Our partnership with you is an integral part of our work. In keeping with that focus, and as part of The Ohio State University College of Veterinary Medicine’s five-year “Be The Model”® strategic plan (2018-2023), the Ohio State Veterinary Medical Center (VMC) has set forth a goal to be the “Referral Veterinary Medical Center of Choice” among referring veterinarian partners and our shared clients.

To attain this goal, we have been working with external consultants to identify areas of improvement and advancement, and will soon launch plans to implement these changes based on their findings and recommendations. These partners include CalPro, who surveyed our clients and referring veterinarians; and process management experts from Ohio State’s Wexner Medical Center, who conducted an audit of our operational processes and workflows.

**From the Director**

In this issue of *Update for Veterinarians*, we share the topline results of the recent CalPro surveys of referring veterinarians and our shared clients, as well as updating you on key Ohio State Veterinary Medical Center and hospital system initiatives. Your input is extremely valuable to us as we continually strive to provide the best experience possible for you, our clients and our patients.

We know that achieving best practices in veterinary medicine requires a thorough assessment and examination of operational processes, and we are excited as we begin implementing changes based on what we have learned from a recent process management audit.

Also in this issue, our Faculty Spotlight features equine emergency surgeon Dr. Alison Gardner and farm animal surgeon Dr. Joe Lozier. Both are board-certified specialists who, having completed their residencies at the VMC, share their respective teams’ clinical specialty services and the types of cases they frequently see.

Thank you for your continued partnership as we move forward. We welcome your comments and suggestions.

Karin Zuckerman, MHSA, MBA
VMC Director
Partnership drives positive change continued from page 1

Among the findings and scheduled changes:

**Highly rated services and care**

The CalPro surveys showed that:

- our Net Promoter Score® (NPS) (which measures customer experience and predicts growth) for quality of medicine was 85 percent among responding referring veterinarians, putting us ahead of the national average;
- we exceeded the national average for level of compassion demonstrated and value for fees charged;
- our Large Animal Service excelled in reputation rating, significantly beating the national average in all areas;
- and our combined hospital NPS for FY2019 was 80.2 percent, higher than the national average of 78 percent among all types of hospitals, not just large teaching or specialty hospitals.

**New hospital information system**

On March 30, 2020, we will launch a new hospital information system (ezyVet) that includes an electronic medical record, ancillary service systems (laboratory & radiology), a client portal and a referring veterinarian portal. We are thrilled to launch this new system as it will enable us to improve communications, share information and respond more readily to your needs and the needs of your clients.

**Process standardization and improved access**

By the end of March 2020, the implementation of ezyVet will result in the standardization and automation of day-to-day processes across all services, including charge capture, diagnosis and treatment plans, discharge information, scheduling and communications. These efficiencies will help clinical teams and staff manage patient care more effectively. In an effort to improve access to care, we have already added initial and recheck exam appointments for Ophthalmology, and receiving and surgery days for our Orthopedic service at our Dublin VMC (see July/August Update). Finally, we are continuing to offer free CE for referring veterinarians to improve access to our faculty clinicians and our practitioner liaison, Dr. Doug Graham.

**Space expansion**

The Frank Stanton Veterinary Spectrum of Care (SOC) Clinic project, scheduled for completion in June 2021, will relocate and expand primary care clinical space. The clinic will provide students with general practice experience and promote clinical reasoning skills as they serve clients from diverse socioeconomic backgrounds seeking care for their pets. In addition, we are preparing to expand our emergency department and add a fluid ward to optimize our ability to care for the increasing number of emergency and critical care patients we are serving. Lastly, students continue to benefit from the addition of the Stanton Professional and Clinical Skills Center, a state-of-the-art educational space which opened in September 2018 to further prepare practice-ready veterinary graduates.

“I cannot say whether things will get better if we change; what I can say is they must change if they are to get better.”

— Georg C. Lichtenberg
Thanks to our Practitioner Board!

We appreciate the members of our Practitioner Board who contribute their time and talents to the VMC’s ongoing evaluation of all aspects of the customer and patient experience. Their assessments help us ensure the best service to referring veterinarians, clients, and patients.

**Practitioner Board Members**
- Dr. Delane Armetrout (Saint Albans, WV)
- Dr. Daniel Beer (Columbus, OH)
- Dr. Neil Bonham (Lancaster, OH)
- Dr. Susan Borders (Galloway, OH)
- Dr. Craig Clouse (West Carrollton, OH)
- Dr. Amanda Conklin (Canonsburg, PA)
- Dr. Gail Counts (Portsmouth, OH)
- Dr. Steve DeBruin (Millersport, OH)
- Dr. Sandra Gebhart (Medina, OH)
- Dr. Kyle Hapner (Dayton, OH)

Dr. Scott Harmon (Fredericktown, OH)
Dr. Holly Helbig (Columbus, OH)
Dr. Scott Judd (Lewisburg, OH)
Dr. Gale Kerr (Grove City, OH)
Dr. Zachary King (Troy, OH)
Dr. Dana King (Springfield, OH)
Dr. Kathleen Lennon (Xenia, OH)
Dr. Don Mann (Galena, OH)
Dr. Rhonda Masterson (Somerset, OH)
Dr. Martha Mooney (Mt. Gilead, OH)

Dr. John Mossbarger (Bloomingburg, OH)
Dr. Corey Paradine (Ravenna, OH)
Dr. David Pitkin (Delaware, OH)
Dr. James Radcliffe (Wheeling, WV)
Dr. John Reichert (Grove City, OH)
Dr. Chrissie Schneider (Blacklick, OH)
Dr. Timothy Soroosh (Powell, OH)
Dr. Lou Anne Taylor (Zanesville, OH)
Dr. Douglas Wagner (Granville, OH)
Dr. Scott Whiteman (New Albany, OH)

We would also like to extend our gratitude to the 106 emeritus board members who have helped us over the years.

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**Upcoming CE Events**

**College of Veterinary Medicine Continuing Education**

**2019**
- September 10  Parkersburg, WV
- 26  Lima, OH
- October 1  Cincinnati
- 8  Columbus
- November 2  Columbus

**2020**
- January 3  Columbus

For more details, please visit: [vet.osu.edu/alumni/continuing-education](http://vet.osu.edu/alumni/continuing-education)

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**Blue Buffalo Veterinary Clinical Trials Office Seeks Participants**

Recruiting patients for the following clinical trials:
- Management of acute (colitis) diarrhea in dogs
- Biomarkers during chronic kidney disease

If you have patients who may qualify, please refer to: [cvm-clinicaltrials@osu.edu](mailto:cvm-clinicaltrials@osu.edu) or 614-247-8706.

Please visit [vet.osu.edu/vmc/clinical-trials](http://vet.osu.edu/vmc/clinical-trials) for a full list of current trials.
Like most equine veterinarians, Dr. Alison Gardner grew up with horses, but she attributes her passion for horses to her family’s successful equine therapy program in her hometown of Morrison, Colorado.

“They had a deep sense of giving back to the community with equine therapy,” she says. “They worked with groups such as Big Brothers Big Sisters and residential treatment centers. We found the horses became agents of change for those kids, and exhibited empathy in a way that really helps a lot of people.”

In 2011, Dr. Gardner graduated from Colorado State University College of Veterinary Medicine. After a one-year internship in a private practice in New Jersey, she completed her surgical residency at Ohio State, followed by a fellowship in Equine Emergency and Critical Care.

The program, she says, was a great fit. “I felt a sense of fellowship among the clinicians even on my interview day, and they were incredible mentors.”

Now, as an assistant professor of Equine Surgery, Emergency and Critical Care at Galbreath Equine Center, Dr. Gardner is a member of a specialty team that includes boarded surgeons, internists, theriogenologists and criticalists. “The best thing Ohio State has to offer referring veterinarians is our large and dedicated team,” she says. “In addition to our clinicians, we have residents who are incredibly observant and hardworking, and are the ones our vets talk to on the initial call after hours.”

Common emergencies include lacerations, and colic or abdominal pain cases that do and do not require surgery. In spring and early summer, the team sees a lot of foaling cases, she says. “On the soft tissue side, we see a good amount of mass removals and upper airway surgeries, and a decent amount of sinus issues.”

Dr. Gardner adds that while her interest is abdominal surgery, she does not take the decision to pursue surgery lightly. “Even if a horse is referred to us for colic, for example, we often are able to pull them through medically without abdominal exploration. I am also grateful to know many of us feel that the work we do, along with referring veterinarians and horse owners, is very much a collaborative process.”

When Dr. Joe Lozier began his farm animal internship in 2014 at the Ohio State Veterinary Medical Center, he did so to get more mentorship in large animal medicine.

“I initially thought I would go into mixed animal practice,” he says. “But once I was here, I loved it. I also realized that I could perform advanced surgeries on large animals that general practitioners weren’t doing.”

A graduate of the Ohio State College of Veterinary Medicine, Dr. Lozier remained at the VMC post-internship and completed his residency in farm animal surgery.

Today, as assistant clinical professor of Farm Animal Medicine and Surgery at the Hospital for Farm Animals, Dr. Lozier is one of three, board-certified clinicians on staff. Other team members include three registered technicians, two farm animal medicine and surgery residents, and one intern. The team provides clinical specialty services in internal medicine, state-of-the-art neonatal consultation and care, surgical procedures, theriogenology and reproductive medicine.

When not teaching in a classroom setting or conducting rounds, Dr. Lozier, and all members of the farm team see scheduled appointments, conduct phone consultations and address emergency cases, which are frequent, as they arrive. “Usually I’m taking cases that are more surgical or lameness type appointments because of my interests in orthopedics, but we all see emergency and medical cases,” he says. “The two most common cases are blocked urinary tracts in goats and obstetrical management for dystocia.”

Teaching and the clinical work are among the most rewarding aspects of being part of the VMC, he says. “What makes the work satisfying is when you have a good case and a successful outcome, and at the same time have improved our clinical knowledge. That’s something that everyone feels good about.”

Dr. Julien Guillaumin, Small Animal Emergency and Critical Care Service, has left the VMC to join Colorado State University.
Welcome 2020 Residents
Welcome 2020 Interns

Lauren Bracchi
Small Animal Rotation

Josephine Dornbusch
Surgical Oncology Research

Molly Gasparini
Small Animal Rotation

Croix Griffin
Small Animal Rotation

Allison Hayes
Small Animal Rotation

Kaitlin Jones
Small Animal Rotation

Sarah Lewis
Small Animal Rotation

Ariana Lopez
Small Animal Rotation

Sarah Lorbach
SAIM Research

Rachel Manchester
Small Animal Rotation

Chelsea Naylor
Farm Animal

Kate Panigrahi
Equine Field Service

Nikesh Patel
Small Animal Rotation

Erin Pinnell
Equine Field Service

Kelsey Schaul
Small Animal Rotation

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