

JUNE 2022 - May 2022 vs. 2021 Data

The monthly Insiders' Insights Key Performance Indicators Report, published by the Veterinary Hospital Managers Association (VHMA) and powered by VetSuccess, tracks several key economic indicators to determine VHMA member practice performance. The number of participating practices varies, but on average is nearly 3,000 practices, 15% of which are VHMA member practices.

Check out the interactive dashboard to filter by region, practice size, species, and more. [Click to View Dashboard](#)

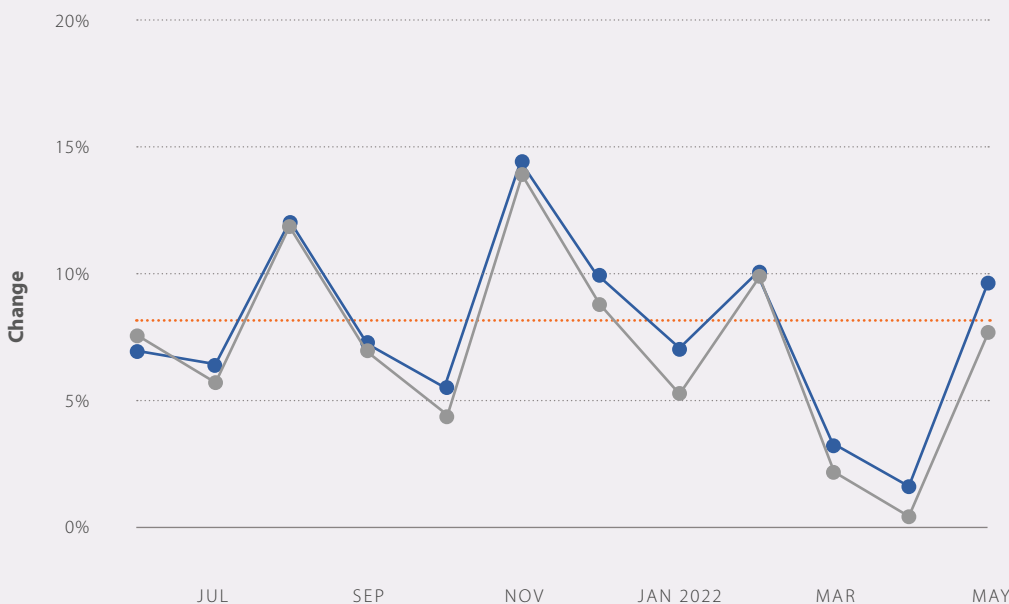
After a couple of soft months in revenue growth, May 2022 saw a large uptick although there was also a large increase in the number of lapsing clients. We typically consider strong revenue growth to be a good thing but the increased workloads seen in the pandemic years have taken a real toll on employees mentally and physically. [Click here](#) for more info on these changes and how better to manage employee time off during busy times.

Data review and blog commentary provided by Karen E. Felsted, CPA, MS, DVM, CVPM, CVA of PantheraT Veterinary Management Consulting

REVENUE



Change in Revenue (YoY)



This Month:

+ 9.7%

VHMA Practices

+ 7.7%

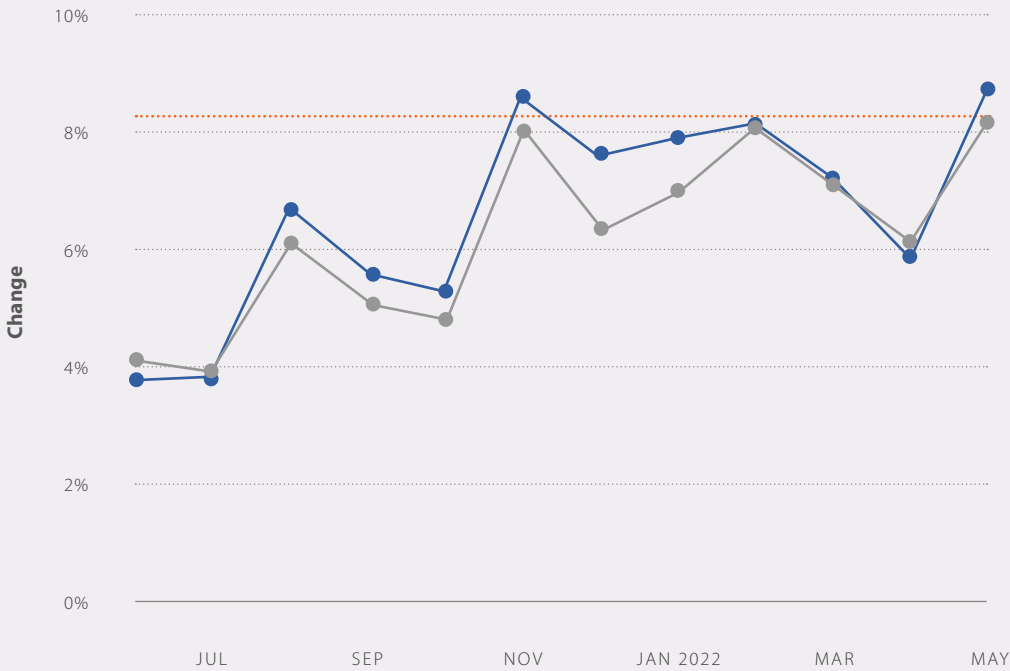
Non-VHMA Practices

+ 8.1%

Average Change



Change in Revenue per Unique Patient (YoY)



This Month:

+ 8.7%

VHMA Practices

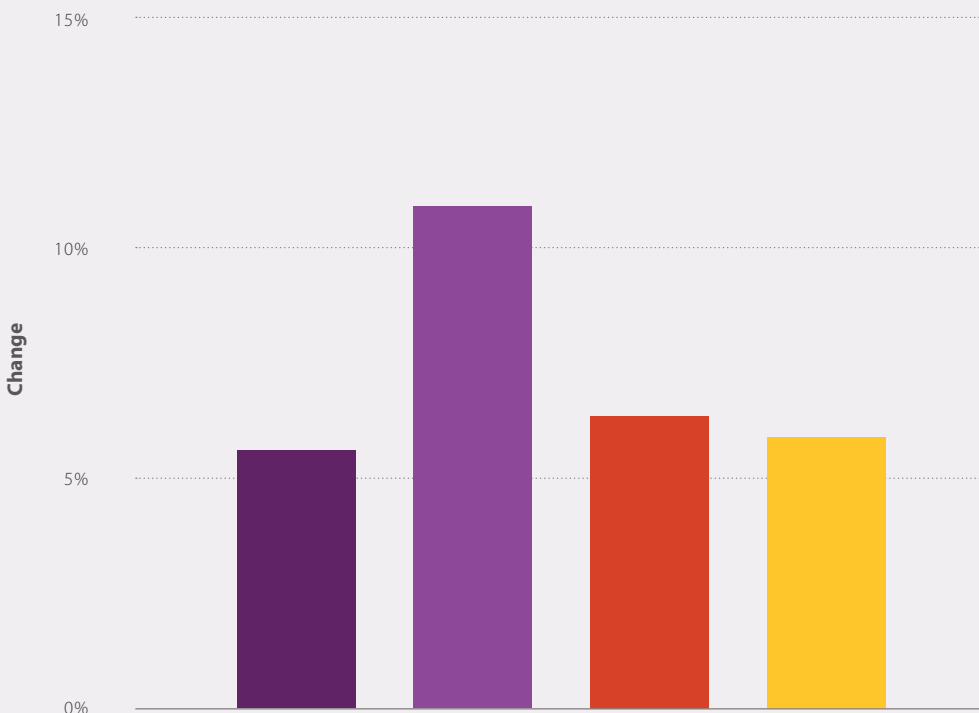
+ 8.2%

Non-VHMA Practices

+ 8.3%

Average Change

May 2022 Revenue Summary – VHMA Practices



This Month:

+ 5.7%

OTC

+ 10.8%

Professional Services

+ 6.3%

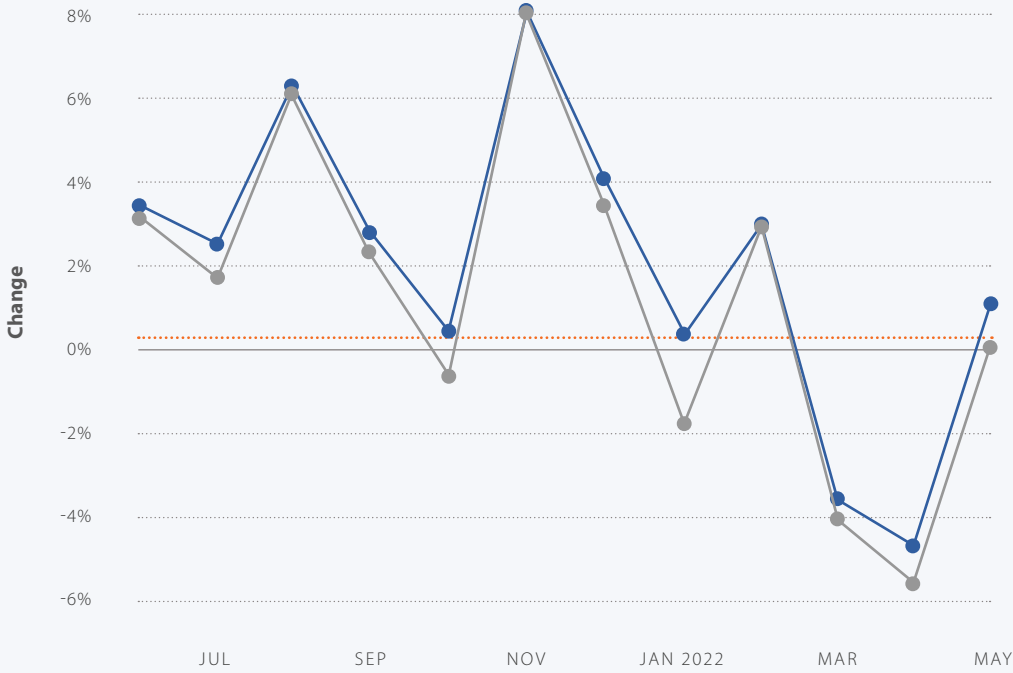
Rx

+ 5.9%

Surgery



Change in Patient Visits (YoY)



This Month:

+ 1.2%

VHMA Practices

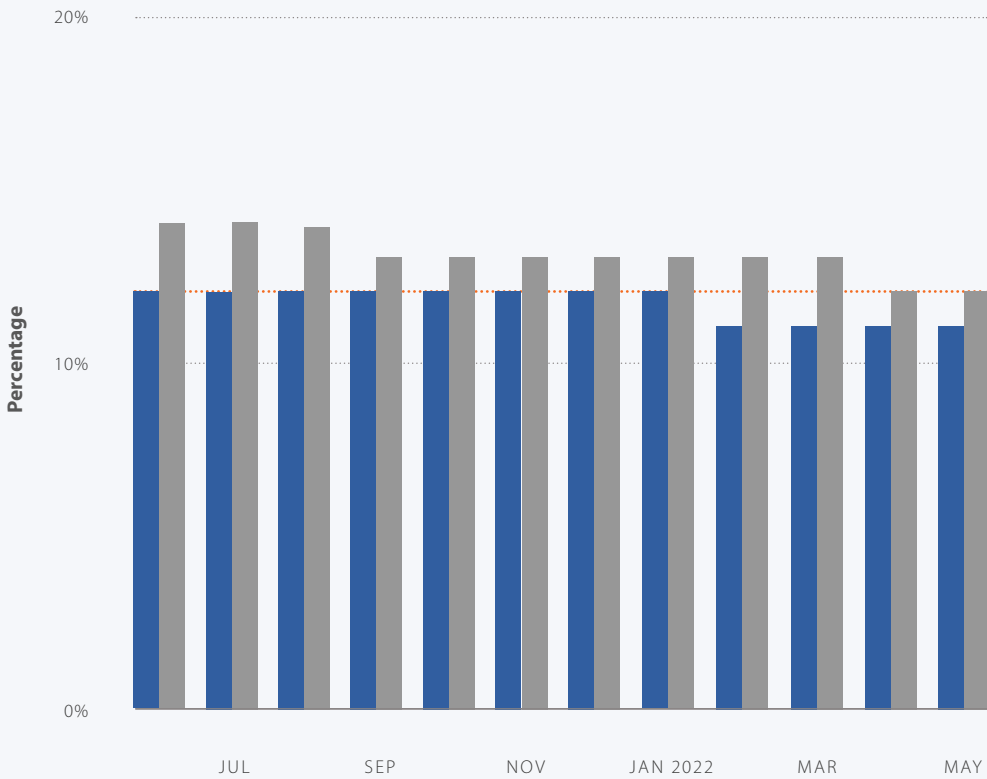
+ 0.1%

Non-VHMA Practices

+ 0.3%

Average Change

Percentage of New Patient Visits



This Month:

11.0%

VHMA Practices

12.0%

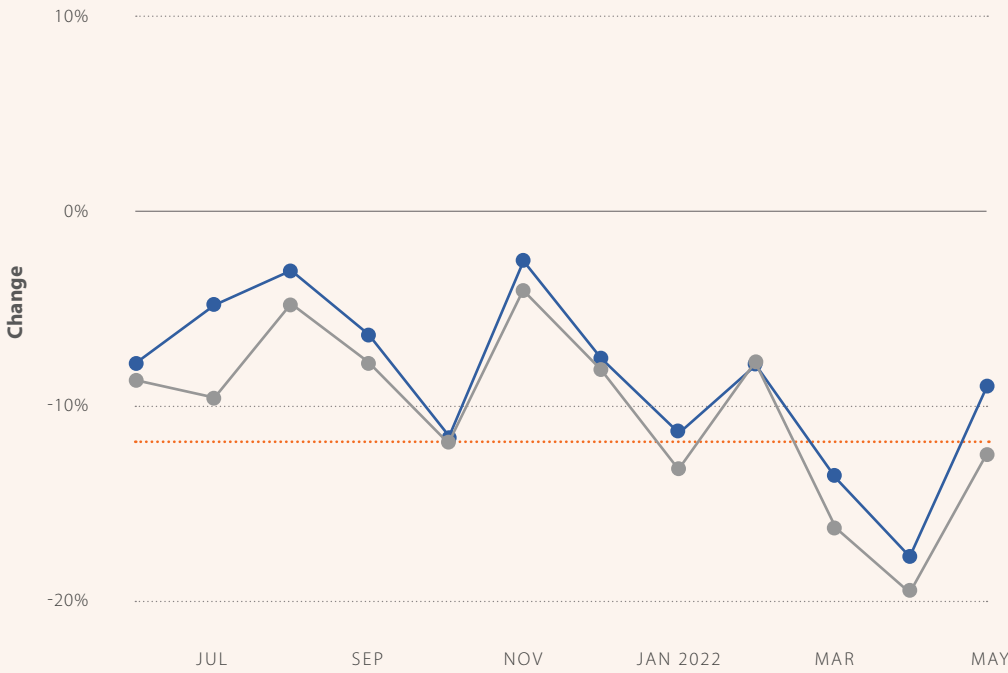
Non-VHMA Practices

12.0%

Average Change



Change in New Clients (YoY)



This Month:

-9.0%

VHMA Practices

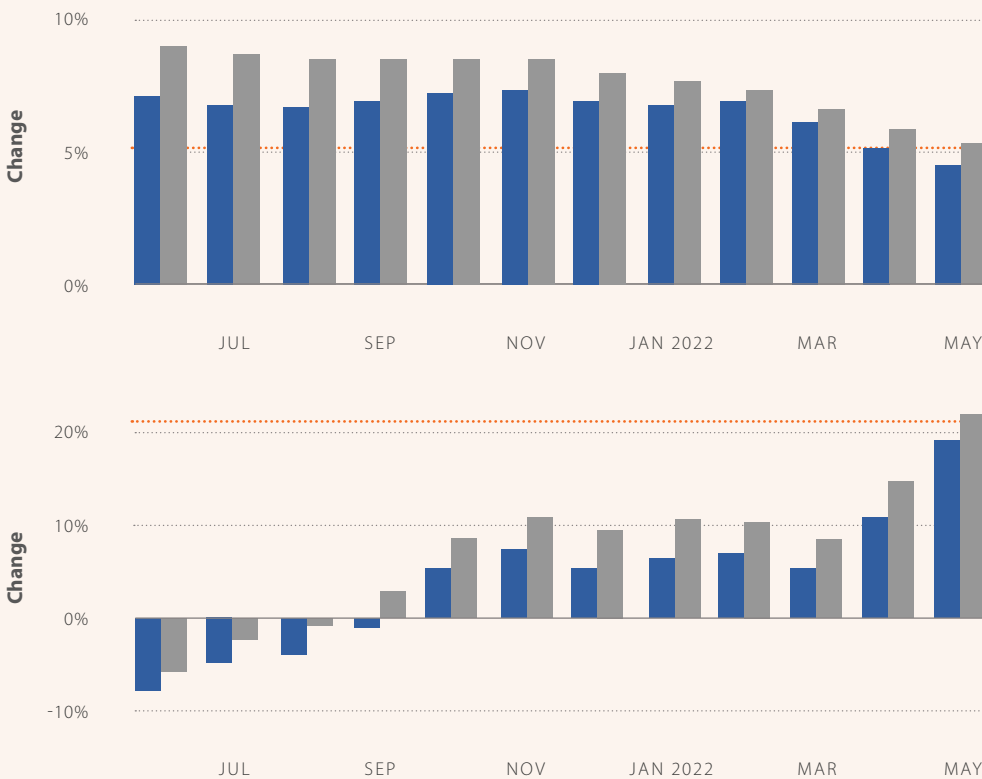
-12.6%

Non-VHMA Practices

-12.1%

Average Change

Change in Patient Count (YoY)



This Month:

Active Patients – Medical service in the last 18 months

+4.5% VHMA Practices

+5.3% Non-VHMA Practices

+5.2% Average Change

Lapsing Patients – Medical service in the last 14-17 months

+19.3% VHMA Practices

+22.0% Non-VHMA Practices

+21.4% Average Change