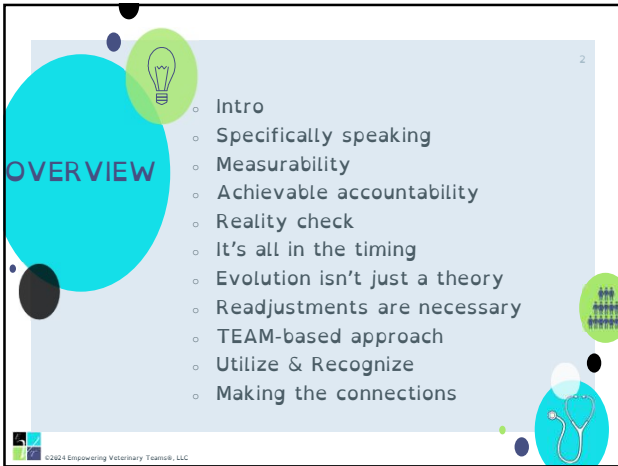
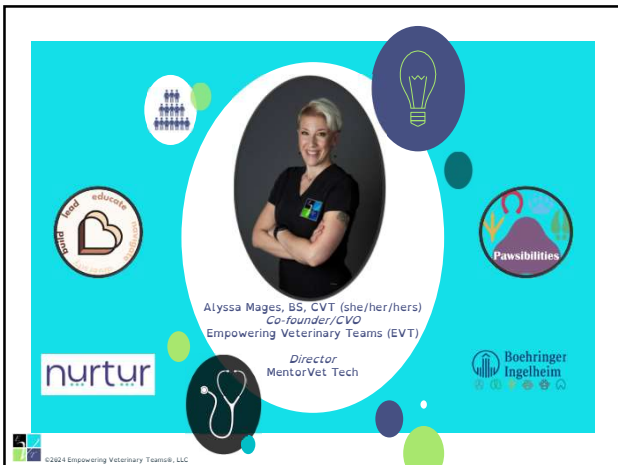




1



2



3

Specifically Speaking

- It's gotta fit
- All in the details
- Individually speaking
- Practice-wide
- Clinically based
- Human oriented
- All the cats herded

©2024 Empowering Veterinary Teams®, LLC

4

Measurability

- Evidence-based
- Data driven
- Evaluations
- Assessments
- Knowledge checks
- Benchmarks
- Individually
- Practice-wide

©2024 Empowering Veterinary Teams®, LLC

5

S G

SPECIFIC

- State what you'll do
- Use action words

M O

MEASURABLE

- Provide a way to evaluate
- Use metrics or data targets

©2024 Empowering Veterinary Teams®, LLC <https://www.veterinarian.com/blog/2022/12/22/what-are-smart-goals/>

6

Achievable Accountability

- Support systems in place?
- Keep the courage “en” place
- Checking in
- Resources to maintain
 - Calendar
 - Planner
 - Journal
 - Reminders

©2024 Empowering Veterinary Teams®, LLC

7

Reality Check

- In your scope
- Out of your depth
- Wants and needs
- What are your intentions?
- The time & the place
- Reflect to project
- Awareness
 - Self
 - Social

©2024 Empowering Veterinary Teams®, LLC

8

It's all in the Timing

- Speed ≠ rushing
- Match the minutes
- Pace yourself
- Connections matter here
- Focus without the blinders
- Make it and take it
- Time, however, is relative

©2024 Empowering Veterinary Teams®, LLC

9

10

A
A
ACHIEVABLE

- Within your scope
- Possible to accomplish, attainable

R
L
RELEVANT

- Makes sense within your job function
- Improves the business in some way

T
S
TIME-BOUND

- State when you'll get it done
- Be specific on date or time frame

https://www.vetpractice.com/blog/2022/12/22/member-news/what-are-smart-goals/
©2024 Empowering Veterinary Teams®, LLC

10

Going Beyond Darwin

- The only constant is?
- We don't use thiopental for a reason
- It's all about learning & adapting
- Watch the trends
- Make sense of it all using all your senses
- Troubleshoot, McGuyver, figure it out
- Is it convergent or divergent?
- Set your mind to growth

©2024 Empowering Veterinary Teams®, LLC

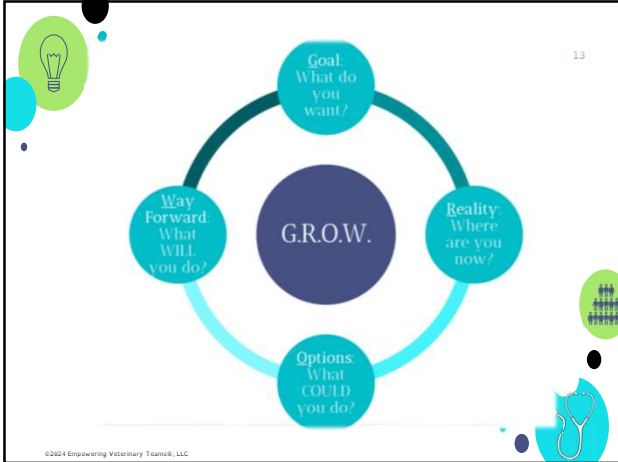
11

Readjust PRN

- Square pegs and all that
- Practice makes progress
- If at 1st you don't succeed...
- Gauge it out
- It's all about perspective
 - Internal
 - External

©2024 Empowering Veterinary Teams®, LLC

12

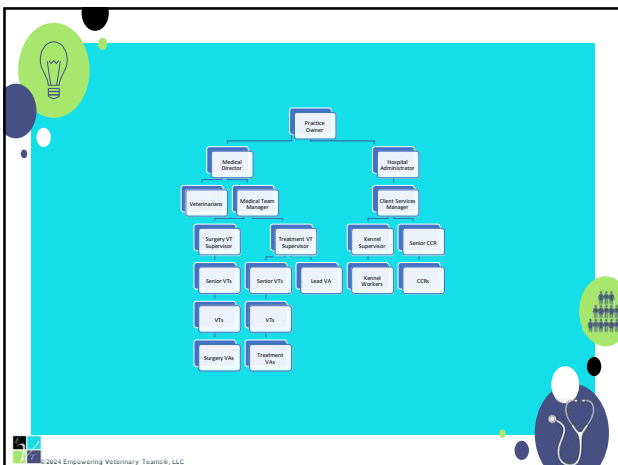


13

14

©2024 Empowering Veterinary Teams®, LLC

14



15

Realization of Utilization

VA

- Wranglers
- Organizers
- Prep & landing
- Workflow wonders
- Keen to learn & willing to do

CSR

- Voices & faces
- Client-facing
- Buffer zone
- Time managers
- Efficiency experts

CrVT

- Phlebotomy pros
- Imaging icons
- Anesthesia aces
- Fount of knowledge
- Multi-taskers
- Herders of all the cats

©2024 Empowering Veterinary Teams®, LLC

16

2023 AAHA TECHNICIAN UTILIZATION GUIDELINES

CREDENTIALLED TECHNICIANS CAN, AND WANT TO, BE DOING MORE.

So what does optimal utilization look like?

- Creating, training, and development programs
- Clearly defining team roles and responsibilities
- Implementing SOPs for greater utilization
- Having frank and open conversations about overcoming barriers to change
- Learning about credentialed veterinary technicians' scope of practice and what tasks they can legally perform
- Building a workplace culture of trust and psychological safety
- Shifting perspectives to a team-centric model, where everyone feels empowered to reach their highest potential

CREDENTIALLED VETERINARY TECHNICIANS ARE HIGHLY SKILLED PROFESSIONALS WHO:

- ✓ Trained and studied hard
- ✓ Passed a rigorous national examination

OPTIMAL UTILIZATION OF CREDENTIALLED VETERINARY TECHNICIANS BENEFITS THE ENTIRE VETERINARY TEAM BY:

- ✓ Supporting professional longevity
- ✓ Creating mutual trust and collaboration
- ✓ Improving patient care, and
- ✓ Increasing financial sustainability

THE 2023 AAHA TECHNICIAN UTILIZATION GUIDELINES OUTLINE THE STEPS YOU CAN TAKE RIGHT NOW TO IMPROVE CREDENTIALLED VETERINARY TECHNICIAN UTILIZATION IN YOUR PRACTICE. GO TO AAHA.ORG/TECHNICIAN-UTILIZATION TO LEARN MORE.

©2023 AAHA

17

Realization of Utilization

Veterinarians

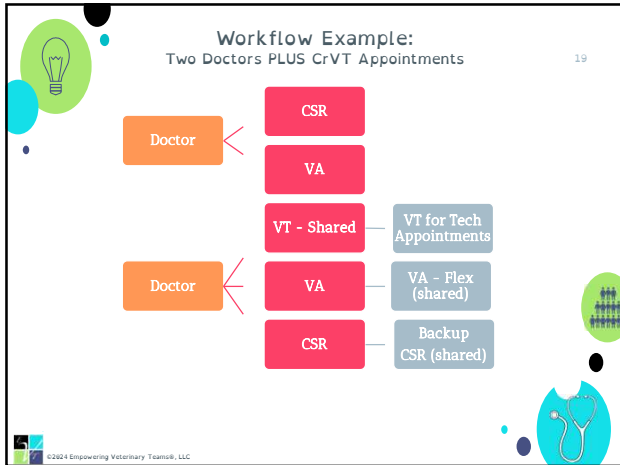
- Exams
- Procedures
- Surgeries
- Diagnosing
- Prognosing
- Prescribing
- Client
- Medical umbrella

CVPM

- HR
- Administration
- Inventory
- Scheduling
- Bringing it on
- Letting it go
- De-escalating
- Practice oversight

©2024 Empowering Veterinary Teams®, LLC

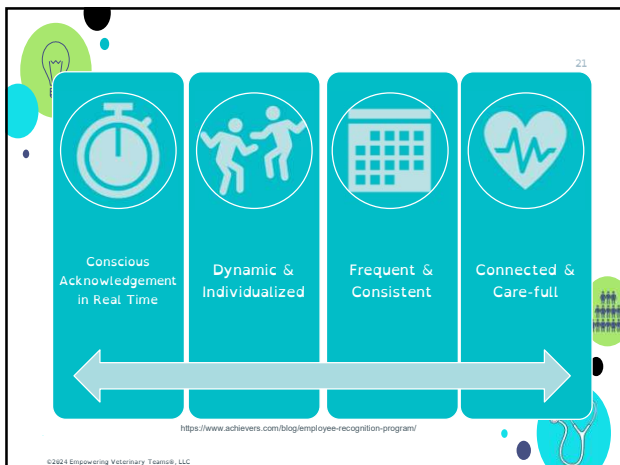
18



19

- Turn the Ignition on that Recognition**
- o Catch people doing **GOOD**
 - o Keep it positive, without the toxicity
 - o The other 5 second rule
 - o Individual props
 - o Team shout outs
 - o Set the expectations bar high
 - o Make it all-inclusive
 - o There is **SO** much more than food motivation
 - o Feel & express that gratitude
- ©2024 Empowering Veterinary Teams®, LLC

20



21

22

Get SMART-ER

- By your powers combined
- We are anything but static
- Gotta go with the flow
- Reaching that understanding
- Know your role & slow it down
- Appreciate what & who you've got
- If that's how it was, doesn't mean that's how it is, nor how it should be
- Full steam ahead...!

©2024 Empowering Veterinary Teams®, LLC

22

23

Thank You!

©2024 Empowering Veterinary Teams®, LLC. All Rights Reserved

23

24

Let's Stay Connected

<https://empvet.team> | hello@empvet.team

empvetteam

empvetteam.1

Empowering Veterinary Teams®, LLC

©2024 Empowering Veterinary Teams®, LLC

24
