

3 Tips for Maximizing Teamwork to Improve Patient Success

When the entire veterinary team works together to its fullest potential, clients and pets benefit. Here are 3 tips for collaborating as a team, as discussed by Holly Brown, DVM, PhD, DACVP and Jessica Wilson-Hess, MS, CVT, VTS (SAIM). For more, scan the QR code below to hear a case-based application of these tips in a VetFolio Voice podcast sponsored by Antech Diagnostics. In this episode, Dr. Brown and Jessica discuss their team effort that contributed to the diagnostic workup of a Labrador retriever who became acutely ill after a stem cell treatment.

1. The entire veterinary team should communicate openly

Veterinary team members should feel supported in asking questions about cases to learn more and become increasingly invested in the process and patient outcome. The entire team can benefit from mentoring because educated team members can contribute more impactfully to case management. Open communication helps forge bonds and build trust, creating stronger medical teams with increased productivity and maximized patient (and client) care.

2. Veterinarians and hospital leaders should empower technicians

All team members should respect and value what others bring to the practice and appreciate how each role contributes to patient success. Supporting and educating veterinary technicians empowers them to grow their knowledge and skillset, increasing their understanding of the disease processes and augmenting their impact in case management. Technicians who are engaged and informed about a case can communicate effectively to clients so they understand their pet's diagnostic results, treatment recommendations, and prognosis.

3. Veterinarians and hospital leaders should encourage whole staff development

All veterinary team members should be encouraged to develop their understanding and medical knowledge. Sharing knowledge with your entire team helps everyone feel more invested in case management and outcomes, facilitates more consistent communication and language about veterinary health, and helps the team be most effective in helping pets and their owners.



Scan and listen to the full discussion on VetFolio

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American dog tick (<i>Dermacentor variabilis</i>) Tick-Borne Pathogens: <i>Ehrlichia canis</i> , <i>Rickettsia rickettsii</i> , <i>Francisella tularensis</i> , <i>Cytoecyoon felis</i>				
Brown dog tick (<i>Rhipicephalus sanguineus</i>) Tick-Borne Pathogens: <i>Ehrlichia canis</i> , <i>Babesia</i> spp., <i>Rickettsia rickettsii</i> , <i>Anaplasma platys</i>				

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