



General Practitioner with Business Acumen Finds Value in Practice Solutions



Practice Solutions Profiles

Al Abdelnour, D.D.S.

Livonia, Michigan



72%

increase in patient treatment plan

Average new patient treatment plan increased from \$1,649 to \$2,836



5%

increase in receivables collected

Receivables collected increased from 95% to 100%



7%

projected increase

On track to produce 7% more in 2019

About

Dr. Al Abdelnour learned the principles of running a business early being surrounded by family businesses in his childhood. In his first year in college, he wanted to become an accountant, but soon realized he was too much of a people person and changed his major to pre-med.

While in college, Dr. Abdelnour had an accident that required extensive dental work. He discovered that a dental office would be better fit for him than a hospital. Shadowing his dentist cousin solidified his decision to earn his Doctor of Dental Surgery degree at the University of Michigan School of Dentistry.

Dr. Abdelnour began his dental career at the NLA Implant Group and then opened a private practice with a partner in 1998. He started Levan Dental Group in Livonia, Michigan, in 2005, and has since acquired additional practices.

Dr. Abdelnour is a member of the American Dental Association, Michigan Dental Association, Detroit District Dental Society and numerous dental clubs.

The practice prior to Practice Solutions

Dr. Abdelnour already understood how to run a business when he opened his practice. He knew how to control overhead and treat customers and understood that his team was a key asset. He applied these principles to his practice and experienced consistent, sustainable growth without advertising.

Dr. Abdelnour has always been a believer in consultants and respects the perspective a third-party can bring. He had been with a dental consultant for 10 years, and during that time he had absorbed two dental practices, which more than doubled his practice.

While the acquisitions caused some growing pains, his team remained loyal and motivated due to Dr. Abdelnour's leadership skills. His customers remained loyal, as well, thanks to Dr. Abdelnour's philosophy about treating patients like family.

Dr. Abdelnour wasn't displeased with his current consultant, though he wanted to learn more about what Spear Practice Solutions could offer his team. He liked the idea of bringing his team to Scottsdale, Arizona, for campus workshops and providing them with ongoing educational resources on Spear Online.

He decided to make the switch and joined Practice Solutions.

Implementing Practice Solutions

Dr. Abdelnour's team members were very open to learning from consultants, due to their past consulting experiences, so they jumped into Practice Solutions willingly. The office began hosting daily huddles, meaningful weekly meetings and monthly strategic meetings. The pre-planned meeting agendas helped hold the team accountable.

They learned and grew together while reviewing cases and watching prescribed curricula online. Dr. Abdelnour noted that consistency of these meetings has helped align everyone. The team has been able to refine their processes, which added value to the practice.

Dr. Abdelnour also implemented a bonus system, where each team member could benefit from production growth. Using the Practice Solutions analytics platform, his team now checks their goals daily to stay motivated. Team members routinely come to him with ideas for improving efficiency, increasing case acceptance and more.

Dr. Abdelnour appreciates the wealth of experience his consultant brings to the table and enjoys getting her opinion on different ideas. She helps him follow through with new initiatives and keeps the team informed.

Life with Spear and looking ahead

The office has seen improvements in several areas during its second year with Practice Solutions. The average new patient treatment plan has grown from \$1,649 to \$2,836. Receivables collected grew from 95% to 100% and the office is on track to increase production by 7% in 2019.

Dr. Abdelnour recommends Spear Practice Solutions to his fellow general practitioners, especially for those who don't have the same life-long business experience.

While the practice has almost reached its capacity with a full-time associate and two part-time general practitioners, Dr. Abdelnour is still expecting the value of the practice to increase through optimizing efficiencies and refining processes even further.

Dr. Abdelnour is looking forward to cutting back his hours in a few years, after his son graduates from dental school and joins the practice as an associate.



Are you ready to grow your practice?

Spear Practice Solutions combines expert consulting with tailored educational content for team alignment and a real-time analytics platform to improve practice health.

Take your practice to its full clinical and business potential. To learn more, contact us at sps@speareducation.com or 866.781.0072 (ext. 3) or visit speareducation.com/practice-solutions.



"I knew Practice Solutions had more potential than my current consultant because of the staff training and the on-campus team workshops. I've always seen my employees as assets and these growth opportunities from Spear are just another way I can invest in them."