Goal 1: Unmatched Patient Care

GOAL 1: Provide unmatched, compassionate patient care and client service.

1.1: Design clinic operations and infrastructure to optimally support patients, clients and referring veterinarians.

1.2: Continue to develop state-of-the-art animal hospitalization and treatment facilities.

1.3: Deploy a team-based approach to capitalize on the unique strengths of the VMC.

Related Concepts from School of Veterinary Medicine Strategic Plan:
- Provide outstanding patient care in an efficient, compassionate and service-oriented manner.
- Recruit and retain top clinical faculty and staff.
- Reorient operations to meet market needs.
Goal 1: Unmatched Patient Care

Strategy 1.1

Design clinic operations and infrastructure to optimally support patients, clients and referring veterinarians. (Page 1 of 2)

Preliminary Tactics:

a. Continue to utilize survey data from clients and referring veterinarians to drive enhancements and track progress.

b. Improve appointment scheduling and communication for clients and referring veterinarians.
   i. Continue to monitor and report on faculty-initiated appointment cancellations.
   ii. Develop formalized education and training for scheduling staff.

c. Explore flexible/after-hours staffing for ancillary services.

d. Continue to ensure that the Veterinary Health Information System (VHIS) improvement program provides on-line access to medical records for referring veterinarians and clients.

e. Build upon mechanisms that have been put in place to increase interdisciplinary communication and collaboration; such as:
   i. VMS Executive Committee; and
   ii. Clinical program focus groups launched for strategic planning.

f. Create a patient navigator program to assist and support clients and patients throughout their VMC experience; explore client services organize and leveraging a volunteer program.
Goal 1: Unmatched Patient Care

Strategy 1.1

Design clinic operations and infrastructure to optimally support patients, clients and referring veterinarians. (Page 2 of 2)

Preliminary Tactics:

- g. Enhance the on-campus environment for clients, while they wait for their animals.
  - i. Utilize integrated tools such as on-line portals and waiting room kiosks to collect patient histories and distribute patient education content.
  - ii. Inform clients about local amenities that might be of interest while they wait for the animal to receive care (e.g., Arboretum, Art Museum, etc.).

- h. Ensure that all faculty, students and staff share responsibility for the patient, client, and referring veterinarian experience.
  - i. Provide incentives for faculty to provide outstanding clinical service; consider:
    - i. Improving recognition in the merit and promotion system;
    - ii. Evaluating financial incentives to optimize patient volume while maintaining quality of care.

- j. Develop mechanisms to address the needs of a multicultural clientele.
  - i. Enhance multi-cultural competency among students, house officers, faculty and staff.
  - ii. Provide language interpretation and translation services.
  - iii. Develop multilingual patient education materials.
Goal 1: Unmatched Patient Care

**Strategy 1.2**

Develop state-of-the-art animal hospitalization and treatment facilities.

**Preliminary Tactics:**

a. Evaluate services required to address current and emerging clinical needs.
   
   i. Address needs identified in model clinical program plans developed under Strategy 4.1.
   
   ii. Consider additional clinical program focus groups to collaboratively identify needs.

b. Continue to improve patient and client waiting areas and amenities.
   
   i. Ensure that patient and client waiting areas are addressed in VMC facilities planning.

c. Continue to increase the functionality and utility of the Veterinary Health Information System (VHIS).

d. Incorporate state-of-the-art technology (e.g., robotic pharmacy, robotic surgical suites, remote patient tracking, medical monitoring, etc.) in future facilities design.
Goal 1: Unmatched Patient Care

Deploy a team-based approach to capitalize on the unique strengths of the VMC. (Page 1 of 2)

Preliminary Tactics:

a. Align incentives in support of collaborative approaches.
   i. Address financial disincentives that impede interdisciplinary collaboration.

b. Develop and deploy novel interdisciplinary clinical programs.
   i. Co-locate providers to provide comprehensive care for complex conditions.
   ii. Arrange clinic schedules to accommodate interdisciplinary practice.
   iii. Engage coordinators to facilitate collaboration.

c. Implement team-based staffing models.
   i. Develop an administrative structure to support team-based care.
   ii. Convene regular team huddles that include staff at all levels.
   iii. Hold transdisciplinary joint rounds (morbidity and mortality).
Goal 1: Unmatched Patient Care

**Strategy 1.3**

Deploy a team-based approach to capitalize on the unique strengths of the VMC. *(Page 2 of 2)*

**Preliminary Tactics:**

d. Explore the use of technology to enhance communication, collaboration and advanced interdisciplinary patient care:
   
i. Across services and disciplines;
   
ii. With colleagues at UCSD and the VMTRC;
   
iii. With referring veterinarians;
   
iv. With clients.

e. Strengthen collaborations across UC Davis, particularly with human medicine and biomedical engineering.

f. Identify and promote successful collaborations including those that already exist, such as:
   
   - Mentored the Research Clinical Training Program with the UC Davis School of Medicine;
   - Biomedical Engineering;
   - Animal Science;
   - UC Davis Medical Center;
   - Graduate School of Management;
   - CAHFS.