

## Course Syllabus

### Preparation for Veterinary Practice

DVM 2010

CVM 7000

Credit Hours 1

Course Directors: Dr. Robert Mason  
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#### **Course Instructors:**

Karen Faunt, DVM, Banfield, The Pet Hospital  
Benjy Howe, Banfield, The Pet Hospital  
Barry Watson, DVM, Director, Hills Veterinary Affairs  
Jim Wilson, DVM, JD, CEO, Priority Veterinary Management Consultants  
Mr. Fritz Wood-CPA, CFP (Certified Financial Planner)

#### **Time & Location**

8:00 AM-5:00 P.M. HSC West Monday thru Friday of Week 1, Practice Management Week. Additionally, there will be a 2 hour course presentation given during each Assessment Week block throughout the year.  
**NOTE:** Student's attendance to this 2 hour session in each assessment week is mandatory.

#### **Course Description:**

This course is an on-campus introduction to career and personal development in the clinical years. Practice management techniques will be introduced and personal financial tools and practice economic principles will be covered. The course focuses on aspects of modern veterinary practice and life skills management including, but not limited to: how to run a veterinary practice as a business, time management, team communication skills, personal budgets and tax issues, negotiation skills, resume writing and cover letter writing.

#### **Learning Objectives**

Students attending and participating to the full in this week will:

- benefit from the understanding of emotional intelligence and teamwork in practice
- develop the methods to enhance employment opportunities in resume preparation and the interview process
- learn the “how-to’s” of reducing debt and achieving personal financial success
- gain some insight into a possible future direction of the profession
- Learn principles related to professionalism and presenting themselves to potential future employers

#### **Course Policies:**

**Class attendance:** Attendance and participation in discussion is required.

**Professional behavior:** Behavior conducive to a learning environment is expected of all course participants. Professional behavior includes, but is not limited to, tolerance of others beliefs and opinions, arriving on time, being prepared for class discussions and projects.

**Please note that business casual attire is expected.**

Honor code: Professional behavior is also reflected by adherence to the Honor Code in compliance with the university and college requirements and recommendations.

Students with special needs – Students should address any special needs or special accommodations with the course directors at the beginning of the semester or as soon as the student becomes aware. Those seeking accommodations based on disabilities should contact the Center for Disability Issues & the Health Professions (CDIHP) office (909 469-5380) to coordinate reasonable accommodations for students with documented disabilities. Retroactive disabilities related accommodations will not be granted.

### **Assessment**

Grades will be determined based on completion of any in-class tasks, assignments, Blackboard assessment, and attendance.

The total of 100% possible will be derived from adding the score received in each of the components of the course, weighed as follows:

Attendance		15%
Quizzes	30%	
Resume preparation and cover letter		25%
Personal financial management exercise(s)	30%	

The assessment will be via scores obtained on Bb, assignments turned in by the deadline, documented attendance at all sessions and in outside grading of assigned tasks. Grades will be entered in May, 2009.

### **Course Evaluation**

Surveys are conducted regularly for all CVM courses to gather student opinion and observation on course content and conduct, and faculty and/or course director performance. This data helps improve instruction in the College curriculum, and survey outcomes are part of the College assessment program for accreditation purposes. Accordingly, it is expected that each student will complete, as scheduled, all surveys requested for this and other courses. This is a 'threshold' requirement for every College course, that is, a student has not formally completed any course until its survey obligations are met. It may be necessary to withhold a final course grade if there is a failure to comply with survey obligations.

### **Resources**

Law and Ethics of the Veterinary Profession J. Wilson

Contracts, Benefits, and Practice Management (Supplied by VPI)

3-Ring Notebook with 250 pages of hand outs (Supplied by VPI & school)

Other resources on practice management may be included during the course.

## Course Schedule

### **Monday, August 4**

1. Dr. Jim Wilson
  - a. What Employers Are Looking for in Associate Veterinarians-Handout from VPI
  - b. Making the Transition from Student to Veterinarian-Handout from VPI

### **Tuesday, August 5**

1. Mr. Fritz Wood, Certified Financial Planner
  - a. Tenets of Personal Financial Success
  - b. The Business of Veterinary Medicine

### **Wednesday, August 6**

1. Dr. Jim Wilson
  - a. Establishing a Realistic Fee Schedule-Handout from PVC
  - b. Goals & Goal Setting-Handout from VPI
  - c. Credit Management vs. Pet Health Insurance, PPOs or HMOs-Handout from PVC
  - d. Saving Money on Taxes-Handout from PVC

### **Thursday, August 7**

1. Dr. Karen Faunt
  - a. "Vision to Reality"-Discussion of the current paradigm of veterinary practice and what the future paradigm of practice may resemble.
2. Mr. Benjy Howe
  - a. "Understanding & Using Emotional Intelligence in Practice"-discussion of how your personality type can positively influence your relationship with staff, clients, and family
  - b. "The Banfield Service Cycle" – An example of Operations Management theory put into use in Veterinary Practice
3. Dr. Linda Kidd
  - a. The Problem Oriented Veterinary Medical Record

### **Friday, August 8**

#### MORNING:

1. Introductions of the Clinical Preceptors-4 hours - 8 A.M.-12:00 P.M.
  - a. Small animal
  - b. Equine & Food Animal
  - c. Clinical Pathology/Pathology, Zoo/Wildlife & Lab Animal
2. Roles and Responsibilities in the Clinical Years (Drs Cole and Mason)

#### AFTERNOON:

3. Dr. Barry Watson, Hills Veterinary Affairs
  - a. Interviewing A Practice: Leadership Qualities to Recognize in a Small Animal Practice
  - b. Interview Skills Training For the New DVM Graduate-Small Animal Practice
4. Dr. Joe Bertone - Professionalism
5. Dr. Wendell Cole & Ms. Ann Amsler (ITDL Office-WU) 1 hour 2-3 P.M.
  - a. "Case-Log Reporting-The How-To's"
6. Faculty Farewell-with Tips, Advice, and Words of Wisdom to the class from individual CVM faculty members