PPO CLUB 2026 · SAN ANTONIO · EXERCISE, 14 MINUTES

The Trust Map

Six groups of people decide whether your practice grows. You're not scoring whether you like them. You're scoring whether the relationship is strong enough to carry your growth.

1 SCORE
Rate each group from 1 to 5. Be honest. Nobody grades this but you.

2 CHOOSE
Circle the group that would make the biggest difference if it got stronger.

3 NAME
Write the actual person or organization: the one who decides.

4 COMMIT
Turn the page. A promise, its proof, and a weekly rhythm.

1 They work around us **3** They rely on us for the routine **5** They'd put their own name on us

GROUP · WHAT THEY NEED FROM YOU	SCORE	CIRCLE	WHO, BY NAME
Patients Access, clarity, progress	1 2 3 4 5	◯	
Referral sources Handoff, feedback, closure	1 2 3 4 5	◯	
Team Clarity, safety, follow-through	1 2 3 4 5	◯	
Community Reputation, contribution, stories	1 2 3 4 5	◯	
Payers and partners Accuracy, documentation, resolution	1 2 3 4 5	◯	
Owner and leaders Truth, authority, rhythm	1 2 3 4 5	◯	

On pass 3: "Referral sources" isn't a relationship. "Dr. [name] at [practice]" is. And check that it's the person who actually decides. Sometimes the surgeon handed referrals to a coordinator years ago and nobody told you.

Here with your team? Score separately, then compare. The gaps are the conversation.

PASS 4 · COMMIT

A relationship scales when the promise has proof and a rhythm

The group I circled _____ The person _____

PROMISE

What can they count on from us, every time?

_____

_____

Example: every patient she sends hears from us the same day.

PROOF

What could we point to that shows it happened?

_____

_____

Example: the same-day contact is logged.

RHYTHM

What do we do every week that keeps it true when we're busy?

_____

_____

Example: every Friday, someone reviews that week's referrals.

Notice that none of the three needs the owner personally.

Who on our team owns it _____

Monday

The first thing I'll do _____

Date _____ If it doesn't have a date, it's a wish.

This goes into your 90-Day High Performance Plan as your relationship move. Bring it to Saturday's session.

If nothing jumped off your map, start with one of these

1. Walk every new patient to the front and book the whole plan of care before they leave.
2. Keep the same therapist for the first four visits, so nobody has to start over.
3. Show progress in numbers the patient can see: five minutes walking then, fifteen today.
4. Call the referring doctor the day you catch something.
5. **Tell the referring doctor how her patient finished. Every time.**

The first four come from practices in this room. The fifth is the one almost nobody does.