

NCVEI Update: Participants Needed for Change Motivation Study



NCVEI partners with VHMA and VETPartners in new study

The National Commission on Veterinary Economic Issues, the Veterinary Hospital Managers Association (VHMA), and VetPartners, Inc., are co-sponsoring a management research project designed to identify what drives a practice to make operational changes that move it from a mediocre level of financial performance to high level financial success.

In addition to understanding the motivation behind significant change, the research project also seeks to understand the tools used by the practices to implement this change.

A brief survey has been designed to identify potential practices for participation in this research project. All data submitted is restricted to essential access only to ensure confidentiality. Data ultimately included in the research report will be in aggregate form only. Ultimate participation in the survey will only require 2-3 hours of your time. If you think you've made this kind of change, please access the qualification survey below and let us see your success!

<http://www.zoomerang.com/Survey/survey-intro.zgi?p=WEB2296UWAFXU8>

Veterinary Management Toolbox for Tough Times

Dr. Karen Felsted, CEO of the NCVEI, and Karyn Gavzer will be speaking at the Oquendo Center for Clinical Education in Las Vegas, Nevada on June 26-28. This is an excellent practical program to help you gain new perspectives, protect your practice and make wise choices to successfully lead your team in these challenging times. Hands-on exercises and discussions will allow participants to test new ideas and gain experience to take back and implement in their practices. This course is RACE approved for 20

hours of continuing education. For more information, or to register for this class, please go to www.wvc.org and click on the link to the Oquendo Center.

QuickPolls

With veterinary clients experiencing tough economic times, the May NCVEI QuickPoll was focused on whether clients are finding new ways to pay for veterinary care. In May, we asked the question:

Has your practice seen a change in the payments options used by clients in the last six months?

Nearly 75% of the respondents indicated that clients are seeking new ways to pay for veterinary services. Here is the breakdown of the results.

No	26%
Yes, more are using pet insurance	1%
Yes, more are using medical payment plans such as CareCredit	12%
Yes, we're holding more checks or carrying more accounts receivable	27%
Yes, one or more of the above	34%

During the month of June we are asking about salary increases for veterinarians and members of the support staff. Are you giving or receiving a salary increase in 2009? Will your support staff see an increase in their paychecks this year? Visit the NCVEI website, www.ncvei.org and complete the QuickPoll, which you'll find in the lower right hand corner of the home page.

If you have any ideas for future QuickPolls—some burning question you've always wanted to know—please email us your ideas to info@ncvei.org.

As always, if you have any questions or comments about anything the NCVEI is doing, please e-mail us at Info@NCVEI.org or call 847-925-1230 for assistance. If you know any other members of the veterinary profession who still haven't utilized the NCVEI's FREE benchmarking program, please pass this e-mail message on to them. The more users of the benchmarking tools there are - the better the results for everyone!

The National Commission on Veterinary Economic Issues was founded in January 2000 with a mission of raising the economic base of veterinary medicine. A wide-ranging group of benchmarking, pricing and communications tools as well as other resources are available, free of charge, at www.NCVEI.org. The Commission is a not-for-profit organization governed by a Board of Directors representing the three founding organizations: American Veterinary Medical Association, American Animal Hospital

Association and the Association of American Veterinary Medical Colleges. Funding is provided by members of the NCVEI's Sponsor Council that includes Merial, Hill's Pet Nutrition, Veterinary Pet Insurance, Fort Dodge Animal Health, Bayer Animal Health, CareCredit, Simmons Educational Fund and the Western Veterinary Conference.

