



Introduction

As one of the fastest-growing dermatology groups in the Pacific Northwest, this multi-location specialty practice was navigating the challenges that come with rapid expansion. With dozens of providers operating under a variety of compensation models, their leadership team knew they needed to evolve their internal systems to keep pace.

Compensation management, once handled through spreadsheets and manual processes, was no longer sustainable. The practice recognized the need for a more strategic, centralized solution—one that could streamline operations, reduce confusion, and support long-term scalability.

This case study highlights how partnering with ProCARE allowed the organization to modernize its compensation infrastructure, increase transparency, and confidently grow without sacrificing clarity or control.

The Challenge: Scaling Compensation Management in a Growth Environment

As this leading specialty practice experienced rapid growth, their existing compensation management system—primarily reliant on complex spreadsheets—became unsustainable. The manual approach led to:

- **Data Silos & Inefficiency:** A lack of centralized data created confusion and made it difficult for leadership to make data-driven decisions
- **Complex Internal Communication:** Explaining intricate compensation structures to numerous providers was challenging, often leading to misunderstandings or frustration
- **Operational Bottlenecks:** The time-consuming data collection and calculation process strained internal resources, hindering agility



Solution: ProCARE's Centralized, Intuitive, and Customizable Platform

ProCARE partnered with the practice to implement a robust, customizable compensation management solution

Key components of the solution included:

DEDICATED PROJECT MANAGEMENT

A ProCARE Project Manager collaborated closely with the client's operations leader, providing weekly sprint reports and a single point of contact, significantly streamlining implementation

HIGH CUSTOMIZABILITY

The platform was tailored to accommodate the practice's unique and varied provider contracts, supporting their current needs while they work towards standardization

CENTRALIZED DATA WAREHOUSE

A single, interactive platform for all compensation data, replacing disparate spreadsheets and ensuring data consistency

INTUITIVE REPORTING & DASHBOARDS

User-friendly interfaces designed for clarity, allowing even non-compensation experts to easily understand complex reports

"Implementation has been an excellent experience. The platform is user-friendly, even if you're not an expert in comp, the dashboards are clean and easy to navigate and it's really intuitive."

Client Project Manager

The Impact: Professionalizing Operations & Driving Confidence

The implementation of ProCARE transformed the practice's compensation management, leading to significant improvements and a highly satisfied client:

"EXCELLENT" IMPLEMENTATION EXPERIENCE:

The client described the implementation as "excellent," praising the quick turnaround and ease of use

ENHANCED CLARITY & TRUST:

The intuitive reports reduce provider confusion, ensuring that everyone is looking to the same data source for information to reduce confusion

STREAMLINED COMMUNICATION:

The dedicated project manager facilitated clear communication, preventing miscommunication and delays

10/10 RECOMMENDATION:

The practice's leadership expressed extreme satisfaction, stating they are "very happy with quick turnaround, ease of use, and deliverables," and giving ProCARE a perfect recommendation

SHIFT TO SCALABILITY:

ProCARE enabled the practice to move "away from bootstrap mentality and into what feels more professional and scalable," providing a critical data warehouse for strategic decision-making

Ready to transform your compensation management?

Contact ProCARE today for an Introductory call and demo.

www.procareportal.com/get-started