

FEBRUARY 2023 - January 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](#)

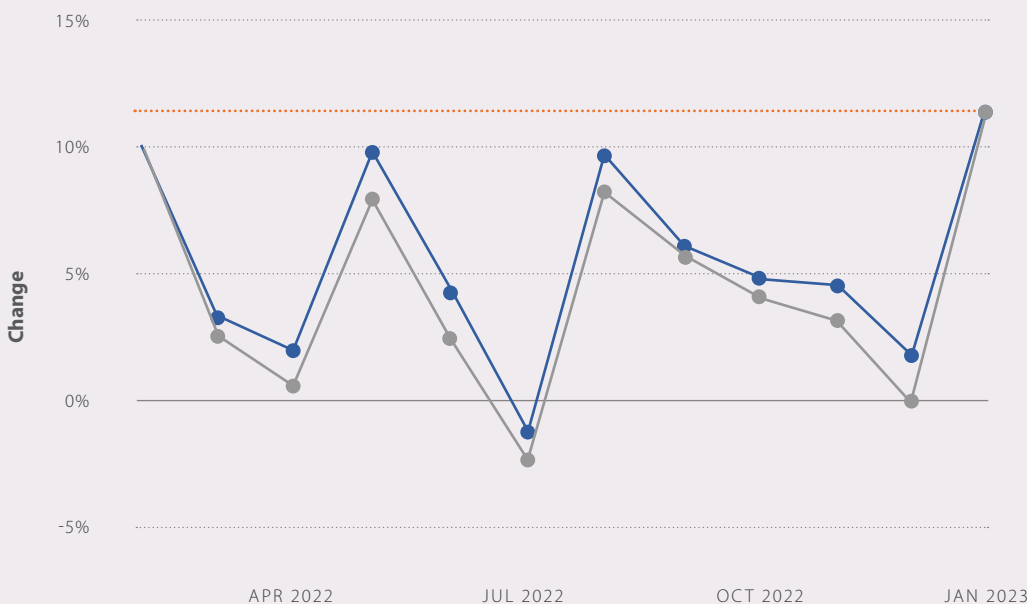
Revenue growth appears to jump dramatically this month; however, a key driver of this change is the extra workday seen in January 2023. Growth continues to be similar to pre-pandemic levels, and we continue to face an uncertain economy. Strategic planning and performance metric review is especially important during these times; this month, we'll discuss the importance of internal controls in obtaining accurate data. See the [blog](#) for more info on this month's growth and data quality.

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:

+ 11.5%
VHMA Practices

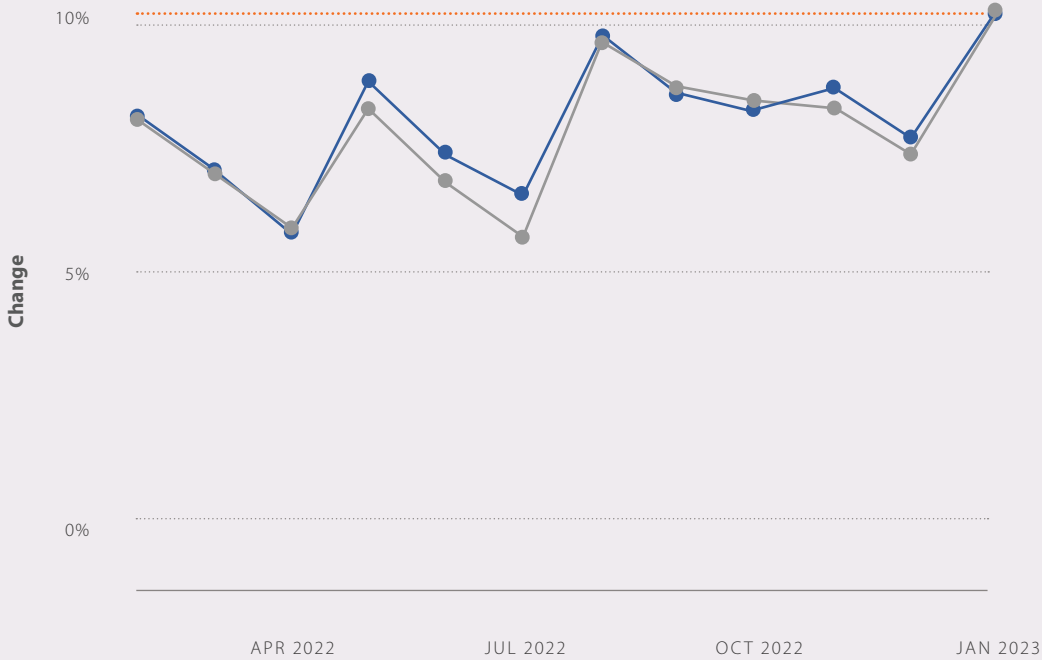
+ 11.5%
Non-VHMA Practices

+ 11.5%
Average Change

REVENUE (CONT'D)



Change in Revenue per Unique Patient (YoY)



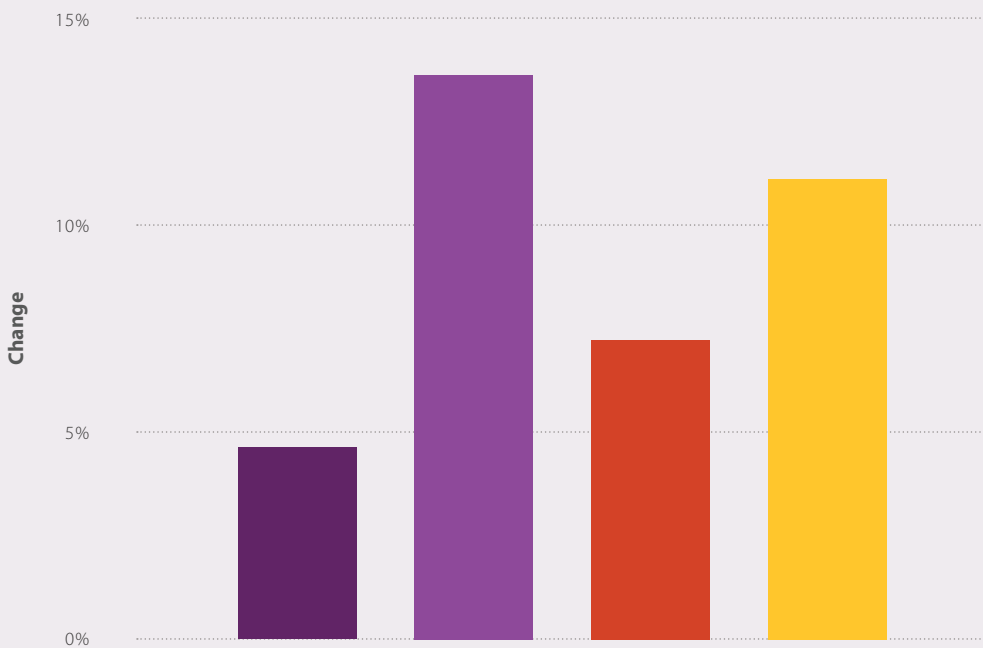
This Month:

+ 10.3%
VHMA Practices

+ 10.4%
Non-VHMA Practices

+ 10.4%
Average Change

December 2022 Revenue Summary – VHMA Practices



This Month:

+ 4.7%
OTC

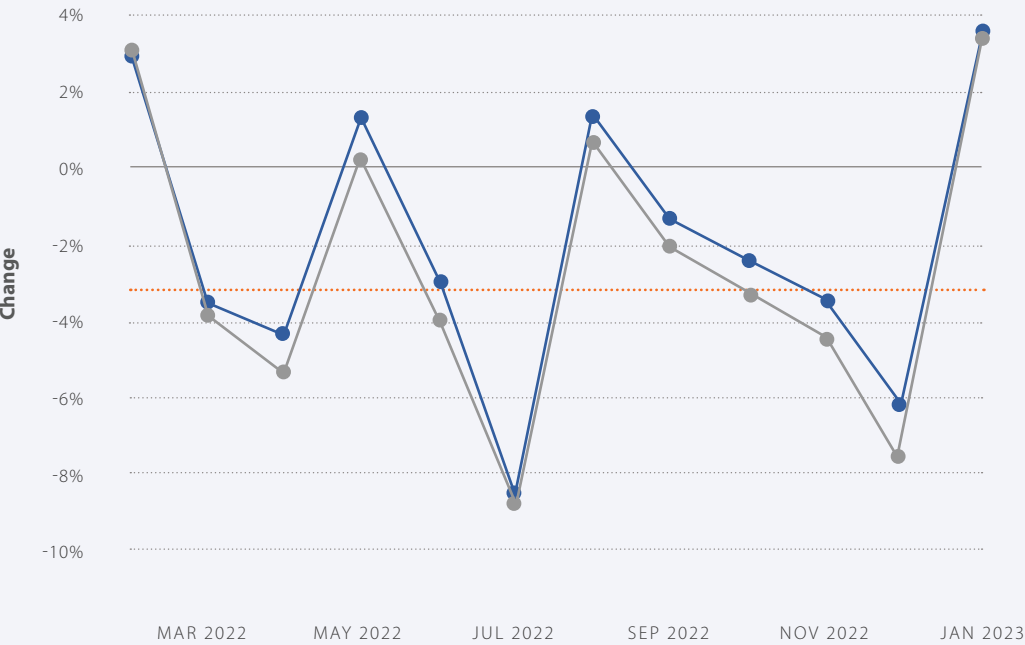
+ 13.7%
Professional Services

+ 7.3%
Rx

+ 11.2%
Surgery



Change in Patient Visits (YoY)



This Month:

3.5%

VHMA Practices

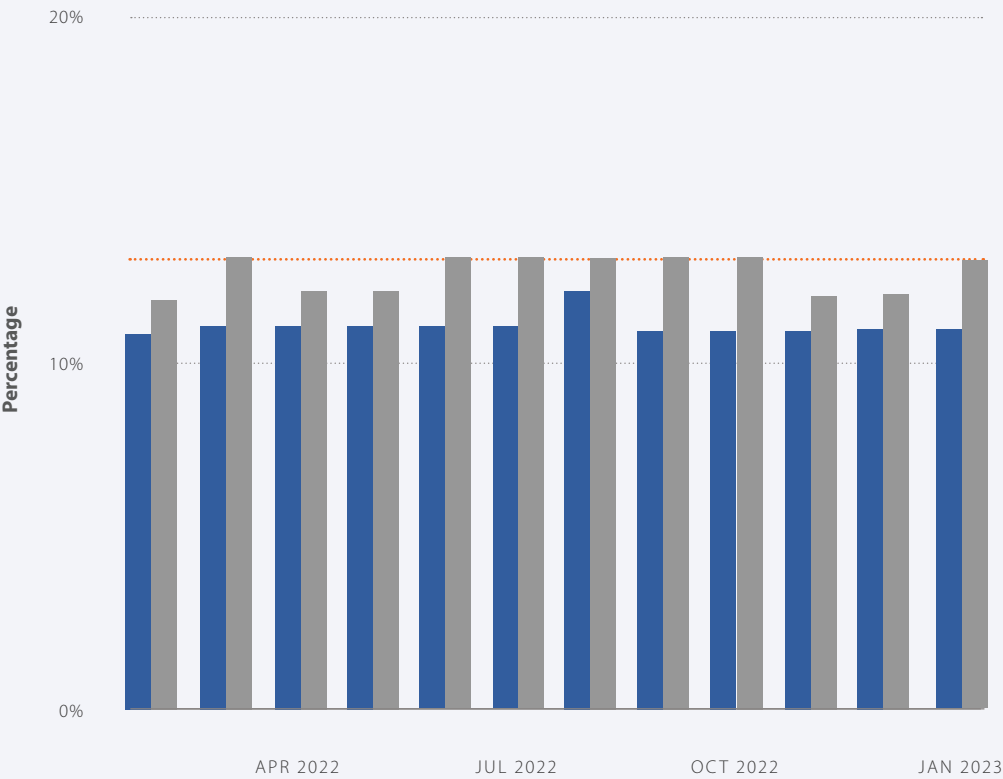
3.4%

Non-VHMA Practices

3.4%

Average Change

Percentage of New Patient Visits



This Month:

11.0%

VHMA Practices

13.0%

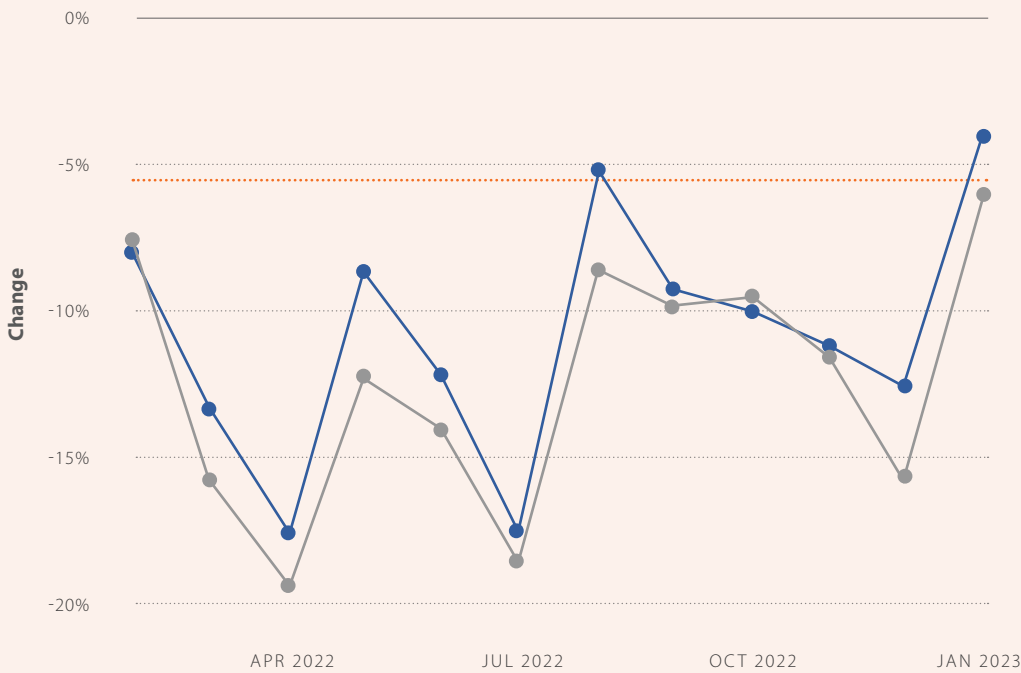
Non-VHMA Practices

13.0%

Average Change



Change in New Clients (YoY)



This Month:

- 4.3%

VHMA Practices

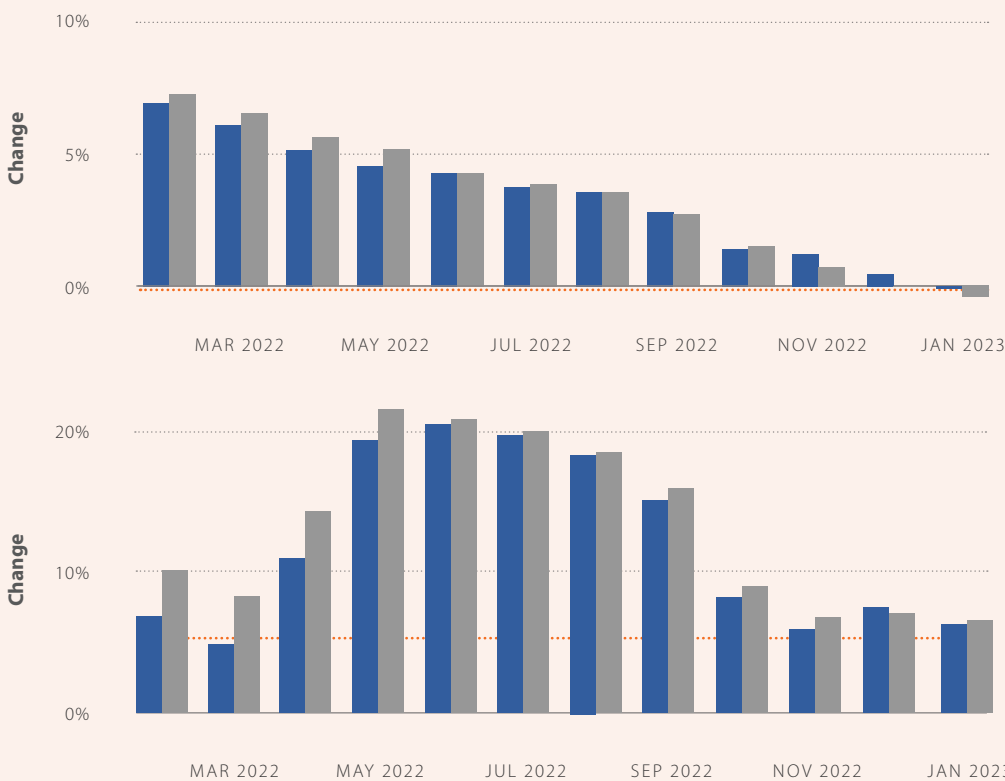
- 6.0%

Non-VHMA Practices

- 5.7%

Average Change

Change in Patient Count (YoY)



This Month:

Active Patients – Medical service
in the last 18 months

- 0.1% VHMA Practices

- 0.5% Non-VHMA Practices

- 0.5% Average Change

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

+ 6.4% VHMA Practices

+ 6.5% Non-VHMA Practices

+ 6.5% Average Change