



# “Empowered”

Veterinary Nursing for Today AND Tomorrow.

No conflicts of interest that will effect this talk.

# Poll:



- Do you feel you are using all of your skills?
- Are you satisfied in your in role?
- What do you think is the primary barrier to techs using their skills?
  - A. Lack of trust
  - B. Training
  - C. DVM won't allow

# Statistics:



## ○ JAVMA News 2020:

- 20% DVMs set to retire by 2030
- 2.2% increase in DVMs

## ○ AVMA Economic Summit 2019:

- Adding a DVM increases revenue 6.3%
- Adding a CVT increased revenue 18.3%

## ○ AVMA 2008 Survey:

- Average per CVT increase in \$161,943 gross revenue
- (In 2020, that would have computed to about \$220,000)

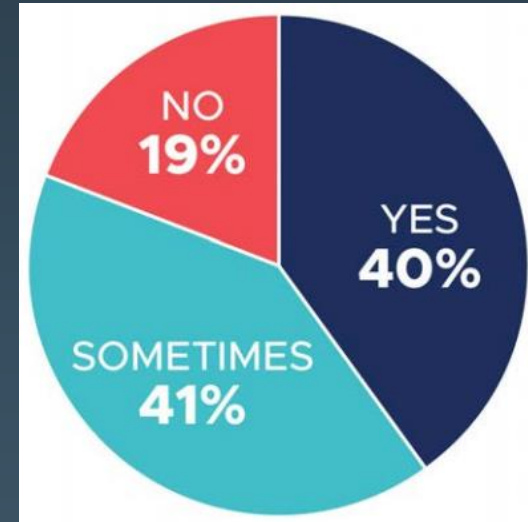




A 2010 study in *JAVMA* looked at whether a relationship existed between veterinary practice revenue and characteristics of veterinary technicians, including education level and qualifications. Results showed that the typical veterinarian's gross income increased by \$93,311 for each additional credentialed veterinarian technician per veterinarian in the practice (*J Am Vet Med* 2010;236:846).

# NAVTA Demographic Survey Results 2022:

Only 40% CVTs feel they are being fully utilized.



## BARRIERS TO FULL UTILIZATION



## RANGE OF USAGE OF VETERINARY TECHNICIANS/NURSES

	LOW	LOW-MID	MID-HIGH	HIGH	
Underused potential	Cleaning	Blood draw	Injections	Advanced skills	Autonomy
Not challenged	Kennel	Minor labs	Catheter	Patient assessment	Trust
Not trusted	Restraint	Sample collection	Fluid therapy	Protocolized plan	Empowerment
Do as told	Instrument	Subcutaneous fluids	Patient monitoring	Assessment/treatment planning	Collaboration
Low morale	Reception	Oral meds	Obtaining vitals	Patient management	Critical thinking
A job		Charting	Urinary catheter	Team management	Leadership
			CPR		A profession

Source: Veterinary Nurse Initiative

# So what does it all mean?



There is a need for Veterinary Technician empowerment and to work to the top of their licenses.





It's your  
journey,  
enjoy it!



# From humble beginnings...

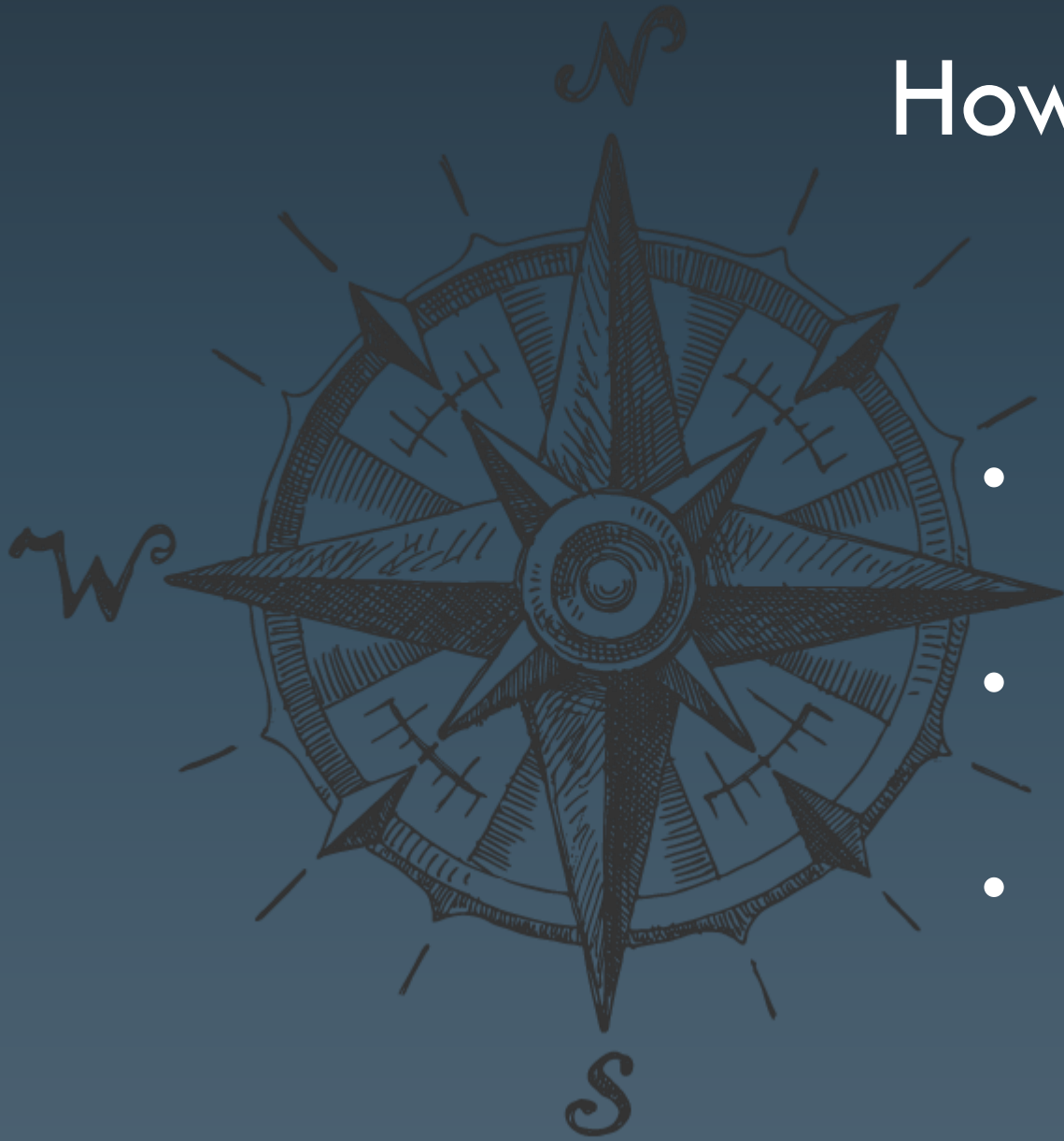




# Today...



# How do YOU get there?



- Think like a business owner
- Think ahead and be proactive
- Create a plan and proposal

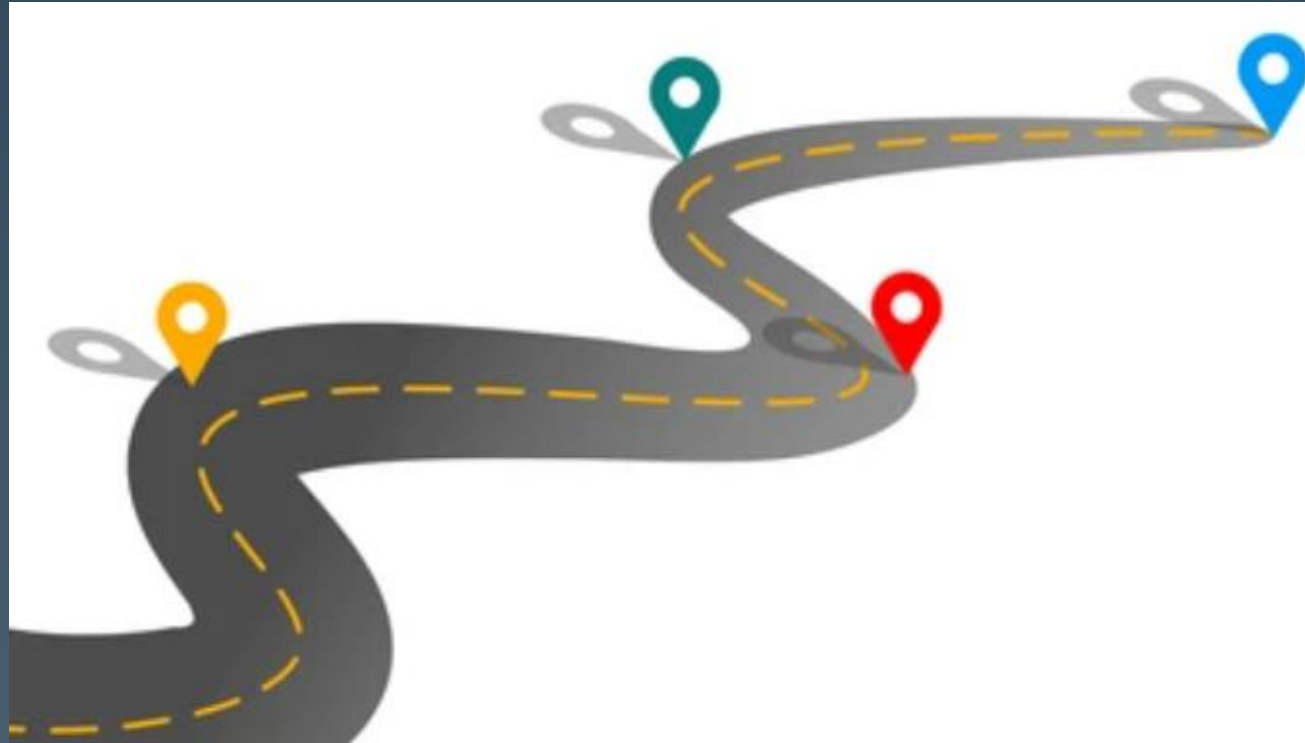
# Think like a business owner.



# Think ahead and be proactive



# Create a plan and proposal





Dear [REDACTED]

It is with great excitement that I write to express my interest in the Area Technician and Assistant Supervisor position for [REDACTED]. I feel that my role as a Veterinary Technician Manager along with my ability to motivate and teach have well prepared me for this position.

I began in the industry starting as a veterinary assistant in 2004 then graduating from Stautzenberger College with my Associates of Applied Science Degree in 2006. Throughout the past 18 years I have helped mentor and train many new technicians and assistants both as externs, as they finish their schooling and prepare for the VTNE, as well as new hires, who are trying to perfect their skill sets and gain the knowledge to be successful in the many roles we play on a daily basis.

Almost 3 years our hospital began undergoing some major changes. Many of our staff feared the unknown and I knew I wanted to be someone that could help support the staff as well as help drive adjustments that were necessary for our hospital to not only survive but be successful. I stepped into the role as our veterinary technician manager. In doing so, I have learned a great deal about how to help implement change, deal with stressful situations and difficult conversations, and reassure a team. I have worked closely with the field team on numerous occasions, written hospital SOP's to ensure procedures are being done without error, and helped guide our team to think outside the box and utilize their skills to their fullest.

I became a veterinary technician because I wanted to help those who had no voice. In became a manager to help ensure that the employees know they have a voice too. A position such as this guarantees that both sides are being taken care of and embodies the MARS 5 principles. I thank you for your time and consideration.

Sincerely,

To Whom It May Concern:|

I am writing to express interest in the position of Area Technician which has recently become available. I have been a part of the greater veterinary medicine community for 11 years, and am thrilled to see where this road leads.

As a veterinary technician, I get to talk to all kinds of people every day, which has afforded me the opportunity to develop my communication skills. I was also the point of contact with [REDACTED] for the [REDACTED] program in which we had several Teams calls with [REDACTED] so I am familiar with how those work. I am very organized, and am dedicated to my craft. Innovation excites me. My least favorite phrase in this field is "because we've always done it that way." If there is something we can do to make the lives of our patients even a little better, I'm all for it. We just got a therapy laser, and I cannot wait to get it off the ground and running.

Before coming to [REDACTED] a year ago, I was a shift lead at another clinic where I was a big part of many of the items listed under support opportunities. I was the safety captain for my hospital and region, and sent out bimonthly email newsletters detailing topics of interest. I also coordinated yearly fire drills and CPR training for my small team. I was in charge of training several new technicians in my hospital and mentored three students during my time at that clinic. I love seeing people succeed in their roles, and want to help if I can. I enjoy teaching people who want to learn.

I am genuinely grateful for the opportunity to grow that this position would offer me. As someone who nearly left the field a short while ago, I have rediscovered my passion for people and pets here at [REDACTED] and am proud of the quality care we offer our patients every day. If I can help guide that into the future, well, wouldn't that just be the bee's knees?

Sincerely,

# Proposal



- Introduction
- Problem statement
- Solution
  - Plan
  - Data
  - Expense
  - ROI
- Conclusion





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## SPECIFIC

Be clear and specific so your goals are easier to achieve. This also helps you know how and where to get started!

## MEASURABLE

Measurable goals can be tracked, allowing you to see your progress. They also tell you when a goal is complete.

## ACTIONABLE

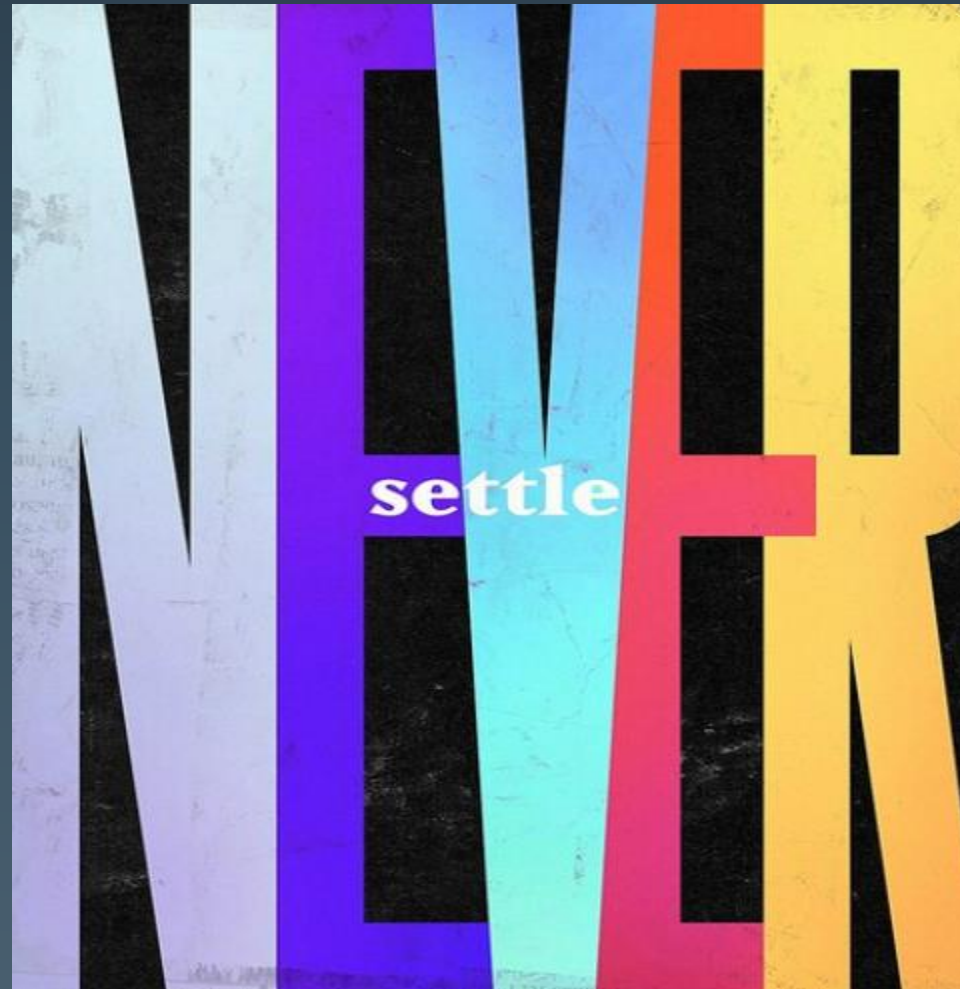
Are you able to take action to achieve the goal? Actionable goals ensure the steps to get there are within your

## REALISTIC

Avoid overwhelm and unnecessary stress and frustration by making the goal realistic.

## TIMEBOUND

A date helps us stay focused and motivated, inspiring us and providing something to work towards.



# Books:

## Crucial Conversations

By: Joseph Grenny, Kerry Patterson, Ron  
McMillan, Al Switzler, Emily Gregory

## Emotional Intelligence

By: Daniel Goleman



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