

2018 Veterinary Science CDE Team Activity

Fear Free Feline Medicine

At Convention:

You work for a mixed animal practice with four veterinarians and twenty-five support staff.

Last week a Yelp review claimed your veterinary hospital was incredibly unfriendly to cats and anyone who loved their feline friend should not darken your doorstep. He rated your practice with one star. Your practice manager has evaluated the business and realizes feline visits are down drastically. She wonders how many other clients share the opinion of this upset Yelp reviewer.

The practice manager creates a committee consisting of a DVM, RVT, client care specialist and a kennel attendant to create a solution by becoming a fear free practice.

Work with your team to create a plan to become a fear free clinic and discuss how you would address the negative Yelp review.

Judges Ask:

What is the benefit of a fear free feline practice?

What steps should be taken in the practice to adhere to the fear free requirements?

What training should your staff go through to become a fear free practice?

How does your clinic market a positive fear free feline practice due to the Yelp review?

How should your practice continually evaluate that you are adhering to a fear free practice?

What is your plan for the feedlot BRD issue?

-did they make a visit to the feedlot and assess the situation? valid Veterinary Client Patient Relationship (VCPR)

-do they understand the process of obtaining a VFD and what is required on the form?

Community Meeting:

What is the purpose of VFD?

What role does the veterinarian, producer, feed mill operator play?

What does judicious use of antibiotics mean?

Are all antibiotics affected?

As a consumer why should I care about VFD?