

## Preventive Pet Healthcare

### *Your Guide to Becoming a Practice Champion*

#### Course Schedule: Preventive Healthcare Written Protocol

**Course Objective:** Designed to assist managers committed to becoming Practice Champions, this Workgroup focuses on the first section of the [Preventive Pet Healthcare workbook](#). As participants complete the preventive healthcare portion of the workbook, the Workgroup will help keep their efforts on track and ensure they are accountable and successful!

**Final outcome:** At the conclusion of the Workgroup program, participants will be able to document a team-shared philosophy on preventive pet healthcare, create a written protocol and identify a consistent message for team members to communicate with clients regarding the education and importance of a preventive healthcare plan.

Furthermore, through their efforts, participants will ultimately improve the quality of care provided to their patients and increase practice profitability.

**Attendance:** Weekly one-hour conference calls will be scheduled to discuss accomplishments, identify areas in which assistance is needed and move the team effort forward. Many sessions, however, may be less than one hour.

Although attendance is not mandatory, identifying regular meeting times helps to ensure that participants are focused, responsible and advancing their efforts.

**Assignments:** Assignments will be available prior to each meeting and attendees are encouraged to complete them in advance of the conference call.

**Discussions:** **Although the schedule identifies discussion ideas for each meeting, the topics will be adjusted should any attendee require additional assistance on a specific issue.**

**Accountability:** A personal weekly checklist is provided to all attendees to assist them in becoming Practice Champions.

**Facilitator information:** Susan Savage CVT, CVPM, MBA, PHR

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Participants are encouraged to contact the facilitator with questions, problems or simply to chat.

Week	Topic	Assignment	Discussion	Accountability (for Practice Champion to complete)
One	Practice Champion Time Management	Watch video covering preventive pet healthcare (up to 29:52 minutes and found at <a href="http://vhma.org">vhma.org</a> )) and read sections 1-2 in workbook	Why did you decide to become the Practice Champion and how are you preparing the time to implement these programs?	<input type="checkbox"/> Video completed <input type="checkbox"/> workbook assignment read <input type="checkbox"/> Managed/Scheduled a time to work on this project
Two	Agenda list for meeting with employer	Read Section 3 in workbook. Complete your sample agenda for your meeting with your practice owner and schedule the appointment..	Discuss agenda lists  Preparing the agreement	<input type="checkbox"/> Agenda completed and employer given a copy of prior to meeting <input type="checkbox"/> #1 Meeting date with employer set (preferably after next week's topic)
Three	The Agreement	Drafting an agreement: see example in workbook	Discuss important items needed in agreement	<input type="checkbox"/> Agreement completed
Four	Engaging the Team	Read Section 4 in handbook. View video "Sharpen Your Axe."	Launch Preparation/ Team Survey	<input type="checkbox"/> Prepare talking points for staff meeting <input type="checkbox"/> set staff meeting date and time
Five	Team Survey	Evaluate survey sample for your practice needs in workbook	Importance of survey and the topics in the survey	<input type="checkbox"/> Design staff survey

Six	Final preparation for meeting	Prepare agenda for staff meeting	Final important agenda items and survey inclusive of follow up email to staff	<input type="checkbox"/> #1 Staff meeting <input type="checkbox"/> hand out staff survey
Seven	Compiling survey results. Setting second meeting with the boss.	Make certain you have received all the survey results and start tallying the results.	Survey results interpretation	<input type="checkbox"/> survey results compiled <input type="checkbox"/> #2 meeting date set with employer
Eight	Meeting agenda with employer	Review pg. 34 in workbook and call to action.	Practice Leadership Committee members	<input type="checkbox"/> #2 Meeting with employer <input type="checkbox"/> Committee members Assigned <input type="checkbox"/> #1 Committee meeting set
Nine	Written Preventive Healthcare Protocol and committee meeting	Read Section 5 in workbook.	How does your current protocol differ and how to work with the changes	<input type="checkbox"/> #1 Committee Meeting <input type="checkbox"/> New written protocol draft <input type="checkbox"/> Administer draft to committee members for feedback <input type="checkbox"/> Set #2 Staff meeting
Ten	Completion of New Protocol		What, how, when, why, and who is presenting the new protocol.	<input type="checkbox"/> #2 Staff Meeting New protocol is introduced to the team in a team meeting <input type="checkbox"/> #2 committee meeting planned
Eleven	Top 5 Educational Topics	Pgs. 52-57	Educational topics and involvement of our committee members	<input type="checkbox"/> #2 Committee meeting <input type="checkbox"/> Top 5 educational topics identified <input type="checkbox"/> updating employer of Progress <input type="checkbox"/> #3 staff meeting set

Twelve	Introducing the Educational topics to the staff	Pgs. 58-60	Increasing awareness of value and benefit to client/not just sales: focus on communication	<input type="checkbox"/> #3 staff meeting
Thirteen	Celebration		Celebrate the accomplishment and discuss ways and means to keep this active and consistent	<input type="checkbox"/> Consistent continuation of program added to protocol