

For more than 42 years, INPPARES clinic has become an institution distinguished by the excellence and quality of its medical services, it is a successful clinic and leader in South America since 1976 with 9 offices throughout Peru, four regional offices, four locations in Lima and a central headquarters. These clinics operate with high standards of international quality in health services. INPPARES promotes and defends the right of women, men and young people to freely decide and to enjoy their sexual and reproductive health.

With the aim of improving the management of our clinic, during the months of November 2018 to June 2019 a project named "Possible" was developed jointly with London Consulting Group. The objective was to optimize and make the operation profitable both in the headquarters back office, as in the flow of the health services of the Institution. Some of the benefits obtained in the project were:

**Commercial Area:**

Increase in net income by 12.5%.  
Definition of a costing model for medical services.  
Design and implementation of a volume tool based on costing.  
Model of customer prospecting based on differentiated rates.

**Patient Flow:**

Increase of derivation to medical procedures 3.5%.  
Control of discounts; Reduction of 35.3%.  
Implementation and management of interaction forums with doctors.

**Logistics and Pharmacy:**


Increase of average ticket by 5.3%.  
Increase in pharmacy inventory reliability by 72%.

**Qualitative Improvements:**

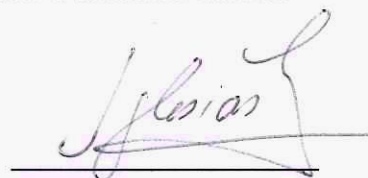
- Reinforcement of the institution's work culture, with a focus on results and continuous measurement of operational management indicators.
- Implementation of a governance model based on indicators for comprehensive control between areas.
- Implementation of the commercial structure within the organization.

The project has successfully completed the 28 scheduled weeks with an ROI of .55 to 1 Projecting a ROI of 2.04 to 1, 12 months after project completion. We want to acknowledge the commitment and professionalism shown by the London Consulting Group staff, Its methodology promotes the involvement and commitment of all levels within the organization.

For this reason, we are pleased to recommend London Consulting Group as a professional and committed firm that contributes to the cultural change by shoulder-to-shoulder implementation and the achievement of tangible results in a sustained manner.



Dr. Irma Ramos  
Executive Director



Helenize Iglesias  
Director of Administration  
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