakout starts.

This is the moment where leadership stops being a concept and becomes a coordinated system.

PART 1 THE PATIENT EXPERIENCE ENGINE

From First Call to Lifelong Trust — Designing the Journey That Drives Acceptance, Loyalty, and Advocacy

This session transforms how the leadership team sees the patient journey.

Not as a sequence of steps...

But as a designed **experience of trust** — one that begins before the patient arrives and continues long after treatment is complete.

The Practice Success Director, Treatment Consultant, Strategic Growth Partner and leadership team begin to operate as one system — ensuring that every patient is understood, guided, and supported at the highest level.

And now, with **Luminous our master agent**, that system becomes visible, trackable, and scalable.

What This Unlocks

- ▶ A fully choreographed patient journey — from intake → discovery → treatment acceptance → follow-up
- ▶ A clear distinction between **patients who need coordination vs. consultation vs. clinician time**
- ▶ A leadership team that **owns case acceptance together**, not in silos
- ▶ A system where every **patient interaction reflects back to the referring doctor**



Where Luminous Changes the Game

- ▶ **Patient Dashboard**
Real-time clarity on patient status, communication, and next steps
- ▶ **Practice Dashboard**
Visibility into daily flow, case acceptance, and performance patterns
- ▶ **Intelligent Communication Layer**
Clinical notes and letters are generated within minutes — no lag, no loss of momentum
- ▶ **Insight Over Time**
Patterns emerge that were previously invisible — allowing leaders to refine the system continuously

Leadership Shift

- ▶ From reacting to the day → **Designing the day**
- ▶ From hoping for acceptance → **Engineering acceptance**
- ▶ From individual effort → **System-driven consistency**

PART 2 THE RELATIONSHIP & GROWTH ENGINE

From Touchpoints to Trust — Building a Referral Ecosystem That Compounds Over Time

This session reframes referral growth completely.

Relationships don't grow through intention alone.
They grow through **structure, cadence, and shared value.**

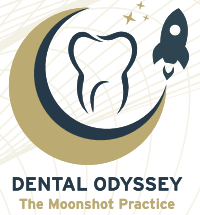
The Strategic Growth Partner leads this system — but the entire leadership team supports it, reinforces it, and benefits from it.

Because every referral is not just a patient.

It is a **relationship in motion.**

What This Unlocks

- ▶ A **clear cadence of visits and touchpoints** that build trust over time
- ▶ Mastery of the **Seven-Step Practice Visit** and the **16 visit types**
- ▶ A system where referral relationships are **intentional, not opportunistic**
- ▶ Alignment between **patient experience and referral loyalty**



Lunch & Learns — The Win-Win Growth Engine

This is where relationships accelerate.

- ▶ Not presentations → **Shared learning experiences**
- ▶ Not selling → **Educating and aligning**
- ▶ Not one-sided → **Mutual growth**

What makes them powerful:

- ▶ GP teams gain **clarity and confidence**
- ▶ Specialists deepen **trust and credibility**
- ▶ Conversations are **structured, supported, and repeatable**
- ▶ Growth becomes **shared — and therefore sustainable**

The outcome:

When growth is mutual, trust compounds — and choice follows.

Where Luminous Extends the Ecosystem

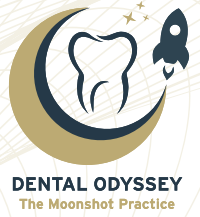
- ▶ **Relationship Dashboard**
Track engagement, visits, and relationship depth across referring practices
- ▶ **Referring Doctor Communication**
Letters, updates, and insights delivered instantly and consistently
- ▶ **Follow-Through Without Friction**
No missed opportunities. No dropped communication.
- ▶ **Data-Driven Relationship Strategy**
Know where to invest, who to deepen, and how to grow the right partnerships

Leadership Shift

- ▶ From managing relationships → **Owning an ecosystem**
- ▶ From occasional outreach → **Consistent cadence**
- ▶ From individual connections → **Institutional trust**



**THE
LEADERSHIP
THREAD**



THE INTEGRATION MOMENT

Three Dashboards. One Aligned System.

- ▶ Patient Dashboard → **Drives Acceptance**
- ▶ Practice Dashboard → **Drives Performance**
- ▶ Relationship Dashboard → **Drives Growth**

Together, they create something powerful:

A practice that is no longer dependent on effort...

But is driven by alignment, visibility, and intelligent systems

When the leadership team aligns the patient experience, the referral ecosystem,
and the systems that support both...

**Growth is no longer something you chase.
It becomes something your system produces — every single day.**