



PULMONARY SLEEP &
CRITICAL CARE SPECIALISTS

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Port Charlotte, FL, November 10th, 2023

To whom it may concern,

Pulmonary Sleep & Critical Care Specialists are a board-certified team of physicians in Charlotte County, Florida, dedicated to delivering high-quality patient-centered care in Pulmonary Medicine, Sleep Medicine, and Critical Care Medicine.

With three offices in Southwest Florida, as PSCCS, we are dedicated to diagnosing, intervening, and treating pulmonary disease and sleep disorders. We also provide Critical Care services in local hospitals, where all the patients receive the same high-quality attention. In addition, we have a contemporary Sleep Disorders Center, accredited by the American Academy of Sleep Medicine. We offer many procedures such as Pulmonary Function Testing, Six Minute Walk Testing, Overnight Sleep Testing, and others.

As part of the 2023 PSCCS improvement initiatives, we engaged with the firm LONDON CONSULTING GROUP to address specific business challenges. Through this project, our company has benefited from their expertise and knowledge, combining process optimization, team accountability, and Analytics, resulting in significant improvements in our business operations.

The way change was managed, the dedication displayed by the team members, the applied methodology, and the way it evolved throughout the different phases of the project were beneficial to our organization, and it enabled us to achieve our fixed objectives, of which the following stand out:

- 15% overall office utilization increased from 63% to 78% (3 locations).
- 16% additional income by raising 12% of patient consultations.
- 12% income growth in the respiratory department.
- 33% income growth in the Sleep Disorders Center.
- Active supervision – Implemented KPI-driven goal follow-up by department structure.
- Enhanced Management Reporting – Developed 7 Power BI customized dashboards.

The project was successfully concluded with the **20 programmed calendar weeks, generating a Return On Investment of 0.8 to 1 by the end of the project** with an **annualized forecasted return of 5.8 to 1**. Additionally, to the quantitative results, it is essential to acknowledge the changes made to our personnel's work culture and accountability, leaving us with a solid foundation for achieving our medium- and long-term goals.

We recommend London Consulting Group as a professional and committed firm with an excellent work methodology that positively impacts an organization's work culture through its sustainably shoulder-to-shoulder implementation and the attainment of tangible results.

Sincerely,

Fabrizio Monge, MD FCCP
PSCCS Partner