

AUGUST 2023 - July 2023 vs. 2022 Data

The monthly Insiders' Insights Key Performance Indicators Report, published by the Veterinary Hospital Managers Association (VHMA) and powered by Vetsource, tracks several key economic indicators to determine VHMA member practice performance. The number of participating practices varies, but on average is over 5,000 practices, 14% of which are VHMA member practices.

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

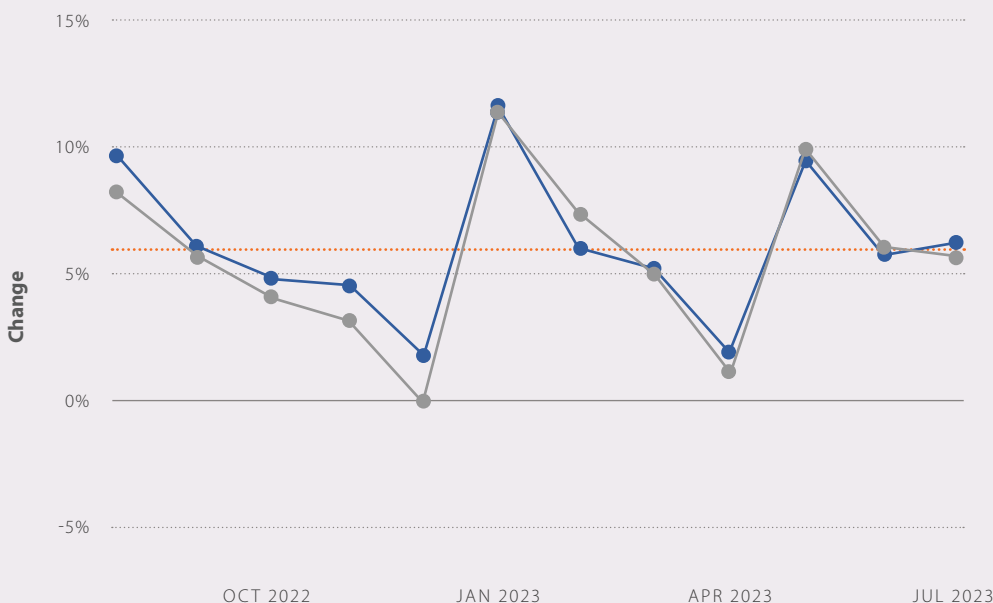
Growth in revenue and patient visits continue at pre-pandemic levels with July 2023 growth compared to July 2022 at 5.9% and the 12-month growth rate just below 6%. Last month we talked about trends in compensation as a driving factor in finding and keeping doctors in order to increase the number of available appointment slots, we dive more into that topic this month. See the [blog](#) for more information.

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:

+ 6.3%

VHMA Practices

+ 5.7%

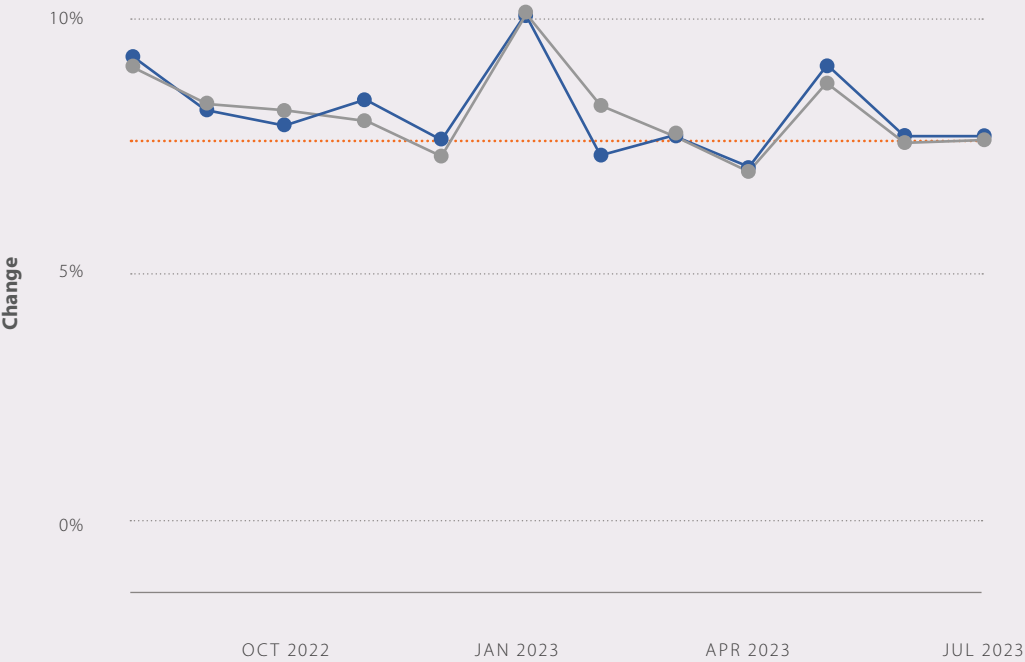
Non-VHMA Practices

+ 5.9%

Average Change



Change in Revenue per Unique Patient (YoY)



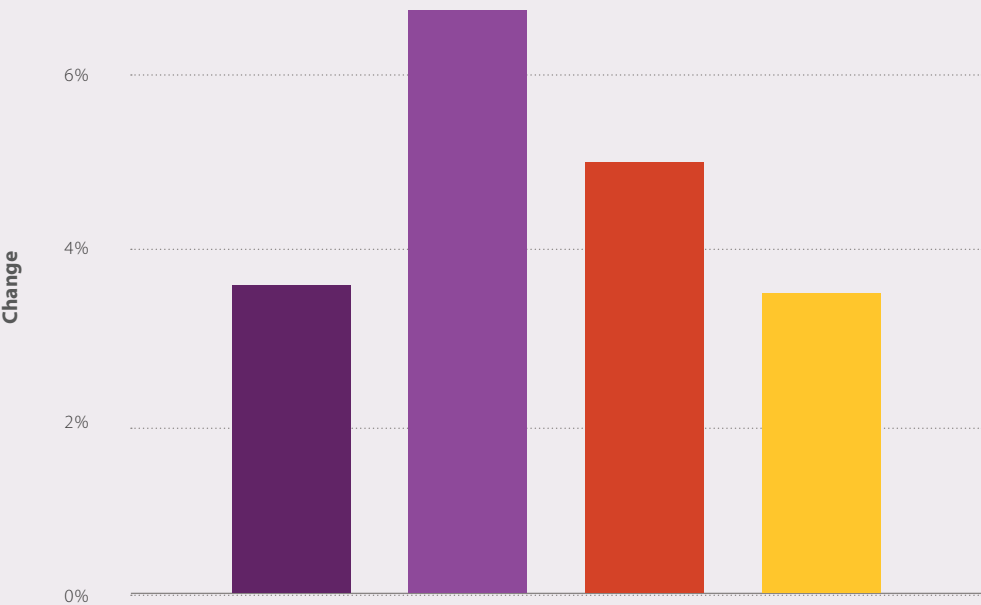
This Month:

+ 7.9%
VHMA Practices

+ 7.9%
Non-VHMA Practices

+ 7.9%
Average Change

July 2023 Revenue Summary – VHMA Practices



This Month:

+ 3.7%
OTC

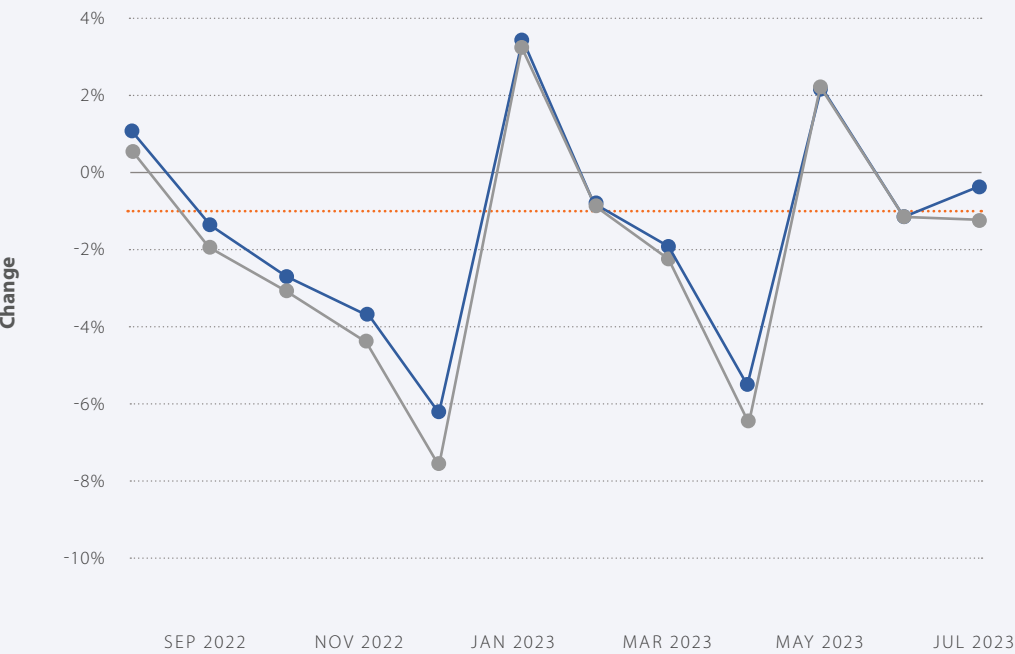
+ 7.1%
Professional Services

+ 5.2%
Rx

+ 3.6%
Surgery



Change in Patient Visits (YoY)



This Month:

- 0.3%

VHMA Practices

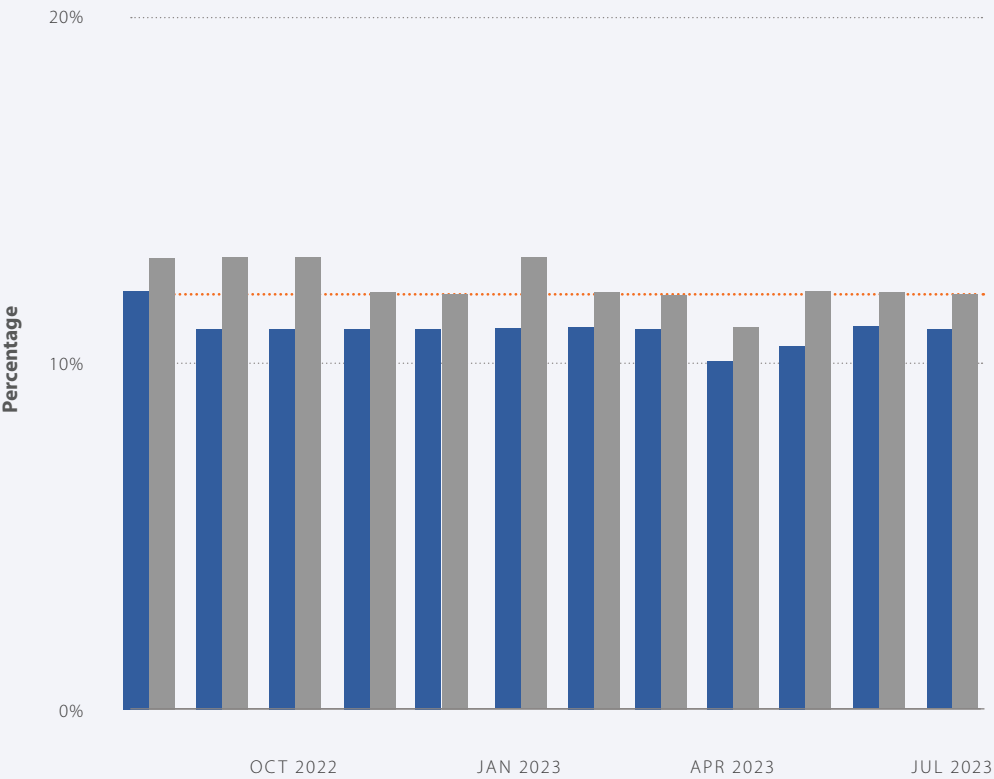
- 1.2%

Non-VHMA Practices

- 1.0%

Average Change

Percentage of New Patient Visits



This Month:

11.0%

VHMA Practices

12.0%

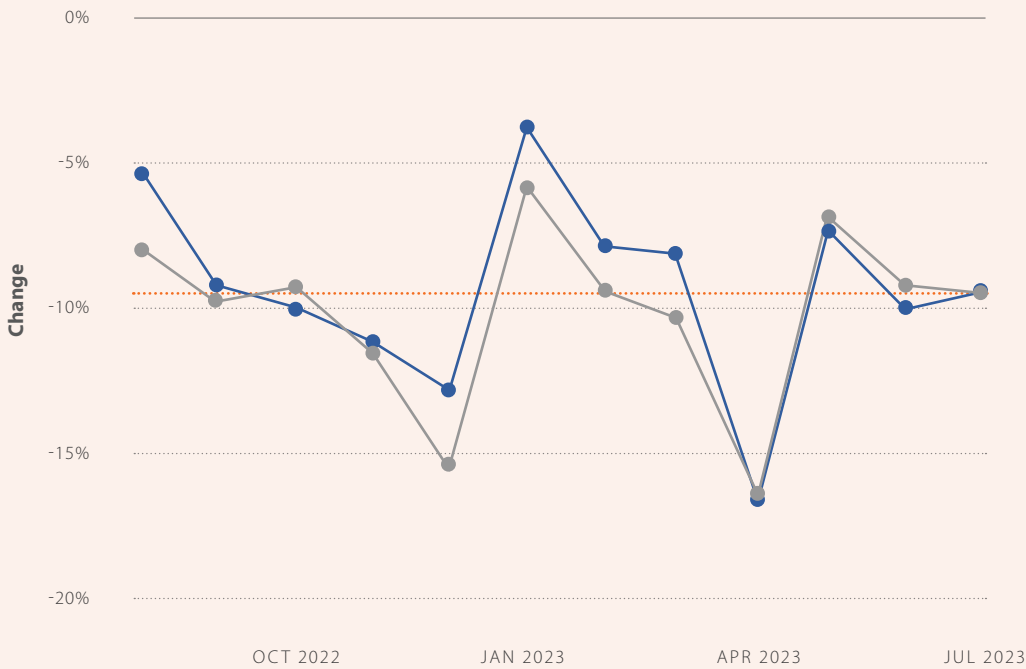
Non-VHMA Practices

12.0%

Average Change



Change in New Clients (YoY)



This Month:

-9.6%

VHMA Practices

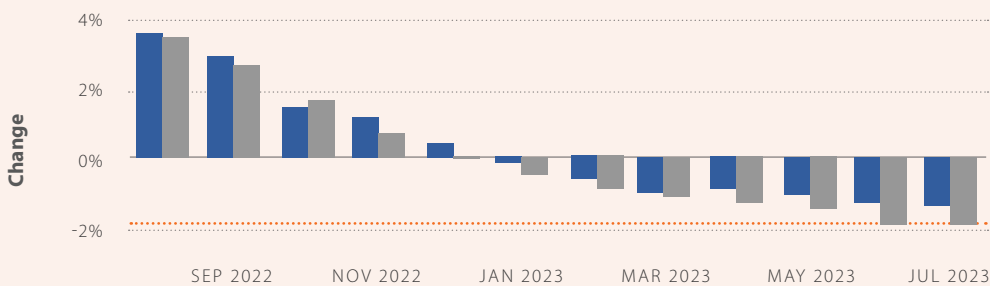
-9.5%

Non-VHMA Practices

-9.5%

Average Change

Change in Patient Count (YoY)



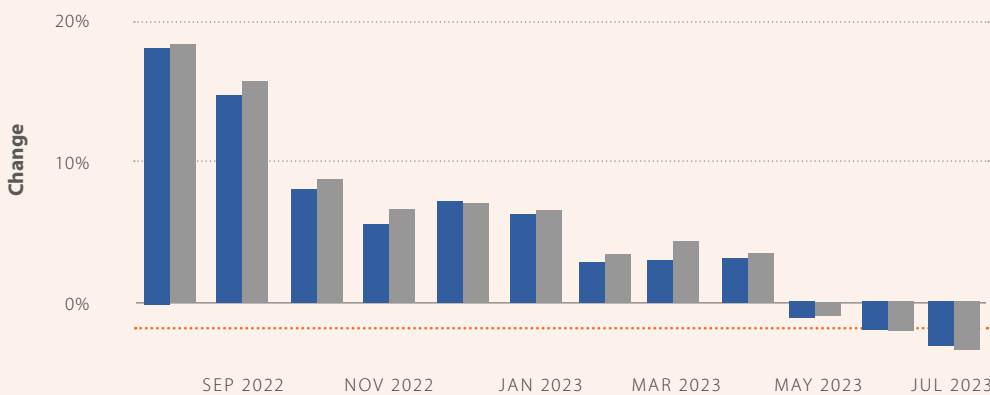
This Month:

Active Patients – Medical service
in the last 18 months

- 1.4% VHMA Practices

- 1.9% Non-VHMA Practices

- 1.9% Average Change



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

- 3.0% VHMA Practices

- 3.3% Non-VHMA Practices

- 3.2% Average Change