

Strategic Plan: Goal 4 2018 Progress Report

NC STATE

Veterinary Medicine

Deliver compassionate, state-of-the-art care in a dynamic educational environment.

Advance patient care through discovery and innovation:

Provide compassionate and cutting edge patient care through clinical trials and innovative clinical resources.

Milestones:

- Opened equine rehabilitation center
- Provided extracorporeal therapy including bone marrow transplantation, dialysis and therapeutic plasma exchange
- Integration of the Clinical Study Corps into the Hospital and provide a review process for clinical research studies at hospital board.

Provide experiential learning that prepares all of our trainees for success in their future:

Prepare professional students, interns and residents for their careers.

Milestones:

- Tracking of house officer work hours
- Tracking of student work hours
- House Officer Coordinator position created
- House Officer resource webpage created on internal website
- Modify House Officer seminar series to include topics that complement clinical training such as communication skills and how to prepare a professional presentation

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Harness the strong caseload to achieve our educational mission and sustain a healthy work environment:

In the face of a very busy caseload, maintain patient care and fulfill the educational mission of the Hospital

Milestones:

- The Small Animal Emergency Service may divert cases when specialty services have reached capacity
- Non-emergent cases can be discharged for scheduled appointments with specialty service at a later date
- Specialty services have created emergency appointment slots accept cases without those cases going to the Emergency Service
- Some specialty services have modified their receiving schedules and work flow in order to accommodate transfers from the Emergency Service
- Active workplace tools such as exercise balls, standing desks and bicycle desks have been added to rounds rooms in the Hospital

Partner with the community to provide compassionate and comprehensive care:

Work closely with the veterinary community to ensure we are meeting client and patient needs.

Milestones:

- Small Animal Practitioner Advisory Council (SA-go-PAC) is meeting quarterly and provides insight from veterinarians who refer cases to the Hospital
- Equine Practitioner Advisory Council (EQ-go-PAC) serves the same purpose for equine veterinarians
- The Associate Dean and Director of Veterinary Medical Services meets with both the North Carolina Veterinary Medical Association and the North Carolina Veterinary Medical Board in order to be proactive with issues facing veterinarians in the state

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