

Role of the VN in Supporting and Educating Clients

Search strategy

Database: CAB Abstracts <2000 to 2019 Week 15>

Search Strategy:

-
- 1 (((vet or veterinary) and (nurse* or nursing or technician* or personnel* or staff)) or (VN or VNs or RVN or RVNs)).mp.
 - 2 (client* or customer* or owner*).mp.
 - 3 (educat* or teach* or advic* or advis* or relation* or engag* or advocat* or communicat* or care or support* or complian*).mp. or education/ or communication/ or customer relations/
 - 4 1 and 2 and 3

[mp=abstract, title, original title, broad terms, heading words, identifiers, cabicodes]

References of relevance from CAB Abstracts database

<1>

Accession Number

20193098311

Author

Halls, V.

Title

Tools for managing feline problem behaviours: owner understanding and involvement. (Special Issue: Feline behaviour and problem behaviours, Part 2.)

Source

Journal of Feline Medicine and Surgery; 2018. 20(11):1015-1023. 14 ref.

Publisher

Sage Publications

Location of Publisher

Thousand Oaks

Country of Publication

USA

Abstract

Practical relevance: Good communication skills are at the heart of best practice for veterinarians and behaviourists (be they veterinarians/nurses/technicians with specialist behaviour training and qualifications or clinical animal behaviourists). Hence gaining an understanding of how to engage clients to become involved in their pets' treatment, both medical and behavioural, is relevant to all who work in this field. **Clinical challenges:** Poor communication skills can be responsible for owners' lack of compliance regarding both medical treatment and implementation of behavioural protocols. **Evidence base:** Much of the evidence-based information on effective communication comes from the fields of human psychology and psychotherapy, human medicine and business, with only a limited amount coming from the veterinary field. Therefore, some opinions expressed in this article are based on the author's experience of treating cases in a cat-specific behaviour referral practice over the past 20 years and her work as a humanistic counsellor. **Audience:** Any veterinarians, veterinary nurses or technicians who are involved in the diagnosis or treatment of problem feline behaviour in practice would benefit from knowledge of what promotes and also hinders owner understanding and involvement.

Publication Type

Journal article.

<2>

Accession Number

20193098310

Author

Halls, V.

Title

Tools for managing feline problem behaviours: environmental and behavioural modification. (Special Issue: Feline behaviour and problem behaviours, Part 2.)

Source

Journal of Feline Medicine and Surgery; 2018. 20(11):1005-1014. 20 ref.

Publisher

Sage Publications

Location of Publisher

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Thousand Oaks

Country of Publication

USA

Abstract

Practical relevance: Problem feline behaviour can be managed successfully by early diagnosis and intervention, good first-aid advice in veterinary practice and then, if necessary, a referral to a suitably qualified behaviourist for those cases that are complex. There are a number of tools available to assist in the resolution of problem feline behaviour and this article will cover environmental modification and behavioural modification. Clinical challenges: Problem feline behaviours are not uncommon and the veterinary team often have to rely on their own knowledge to assist clients if a specialist behaviourist is not available. Evidence base: There is a lack of evidence-based information regarding how best to work-up and treat cases of problem feline behaviour in practice; therefore, some recommendations within this article are based on the author's experience of treating cases in a cat-specific behaviour referral practice over the past 20 years. However, there is evidence available regarding how best to enrich a cat's environment and how to ensure a cat's environmental needs are met. Audience: Any veterinarians, veterinary nurses or technicians who are involved in the diagnosis or treatment of problem feline behaviour in practice would benefit from understanding the principles of environmental and behavioural modification.

Publication Type

Journal article.

<3>

Accession Number

20193072855

Author

Parkinson, K.

Title

Considering issues from first puppy or kitten health checks.

Source

Veterinary Times; 2019. 49(7):22, 24. 19 ref.

Publisher

Veterinary Business Development Ltd

Location of Publisher

Peterborough

Country of Publication

UK

Abstract

The first consultation is an important time in any pet and owner's life. A positive first visit is an excellent method of client bonding, and visits should be longer than adult consultations and relatively unrestricted by time constraints. Use of a checklist ensures vital information is not missed, while information handouts for clients to take home may be used to increase information retention. A typical first visit should focus on education and preventive health care. Owners often perceive the first visit to be focused on vaccination, but many other health issues - such as worm and flea treatment, microchipping, neutering, insurance, nutrition, dental care, socialisation and behaviour - must be addressed at this time. Good communication is required to ensure client compliance. Nurses are invaluable, and may be more patient and knowledgeable in matters such as socialisation than the vet; therefore, they should be enlisted wherever possible, as part of the practice team, to provide an excellent first encounter.

Publication Type

Journal article.

<4>

Accession Number

20193062904

Author

Gerrard, E.

Title

Senior cats and dogs: tackling an age-old problem.

Source

VN Times; 2019. 19(2):5-7. 19 ref.

Publisher

Veterinary Business Development Ltd

Location of Publisher

Peterborough

Country of Publication

UK

Abstract

Pets are increasingly living to greater ages and according to the Pet Food Manufacturers' Association (2017), the dog and cat population in the UK in 2017 is estimated to be 8.5 million and 8 million, respectively. As a result of advancements in preventive and clinical care, our pets are living longer, healthier and better quality lives. Symptoms of age-related change can be subtle and may go unnoticed by owners or their significance underappreciated. This means veterinary nurses play a pivotal role in educating

owners of ageing pets with regards to the benefits of early diagnosis and implementation of appropriate management plans.

Publication Type

Journal article.

<5>

Accession Number

20193083553

Author

Warnes, C.

Title

Practical strategies for supporting elderly cats and their owners, both at home and in the veterinary surgery.

Source

The Veterinary Nurse; 2018. 9(10):540-545.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

As cats become elderly they are at increased risk of developing both health and behaviour problems. Veterinary nurses can support owners of elderly cats by encouraging them to bring their cats to the surgery for regular health checks, as earlier diagnosis and treatment will improve the prognosis for many health problems. They can also ask about and provide advice on any behaviour problems that arise, including giving advice about simple changes that can be made in the home to support cats that are becoming less mobile, or that have cognitive or sensory deficits. This should reduce stress and the incidence of problem behaviours, resulting in improved welfare for elderly cats, and potentially also improved quality of life for their owners.

Publication Type

Journal article.

<6>

Accession Number

20193083547

Author

Hargrave, C.

Title

Helping owners to support the emotional and behavioural needs of the socially mature cat.

Source

The Veterinary Nurse; 2018. 9(9):480-487.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

This article forms part of a series that considers the behavioural and emotional needs of the domestic feline - from kitten to geriatric cat - and how the veterinary practice team can support the cat's owners in maintaining its emotional welfare. The articles are based on a series delivered on behalf of the Association of Pet Behaviour Counsellors and the British Veterinary Behaviour Association. This article is based on the material presented by Vicky Halls (RVN Dip Couns, Reg MBACP) at the London Vet Show (November 2017). The article considers the respective needs of the cat at various life stages post kittenhood, as well as feline stress and its effect on the domestic cat, the cat's behavioural and emotional needs, and how owners can make appropriate provisions. In addition, the article considers the issues that can arise when owners wish to maintain a multi-cat household, and how best to go about attempting to integrate a new kitten or cat into an existing feline group. A future article will pay specific attention to the needs of the senior and geriatric cat.

Publication Type

Journal article.

<7>

Accession Number

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20193083545

Author

Richmond, P.; Wright, I.

Title

A veterinary nurse-led approach to flea control.

Source

The Veterinary Nurse; 2018. 9(9):466-473.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

The cat flea *Ctenocephalides felis* is a common infestation of household pets and a source of revulsion, distress and irritation to pet owners. They can also transmit disease to both humans and pets. Flea control is therefore vital but not easy to achieve, and failures in attempts at control are common. This leads to owner frustration, as well as increased morbidity in pets, and raises questions regarding treatment efficacy and drug resistance. The veterinary nurse plays a vital role in educating clients on the risks associated with fleas, communicating the importance of effective control with clients and maximising compliance once a flea control plan has been established. This article discusses the principles of flea control and the role of the veterinary nurse.

Publication Type

Journal article.

<8>

Accession Number

20193054332

Author

Spitznagel, M. B.; Cox, M. D.; Jacobson, D. M.; Albers, A. L.; Carlson, M. D.

Title

Assessment of caregiver burden and associations with psychosocial function, veterinary service use, and factors related to treatment plan adherence among owners of dogs and cats.

Source

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Publisher

American Veterinary Medical Association

Location of Publisher

Schaumburg

Country of Publication

USA

Abstract

OBJECTIVE: To investigate caregiver burden and its potential associations with psychosocial function and veterinary service use among dog and cat owners and with factors related to treatment plan adherence among owners of animals with chronic or terminal disease. **DESIGN:** Cross-sectional, observational study. **SAMPLE** 124 clients of a small animal hospital. **PROCEDURES:** Study participants were recruited by email. Owners of sick animals were blindly matched with owners of healthy animals (62/group) by age, gender, and companion animal species. Respondents completed electronic questionnaires related to demographics and previously described measures of caregiver burden, psychosocial function, and treatment plan adherence. Veterinary medical records were reviewed to verify animal health status and assess veterinary service use (billable and nonbillable contacts with veterinary staff) in the 12 months prior to study enrollment. Variables were tested for association by statistical methods. **RESULTS:** Questionnaire scores reflected greater caregiver burden; greater symptoms of depression, anxiety, and stress; and poorer quality of life for respondents with sick animals than for respondents with healthy animals. Greater caregiver burden was associated with scores reflecting poorer psychosocial function and with greater veterinary service use. The number of nonbillable, but not billable, contacts was greater for respondents with high caregiver burden than for those without this finding. Treatment plan factors associated with greater caregiver burden included changes in routine because of the animal's condition and perception that following new rules and routines for management of the condition was challenging. **CONCLUSIONS AND CLINICAL RELEVANCE:** Awareness of potential caregiver burden and psychosocial distress in clients with sick companion animals may help veterinarians identify opportunities for an empathic response. Future research should assess directionality of the relationship between these factors.

Publication Type

Journal article.

<9>

Accession Number

20193046293

Author

Brown, B. R.

Title

The dimensions of pet-owner loyalty and the relationship with communication, trust, commitment and perceived value.

Source

Veterinary Sciences; 2018. 5(4):95. 63 ref.

Publisher

MDPI AG

Location of Publisher

Basel

Country of Publication

Switzerland

Abstract

Loyalty is one of the greatest intangible assets that any organization can possess and improving client loyalty is a primary marketing goal that can have a significant financial impact on any business. This quantitative study examined the mediating role of communication on the relationship between satisfaction and loyalty (attitudinal and behavioral) in veterinary clinics, along with the moderating roles of trust, commitment, perceived value, and relational characteristics. Responses collected from 351 pet-owners through social media were analyzed using descriptive and inferential statistics. The results show that attitudinal loyalty (AL) has a strong positive relationship with communication at multiple points in a veterinary clinic, whereas the relationship with behavioral loyalty (BL) was not as clear. Additional findings suggest that AL, which is influenced by trust in the veterinarian, communication from staff members and commitment, has a strong positive relationship with behavioral intentions, increases the number of products and services that a pet-owner consumes at his or her primary veterinary clinic, and attenuates the role of cost in receiving veterinary care. These findings can help veterinary clinic owners and managers in developing and implementing relationship strategies that improve pet-owner loyalty.

Publication Type

Journal article.

<10>

Accession Number

20183360443

Author

Fowler, H.; Irimia, B.; Ramirez, V.; Meischke, H.; Rabinowitz, P.

Title

Pet owners' perceptions of veterinary safety practices.

Source

Veterinary Record; 2018. 183(19):594.

Publisher

BMJ Publishing Group

Location of Publisher

London

Country of Publication

UK

Abstract

Veterinary workers must care for their animal patients while simultaneously protecting their own health and safety, This process can be complicated by the presence and perception of pet owners who may not agree with a given tactic used to protect veterinary workers from injury. We conducted focus groups of pet owners in the Seattle area during November 2016 to gain a deeper understanding of their perceptions relating to veterinary worker safety practices. Focus group interviews were recorded and transcribed and study themes identified and summarised. Twenty pet owners participated in three focus groups. Study themes arising from the focus group discussions could be categorised into human, animal, behavioural and environmental domains as outlined in a One Health Occupational Safety and Health (OHOSH) model. Communication was a recurring study theme identified, suggesting that lacking or impaired veterinary personnel-client communication plays a key role in the safe delivery of veterinary services and can negatively impact the use of safety practices among veterinary personnel. Our study suggests that it is important for veterinary personnel to communicate to clients the reasons for policies related to worker safety. Such communication can help engage the veterinary client in order to effectively avoid situations that precipitate injury.

Publication Type

Journal article.

<11>

Accession Number

20183348638

Author

Oxley, J. A.; Kogan, L.

Title

A preliminary study investigating the use of rabbit-related Facebook groups in relation to rabbit health information.

Source

The Veterinary Nurse; 2018. 9(7):382-387.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

Background: There has been a dramatic increase in the use of social networking sites such as Facebook over the last decade. However, limited research has been conducted focusing on pet owners' use of these sites for pet health information. **Aim:** The aim of this study was to gather, via an online anonymous survey, information from rabbit owners about their use of rabbit-related Facebook groups and determine if and how these group pages are used for rabbit health information. **Methods:** Responses from 304 UK rabbit owners who were members of at least one rabbit-related Facebook groups were received and analysed. **Results:** The majority of participants were a member of more than one rabbit-related Facebook group. The most common reasons for joining such groups were to 'to keep up to date about rabbit-related information' (84.9%), 'to learn more about rabbits' (78.0%) and 'to discuss topics about rabbits with like-minded people' (71.1%). Just over half of respondents (52.3%) joined rabbit-related Facebook groups to 'seek advice about the health of my rabbits'. Nearly half of owners (41.3%) deemed Facebook groups as a trustworthy source of rabbit health information. The most common health issue Facebook group users asked about was gastrointestinal related. **Conclusions:** Results of this study highlight the importance of veterinarians and veterinary staff engaging with social media pet health groups to facilitate owners sourcing accurate and reliable online pet health information and seeking timely veterinary treatment.

Publication Type

Journal article.

<12>

Accession Number

20183299194

Author

Belshaw, Z.; Robinson, N. J.; Dean, R. S.; Brennan, M. L.

Title

Owner and veterinary surgeon perspectives on the roles of veterinary nurses and receptionists in relation to small animal preventive healthcare consultations in the United Kingdom.

Source

Veterinary Record; 2018. 183(9):296.

Publisher

BMJ Publishing Group

Location of Publisher

London

Country of Publication

UK

Abstract

Veterinary receptionists and veterinary nurses rarely feature in published practice-based research, yet are integral to small animal veterinary practice in the UK. The aim of this study was to investigate the perspectives of UK-based owners and veterinary surgeons about veterinary nurses and receptionists in relation to their role in preventive healthcare. Semistructured telephone interviews were conducted with 15 dog and cat owners and 14 veterinary surgeons. Interview transcripts were thematically analysed. Reception staff were identified as having a range of important roles, from rapport building to providing healthcare information and advice. The perceived importance of those roles appeared to differ between owners and veterinary surgeons. Veterinary nurses were described as performing a diversity of roles in relation to preventive healthcare, both in the reception area and in the consulting room. Many owners, and some veterinary surgeons, expressed uncertainty about the remit and status of veterinary nurses in relation to providing veterinary advice. This study identifies for the first time the degree of responsibility for preventive healthcare given to veterinary receptionists and veterinary nurses in UK small animal practices. Further work is needed involving reception and nursing staff to fully appreciate and define their roles in small animal practice.

Publication Type

Journal article.

<13>

Accession Number

20183176151

Author

Ackerman, N.

Title

How to set up diabetes clinics.

Source

The Veterinary Nurse; 2018. 9(3):164-166.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

Veterinary nurse clinics are an important aspect of the management of diabetic patients. Having a diabetic pet can be overwhelming for some clients, having a veterinary nurse to support the owner can make things easier. Owner education is a important element of the nurse clinic and imparting this information will result in an increase in compliance for the owner, and have an impact on the welfare and quality of life of the patient.

Publication Type

Journal article.

<21>

Accession Number

20183122235

Author

McDonnell, L. A.

Title

Ten-step practice guide to setting up weight-management clinics.

Source

Veterinary Ireland Journal; 2018. 8(3):144-145.

Publisher

Veterinary Ireland

Location of Publisher

Dublin

Country of Publication

Irish Republic

Publication Type

Journal article.

<22>

Accession Number

20183142070

Author

Coupland, S.; Reynolds, H.

Title

Do dog owners recognise behavioural indicators of canine cognitive dysfunction and can environmental enrichment techniques slow its progression?

Source

The Veterinary Nurse; 2018. 9(2):118-123.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

Background: Veterinary professionals have seen a rise in geriatric patients suffering from canine cognitive dysfunction (CCD). Previous literature has supported the use of environmental enrichment therapies which have been considered to reduce the progression of cognitive decline in CCD. However, CCD is commonly undiagnosed within the companion dog population. **Aim:** To determine whether owners of older dogs are able to notice behavioural changes, and in addition, explore knowledge around the term environmental enrichment which may help owners slow the progression of CCD through further education. **Method:** The study involved quantitative research using a questionnaire with 11 questions. Data were subsequently statistically analysed. Of the participants 16 worked within a veterinary practice, 52 were customers visiting a pet shop and 39 respondents formed a web survey group predominantly of veterinary professionals. **Results:** Owners of geriatric dogs working within a veterinary-related field were more likely to notice behavioural changes possibly associated with CCD compared with the average owner of a geriatric dog, and were also more likely to understand the term environmental enrichment. **Conclusion:** This study informs the veterinary field that improved education strategies implemented within nurse clinics may help pet owners recognise behavioural indicators of CCD, and treatment recommendations may assist in slowing the progression of CCD in geriatric dogs.

Publication Type

Journal article.

<23>

Accession Number

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20183142063

Author

Wright, I.

Title

Current parasitological threats in the UK.

Source

The Veterinary Nurse; 2018. 9(2):63-69.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

In recent years, the threat posed to both pets and people by parasites has grown, fuelled by a milder climate and increased pet travel. Here in the UK, fleas and ticks are growing in numbers and infest pets all year round. *Angiostrongylus vasorum* is rapidly spreading north up the country and *Echinococcus granulosus* is potentially being spread through abattoirs. In addition to this, pet travel and importation is increasing in the face of a widening distribution of vector-borne disease abroad. This is increasing the risk of exposure and the risk of bringing novel infections back to the UK. Veterinary practices remain in the front line of keeping pets and their owners safe from these threats and veterinary nurses play a pivotal role in giving accurate advice to clients. This article summarises information given to nurses at the recent parasite CPD day held by The Veterinary Nurse and sponsored by Bayer, considering the current parasitic threats to UK cats and dogs and how to address them.

Publication Type

Journal article.

<24>

Accession Number

20183122866

Author

Barry, L. M.

Title

The veterinary practice's role in ensuring compliance to a treatment plan for dogs with insulin-deficient diabetes.

Source

Veterinary Nursing Journal; 2018. 33(2):52-55. 25 ref.

Publisher

Taylor & Francis

Location of Publisher

Abingdon

Country of Publication

UK

Abstract

This questionnaire-based study aimed to investigate the relationship between the level of compliance to treatment plans and the communication between the owners of diabetic dogs and veterinary staff. The results revealed that the frequency of communication did not affect the compliance score. Of the six factors analysed, one influenced compliance and four influenced the frequency of communication. The study concluded that financial constraints and poor education are contributing factors to the underutilisation of veterinary services. The requirement for practices to improve client education was exposed as a crucial step to improving patient care in dogs.

Publication Type

Journal article.

<25>

Accession Number

20183121837

Author

Ackerman, N.; Benchekroun, G.; Bourne, D.; Caney, S.; Cannon, M.; Daminet, S.; Davison, L.; Dunning, M.; Fleeman, L.; Fleming-Smith, E.; Herrtage, M.; Mooney, C. T.; Niessen, S.; Petrie, G.

Title

Diabetes mellitus: guidance for managing diabetes in practice.

Source

Companion Animal; 2018. 23(3):143-151.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

Diabetes mellitus (DM) is a common condition encountered in both dogs and cats. In many cases it can be managed well, but there are cases that are problematic initially, or which become unstable. This roundtable aims to provide brief, practical guidance to assist veterinary surgeons in first opinion practice to treat and monitor straightforward cases of DM, in order to provide good quality of life for both the diabetic pet and the owner; and to recognise when a case is more complicated and further testing, specialist input or referral may be needed. The initial summary of diabetes essentials outlines 'need to know' definitions and pathogenesis; owner considerations and engagement; successful treatment; and monitoring and instability. This is followed by the roundtable presentations and discussions, which provide a brief review of the pathophysiology of diabetes in dogs and cats; discuss the goals of treatment; consider both monitoring and diagnostic errors; and look at the role of nurse-led clinics.

Publication Type

Journal article.

<26>

Accession Number

20183117112

Author

Lam, J.; Chan, S. S.; Conway, F. D. L.; Stone, D.

Title

Environmental stewardship practices of veterinary professionals and educators related to use and disposal of pharmaceuticals and personal care products.

Source

Journal of the American Veterinary Medical Association; 2018. 252(5):596-604. 23 ref.

Publisher

American Veterinary Medical Association

Location of Publisher

Schaumburg

Country of Publication

USA

Abstract

OBJECTIVE: To document the environmental stewardship practices (decisions and actions regarding use and disposal) of pet and human pharmaceuticals and personal care products (PPCPs) among pet-owning veterinary-care professionals (practicing veterinarians, veterinary students, and veterinary technicians and trainees) and environmental educators. **DESIGN:** Internet-based cross-sectional survey. **SAMPLE** 191 pet owners (103 veterinary-care professionals and 88 environmental educators). **PROCEDURES:** Study participants were recruited by means of a 2-part internet survey distributed to veterinary-care professional and environmental educator networks of individuals residing in Washington state, Oregon, and southern California. Survey questions addressed motivators for environmental stewardship practices (ie, decisions and actions regarding use and disposal of pet and human PPCPs). **RESULTS:** Data were collected from 191 respondents; the response rate for individuals who self-selected to opt in was 78% (191/246). Of the 191 respondents, 42 (22%) stored pet pharmaceuticals indefinitely. The most common disposal method was the garbage (88/191 [46%]). Veterinary-care professionals counseled clients infrequently regarding environmental stewardship practices for PPCPs. Fifty-five percent (105/191) of all respondents preferred more environmentally friendly and clinically effective PPCPs. **CONCLUSIONS AND CLINICAL RELEVANCE:** Results of the present survey emphasized the urgent need for improved educational resources to minimize environmental contamination from improper disposal of PPCPs. Environmental and economic motivations among pet owners in the veterinary-care and education professions indicate further opportunities for outreach and institutional support.

Publication Type

Journal article.

<27>

Accession Number

20183029770

Author

Jackson, E. L.; Hauser, S.

Title

An exploratory study investigating the non-clinical benefits of evidence-based veterinary medicine.

Source

Veterinary Evidence; 2017. 2(2):97. 18 ref.

Publisher

RCVS Knowledge

Location of Publisher

London

Country of Publication

UK

Abstract

Objective: As little prior research exists about the non-clinical benefits of evidence-based veterinary medicine (EBVM), this exploratory study was conducted to identify non-clinical benefits of EBVM to veterinary practices, as well as highlighting the barriers to further implementation, and ways to overcome them. **Background:** A PICO-based literature review (Hauser and Jackson, 2016) was conducted to establish current knowledge about the non-clinical benefits of EBVM. It found that while there are some papers suggesting a link between the practice of EBVM and better non-clinical benefits such as client satisfaction and client retention, a single study, focusing on the non-clinical benefits of EBVM, had yet to be conducted. **Evidentiary value:** This exploratory study provides a solid basis for the further development of a confirmatory study of the themes identified in the interviews. The impact on practice from our findings is significant as it details the key areas where the use of EBVM can yield commercial benefits from the perspective of a group of EBVM experts via interview. It is entirely possible that international veterinary environments which mirror that of the UK will find this research beneficial. **Methods:** Due to the paucity of data about the non-clinical benefits of EBVM, an exploratory, qualitative approach was taken to this research in order to build a platform for further confirmatory, quantitative investigation (Zikmund, 2003). In February and March 2016 interviews with 16 RCVS Knowledge Group chairs were conducted. The interview guide contained broad, open-ended questions to explore existing tacit knowledge about the non-commercial benefits of EBVM. The interviews were audio recorded and transcribed verbatim and subsequently analysed using NVivo 11 software. **Results:** This qualitative enquiry showed that the key areas where the use of EBVM can yield non-clinical benefits are through increased client satisfaction and retention, improved reputation and confidence of the veterinarian, as well as employee engagement. In order to yield these benefits the two main barriers, time and resources, need to be overcome. **Conclusion:** The themes highlighted in this paper provide a solid, real world base for further, quantitative study of the non-clinical benefits of practising EBVM. **Application:** The results of this research are applicable to practicing veterinarians, nurses and other practice staff. It is clear that practising EBVM not only leads to better clinical outcomes, but can also result in commercial benefits, such as better client retention and employee engagement.

Publication Type

Journal article.

<28>

Accession Number

20183051830

Author

Kinnison, T.

Title

Portrayal of professions and occupations on veterinary practice websites and the potential for influencing public perceptions.

Source

The Veterinary Nurse; 2017. 8(10):563-568.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

Aim: Veterinary practice websites have the ability to attract and retain clients. They also have the potential to influence clients' perceptions of the veterinary team. This paper investigated 'Meet the Team' pages on UK practice websites to identify the current portrayal of veterinary professions and occupations. **Method:** One hundred random practices, treating any species, were selected from the RCVS' list of practices. Information on the team was collected. **Results:** Meet the Team pages existed on 82 websites. All Meet the Team pages included veterinary surgeons (VSs). Veterinary nurses (VNs) were included on 82.9% of pages. Of the 14 pages that did not include veterinary nurses, six pages belonged to practices which did employ veterinary nurses. 'Other' occupations (such as receptionists and administrators) were included on 90.2% of pages. Of the eight pages that did not include other groups, four belonged to practices which did employ other groups. According to their biographies, 76% of VNs are RVNs, 13% are qualified, while 11% had no indication of qualification. There was no significant difference between the proportions of individuals per profession who had photographs within their biographies, or between the focus of photographs per profession. VS's biographies were significantly longer than VN's. **Conclusion:** The analysis was largely reassuring. The majority of practices included all groups which make up their team. However, some do not, or put more emphasis on certain groups, which may influence clients' understanding and value for other members of the veterinary team. Some suggestions for Meet the Team pages are made.

Publication Type

Journal article.

<29>

Accession Number

20183018906

Author

Davidson, J.

Title

Is veterinary nursing a visible profession? Part Two.

Source

The Veterinary Nurse; 2017. 8(9):516-518.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

With recruitment, returning to work and retention being key to the future of veterinary nursing what are the issues that are common across all these areas? Veterinary nurses have limited visibility in their role. There is also the lack of a media image that reinforces the veterinary nurse skills base and a lack of veterinary nursing presence in the financial aspect of both business and client relations. These factors all contribute to a role that is hard for people to visualise and define. In part two the financial worth of the veterinary nurse is discussed in relation to visibility in the practice and visibility for clients. The impact of this is reviewed in relation to veterinary nursing careers and recruitment, returning to work and retention, including gender inequality.

Publication Type

Journal article.

<30>

Accession Number

20183018903

Author

Almond, S.

Title

Pathophysiology of chronic kidney disease and the nursing care of cats.

Source

The Veterinary Nurse; 2017. 8(9):500-505.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

Chronic kidney disease due to a progressive loss of kidney function is a condition regularly seen in the veterinary hospital with signs not only being polyuria and polydipsia, but anorexia, mucosal ulcers and dehydration. Understanding the pathophysiology of chronic kidney disease allows nursing care to be tailored not only for the condition, but to the individual patient encouraging a holistic approach and quality client care.

Publication Type

Journal article.

<31>

Accession Number

20183018902

Author

Redbond, J.

Title

Dermatophytosis for veterinary nurses.

Source

The Veterinary Nurse; 2017. 8(9):494-499.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

Dermatophytosis is a challenging condition to treat and requires a thorough and methodical approach from the veterinary team as far as diagnosis and management is concerned to ensure the disease resolves. The veterinary nurse can be actively involved in the management of this condition at all stages of the process, from the tests required for diagnosis through to the treatment and follow-up care of pets with dermatophytosis. This ensures that veterinary surgeons have support in these cases and can approach them effectively, while the owners will receive the time required to ensure their compliance with treatment protocols which is essential for its resolution.

Publication Type

Journal article.

<32>

Accession Number

20183018869

Author

Brennan, L.

Title

How to encourage management of feline obesity in practice.

Source

Veterinary Nursing Journal; 2017. 32(12):360-364. 15 ref.

Publisher

Taylor & Francis

Location of Publisher

Abingdon

Country of Publication

UK

Abstract

Feline obesity is a disease the veterinary professional encounters on a daily basis, yet we frequently hear that addressing the disease is more challenging in cats than dogs. Furthermore, obesity in companion animals is now recognised as a chronic incurable disease yet the statistics indicate an increasing trend in

overweight and obese cats. The multifactorial causes leading to obesity create challenges in how and who addresses the disease with the client in practice. A whole-practice approach is recommended, involving vets, receptionists and nurses to ensure pet owners receive a consistent message. This article aims to provide guidance, practical solutions for the consult room, how to communicate the problem and follow through with support for clients and patients.

Publication Type

Journal article.

<33>

Accession Number

20173369588

Author

Gerrard, E.

Title

Cat kidney disease: management techniques.

Source

VN Times; 2017. 17(12):18-19. 8 ref.

Publisher

Veterinary Business Development Ltd

Location of Publisher

Peterborough

Country of Publication

UK

Abstract

Kidney disease in cats is a condition commonly seen in veterinary practice. Early diagnosis and monitoring is key in slowing disease progression and improving quality of life. The disease lends itself to VN involvement, with regular monitoring, as well as management of home care protocols and owner compliance. This article aims to discuss the physiology, presentation and management of kidney disease in cats.

Publication Type

Journal article.

<34>

Accession Number

20173374709

Author

Harrison, C.

Title

Nutrition and preventative oral healthcare treatments for canine and feline patients.

Source

The Veterinary Nurse; 2017. 8(8):432-440.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

A daily oral hygiene regimen should be recommended for all dogs and cats. It is important for owners to understand the implications of painful dental disease and its impact on quality of life. Periodontal disease is the most common disease found in dogs and cats, and other dental conditions are frequently found. Veterinary nurses must convey to owners that prevention is better than treating established disease, and professional dental treatment must be carried out under general anaesthesia. Implementing dental home care in the puppy or kitten life stage can delay the onset of periodontal disease and increase acceptance. Beginning a routine soon after treatment can help prevent disease progression, and increase intervals between future treatments. Assessing the claims of an oral hygiene product or regimen is crucial prior to recommendation. Toothbrushing is the gold standard and has numerous clinical studies to support its effectiveness. However, it is not possible in some animals and continued compliance is low. Other options should be considered in these circumstances and many dental products are available on the veterinary and pet market. It is important to remain cautious of any products with extravagant claims. A balanced diet is very important to general health and some dental diets claim to control plaque or calculus levels. Dental treat chews can also benefit oral health. The safety of products should be considered carefully as bones and hard chews or toys cause dental fractures and should be avoided. The Veterinary Oral Health Council (www.vohc.org) provides a seal of acceptance for some products proven to control plaque or calculus.

Publication Type

Journal article.

<35>

Accession Number

20173356920

Author

Davidson, J.

Title

Is veterinary nursing a visible profession? Part One.

Source

The Veterinary Nurse; 2017. 8(7):403-407.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

With recruitment, returning to work and retention being key to the future of veterinary nursing what are the issues that are common across all these areas? What they wear gives veterinary nurses limited visibility in their role. There is also the lack of a media image that reinforces the veterinary nurse skills base and a lack of veterinary nursing presence in the financial aspect of both business and client relations. These factors all contribute to a role that is hard for people to visualise and define. In part one of this two part series the uniform and presentation of a veterinary nurse is examined including looking at all the aspects that present a professional image. The impact of the television image on veterinary nursing visibility is reviewed and set in the context with the history of the nursing image.

Publication Type

Journal article.

<36>

Accession Number

20173356918

Author

Goldberg, M. E.

Title

How to be a pain management advocate for exotic and zoo animals?

Source

The Veterinary Nurse; 2017. 8(7):389-397.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

Veterinary nurses must advocate for their painful patients. This does not just include companion animals but extends to all species. An understanding of pain physiology, pain scoring systems and species-specific signs of pain are imperative for the veterinary nurse. How does pain management for these species differ from those of more traditional species? What can be done to educate clients and zoological staff about pain in animals that they work with daily?

Publication Type

Journal article.

<37>

Accession Number

20173356915

Author

Richmond, P.

Title

The veterinary nurse's role in parasite control.

Source

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The Veterinary Nurse; 2017. 8(7):364-373.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

Through excellent communication with clients and the development of a working partnership between the client and veterinary nurse (VN), mutual objectives can be set to benefit the health of the pet through implementation of an individualised parasite control plan. Pets are at risk from a range of parasites within the UK several of which are ubiquitous. This article will explore the common parasites pets are exposed to, how to identify risk, formulation of a control plan and how the VN can support the delivery of this information to increase compliance.

Publication Type

Journal article.

<38>

Accession Number

20173356914

Author

Brashear, M.

Title

Emergency wound care.

Source

The Veterinary Nurse; 2017. 8(7):358-362.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

Veterinary nurses are frequently tasked with wound care in the hospital. From initial patient assessment and emergency care to wound cleaning and lavage, it is important for nurses to understand the how and why of wound management. This article emphasises emergency patient assessment including pain management and patient comfort before discussing how to prepare wounds for either final closure or bandaging. Nurses will feel confident in their approach to the wounded patient as well as their approach to educating pet owners on managing their pets with large wounds.

Publication Type

Journal article.

<39>

Accession Number

20173268110

Author

Gower, L.

Title

Pre-pubertal feline neutering: the role of the veterinary nurse in owner education.

Source

Veterinary Nursing Journal; 2017. 32(7):194-200. 50 ref.

Publisher

Taylor & Francis

Location of Publisher

Abingdon

Country of Publication

UK

Abstract

Pre-pubertal neutering (PPN), which occurs at or before four months of age, is endorsed by several feline charities and veterinary bodies in an effort to curtail feline overpopulation and reduce the numbers of unwanted cats in rescue centres. The concept of PPN remains controversial among veterinary surgeons due to concerns over increased anaesthetic and surgical risks, as well as perceived long-term health and behavioural repercussions. Despite active promotion and support of PPN by feline welfare bodies, as well as scientific evidence that PPN has no significant health risks or disadvantages compared with traditional

age neutering (TAN), many private practices still do not recommend or perform PPN. Registered Veterinary Nurses (RVNs) play a crucial role in client education and must maintain up-to-date, accurate knowledge, to provide appropriate advice on timing and effects of feline neutering, enabling them to gain informed consent from owners for neutering procedures.

Publication Type

Journal article.

<40>

Accession Number

20173247083

Author

Druce, K.

Title

Feline hyperthyroidism and the importance of effective client communication.

Source

The Veterinary Nurse; 2017. 8(6):307-313.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

Effective client communication is a widely discussed topic and one of great importance. Clients should be fully informed when making decisions regarding treatment for their pets. With nurses taking greater responsibility for delivery of such information, it is essential that they are able to convey current and non-bias information and discuss clearly all possible treatment options. Feline hyperthyroidism is a common disease seen in veterinary practice and diagnosis can be complicated. With multiple treatment options available nurses involved in the care of these patients must feel confident that they can advise clients on the advantages and potential draw backs of each treatment and support clients to make informed decisions. This article will explore the clinical signs of feline hyperthyroidism, methods of obtaining an accurate diagnosis and the treatment options currently available. The importance of effective communication in regards to the disease will be highlighted throughout.

Publication Type

Journal article.

<41>

Accession Number

20173216230

Author

Paskeviciute, J.

Title

A patient care report of a feline with newly diagnosed diabetes mellitus hospitalised for a blood glucose curve.

Source

The Veterinary Nurse; 2017. 8(5):278-282.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

Feline diabetes mellitus is one of the most common endocrine disorders in cats. Veterinary nurses play a huge role in management of these feline patients by helping with diagnostics, monitoring blood glucose levels, administering medication, providing skilled nursing care during the time of hospitalisation as well as educating and advising the clients. This patient care report discusses the care provided to a diabetic feline patient that was hospitalised for a blood glucose curve.

Publication Type

Journal article.

<42>

Accession Number

20173197142

Author

Thornton, C.

Title

Supporting quality of life in feline patients with chronic kidney disease.

Source

The Veterinary Nurse; 2017. 8(4):200-206.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

Chronic kidney disease (CKD) is a progressive terminal disease that is commonly seen in cats in small animal veterinary practices. Veterinary nurses will be involved in caring for these patients during the diagnostic and treatment phases including providing end-of-life care when symptoms increase and the patient either dies a natural death or is euthanased. Palliative or hospice care will be provided by owners in the home environment. Veterinary nurses have a role in supporting owners to deliver high quality care to their pet and when making difficult decisions about their pet's death.

Publication Type

Journal article.

<43>

Accession Number

20173012862

Author

Gregorio, H.; Santos, P.; Pires, I.; Prada, J.; Queiroga, F. L.

Title

Comparison of veterinary health services expectations and perceptions between oncologic pet owners, non-oncologic pet owners and veterinary staff using the SERVQUAL methodology.

Source

Veterinary World; 2016. 9(11):1275-1281. 43 ref.

Publisher

Veterinary World

Location of Publisher

Rajkot

Country of Publication

India

Abstract

Aim: Client satisfaction gained great importance in health care as a measurement of service quality. One of the most popular methods to evaluate client satisfaction is the SERVQUAL inquiry which measures service quality by evaluating client expectations and services towards a service in five dimensions: Tangibles, Empathy, Assurance, Reliability and Responsiveness. **Materials and Methods:** In order to evaluate if owners of pets with cancer constitute a distinctive group from the general pet owner population and if these differences were perceived by the hospital staff we applied a SERVQUAL questionnaire to 51 owners of pet with cancer, 68 owners from the general pet population and 14 staff members. **Results:** Owners of oncologic pets had different expectations of an ideal service granting importance to Assurance questions (6.75 vs 6.5, $p=0.045$) while showing unmet needs in Reliability and Empathy dimensions. Veterinarians failed to understand these specificities and over evaluated characteristics of Tangible dimension (6.75 vs 6.25, $p=0.027$). **Conclusion:** Owners of pet with cancer seem to constitute a specific subpopulation with special needs and veterinary staff should invest resources towards Assurance instead of privileging tangible aspects of veterinary services. By aligning professionals expectations with those of pet owners veterinarians can achieve better client satisfaction, improved compliance and stronger doctor-owner relationships.

Publication Type

Journal article.

<44>

Accession Number

20173019004

Author

Kerrigan, L.

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Title

Modelling compassionate veterinary nursing care - eight steps towards a more compassionate approach to patients, their owners and oneself.

Source

The Veterinary Nurse; 2016. 7(10):556-561.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

Organisational elements can have a major influence on the capacity to be compassionate, however there are also individual factors that affect this capacity and these are important to address. Being positive can have an effect on the individual and those most adept at compassion may have greater resilience in the healthcare setting. Nonetheless, the demands of frequent contact with patients and their owners who are suffering are generally considered to be a significant stressor that may, at times, limit ones capacity for compassion. This article will outline eight steps that veterinary nurses can seek to undertake daily to help facilitate compassionate behaviour towards themselves, their clients and their patients.

Publication Type

Journal article.

<45>

Accession Number

20173018998

Author

Scudder, C.; Hazuchova, K.; Gostelow, R.; Niessen, S.

Title

Diabetes mellitus in cats and the veterinary nurse's role.

Source

The Veterinary Nurse; 2016. 7(9):516-525.

Publisher

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MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

Diabetes mellitus is a common endocrinopathy in cats with an increasing prevalence, likely reflecting the changes in nutrition and lifestyle of domestic cats. The management of the disease requires good communication between the owner of the diabetic cat and the veterinary team. This article discusses the causes and consequences of diabetes in cats, treatment options and role of the veterinary nurse in the management of the condition.

Publication Type

Journal article.

<46>

Accession Number

20173018988

Author

Elsheikha, H.

Title

Tick-borne diseases in dogs.

Source

The Veterinary Nurse; 2016. 7(8):440-449.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

Tick-borne diseases (TBDs) can have serious impact on the health and welfare of dogs, and have been described in all continents. The expanding number of tick-borne pathogens, the broad geographic range of many tick species, the ability of tick-borne pathogens to induce infections, and the highly zoonotic potential of some of these pathogens make TBDs the most important subcategory of canine vector-borne infectious diseases worldwide. Indeed, emerging TBDs have become a concern for pet owners and veterinary professionals. The occurrence of babesiosis in a cluster of dogs from Harlow, Essex in 2016 has raised some concerns regarding the inevitable increase in the risk of TBDs particularly after the relaxation of pet travel rules. In addition to babesiosis that has dominated recent headlines other TBDs such as Lyme borreliosis have more quietly expanded to many parts of the country. The large number of tick-borne pathogens, the diversity of tick vectors, the broad range of animal reservoir hosts, limitations associated with diagnosis and treatment, and the ecological complexity of tick-borne pathogens make effective control of TBDs a challenging task. Therefore, it is important for veterinary professionals to be able to detect TBDs early and accurately in order to minimise the morbidity and mortality of these diseases. This article provides an update on some of the most common TBDs in dogs, namely babesiosis, hepatozoonosis, borreliosis, anaplasmosis, and ehrlichiosis. The key roles that veterinary nurses can play to support pet owners in recognising and dealing with ticks and TBDs are also discussed.

Publication Type

Journal article.

<47>

Accession Number

20173018987

Author

Kerrigan, L.

Title

Preserving the 'passion' in compassionate nursing care.

Source

The Veterinary Nurse; 2016. 7(8):436-439.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

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The Parliamentary and Health Service Ombudsman's (2011) report Care and Compassion? criticised the standards of care for many National Health Service (NHS) patients, especially the elderly, by stating the NHS was failing to respond to the needs of patients with care and compassion. Two years previously, the Healthcare Commission reached similar conclusions, stating trusts needed to resolve shortcomings in nursing care - specifically compassion, empathy and communication (Healthcare Commission, 2009). For most veterinary professionals compassion, empathy and respect are core values and viewed as integral to their role. This article will look at compassionate care within the context of veterinary nursing - what it is, what prevents it and what enables staff, day in and day out, to be compassionate towards every patient committed to their care and their owner.

Publication Type

Journal article.

<48>

Accession Number

20173039036

Author

Hall, E. J.; Carter, A.

Title

Heatstroke - providing evidence-based advice to dog owners.

Source

Veterinary Nursing Journal; 2016. 31(12):359-363. 21 ref.

Publisher

Taylor & Francis

Location of Publisher

Abingdon

Country of Publication

UK

Abstract

With increasing summer temperatures and milder winters, the risk of heatstroke in dogs is growing. Veterinary nurses have a vital role in identifying high-risk patients and advising owners of the risks of heatstroke. Nurses are able to recommend preventative measures and first aid necessary to minimise the risk of heatstroke; in addition to increasing the chances of survival where heatstroke does occur. This article will provide an overview of the evidence that can be presented to owners during nursing consultations and the prognosis of patients presenting with heatstroke.

Publication Type

Journal article.

<49>

Accession Number

20173018349

Author

Gerrard, E.

Title

Endocrine management: involving pet owners with diseases.

Source

VN Times; 2017. 17(1):22, 24. 8 ref.

Publisher

Veterinary Business Development Ltd

Location of Publisher

Peterborough

Country of Publication

UK

Abstract

Endocrine diseases are commonly encountered in general practice and VNs are often at the forefront of assisting with treatment, discharge and follow-up appointments. It is important for VNs to understand the pathophysiology of each endocrine disease so they manage to involve and support the owner in its management. Due to the complexity of most endocrinopathies, care plans are an excellent way of involving clients in the home care requirements of these patients. This article aims to briefly discuss the main endocrinopathies and how the VN can involve the client in the management of an endocrine disease.

Publication Type

Journal article.

<50>

Accession Number

20173018348

Author

Caffull, D.

Title

Small animal dentistry - veterinary nursing role in practice.

Source

VN Times; 2017. 17(1):18-19. 11 ref.

Publisher

Veterinary Business Development Ltd

Location of Publisher

Peterborough

Country of Publication

UK

Abstract

Veterinary nurses have the capability to play a huge role in dentistry, which would not only save vets precious time, but also allow VNs themselves to be more fulfilled - and even specialise in this area, if they have a specific interest. As long as a VN is confident in his or her capabilities, and recognises when a case needs to be referred to a vet, no reason exists as to why they cannot be heavily involved in dental procedures. This can include conducting oral assessments, scaling and polishing teeth, and/or radiography and suturing. Nurse clinics are also vital post-dental procedures, to educate clients to ensure good care is maintained, but also to provide advice on preventive health care. This should ideally start while the patients are young - for example, at puppy/kitten parties or at six-month checks. This article discusses the stages of a dental procedure in practice and how the VN can be involved at each stage.

Publication Type

Journal article.

<51>

Accession Number

20173089233

Author

Adams, V. J.

Title

Approach to the companion animal cancer patient: current therapies.

Source

The Veterinary Nurse; 2017. 8(1):30-36.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

As one of the most treatable of all the chronic diseases, a diagnosis of cancer ultimately leads to a discussion of treatment options, including therapy directed at the cancer as well as any associated pain or other clinical signs, including paraneoplastic disease, and any comorbidity. The goal of treatment is to achieve as good a quality of life as possible for as long as possible. Given that curative-intent definitive treatment is not always an option, palliative treatment is available and can make the animal comfortable during the latter part of life. The aim of this article is to describe the various cancer therapies available, focusing on the role the veterinary nurse can play in facilitating communication between owner and veterinary surgeon about treatment options and quality of life of the animal.

Publication Type

Journal article.

<52>

Accession Number

20173117290

Author

Goldberg, M. E.

Title

A look at chronic pain in cats.

Source

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Veterinary Nursing Journal; 2017. 32(3):67-77. 63 ref.

Publisher

Taylor & Francis

Location of Publisher

Abingdon

Country of Publication

UK

Abstract

Chronic pain is subtle and more difficult to recognise in both dog and cat patients. As veterinary nurses, we need to recognise both signs of chronic and neuropathic pain. Low-stress handling techniques should be employed with cats to reduce pain and distress that could exacerbate a pain state. While not many validated chronic pain scales are available for cats, assessment and recognition of feline chronic pain has been well described. Feline chronic pain conditions can be degenerative joint disease (DJD), non-DJD, nonmalignant pain and cancer pain. By learning about various feline chronic pain conditions and evidence-based treatments, we can alert our veterinarians quickly about changes that occur in the patient. One of our primary jobs is to educate owners about chronic pain to improve quality of life for our feline friends.

Publication Type

Journal article.

<53>

Accession Number

20173120493

Author

Remillard, L. W.; Meehan, M. P.; Kelton, D. F.; Coe, J. B.

Title

Exploring the grief experience among callers to a pet loss support hotline.

Source

Anthrozoos; 2017. 30(1):149-161. 48 ref.

Publisher

Routledge

Location of Publisher

Abingdon

Country of Publication

UK

Abstract

The present study explored the grief experience among callers to the Ontario Veterinary College Pet Loss Support Hotline (PLSH). Summary notes (n=75) of the conversations between callers and PLSH volunteers were qualitatively analyzed using content analysis. Major content categories emerging from the analysis include personal pet narrative; perceived support sources; grief experiences; relationship with pet; memorialization; grief coping strategies; grief triggers; decision to euthanize; and veterinary interaction. Findings support that pet loss grief is a broad, complex construct, which can be complicated by a pet owner's perceptions that they have minimal social support sources and negative veterinary interactions. Pet owners involved in the current study appeared comfortable sharing personal stories about their pet's death when asked. In addition, memorialization appeared to be widely used by PLSH callers and may have helped them cope with their loss. Importantly, the interaction with veterinary staff was identified to potentially aggravate or alleviate a pet owner's grief experience. Implications for mental health counselors and veterinary staff are that asking pet owners to tell their pet's story and explore their support network may have value following the loss of a pet. Also, effectively communicating about memorialization and grief coping strategies may be beneficial when talking to owners experiencing grief. Finally, there continues to be a need for curricula and continuing professional training courses for veterinarians and mental health counselors to address topics such as the human-animal bond, grief, euthanasia, and memorialization practices.

Publication Type

Journal article.

<54>

Accession Number

20173127657

Author

Paterson, S.

Title

Allergic otitis externa in the dog.

Source

The Veterinary Nurse; 2017. 8(2):92-96.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

Otitis externa is a common presenting sign in primary care practice. Up to 75% of all cases have allergy as an underlying cause. The veterinary nurse can play a valuable role in helping to investigate disease by cytology of aural discharge to identify parasites and infection; by the institution of a hypoallergenic diet to help rule out cutaneous adverse food reaction as a primary cause and by owner education on the best ways to clean ears and the most appropriate products to use.

Publication Type

Journal article.

<55>

Accession Number

20173127654

Author

Sheridan, L.; Tottey, H.

Title

A compassionate journey Part 3: The client experience.

Source

The Veterinary Nurse; 2017. 8(2):66-73.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

The role of the practice team in the client's end-of-life journey with their pet is one that can make or break the client's experience. Euthanasia experiences are remembered by the pet owner days, weeks, and even years later. For an owner, whose emotions will already be heightened by the quality-of-life decisions they face, and the turmoil of losing a treasured companion, sensitivity to the veterinary environment and their

experiences 'front-of-house' will play a role in shaping their impressions. It is important that the non-clinical aspects of euthanasia or end-of-life care are comprehensively assessed within a practice, and the support team trained in the customer care aspects of the final client journey.

Publication Type

Journal article.

<56>

Accession Number

20173127653

Author

Wright, I.

Title

Nurse-led parasite control.

Source

The Veterinary Nurse; 2017. 8(2):60-64.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

This article explores the development of parasite-control plans and the role of veterinary nurses in their development. Through identification of risk and improved education of clients, the veterinary nurse can increase compliance and therefore the health of pets. This can be achieved throughout veterinary practices but dedicated nurse-run parasite-control clinics offer an opportunity for nurses to spend time with clients and assess their pet's parasite control needs. Parts of this article are based on an article to be published in April issue of The Veterinary Nurse Journal entitled 'Parasite control clinics and the role of the veterinary nurse', which will expand further on some of the themes explored here.

Publication Type

Journal article.

<57>

Accession Number

20173114548

Author

Neuber, A.

Title

Fighting against allergies - what veterinary nurses can do.

Source

VN Times; 2017. 17(4):6...9. 20 ref.

Publisher

Veterinary Business Development Ltd

Location of Publisher

Peterborough

Country of Publication

UK

Abstract

Allergic skin diseases are very commonly encountered in cats and dogs, and can have a major impact on the quality of life of patient and owner alike. The incidence of canine atopic dermatitis, for one, is about 10 per cent to 15 per cent in dogs and, while some strategies may be put into place to prevent the disease in the first place, much more research is needed into this important field of study. The first step in this process is to make a firm diagnosis. Once this has been achieved, the condition needs to be brought under control and a long-term tailored management programme devised. This has to work for that individual patient and pet owner at that point in time. Things may change as time moves on, as allergic skin disease tends to wax and wane, with different levels of therapy possibly being required at different times. The patient also ages and owner circumstances may change. Client education is a very important aspect in the process and VNs can play a vital part in this.

Publication Type

Journal article.

<58>

Accession Number

20173149814

Author

Richmond, P.; Wright, I.; Hamlin, J.

Title

Parasite control clinics and the role of the veterinary nurse.

Source

The Veterinary Nurse; 2017. 8(3):148-154.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

This article will explore the differing parasites that present a risk to pets in the UK and the role of the veterinary nurse in the instigation of parasite control clinics. Through identification of risk and improved education of clients, the veterinary nurse can increase compliance and therefore the health of pets. The article aims to provide nurses with the fundamental knowledge and information required to set up their own nurse-led parasite clinic.

Publication Type

Journal article.

<59>

Accession Number

20173171772

Author

Wild, S.

Title

Veterinary nurse clinics - opportunities and obstacles.

Source

Veterinary Nursing Journal; 2017. 32(4):118-120. 11 ref.

Publisher

Taylor & Francis

Location of Publisher

Abingdon

Country of Publication

UK

Abstract

Nursing clinics appear to provide a valuable contribution to general practice, freeing up the veterinary surgeon for other, potentially profit-making duties, as well as increasing the profile and autonomy of the veterinary nurse in the delivery of their role. With both nurse clinics and customer expectation increasing exponentially, the pros and cons of the provision of the clinics is examined and conclusions suggest that, if VNs are properly trained and supported, the delivery of nurse clinics can be holistically beneficial.

Publication Type

Journal article.

<60>

Accession Number

20153365621

Author

Wilson, J. H.; Warboys, D.; Turoff, D.; Reyes, D. C.; Turner, T.

Title

Maximising educational opportunities by using a veterinary team in a community-based equine welfare programme [Conference poster].

Source

Proceedings of the 7th International Colloquium on Working Equids, Royal Holloway, University of London, UK. 1st-3rd July, 2014; 2014. :213.

Publisher

World Horse Welfare

Location of Publisher

Snetterton

Country of Publication

UK

Abstract

Working equids are critical for urban and rural transportation of people, food and materials worldwide. Infrastructure to improve their health care and provide owner education is rare. In 2010, Equitarian Initiative (EI) began a yearly Equitarian Workshop in Mexico, hosted by Universidad Nacional Autonoma de Mexico and The Donkey Sanctuary. The Workshop trains veterinarians to provide these services. World Horse Welfare's (WHW) saddlery and farriery training programmes are important components of the workshop and led to collaboration between EI and WHW. Concurrently, Honduras' Universidad Nacional de Agricultura (UNA) created the country's first veterinary programme. In 2012, WHW invited 3 EI veterinarians, 2 UNA faculty and their first class of 10 students to form a team to join WHW's Honduran farriery and saddlery training programmes. This tripartite team provided healthcare to urban cart horses in San Pedro Sula for 4 days. Other participants included 8 local veterinarians and 2 welfare organisations. EI led evening educational lectures and discussions. In 2013, 5 EI veterinarians, 27 UNA students and 1 UNA faculty member joined WHW staff and trainees in an expanded, longer WHW programme in 22 communities around Choluteca. This included the selection and training of community-based equine advisers (CBEA). EI's schedule was extended to 9 veterinary work days with daily teaching sessions for the veterinary students and CBEA. In the villages, students rotated through workstations: registration and physical examinations; internal medicine, vaccinations and deworming; dentistry; anesthesia; and surgery. Conversations with owners emphasised preventive care, nutrition, hoof care, diagnosis, treatment and humane handling. Children were engaged with equine health colouring books. EI veterinarians modeled gender equity, modern techniques and community welfare service for veterinary students, local veterinarians and working equid owners. Health assessments and treatments provided effective, practical training for the UNA students and CBEA and will improve working equid health. Discussion of health and welfare issues at the time of assessment promoted owner education. The veterinary input also enhanced WHW's community education. With coaching, students performed the majority of the health interventions, recorded demographic and health data and interacted with owners, farriers and harness staff. Local veterinarians did not participate. Evolution of students' skills and understanding of the welfare needs of horses were rapid and sparked strong interest in further community service. Two months later, 9 veterinary students joined the Nicaraguan Equitarian team of veterinarians, farriers and veterinary students from Nicaragua and Guatemala. The Honduran students were quickly assimilated, and confidently performed basic veterinary examinations and procedures. The Honduras EI-WHW-UNA project model is unique, effective and more sustainable than simple veterinary interventions to improve working equid health. Added focus is placed on education of owners, CBEAs, veterinary students, local veterinarians and WHW trainees. Prospective assessment of equine health will determine objectively the efficacy of community training programmes and guide the selection of future educational topics. Planned 2014 logistic improvements include re-positioning educational sessions to the week's start, leading to better efficiency and data recording as well as time for more communities. The strengths of this collaborative model should be emulated in other regions of need.

Publication Type

Conference paper.

<61>

Accession Number

20163075757

Author

Hubbard, R.

Title

Supporting staff and pet owners with euthanasia.

Source

VN Times; 2016. 16(3):16-17.

Publisher

Veterinary Business Development Ltd

Location of Publisher

Peterborough

Country of Publication

UK

Publication Type

Journal article.

<62>

Accession Number

20163131311

Author

Hedberg, M.

Title

Communicating with your colleagues and your clients - remember the Seven C's!

Source

Veterinary Nursing Journal; 2016. 31(4):115-117. 7 ref.

Publisher

Taylor & Francis

Location of Publisher

Abingdon

Country of Publication

UK

Abstract

Communication is a vital part of patient care and client relationship in today's veterinary practice. Reviewing communication from the aspects of context, content, complexity, concentration, courtesy, consistency, and compassion, the article suggests ways the veterinary nurse can improve how they talk to their clients in the consult room or other areas of interaction. Improving communication directly affects client compliance, customer experience, and so leads to improved animal welfare.

Publication Type

Journal article.

<63>

Accession Number

20163148561

Author

Landau, R. E.; Beck, A.; Glickman, L. T.; Litster, A.; Widmar, N. J. O.; Moore, G. E.

Title

Preparedness of small animal veterinary practices to communicate with Spanish-speaking pet owners with limited proficiency in English.

Source

Journal of the American Veterinary Medical Association; 2016. 248(6):690-699. 25 ref.

Publisher

American Veterinary Medical Association

Location of Publisher

Schaumburg

Country of Publication

USA

Abstract

OBJECTIVE: To investigate the preparedness of small animal veterinary personnel to communicate with Spanish-speaking pet owners with limited English-language proficiency (LEP). **DESIGN:** Cross-sectional telephone survey. **SAMPLE:** Data from 383 small animal veterinary practices. **PROCEDURES:** Telephone surveys were conducted with veterinarians and office or practice managers from a random sample of US small animal veterinary practices in 10 states to estimate the number of Spanish-speaking pet owners with LEP visiting these practices, proportion of practices that used services to facilitate communication with Spanish-speaking clients with LEP, and degree of veterinarian satisfaction with their communication with those clients. **RESULTS:** Responses were obtained from 383 of 1,245 (31%) eligible practices, of which 340 (89%) had Spanish-speaking clients with LEP and 200 (52%) had such clients on a weekly basis. Eight percent of practices had veterinary personnel who were conversant or fluent in spoken Spanish. Veterinarians who depended on clients' friends or family to translate were significantly less satisfied with client communication than were those who could converse in Spanish with clients directly. Availability of Spanish-speaking staff and offering of Spanish-language resources were associated with an increase in the number of Spanish-speaking clients with LEP seen on a weekly basis. Industry- and practice-generated Spanish-language materials were offered at 32% (124/383) and 21% (81/383) of practices, respectively; 329 (86%) practices had no Spanish-language marketing. **CONCLUSIONS AND CLINICAL RELEVANCE:** Opportunities were identified for improving communication with pet owners with LEP in the veterinary clinical setting, which could ultimately positively impact patient well-being and client compliance.

Publication Type

Journal article.

<64>

Accession Number

20163119011

Author

Kerrigan, L.

Title

Ageing in dogs and cats: helping pets sustain quality of life.

Source

VN Times; 2016. 16(4):8-10. 11 ref.

Publisher

Veterinary Business Development Ltd

Location of Publisher

Peterborough

Country of Publication

UK

Abstract

Gerontology - the branch of medicine and surgery treating problems associated with the ageing process - is an emerging subject for the veterinary profession, driven by continued improvements in nutrition, preventive health care and diagnostics. This, in turn, has increased the longevity of our patients. While ageing is not a disease, it results in a decline of the inter-relationships between body systems, predisposing them to acquired change. Such change, however, can be insidious, so can go unnoticed by owners or have its significance under-appreciated. Clients usually form strong bonds with their ageing pets as they are likely to have owned them for many years. Such investment in the bond places a duty on VNs to ensure owners are educated in ways to maximise the quality of these "golden years". This article will define quality of life and discuss ways VNs can assist owners in helping their ageing dogs and cats live life to the full.

Publication Type

Journal article.

<65>

Accession Number

20163170022

Author

Speight, C.

Title

Environmental enrichment for pet rabbits - how can the RVN help educate owners?

Source

Veterinary Nursing Journal; 2016. 31(5):144-148. 10 ref.

Publisher

Taylor & Francis

Location of Publisher

Abingdon

Country of Publication

UK

Publication Type

Journal article.

<66>

Accession Number

20163170020

Author

Down, J.; Moyes, S.

Title

Helping your clients understand optimal rabbit care.

Source

Veterinary Nursing Journal; 2016. 31(5):135-139. 6 ref.

Publisher

Taylor & Francis

Location of Publisher

Abingdon

Country of Publication

UK

Abstract

Veterinary nurses play a vital role in practice, examining and treating animals. Rabbit welfare can be improved by educating our clients to understand the key problems their pets encounter, and by giving practical advice on how to prevent common conditions. Nutritional and dental care, weight management and behaviour are important areas that must be discussed with clients. This article provides a guide to what to discuss and how to present your thoughts to ensure optimal rabbit care.

Publication Type

Journal article.

<67>

Accession Number

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20163199859

Author

Wright, I.

Title

Lyme disease: a growing UK threat?

Source

The Veterinary Nurse; 2015. 6(7):380-387.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

Lyme disease, caused by the spirochete *Borrelia burgdorferi* remains the primary tick borne pathogen affecting dogs and people in the UK. Human cases are increasing year by year and dogs have been found to be carrying ticks infected with *B.burgdorferi*. This article reviews the epidemiology of Lyme disease in the UK, zoonotic risk, diagnosis and treatment. It also discusses practical disease prevention and the role of veterinary nurses in advising pet owners in this respect.

Publication Type

Journal article.

<68>

Accession Number

20163258678

Author

Kerrigan, L.

Title

A cancer diagnosis - what now?

Source

The Veterinary Nurse; 2016. 7(5):252-258.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

Few words in the English language evoke such depth and variety of emotion as the word cancer (Lagoni et al, 1994). Faced with a spectrum of potential owner reactions, veterinary personnel must provide accurate medical information and appropriate emotional support. For many clients, such a diagnosis in their treasured companion implies pain, discomfort and impending loss of life (Ciekot, 1995). The role of veterinary personnel in a cancer diagnosis includes that of health care provider, teacher and source of emotional support. This article will outline the role of personnel from presentation of the diagnosis and discussion of treatment options, to providing support for the owner and extended family of the pet throughout the cancer journey.

Publication Type

Journal article.

<69>

Accession Number

20163238275

Author

Elsheikha, H.

Title

Pet worming protocols: how to ensure owner compliance.

Source

VN Times; 2016. 16(7):8...12. 10 ref.

Publisher

Veterinary Business Development Ltd

Location of Publisher

Peterborough

Country of Publication

UK

Abstract

Pet owners do not always follow a prescribed course of treatment. This mismatch between what is instructed and what owners do is commonly referred to as "non-compliance" or "non-adherence". Failure of pet owners to comply with prescribed worming protocols is one of the main reasons for failing to achieve optimal worm control, with adverse consequences on animal health and welfare. It is these consequences that can potentially compromise the relationship between veterinary professionals and their clients. Interventions, as they stand, do not effectively enhance compliance because they focus only on encouraging pet owners to follow the prescribed treatment recommendations, indicating other models should be worth considering. VNs can play a more important role in providing a broader approach to compliance via understanding of the needs, attitudes and social contexts of pet owners, as well as the barriers to complying with worming protocols. Suggestions for enhancing compliance include proper handling of the practice visit, providing ongoing education, providing written instructions and reminders, reviewing of compliance and establishing a relationship with clients that inspires trust. In this article, the author discusses the reasons for poor compliance and proposes innovative solutions for improving it.

Publication Type

Journal article.

<70>

Accession Number

20163238274

Author

Gerrard, E.

Title

FLUTD owner education: how VNs can advise and support.

Source

VN Times; 2016. 16(7):20-22. 8 ref.

Publisher

Veterinary Business Development Ltd

Location of Publisher

Peterborough

Country of Publication

UK

Publication Type

Journal article.

<71>

Accession Number

20163274366

Author

Marshall, L.

Title

The RVN's role in educating and supporting clients in managing behavioural problems in their pet.

Source

Veterinary Nursing Journal; 2016. 31(8):245-247. 12 ref.

Publisher

Taylor & Francis

Location of Publisher

Abingdon

Country of Publication

UK

Abstract

The RCVS Code of Conduct outlines the terms under which veterinary nurses must practice. One responsibility requires that registered veterinary nurses must give adequate care in order to provide the best standards of welfare for their patients. Given that significant numbers of welfare problems can be related to behaviour-related problems, it can be argued that there should be a greater focus on behaviour during clinics in order to promote a better quality of life for patients.

Publication Type

Journal article.

<72>

Accession Number

20163280206

Author

Churchill, J.; Ward, E.

Title

Communicating with pet owners about obesity: roles of the veterinary health care team. (Special Issue: Small animal obesity.)

Source

Veterinary Clinics of North America, Small Animal Practice; 2016. 46(5):899-911.

Publisher

Saunders, An Imprint of Elsevier

Location of Publisher

Philadelphia

Country of Publication

USA

Abstract

Obesity continues to be the most prevalent nutritional problem of dogs and cats as well as one of the most frustrating conditions to treat successfully. Educating and assigning roles to all members of the health care team will improve staff engagement and the consistency and effectiveness of nutritional counseling for preventive care and weight loss treatment plans. Excellent communication skills can be used to assess the client's ability to change and implement a weight loss plan at the right time in the right way to achieve better adherence and improve patient health.

Publication Type

Journal article.

<73>

Accession Number

20163270891

Author

Nell, A.

Title

The manager's role is client care: setting and maintaining standards.

Source

BSAVA Congress 2016 Proceedings, 7-10 April 2016, Birmingham, UK; 2016. :390.

Publisher

British Small Animal Veterinary Association

Location of Publisher

Quedgeley

Country of Publication

UK

Publication Type

Conference paper.

<74>

Accession Number

20163316977

Author

Shaw, J. R.; Barley, G. E.; Broadfoot, K.; Hill, A. E.; Roter, D. L.

Title

Outcomes assessment of on-site communication skills education in a companion animal practice.

Source

Journal of the American Veterinary Medical Association; 2016. 249(4):419-432. 55 ref.

Publisher

American Veterinary Medical Association

Location of Publisher

Schaumburg

Country of Publication

USA

Abstract

OBJECTIVE: To evaluate veterinarian-client communication and veterinarian and client satisfaction with veterinary visits before and after veterinarians underwent a 6-month communication skills training program in a practice setting. **DESIGN:** Case-based pretest-posttest intervention study. **SAMPLE:** 1 purposely selected companion-animal practice. **PROCEDURES:** The practice team (3 veterinarians, 5 veterinary technicians, 1 receptionist, and 1 office manager) participated in a 6-month educational program (intervention) that included interactive communication modules, individual coaching, and a communication laboratory. For each of the veterinarians, 6 appointments were video recorded and 30 additional clients completed a visit satisfaction survey both before and after the intervention. The Roter interaction analysis system was used to analyze the video-recorded appointments. **RESULTS:** After the intervention, appointments were 5.4 minutes longer and veterinarians asked 60% fewer closed-ended lifestyle-social questions, provided 1.4 times as much biomedically related client education, and used 1.5 and 1.25 times as much facilitative and emotional rapport communication, respectively, compared with before the intervention. Clients provided veterinarians with 1.3 times as much biomedically related information and engaged in twice as much social conversation. After the intervention, veterinarians perceived their clients as complaining less and being more personable and trusting, and clients felt more involved in the appointment and reported that the veterinarian expressed greater interest in their opinion. **CONCLUSIONS AND CLINICAL RELEVANCE:** Results indicated that the intervention resulted in veterinarians who spent more time educating and building rapport with their clients and facilitating client input in an unhurried environment, which enhanced overall veterinarian visit satisfaction and various aspects of client visit satisfaction.

Publication Type

Journal article.

<75>

Accession Number

20163346200

Author

Jackson, E. L.

Title

Making evidence-based management decisions in practice.

Source

Companion Animal; 2016. 21(10):582-585. 15 ref.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

This paper focuses on two key issues of veterinary practice that are all too often overlooked: team engagement and client relations. In terms of team engagement, a case is made for the commercial benefits of engaged employees, and the knowledge that veterinary managers can utilise to develop an engaged workforce. Such knowledge includes recognising the power of the employee voice, and managers having the integrity to align behaviours with that of the shared practice vision for success. Client relations are discussed with respect to the power of using an evidence base to make decisions about investments, pricing and marketing strategies. Success stories from the food retailing industries are reflected upon as a case for support. The paper concludes with an example of combining strategies for improving team engagement and client relations for the benefit of the practice, staff and clients.

Publication Type

Journal article.

<76>

Accession Number

20163321680

Author

Fraser, M.; Girling, S. J.

Title

An evaluation of the experiences of guide dog owners visiting Scottish veterinary practices.

Source

Veterinary Record; 2016. 179(10):253.

Publisher

BMJ Publishing Group

Location of Publisher

London

Country of Publication

UK

Abstract

Guide dogs and their owners will visit a veterinary practice at least twice a year. The aim of this study was to evaluate what guide dog owners thought about these visits, in order to identify areas of good practice which could be incorporated into the undergraduate curriculum. Nine guide dog owners volunteered to take part in the study and were interviewed by the primary researcher. Thematic analysis was carried out and several themes were identified: good experiences were highlighted where staff had an understanding of visual impairment and the work of a guide dog; the importance of good communication skills involving the owner in the consultation; the need for veterinary professionals to understand the bond between an owner and guide dog; how medication and information could be provided in a user-friendly format for someone affected by a visual impairment and concerns about costs and decision making for veterinary treatment. This work highlights the importance for veterinary staff to talk to, empathise with and understand the individual circumstances of their clients and identifies areas that should be included in veterinary education to better prepare students for the workplace.

Publication Type

Journal article.

<77>

Accession Number

20163400664

Author

Bishop, G.; Cooney, K.; Cox, S.; Downing, R.; Mitchener, K.; Shanan, A.; Soares, N.; Stevens, B.; Wynn, T.

Title

2016 AAHA/IAAHPC end-of-life care guidelines.

Source

Journal of the American Animal Hospital Association; 2016. 52(6):341-356.

Publisher

American Animal Hospital Association

Location of Publisher

Denver

Country of Publication

USA

Abstract

End-of-life (EOL) care and decisionmaking embody the critical final stage in a pet's life and are as important and meaningful as the sum of the clinical care provided for all prior life stages. EOL care should focus on maximizing patient comfort and minimizing suffering while providing a collaborative and

supportive partnership with the caregiver client. Timely, empathetic, and nonjudgmental communication is the hallmark of effective client support. Veterinarians should not allow an EOL patient to succumb to a natural death without considering the option of euthanasia and ensuring that other measures to alleviate discomfort and distress are in place. Animal hospice care addresses the patient's unique emotional and social needs as well as the physical needs traditionally treated in clinical practice. An EOL treatment plan should consist of client education; evaluating the caregiver's needs and goals for the pet; and a collaborative, personalized, written treatment plan involving the clinical staff and client. Primary care practices should have a dedicated team to implement palliative and hospice care for EOL patients. How the healthcare team responds to a client's grief after the loss of a pet can be a key factor in the client's continued loyalty to the practice. Referral to professional grief-support counseling can be a helpful option in this regard.

Publication Type

Journal article.

<78>

Accession Number

20163399137

Author

Codi, M.

Title

The ins and outs of managing feline chronic kidney disease.

Source

Today's Veterinary Technician; 2016. 1(1):46-53. 3 ref.

Publisher

Eastern States Veterinary Association, Inc (NAVC)

Location of Publisher

Glen Mills

Country of Publication

USA

Abstract

This article discusses the physiology of the feline kidneys, clinical aspects, diagnosis, stages of the disease, treatment and nutritional support for cats with chronic kidney disease. It is also emphasized that there should be good communication between veterinary staff and owners about the treatment options to help

ensure that affected pets have good quality of life since chronic feline renal disease requires a lifelong treatment that can be challenging to the veterinary staff, owners and pets.

Publication Type

Journal article.

<79>

Accession Number

20163399135

Author

Horne, K.

Title

Scratching the surface of allergies in dogs.

Source

Today's Veterinary Technician; 2016. 1(1):8-10, 12, 14-18. 5 ref.

Publisher

Eastern States Veterinary Association, Inc (NAVCA)

Location of Publisher

Glen Mills

Country of Publication

USA

Abstract

This article discusses the therapeutic combination that controls the clinical signs and makes the patient comfortable with allergic diseases; however, determining what works for an individual pet takes time. The role of veterinary technicians in managing these cases from ensuring good client communication at initial contact; collecting complete history; performing physical examination and relaying this information to the veterinarian; assisting with the performance of diagnostic procedures; providing detailed information to owners; follow-up of clients to obtain progress reports and ensuring the scheduling of necessary re-check appointments to help veterinarians with patient management, thus resulting to better managed pets and happier clients.

Publication Type

Journal article.

<80>

Accession Number

20163399094

Author

Campbell, E. J.

Title

Owners' abilities to recognise and comprehend signs or displays of aggression in their canine companions outwith the home environment.

Source

Veterinary Nursing Journal; 2016. 31(11):329-333. 16 ref.

Publisher

Taylor & Francis

Location of Publisher

Abingdon

Country of Publication

UK

Abstract

Due to welfare and safety factors, canine aggression is at the forefront of a vast volume of behavioural assessments. Conditions resulting in behaviour problems normally result from a form of stimuli, including internal (psychological) or external (handling errors). The study's main aims were establishing owner's level of awareness when their dog displays aggressive behaviours towards veterinary staff and discovering whether/why owners can be reluctant to disclose information to veterinary staff regarding incidences of frequent aggression in their canines. The results highlighted the importance of owner education with regards to the occurrence of canine aggression in stressful environments.

Publication Type

Journal article.

<81>

Accession Number

20153002272

Author

Pereira, G. da G.; Fragoso, S.; Morais, D.; Brito, M. T. V. de; Sousa, L. de

Title

Comparison of interpretation of cat's behavioral needs between veterinarians, veterinary nurses, and cat owners.

Source

Journal of Veterinary Behavior: Clinical Applications and Research; 2014. 9(6):324-328. 19 ref.

Publisher

Elsevier

Location of Publisher

New York

Country of Publication

USA

Abstract

Cats have certain strongly motivated behaviors, which could be defined as "needs," that should be understood to provide the cat the best quality of life and assure proper welfare. It is well recognized that cats have several behavioral needs, which if not met, can result in anxiety and secondary behavior problems. These problems can lead to relinquishment or euthanasia. Veterinarians and veterinary nurses have a special role when educating owners. To increase owners' compliance, veterinary professionals should have evidence-based knowledge for the right information to be communicated to feline owners. The goal of the present study was to identify and compare the level of knowledge that veterinarians, veterinary nurses, and pet owners have about cat behavior and to compare their perceptions on this subject. We were also interested in determining whether living with a cat affected the professionals' knowledge base and what they are able to properly communicate to pet owners. It was expected that the veterinarians would have the highest level of knowledge regarding the interpretation of feline behavioral needs. We also hypothesized that those professionals who had or have previously owned a cat would have a better understanding of what cats actually need. A questionnaire, called "questionnaire to assess cat's needs" (QACN), was completed by cat owners, veterinarians, and veterinary nurses. The QACN had 13 different statements about the behavioral needs of cats, and each participant had to select their level of agreement with the statement. The QACN was then scored and a principal component analysis was used to identify meaningful associations. The following 3 components were extracted: elimination, stress releasers, and human stimulation. Contrary to what was expected, the results showed that in some specific areas (stress releasers and human stimulation) veterinarians' and veterinary nurses' knowledge was not significantly different from that of cat owners. This could mean that the role of these professionals in preventing behavioral problems can be very compromised. Those professionals who had owned a cat personally were better at identifying the behavioral needs of cats, with some significant differences (related with stress releasers), compared with those professionals who had never owned a cat. More education about feline behavior should be included when training veterinarians and veterinary nurses for clients to continue to trust these professionals to provide them with evidence-based knowledge about cat behavior.

Publication Type

Journal article.

<82>

Accession Number

20153006583

Author

Gerrard, E.

Title

Caring for puppies and kittens - advice to share with owners.

Source

VN Times; 2015. 15(1):10-11. 11 ref.

Publisher

Veterinary Business Development Ltd

Location of Publisher

Peterborough

Country of Publication

UK

Publication Type

Journal article.

<83>

Accession Number

20153076341

Author

Stull, J. W.; Stevenson, K. B.

Title

Zoonotic disease risks for immunocompromised and other high-risk clients and staff: promoting safe pet ownership and contact. (Special Issue: Infection control.)

Source

Veterinary Clinics of North America, Small Animal Practice; 2015. 45(2):377-392.

Publisher

Saunders, An Imprint of Elsevier

Location of Publisher

Philadelphia

Country of Publication

USA

Abstract

Pets can be a source of disease (zoonoses) for humans. The disease risks associated with pet contact are highest among young children, the elderly, pregnant women, and immunocompromised hosts. These individuals and household members display limited knowledge of pet-associated disease, rarely recall receipt of pet-associated disease information, and report pet ownership practices that are often at odds with established disease prevention recommendations. Veterinary staff are in a key position to promote safe pet ownership and contact practices. Encouraging and safeguarding client disclosure of immunocompromising health conditions and promoting veterinarian-physician communications are critical for effectively providing this service.

Publication Type

Journal article.

<84>

Accession Number

20153089127

Author

Hewson, C.

Title

Grief for pets. Part 3: Supporting clients.

Source

Veterinary Nursing Journal; 2015. 30(1):26-30. 15 ref.

Publisher

Taylor & Francis

Location of Publisher

Abingdon

Country of Publication

UK

Abstract

Dealing with clients' distress, especially at euthanasia, is one of the main stressors for veterinary nurses. However, few have had formal training in how the death of an animal companion affects clients, and how to communicate with them. This article introduces some practical approaches and wording that you might use to support clients at the end of their animals' lives.

Publication Type

Journal article.

<85>

Accession Number

20153088724

Author

Beard, K.

Title

Hyperadrenocorticism: the disease, diagnostics, and treatment for dogs.

Source

The Veterinary Nurse; 2015. 6(1):26-32. 8 ref.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

The purpose of this article is to help veterinary nurses understand the pathophysiology of hyperadrenocorticism in canine patients. Veterinary nurses play a vital role in helping diagnose hyperadrenocorticism in dogs: from obtaining histories with key information, to performing diagnostic tests, to explaining treatment plans to owners. Different diagnostic tests used to help diagnose and classify HAC will be discussed, as well as how to perform these tests. In addition, commonly used treatment options will be discussed to help improve patient care and client communication.

Publication Type

Journal article.

<86>

Accession Number

20153088723

Author

Ackerman, N.

Title

Nurse-led renal clinics.

Source

The Veterinary Nurse; 2015. 6(1):18, 20-24. 17 ref.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

Renal insufficiency is commonly seen in all veterinary practices in companion animals. Veterinary nurses play a vital role in aiding the client in improving the wellbeing of their pet in the management of the disease. Veterinary nurses can contribute by aiding in owner compliance, nutritional advice and aiding in improving quality of life for the pet.

Publication Type

Journal article.

<87>

Accession Number

20153128246

Author

Ison, T.

Title

Rehabilitation of a blind rescue dog.

Source

Veterinary Nursing Journal; 2015. 30(4):122-124. 3 ref.

Publisher

Taylor & Francis

Location of Publisher

Abingdon

Country of Publication

UK

Abstract

Veterinary nurses are often the first port of call for owners wanting advice on their dogs' behaviour or needing help and advice on training techniques, whether that be for a new puppy or a rescue dog. Every dog can provide its own set of challenges that can often be successfully managed with the correct support and guidance. We may also be called upon to help with those clients who own a dog with a disability. Providing sensible, easy to follow training techniques, as well as being able to give personal accounts and experiences where possible, can help to inspire and build confidence in those helping to look after a disabled dog.

Publication Type

Journal article.

<88>

Accession Number

20153135418

Author

Stokes, L.; Wright, I.

Title

The Pet Travel Scheme (PETS) and parasite protection for the travelling pet.

Source

The Veterinary Nurse; 2015. 6(2):60-62, 64-66, 68, 70. 12 ref.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

Changes to the Pet Travel Scheme (PETS) has led to renewed interest in the scheme and concern surrounding pet travel. In addition to the new rules, the distribution of parasites not covered by the scheme are also changing and it is vital for veterinary professionals to keep up to date, not only with new legal requirements, but also the parasite prevention requirements of pets travelling abroad. Veterinary nurses play a vital role in giving pet travel advice, both in day-to-day interaction with clients and as part of organised travel clinics. This article discusses a practical approach both to the compulsory requirements of the scheme but also other parasite prevention that should be considered.

Publication Type

Journal article.

<89>

Accession Number

20153153257

Author

Ackerman, N.

Title

Setting up veterinary nurse clinics.

Source

In Practice; 2015. 37(4):199-202. 5 ref.

Publisher

BMJ Publishing Group

Location of Publisher

London

Country of Publication

UK

Abstract

The veterinary nursing profession is evolving and, with increasing customer expectations, the role of nurses in practice is more important than ever. Nicola Ackerman discusses how running clinics can make the most of veterinary nurses' talents and skills, while also increasing client compliance and practice profits.

Publication Type

Journal article.

<90>

Accession Number

20153171769

Author

Kerrigan, L.

Title

How to conduct a nurse-led senior clinic. Part 1 - Preparation and planning.

Source

The Veterinary Nurse; 2015. 6(3):184-187. 10 ref.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

The current economic climate means the modern veterinary practice has to work hard to attract new clients, retain satisfied, committed clients and promote its services, as well as using the staff and facilities as cost effectively as possible. Increasing veterinary knowledge and changes in professional attitudes towards preventative care and client bonding mean that veterinary nurses have an ideal opportunity to expand their roles within the practice, becoming more involved in the preventative care and management of patients and owner education. The first of this two-part article will focus on the level of planning required in order to implement a nurse-led senior clinic in a veterinary practice.

Publication Type

Journal article.

<91>

Accession Number

20153206458

Author

Kerrigan, L.

Title

How to conduct a nurse-led senior clinic Part 2 - Patient assessment and diagnostic testing.

Source

The Veterinary Nurse; 2015. 6(4):236-239. 9 ref.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

The recent passing of the new Royal Charter, formally recognising veterinary nursing as a profession by underpinning veterinary nursing regulation and granting veterinary nurses the status of associate members of the Royal College of Veterinary Surgeons, represents a huge step forward for the UK veterinary nursing

profession. Veterinary nurses are qualified, registered, highly skilled and accountable professionals who possess the knowledge and skills to educate owners regarding many aspects of preventative care, including senior wellness. The second of this two-part article examines the role of the qualified veterinary nurse in the assessment of an ageing dog or cat during a nurse-led senior clinic.

Publication Type

Journal article.

<92>

Accession Number

20153206454

Author

Fraser, M.

Title

Atopic dermatitis and the veterinary nurse.

Source

The Veterinary Nurse; 2015. 6(4):210, 212-216. 18 ref.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

Dermatological conditions are very common in general practice and veterinary nurses have an active role to play in the diagnosis, monitoring, management and support of these cases. Atopic dermatitis is a chronic disease which initially presents in young animals and develops into a lifelong condition. Many different treatment protocols are available and the success of therapy relies on the willingness of the owner to follow treatment plans. The veterinary nurse is central to owner understanding of the condition ensuring compliance through support and education.

Publication Type

Journal article.

<93>

Accession Number

20153160510

Author

Prendergast, H.

Title

Customer service for veterinary technicians.

Source

Proceedings of the NAVC Conference, January 17-21, 2015, Orlando, Florida, USA. Volume 29, Veterinary Technician and Practice Manager; 2015. :96-97. 3 ref.

Publisher

North American Veterinary Community (NAVC)

Location of Publisher

Gainesville

Country of Publication

USA

Publication Type

Conference paper.

<94>

Accession Number

20153160509

Author

Prendergast, H.

Title

Client communication for veterinary technicians.

Source

Proceedings of the NAVC Conference, January 17-21, 2015, Orlando, Florida, USA. Volume 29, Veterinary Technician and Practice Manager; 2015. :92-95. 3 ref.

Publisher

North American Veterinary Community (NAVC)

Location of Publisher

Gainesville

Country of Publication

USA

Publication Type

Conference paper.

<95>

Accession Number

20153171146

Author

Goldstein, G. S.

Title

Dental preventive care and client education: client and staff education, marketing, and home care.

Source

Proceedings of the NAVC Conference, 17-21 January 2015, Orlando, Florida, USA. Volume 29, Small animal and exotics edition, Book 1 & Book 2; 2015. :209-212.

Publisher

North American Veterinary Community (NAVC)

Location of Publisher

Gainesville

Country of Publication

USA

Publication Type

Conference paper.

<96>

Accession Number

20153237396

Author

Thomas, G.

Title

Tackling antibiotic resistance in veterinary practice: a team approach.

Source

The Veterinary Nurse; 2015. 6(5):298-301. 7 ref.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

Antibiotic resistance is a major problem in veterinary and human medicine and is still on the increase. It's essential that veterinary practitioners understand the problem and its causes in order to counter it most effectively. Any such response will be most effectual if all members of the veterinary, and medical, team share responsibility and work constructively within their designated roles to combat areas where there is the potential for antibiotic resistance to develop. In particular, veterinary nurses and technicians need to focus on educating their clients, updating and implementing clinic protocols, and adhering to high standards of clinic hygiene. Time is also of the essence in tackling antibiotic resistance: the longer the delay in taking action to prevent it, the harder it will be to combat in the long run, with major health risks becoming associated with relatively minor illnesses or procedures and the inability to treat serious infections with current antibiotics.

Publication Type

Journal article.

<97>

Accession Number

20153237392

Author

Fry, M.

Title

Cognitive dysfunction in older dogs and cats: the role of the veterinary nurse in screening.

Source

The Veterinary Nurse; 2015. 6(5):266, 268-270, 272-274. 46 ref.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

Cognitive dysfunction is a progressive neurodegenerative disorder. It affects 14.2% of older dogs over 8 years of age. In cats, 28% aged 11 to 14 years develop one geriatric-onset behaviour problem. This increases to over 50% in cats 15 years of age and older. Detection of cognitive dysfunction in cats and dogs is by observation of clinical behavioural signs, often thought to be a normal part of ageing. Early recognition is crucial. Signs detected early are treatable or temporarily reversible. This literature review focused on areas the veterinary nurse could influence in practice such as detection of behavioural signs and advice on diet, behaviour management and enrichment. Results showed dietary and nutritional supplements as well as behavioural and environmental enrichment alongside medication can slow progression of cognitive dysfunction predominately in dogs. Regular screening of older pets and education of owners by veterinary nurses can help with early detection and referral to a veterinary surgeon. Future research should focus on further development of standardised, validated screening tools and management protocols.

Publication Type

Journal article.

<98>

Accession Number

20153237391

Author

Elsheikha, H.; Wright, I.

Title

Biology, diagnosis and management of sarcoptic mange.

Source

The Veterinary Nurse; 2015. 6(5):260, 262, 264-265. 15 ref.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

Scabies (also known as sarcoptic mange) is a common, highly contagious skin disease in animals and humans. It is caused by the ectoparasitic burrowing mite *Sarcoptes scabiei* (family: Sarcoptidae), which has a worldwide distribution. Animals and humans can be infested by their own *S. scabiei* subtype; however cross-species transmission may occur. The socioeconomic and public health importance of scabies is significant. The disease occurs when the mite burrows into the skin and feeds on host epidermis. Disease manifestations are mediated via inflammatory and allergic responses to mite products, which result in severely pruritic lesions. Early diagnosis and prompt treatment is essential to minimise the spread of infestation. Veterinary nurses have a vital role to play in early recognition, diagnosis and for providing owners with accurate accessible advice to prevent zoonotic transmission. This article summarises the latest data on the biology, diagnosis and control of scabies.

Publication Type

Journal article.

<99>

Accession Number

20153237390

Author

Smith, N. J.

Title

To spay or not to spay: the nurse's role in owner education.

Source

The Veterinary Nurse; 2015. 6(5):252, 254-256, 258-259. many ref.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

Veterinary nurses are directly involved with providing advice and gaining informed consent for ovariohysterectomy in bitches. In order to allow them to provide accurate information regarding this common procedure it is vital they fully understand the potential advantages and disadvantages regarding the procedure. It is very easy for clients to gain information, often inaccurate, from internet sources so in order to be able to provide correct evidence-based information, and therefore gain the confidence of the client, it is vital nurses fully understand the implications of any surgery for which they are gaining consent. Veterinary nurses are accountable for their actions and in order to comply with the code of conduct they must ensure that clients have a full understanding of procedures for which they are consenting.

Publication Type

Journal article.

<100>

Accession Number

20153160700

Author

Weinstein, P.

Title

Keeping clients coming back.

Source

Proceedings of the NAVC Conference, January 17-21, 2015, Orlando, Florida, USA. Volume 29, Large animal edition; 2015. :557-558.

Publisher

North American Veterinary Community (NAVC)

Location of Publisher

Gainesville

Country of Publication

USA

Publication Type

Conference paper.

<101>

Accession Number

20153378229

Author

Ballantyne, K. C.; Buller, K.

Title

Experiences of veterinarians in clinical behavior practice: a mixed-methods study.

Source

Journal of Veterinary Behavior: Clinical Applications and Research; 2015. 10(5):376-383. 44 ref.

Publisher

Elsevier

Location of Publisher

New York

Country of Publication

USA

Abstract

The objectives of this study were to describe the current practices of veterinary behavior clinics and describe the experiences of veterinarians engaged in clinical behavioral medicine, with a focus on workload issues and challenges within the client-veterinarian relationship. An Internet survey was completed by 77 veterinarians, including 31 board-certified veterinary behaviorists, 21 veterinary behavior residents, and 25

nonspecialist veterinarians. Qualitative data from the survey were analyzed using thematic analysis, and the experiences of the veterinarians participating in this survey were described using 5 major themes: outcomes, workload, compliance, understanding, and change. Veterinarians in this study experienced challenges within the client-veterinarian relationship, including difficult discussions and compliance related issues, as well as workload issues, including understaffing and time demands. Despite these challenges, most veterinarians in this study rated themselves as very satisfied with their career in veterinary behavior and enjoyed interacting with clients, supporting the human-animal bond, and improving animal welfare. Veterinarians who had access to support staff were statistically significantly more satisfied with their careers in veterinary behavior compared with veterinarians who did not have support staff.

Publication Type

Journal article.

<102>

Accession Number

20153420884

Author

Smith, K.

Title

Infection control: educating practice personnel and clients.

Source

Companion Animal; 2014. 19(4):192-195. 6 ref.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

Spread of infectious disease in veterinary practice may occur between pets and from pets to people. Such spread has important clinical and legal ramifications, and steps should be taken to prevent infection. Every veterinary practice should have an infection control policy, and the most important aspect of a successful infection control policy is training and education of all practice personnel. All clients should be given general guidance in the potential health risks associated with owning a pet as well as specific information if

their pet is suspected of having a transmissible infection. This article outlines the key steps in establishing an infection control policy and communicating the information to personnel and clients.

Publication Type

Journal article.

<103>

Accession Number

20133424123

Author

Johnson, L. N.; Linder, D.

Title

Making client communication appetising: talking with clients about nutrition.

Source

The Veterinary Nurse; 2013. 4(9):542...548. 17 ref.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Publication Type

Journal article.

<104>

Accession Number

20143188657

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Author

Aitken, E.

Title

Client education benefits all: patient, client and practice.

Source

Veterinary Nursing Journal; 2014. 29(5):178-180.

Publisher

Wiley-Blackwell

Location of Publisher

Oxford

Country of Publication

UK

Abstract

The education of clients by the veterinary nurse is an important role, which helps to improve animal welfare. From the very simple waiting room displays to the more time-consuming clinics and client evenings, there are methods to suit various situations with associated benefits for the patient, as well as the practice and client. Besides improving welfare, increased client transactions help to improve profit margins and the bond between client and practice. It is recognised that the human-animal bond is very strong and the education of clients on preventive medicine and disease helps to maintain that bond for as long as possible.

Publication Type

Journal article.

<105>

Accession Number

20143243378

Author

Kerrigan, L.

Title

Anticipating grief - the role of pre-euthanasia discussions.

Source

The Veterinary Nurse; 2014. 5(5):236-243. 27 ref.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

Given the deep emotional relationships that many people share with their pets, discussing euthanasia is stressful for both pet owners and veterinary professionals. Such discussion is however essential, and the manner in which veterinary personnel provide care for a client whose pet is approaching the end of its life has the potential to alleviate or aggravate grief. Where the loss can be anticipated, as is the case with terminally ill pets, discussion prior to the loss of the pet can be extremely helpful in lessening owners' feelings of responsibility, validating their decisions and enabling them to know they did their best for their treasured companion.

Publication Type

Journal article.

<106>

Accession Number

20143282100

Author

Hewson, C.

Title

The impact of pet loss: an update on the research and evidence-based ways to help grieving clients.

Source

The Veterinary Nurse; 2014. 5(6):300-305. 31 ref.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

Grief on an animal's death is a normal reaction. However, although some support resources are available, including counsellors, helplines and online fora, there is little collective societal understanding of pet owners' grief. In addition to personal and situational factors (e.g. age, coping style, how the animal died) that may shape or complicate clients' grief, it may be compounded by guilt and the incomprehension of those around them. Thus, while most bereaved owners can adapt to life without their animal companion, many suffer unnecessarily in the process. Research continues on the complexities of grief for animals, but we still lack evidence for the most effective approaches to supporting bereaved clients. A pragmatic approach would follow the guidelines on human bereavement, using staff training and client-care resources so that: veterinary personnel did not make assumptions about the needs of grieving clients; and all newly bereaved owners received information about diverse support resources before their animals died or at the time of death. This article outlines some of the more recent research pertinent to pet owners' grief. It also highlights evidence-based approaches to bridging the grief support gap with clients.

Publication Type

Journal article.

<107>

Accession Number

20143266222

Author

Gerrard, E.

Title

Imparting knowledge versus selling - VN tips on owner communication.

Source

VN Times; 2014. 14(8):6, 8. 3 ref.

Publisher

Veterinary Business Development Ltd

Location of Publisher

Peterborough

Country of Publication

UK

Abstract

Veterinary professionals provide advice clients can have confidence in and are in a much better position than anyone to educate clients about their pets' health and provide veterinary information. However, nowadays there is much more to veterinary practice than just imparting knowledge - we have to sell as well. Retail and preventive health care in veterinary practice is becoming increasingly important as competition grows in the profession. No practice can afford to rest, so it must focus on developing strategies that will enable it to maintain a competitive edge. With this, veterinary nurses are increasingly being asked to fulfil other important functions within practice they are not typically trained to do. One of the most vital roles is introducing pet product retail and developing preventive health care programmes into daily practice. However, this evolving role can produce a dilemma when trying to impart knowledge and sell products, without being perceived as a pushy salesman.

Publication Type

Journal article.

<108>

Accession Number

20143266221

Author

Kerrigan, L.

Title

Senior canines: advice to give owners on care, management and handling.

Source

VN Times; 2014. 14(8):16, 18. 6 ref.

Publisher

Veterinary Business Development Ltd

Location of Publisher

Peterborough

Country of Publication

UK

Abstract

Ageing itself is not a disease; however, it does result in a gradual decline the delicate inter-relationships between the body systems, which predisposes them to acquired change. Symptoms of age-related change can be subtle and may go unnoticed by owners or their significance under-appreciated. Veterinary nurses,

therefore, have a pivotal role to play in educating owners of ageing canines regarding the benefits of early diagnosis and implementation of appropriate treatment. It is essential not to alarm owners, but reassure them that, no matter how insignificant a change may seem, it is better to seek advice rather than wait and see if the condition worsens. Owners should be informed the earlier they seek veterinary advice, the more likely it is we will be able to help their treasured companion to enjoy its senior years.

Publication Type

Journal article.

<109>

Accession Number

20143277429

Author

Hewson, C.

Title

Grief for pets Part 2: Realistic client care so that you 'do no harm'.

Source

Veterinary Ireland Journal; 2014. 4(8):431-436. 33 ref.

Publisher

Veterinary Ireland

Location of Publisher

Dublin

Country of Publication

Irish Republic

Abstract

Research indicates that many clients think about their animal companions' deaths while the animals are still well, and would like their veterinarians to lead discussions about end-of-life issues. However, most veterinarians are unaware of this. Moreover, they have not been trained in how pet loss affects clients, and how best to communicate with them. Because of this, personnel necessarily depend on their intuition and experience and, lacking the evidence-based communication skills that can assist clients optimally, they can inadvertently make some clients' grief more painful. This article critiques some popular veterinary assumptions about clients' grief in light of current knowledge. It also outlines the practical features of client care during animals' end-of-life phase, emphasising the pre-euthanasia consultation. At a minimum and, in accordance with guidelines to medical personnel, veterinarians should offer every client information about grief and further support resources, when the animal's death is imminent or earlier, if the client desires.

Publication Type

Journal article.

<110>

Accession Number

20143306579

Author

Kerrigan, L.

Title

Caring for ageing cats: management and handling tips to offer owners.

Source

VN Times; 2014. 14(9):6-7. 10 ref.

Publisher

Veterinary Business Development Ltd

Location of Publisher

Peterborough

Country of Publication

UK

Abstract

Ageing cats have a different set of needs and challenges than when they were younger; however, this is not always acknowledged or understood by owners. This may, in part, be due to the insidious nature of many age-related feline conditions, along with the fact cats are masters at disguising signs of discomfort by making changes to their lifestyle, activity level and behaviour VNs play a vital role, therefore, in educating owners regarding clinical signs to look out for, along with in-home modifications that may make the ageing cat's everyday life a little more comfortable.

Publication Type

Journal article.

<111>

Accession Number

20143348772

Author

Hewson, C.

Title

Grief for pets - Part 1: Overview and some false assumptions.

Source

Veterinary Nursing Journal; 2014. 29(9):302-305.

Publisher

Wiley-Blackwell

Location of Publisher

Oxford

Country of Publication

UK

Abstract

Dealing with clients' distress, especially at euthanasia, is a significant stressor for many veterinary nurses. However, few have had formal training in how pet loss affects clients, and how best to communicate with grieving clients. Moreover, many veterinary practices do not take a comprehensive approach to client care during animals' end-of-life phase. This article provides an overview of grief for pets and critiques some popular assumptions. A second article will outline practical ways to support clients.

Publication Type

Journal article.

<112>

Accession Number

20133038178

Author

Hargrave, C.

Title

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www.rcvsknowledge.org

Behavioural first-aid advice on canine house-soiling problems - Part 2.

Source

Veterinary Nursing Journal; 2012. 27(5):198-200.

Publisher

Wiley-Blackwell

Location of Publisher

Oxford

Country of Publication

UK

Abstract

In this, the second of two articles giving first aid advice to enable nursing staff to help the owner of the house-soiling dog, we consider initial advice for owners of dogs whose house-soiling activity may be associated with anxiety or fear. The welfare of such dogs is a particular concern, as any frustration or anger that owners display on returning home to a mess will further enhance the dog's distress and may exacerbate the problem. Although such problems will need the intervention of a behaviourist who can assist the family in modifying their pet's environment and its behaviour, first aid advice is essential in helping owners to understand what should be done immediately, why they should remain calm and why specialist help is necessary.

Publication Type

Journal article.

<113>

Accession Number

20133038170

Author

Spear, K.

Title

Starting up adolescent canine and feline nurse clinics.

Source

Veterinary Nursing Journal; 2012. 27(4):149-150.

Publisher

Wiley-Blackwell

Location of Publisher

Oxford

Country of Publication

UK

Abstract

This article focuses on adolescent nurse clinics, designed for pets of around four to five months of age. It discusses the pets familiarisation to the practice environment, as well as the importance of client education on young pets; and examines what should be covered in the clinics, and how to set them up and advertise them to clients. As the article shows, carrying out adolescent nurse clinics can be very rewarding and positive for the practice.

Publication Type

Journal article.

<114>

Accession Number

20133038168

Author

Jones, A.

Title

Pregnancy and puppies - the veterinary nurse's role.

Source

Veterinary Nursing Journal; 2012. 27(4):143-145. 4 ref.

Publisher

Wiley-Blackwell

Location of Publisher

Oxford

Country of Publication

UK

Abstract

Veterinary nurses are at the forefront of giving nutritional advice to new puppy owners and novice breeders. They need to understand the key role diet plays in ensuring optimum health and development of

puppies and breeding bitches. This is an area where there has been considerable research in recent years and so nurses need to stay up to date with the latest developments. Dietary innovations include large-breed puppy foods, essential fatty-acid supplementation for enhanced neurological development leading to improved trainability, and the addition of live probiotics to reduce gastrointestinal upsets caused by environmental stress.

Publication Type

Journal article.

<115>

Accession Number

20133038148

Author

Dando, J.

Title

Pet loss support in veterinary practice.

Source

Veterinary Nursing Journal; 2012. 27(1):28-29.

Publisher

Wiley-Blackwell

Location of Publisher

Oxford

Country of Publication

UK

Abstract

The loss of a pet can be a highly emotional, stressful and sometimes traumatic experience for any pet owner and veterinary professionals - whether a surgeon, nurse or receptionist - who are at the forefront of dealing with people on a regular basis as they go through some very difficult times. Pet loss support for clients and colleagues is something that forms a significant part of the working week for veterinary nurses and yet is little covered in training. There are a number of things to understand and skills that may be learned that can make it easier for everyone involved.

Publication Type

Journal article.

<116>

Accession Number

20133094874

Author

Summerlott, S.

Title

Educating clients on postoperative care of orthopedic patients.

Source

Veterinary Technician; 2013. 34(2):unpaginated.

Publisher

Veterinary Learning Systems Inc.

Location of Publisher

Yardley

Country of Publication

USA

Abstract

This article discusses the basics of typical aftercare for patients that undergo orthopaedic surgery. Topics include: strict rest, sling walking, incision care, Elizabethan collar, medications, nursing care, casts, splints and bandages, weight management, nutritional considerations, rehabilitation, and joint health products.

Publication Type

Journal article.

<117>

Accession Number

20133161278

Author

Dobbs, K.

Title

Management matters: management 101 for new supervisors: client service.

Source

Veterinary Technician; 2013. 34(4):article 3.

Publisher

Veterinary Learning Systems Inc.

Location of Publisher

Yardley

Country of Publication

USA

Abstract

This articles discusses some examples of cases or scenarios that are considered obstacles to good client service and how this scenarios can be handled by veterinarians and hospital personnels.

Publication Type

Journal article.

<118>

Accession Number

20133264199

Author

Varga, M.; Gott, L.

Title

Outpatient care and nurse-led clinics.

Source

BSAVA manual of exotic pet and wildlife nursing; 2012. :260-268. 32 ref.

Publisher

British Small Animal Veterinary Association

Location of Publisher

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E: library@rcvsknowledge.org
www.rcvsknowledge.org

Quedgeley

Country of Publication

UK

Abstract

This chapter is designed to give information on: Lifestage considerations; hand-rearing; vaccination; neutering; geriatric care; Practical advice on nutrition, weight management and behavioural problems; Medical and surgical patient discharge and follow-up consultations; Examples of client leaflets.

Publication Type

Book chapter.

<119>

Accession Number

20133268616

Author

Macdonald, J.

Title

Welfare and ethics part two: values, beliefs, communication.

Source

VN Times; 2013. 13(8):16, 18. 13 ref.

Publisher

Veterinary Business Development Ltd

Location of Publisher

Peterborough

Country of Publication

UK

Abstract

The topic of animal welfare and ethics is both vast and complex, encompassing and underpinning many different aspects of veterinary care. Veterinary professionals deal with a multitude of welfare and ethical situations on a daily basis, and many considerations need to be addressed in order to reach decisions and advise clients. A variety of influential factors are to be examined and that can be of assistance in thinking through a problem or dilemma that has a welfare and ethics aspect, and use a scenario as a base to explore some areas for reasoning a difficult case, and how this exploration may assist us in the decision-making

process and in approaching difficult conversations with our clients. The purpose of this article is not to offer definitive solutions, but to suggest areas for deliberation when we are faced with difficult ethical situations. In part one (VN Times 13.07; July) we outlined some considerations for the presented case, and looked at assessment of welfare and quality of life. In this part of the article we shall look at values and beliefs, human welfare factors and communication.

Publication Type

Journal article.

<120>

Accession Number

20133374231

Author

Greenfield, S.

Title

How to reduce stress in the veterinary waiting room.

Source

The Veterinary Nurse; 2013. 4(8):494...501. 41 ref.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

The veterinary environment has been seen to be a stressful environment for patients. This stress can have a negative impact on the welfare of inpatients and result in dangerous interactions between owners/staff and patients. The waiting room is the first exposure a patient has to the veterinary environment. By taking measures to ensure the environment is as stress free as possible the likelihood of patient stress can be reduced. This article highlights measures that can be taken to reduce stress within the waiting room. These range from building layout to pheromone therapy. By utilising as many of the highlighted options as possible stress within the waiting room may be reduced. This will have a positive effect on the consultation and subsequent visits to the practice.

Publication Type

Journal article.

<121>

Accession Number

20133407167

Author

Jobson, L.

Title

How to run weight clinics effectively in practice.

Source

Veterinary Nursing Journal; 2013. 28(11):372-374. 5 ref.

Publisher

Wiley-Blackwell

Location of Publisher

Oxford

Country of Publication

UK

Abstract

Obesity is a very common disease with serious implications, including anaesthetic complications and cardiovascular and respiratory changes. When only 30% of pet owners recognise that their pet is overweight, it is the veterinary nurse's responsibility to help educate owners in improving their pet's quality and quantity of life.[] That is why weight clinics should be an essential service in everyday practice. But are your current weight clinics effective?

Publication Type

Journal article.

<122>

Accession Number

20113392718

Author

Gray, C.; Clarke, C.

Title

Client communication and practice organization. (formerly Jones's Animal Nursing)

Source

BSAVA textbook of veterinary nursing; 2011. (Ed.5):207-227.

Publisher

British Small Animal Veterinary Association

Location of Publisher

Quedgeley

Country of Publication

UK

Publication Type

Book chapter.

<123>

Accession Number

20113392701

Author

Towell, T. L.

Title

Practical weight management in dogs and cats.

Source

Practical weight management in dogs and cats; 2011. :vii + 239 pp. many ref.

Publisher

Wiley-Blackwell

Location of Publisher

Chichester

Country of Publication

UK

Abstract

Practical Weight Management in Dogs and Cats is a comprehensive, clinical reference for the veterinary health team, providing the necessary tools to successfully manage pet obesity. Bringing together specialists in nutrition, internal medicine, critical care, and surgery and rehabilitation, the book provides an overview of prevention techniques, clinical management, and practical tips for implementing successful programs and educating owners. Covering topics ranging from taking a nutritional history and body condition scoring to calculating food dosage and client communication tips, this book is a resource of both veterinarians and veterinary technicians to address the growing problem of pet obesity. The book begins by explaining the clinical importance of obesity, then moves on to diagnosing and preventing obesity. The heart of the book is devoted to managing body weight, with chapters on nutritional, pharmacotherapeutic, and exercise strategies, and two unique chapters cover owner compliance and wellness programs. This book offers a collaborative approach to managing weight in pet dogs and cats.

Publication Type

Book.

<124>

Accession Number

20123062274

Author

Lefebvre, S.

Title

Critically appraised topic: improving preventive pet care.

Source

Banfield Journal; 2012. 8(1):3-8. 10 ref.

Publisher

Banfield International

Location of Publisher

Portland

Country of Publication

USA

Abstract

This article reports on a case of a non-compliant dog owner whose eight-year-old neutered male Cairn Terrier was observed with teeth that has deteriorated and stage 3 periodontal disease is evident. Having read that periodontal disease is associated with heart and kidney disease in dogs, the owner is now concerned for Beast's (pet's name) health, particularly given that Beast has never had blood work performed and he is of the age and breed at which risk for kidney disease should be discussed. The owner is also worried about potential exposure to heartworm and intestinal parasites because there is no record of parasite preventive administration. At the very least, he would like Beast to return in six months for a comprehensive examination and routine vaccinations so they can monitor his health status more regularly. This scenario could have been prevented if the owner did not decline the recommendations in preventing the diseases that is now affecting his dog. Thus the author presents guidelines to the veterinarian and his staffs steps and recommendations that might encourage pet/animal owners to comply with the recommended preventive care, some of which includes continuously opening the lines of communication open between the owner and the whole hospital staffs as well as technicians, texting the client, and providing updated brochures on important diseases that may be applicable to the patient animal.

Publication Type

Journal article.

<125>

Accession Number

20123153462

Author

Harris, J.

Title

Canine and feline diabetic clinics.

Source

Veterinary Times; 2012. 42(18):12-13. 4 ref.

Publisher

Veterinary Business Development Ltd

Location of Publisher

Peterborough

Country of Publication

UK

Abstract

Diabetes mellitus is a commonly diagnosed condition in general practice. Diabetic clinics are considered best practice in the NHS for IDDM, led frequently by specialised nurses. This article discusses the role of the diabetic clinic in small animal medicine and the importance of the qualified veterinary nurse in the development of a strong relationship with the client. A suggested format is discussed for both the initial and longer-term maintenance visits, including discussion of home testing and quality of life assessments. Diabetic clinics are not only beneficial to the pet and client, but also to the veterinary team and business.

Publication Type

Journal article.

<126>

Accession Number

20123197230

Author

Meredith, C. M.; Meredith, T. B.

Title

How to handle the headaches of recalls.

Source

Today's Veterinary Practice; 2012. 2(3):78-79.

Publisher

VetMed Communications

Location of Publisher

Glen Mills

Country of Publication

USA

Abstract

Pet food- and treat-related recalls are constantly in the news recently. Product recalls also disrupt your day-to-day practice routine. Patients need to be efficiently and effectively switched to a replacement product. Staff members need to be informed on proper client communication about the recalls. This article discusses important steps to take to educate yourself, your team, and your clients in handling product recalls situation.

Publication Type

Journal article.

<127>

Accession Number

20123217353

Author

Schull, D.; Clarke, P.; Meehan, M.; Barnes, T.

Title

Veterinary technology/nursing student perceptions of an experiential simulated client communication workshop.

Source

The Veterinary Nurse; 2012. 3(5):314...320. 14 ref.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

Effective communication skills are highly desirable attributes for veterinary support personnel. These skills can be developed through experiential learning activities. This study evaluated the impact of an experiential simulated client communication workshop on final year veterinary technology/veterinary nursing student perceptions of competence related to a variety of communication skills by administering a pre- and post-workshop questionnaire. In the workshop, students had the opportunity to interact with actors playing the roles of clients within the context of common veterinary practice scenarios. Each interaction was followed by personal reflection from the student and peer, actor and facilitator feedback based on a student-led agenda. Following completion, when compared with pre-workshop responses, students were significantly more confident that they could utilize a range of professional and relationship-centred communication skills of relevance to veterinary practice. Almost all respondents indicated that the workshop was an enjoyable and valuable learning experience that helped to prepare them for the 'real world' following graduation. Results from this study may be of interest to institutions developing or enhancing strategies used for client communication skills training for veterinary support personnel.

Publication Type

Journal article.

<128>

Accession Number

20123361014

Author

Linder, D.

Title

Weighing in on obesity: prevention, treatment and management.

Source

The Veterinary Nurse; 2012. 3(8):502-507. 33 ref.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

Obesity is a common health problem in companion animals, with almost half of dogs and cats being overweight or obese. Obesity can lead to many diseases and worsen others. Clinically, obesity may increase medical costs to owners and may increase risk of complications from anaesthesia or medication dosing. Treatment of obesity is a multiphase process: first, an initial assessment; second, developing a plan that includes proper diet selection, adequate caloric restriction, and exercise if possible; and finally, intensive follow up and ongoing assessment. Successful weight management can be challenging and requires understanding of the complex relationship between owners and their pets. Client communication is therefore crucial for compliance. Obesity is more easily prevented than treated and the veterinary nurse can play an important role in educating clients about proper body condition at new puppy and kitten visits, and reassessing body condition at yearly wellness visits.

Publication Type

Journal article.

<129>

Accession Number

20123361011

Author

Mann, S.

Title

Canine heat-induced hyperthermia and owner education.

Source

The Veterinary Nurse; 2012. 3(8):478-484. 14 ref.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

Knowing how dogs deal with heat (or thermo-regulate) will help veterinary nurses and paraprofessionals better understand how to prevent, recognize and treat heatstroke in canine companions. Armed with this information clients can be educated and help prevent a tragedy. Hyperthermia or heatstroke is a killer on sunny days and can quickly overcome a dog. One of the leading causes is confinement of the dog in a car. The internal temperature of a car can rocket rapidly to in excess of 50 degrees C in less than 10 minutes - less time than it takes to buy lunch ingredients from the local market. Even in low ambient temperatures, on sunny days, dogs confined to cars are at risk.

Publication Type

Journal article.

<130>

Accession Number

20123393486

Author

Ackerman, N.

Title

Nurse-led obesity clinics: facilitating weight loss in dogs and cats.

Source

The Veterinary Nurse; 2012. 3(9):570-573. 15 ref.

Publisher

MA Healthcare Limited

Location of Publisher

London

Country of Publication

UK

Abstract

Few studies have been conducted into the success of facilitating weight loss via veterinary nurse-led clinics, although individual factors have been identified and studied. Factors that facilitate weight loss include: animal and owner behaviour, maintaining motivation, exercise and play behaviour, compliance and feeding quantities. Identifying overweight patients and client education are essential, and weight management programmes should include dietary changes and regular evaluation of bodyweight.

Publication Type

Journal article.

<131>

Accession Number

20113130535

Author

Clarke, P.

Title

Educating veterinary nurses for professional competence.

Source

The Veterinary Nurse; 2010. 1(2):80-84. 30 ref.

Publisher

MA Healthcare Limited, Quay Books Division

Location of Publisher

London

Country of Publication

UK

Abstract

Professional competence for veterinary nurses today is not just a matter of being skilled in technical tasks such as processing a blood sample or placing an intravenous catheter. As members of a profession which is evolving rapidly in a changing world, it is vital that veterinary nurses also possess the personal attributes necessary for developing effective professional relationships. With the advances in veterinary medicine and its accompanying technology, educators too must not lose sight of the 'human side' of veterinary nursing; educating caring professionals as opposed to trained technicians. Therefore, it is important that a veterinary nurse model of professional competence emphasizes the emotional aspects of their practice as well as the technical skills and an ability to problem-solve. Veterinary nursing/veterinary technology curricula internationally have embraced this ethos. Hence the development of personal attributes such as empathy is regarded as pivotal in producing veterinary nurses who are able to meet the expectations of employers, clients and society today. This paper will explore some of the personal attributes that are integral to the veterinary nurses' professional competence and the implications this has for veterinary nursing curricula.

Publication Type

Journal article.

<132>

Accession Number

20113156664

Author

Guercio-Winter, M.

Title

Effective client service - are your clients becoming invisible?

Source

Veterinary Technician Proceedings of the North American Veterinary Conference, Orlando, Florida, USA, 15-19 January 2011; 2011. :237-244.

Publisher

The North American Veterinary Conference

Location of Publisher

Gainesville

Country of Publication

USA

Publication Type

Conference paper.

<133>

Accession Number

20113156656

Author

Stone, D. A.

Title

Communication - what's in your toolbox?

Source

Veterinary Technician Proceedings of the North American Veterinary Conference, Orlando, Florida, USA, 15-19 January 2011; 2011. :291-293. 2 ref.

Publisher

The North American Veterinary Conference

Location of Publisher

Gainesville

Country of Publication

USA

Publication Type

Conference paper.

<134>

Accession Number

20113156627

Author

Donnelly, A. L.

Title

How to speak their language.

Source

Veterinary Technician Proceedings of the North American Veterinary Conference, Orlando, Florida, USA, 15-19 January 2011; 2011. :198-199.

Publisher

The North American Veterinary Conference

Location of Publisher

Gainesville

Country of Publication

USA

Publication Type

Conference paper.

<135>

Accession Number

20113156624

Author

Donnelly, A. L.

Title

Highly effective skills for front office teams.

Source

Veterinary Technician Proceedings of the North American Veterinary Conference, Orlando, Florida, USA, 15-19 January 2011; 2011. :192-193.

Publisher

The North American Veterinary Conference

Location of Publisher

Gainesville

Country of Publication

USA

Publication Type

Conference paper.

<136>

Accession Number

20113241756

Author

Innes, J. F.; Myint, P.

Title

Veterinary tissue banking: the role of the veterinary nurse.

Source

The Veterinary Nurse; 2011. 2(5):236...241. 19 ref.

Publisher

MA Healthcare Limited, Quay Books Division

Location of Publisher

London

Country of Publication

UK

Abstract

Tissue banking involves harvesting specific tissues from donated remains, and processing and storing these tissues such that they may be used as tissue grafts in recipient patients. Veterinary tissue banking involves a coordinated series of processes including establishing and maintaining a donor register, informed consent from owners, tissue retrieval and processing, delivery of the graft to the recipient patient, and recording the use of grafts. Veterinary nurses may be involved in several of these steps particularly with communication to owners regarding the benefits of tissue donation and coordinating donation itself. Nurses working in practices with a surgical interest may manage an inventory of grafts in the practice as well as assisting with, and recording, graft usage by surgeons. This paper reviews the process of tissue

banking with particular emphasis on the role of veterinary nurses and provides nurses with encouragement to become more involved in the tissue donation process.

Publication Type

Journal article.

<137>

Accession Number

20113266912

Author

Main, D. C. J.

Title

Promoting quality of life discussions between the veterinary profession and the pet-owning public.

Source

Animal Welfare; 2007. 16(Supplement):159-163. 17 ref.

Publisher

Universities Federation for Animal Welfare (UFAW)

Location of Publisher

Wheathampstead

Country of Publication

UK

Abstract

Because it is the pet-owning public that normally provides the day-to-day care for companion animals, maintaining or improving standards in animal welfare is best achieved by engaging owners in the debate over an individual animal's quality of life (QoL). Veterinary practice teams (including veterinary surgeons and nurses) are in an ideal position to promote discussion of pets' QoL as most owners respect and value their opinion. As well as educating each new generation of animal carers on appropriate husbandry, the veterinary profession can engage the pet-owning public in the scientific process of QoL assessment and the related debates concerning definitions of welfare and QoL. QoL assessment is a complex process with many influencing factors. The structure of an assessment will depend upon its purpose, which may be research, legislation, a certification scheme or, probably most usefully, a management tool to facilitate clinical decision-making. The process of completing a QoL assessment within a clinical environment may result in positive changes in human behaviour towards animals irrespective of the actual result of the assessment. This influence on human behaviour is a key test of validity for formal assessment systems that are designed to improve QoL.

Publication Type

Journal article

Conference paper.

<138>

Accession Number

20113314285

Author

Howell, J.

Title

Veterinary nurse health clinics - the way to responsible pet ownership.

Source

Veterinary Ireland Journal; 2011. 1(7):377-379.

Publisher

Veterinary Ireland

Location of Publisher

Dublin

Country of Publication

Irish Republic

Publication Type

Journal article.

<139>

Accession Number

20113322526

Author

Milella, L.; Wilks, L.

Title

Preventative dental care: educating the client.

Source

The Veterinary Nurse; 2011. 2(7):358-367. 16 ref.

Publisher

MA Healthcare Limited, Quay Books Division

Location of Publisher

London

Country of Publication

UK

Abstract

Many pets seen every day in general practice have dental diseases requiring treatment. Most owners are unaware that their pet has a problem so it is up to veterinary professionals to recognize and treat these diseases to ensure that pets have an infection free and pain free mouth. The role of the veterinary nurse is vital in educating clients about dental problems and helping to prevent them occurring, or helping to prevent the disease progressing further. This article discuss common dental diseases and how the nurse can get the owner engaged in dental clinics.

Publication Type

Journal article.

<140>

Accession Number

20113322524

Author

Wager, C.

Title

Informed consent: what do veterinary nurses need to know?

Source

The Veterinary Nurse; 2011. 2(7):344-349. 18 ref.

Publisher

MA Healthcare Limited, Quay Books Division

Location of Publisher

London

Country of Publication

UK

Abstract

Whether consent is informed or not has numerous implications for the veterinary team. A signed consent form is not sufficient to establish informed consent. Consent to treatment of an animal by the owner can constitute a contract between the client and the veterinary practice; that the consent is informed is a legal requirement of ensuring any such contract is valid. In order to be sufficiently informed, the likely outcome and any possible risks of the proposed treatment must be clearly explained. Communication skills are vital in conveying this information to clients. While it is the veterinary surgeon's professional responsibility to obtain consent, veterinary nurses still have a key role to play in the process.

Publication Type

Journal article.

<141>

Accession Number

20103160128

Author

Sims, F.

Title

Client communication: approaching difficult issues.

Source

Veterinary Business Journal; 2010. (97):8-10.

Publisher

Veterinary Business Development Ltd

Location of Publisher

Peterborough

Country of Publication

UK

Abstract

The messages your practice staff convey, and the way they convey them, are key to your business. Here, the author explains how you can ensure the team is on message - especially in discussing tricky subjects with pet owners.

Publication Type

Journal article.

<142>

Accession Number

20083291942

Author

Merle, C.

Title

Smile - you are the receptionist star!

Source

Veterinary technicians and practice managers. Proceedings of the North American Veterinary Conference, Volume 22, Orlando, Florida, USA, 2008; 2008. :353-354.

Publisher

The North American Veterinary Conference

Location of Publisher

Gainesville

Country of Publication

USA

Abstract

This article discusses some tips on how to effectively communicate with clients in a veterinary practice. Focus is given on the communication skills that a receptionist in a veterinary practice should master.

Publication Type

Book chapter

Conference paper.

<143>

Accession Number

20083291939

Author

Merle, C.

Title

Extreme client service - ways that you can make your practice stand out: Part 2.

Source

Veterinary technicians and practice managers. Proceedings of the North American Veterinary Conference, Volume 22, Orlando, Florida, USA, 2008; 2008. :351-352.

Publisher

The North American Veterinary Conference

Location of Publisher

Gainesville

Country of Publication

USA

Abstract

This article discusses the ways of providing extreme service to clients of a veterinary practice. Focus is given on the management's role in creating the extreme client service culture and steps in providing extreme client service to customers.

Publication Type

Book chapter

Conference paper.

<144>

Accession Number

20083291938

Author

Merle, C.

Title

Extreme client service - ways that you can make your practice stand out: Part 1.

Source

Veterinary technicians and practice managers. Proceedings of the North American Veterinary Conference, Volume 22, Orlando, Florida, USA, 2008; 2008. :349-350.

Publisher

The North American Veterinary Conference

Location of Publisher

Gainesville

Country of Publication

USA

Abstract

This article describes the ways of giving extreme service to clients of a veterinary practice. The following factors are considered: setting expectations; teaching how to exceed these expectations; holding individuals accountable; and staff activity.

Publication Type

Book chapter

Conference paper.

<145>

Accession Number

20083291884

Author

Donnelly, A. L.

Title

Talking to clients about treatment plans and fees.

Source

Veterinary technicians and practice managers. Proceedings of the North American Veterinary Conference, Volume 22, Orlando, Florida, USA, 2008; 2008. :216-218.

Publisher

The North American Veterinary Conference

Location of Publisher

Gainesville

Country of Publication

USA

Abstract

Discussing fees can be one of the most uncomfortable and frustrating interactions the veterinary healthcare team has with pet owners. Often veterinarians or staff are afraid that clients will not agree to treatment or that they will become angry about the associated cost. One of the biggest reasons veterinary practices approach talking to clients about treatment plans and fees with so much trepidation is that employees have not been adequately trained to present plans in an effective manner. In this article the following topics were emphasized: effective presentation of treatment plans, understanding client's product knowledge and involvement, communicating the value of veterinary services, overcoming resistance, discussing fees with clients, understanding client emotions, and determine ability to pay versus willingness to pay. It is emphasized in this article that when the healthcare team is sufficiently trained to present treatment plans and associated fees to pet owners, hospital compliance rates and client satisfaction will increase. Efforts to train staff should focus on understanding the client's perspective regarding medical services, effectively presenting the value of services to clients and being prepared to respond to clients' emotions and resistance to recommendations.

Publication Type

Book chapter

Conference paper.

<146>

Accession Number

20083290527

Author

Plattner, S. L.; Clever, K.

Title

Developing an equine wellness program and the role of the technician in practice.

Source

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www.rcvsknowledge.org

Veterinary technicians and practice managers. Proceedings of the North American Veterinary Conference, Volume 22, Orlando, Florida, USA, 2008; 2008. :111-113.

Publisher

The North American Veterinary Conference

Location of Publisher

Gainesville

Country of Publication

USA

Abstract

The article discusses the role of technician in the equine practice in providing technical support, and correct and current information to equine owners. It also presents the development of vaccination programmes for horses, how do vaccine works, types of vaccines, protocol of core vaccines, protocol for optional vaccines, and vaccines against specific diseases (tetanus (*Clostridium tetani*), equine encephalomyelitis virus, rhinopneumonitis (Equine Herpesvirus 1 and 4), influenza (Equine influenza virus), West Nile virus, Potomac horse fever (*Ehrlichia risticii*), rabies (Rabies virus), strangles (*Streptococcus equi*), and equine protozoal myelitis (*Sarcocystis neurona*)).

Publication Type

Book chapter

Conference paper.

<147>

Accession Number

20093018861

Author

Werber, J.

Title

Excellent customer service - the team approach.

Source

Small animal and exotics. Proceedings of the North American Veterinary Conference, Volume 22, Orlando, Florida, USA, 2008; 2008. :1398-1399.

Publisher

The North American Veterinary Conference

Location of Publisher

Gainesville

Country of Publication

USA

Publication Type

Conference paper.

<148>

Accession Number

20093018787

Author

Merle, C.

Title

Extreme client service - ways that you can make your practice stand out: Part 1.

Source

Small animal and exotics. Proceedings of the North American Veterinary Conference, Volume 22, Orlando, Florida, USA, 2008; 2008. :1328-1329.

Publisher

The North American Veterinary Conference

Location of Publisher

Gainesville

Country of Publication

USA

Publication Type

Conference paper.

<149>

Accession Number

20093018749

Author

Osteryoung, J. S.

Title

Client satisfaction.

Source

Small animal and exotics. Proceedings of the North American Veterinary Conference, Volume 22, Orlando, Florida, USA, 2008; 2008. :1351-1357.

Publisher

The North American Veterinary Conference

Location of Publisher

Gainesville

Country of Publication

USA

Publication Type

Conference paper.

<150>

Accession Number

20093018744

Author

Merle, C.

Title

Extreme client service - ways that you can make your practice stand out: Part 2.

Source

Small animal and exotics. Proceedings of the North American Veterinary Conference, Volume 22, Orlando, Florida, USA, 2008; 2008. :1330-1331.

Publisher

The North American Veterinary Conference

Location of Publisher

Gainesville

Country of Publication

USA

Publication Type

Conference paper.

<151>

Accession Number

20093168034

Author

Abood, S. K.

Title

Effectively communicating with your clients. (Special Issue: Controversies in small animal nutrition: pet food safety)

Source

Topics in Companion Animal Medicine; 2008. 23(3):143-147. 6 ref.

Publisher

Elsevier Inc

Location of Publisher

Orlando

Country of Publication

USA

Abstract

The successful ability to efficiently collect diet histories, convey appropriate health messages, and discuss client concerns about the safe feeding of pets requires excellent communication skills. In addition to understanding what the client wants for their pet, thorough nutritional interviewers gather information pertaining to animal factors, dietary factors, and feeding management factors. With the expansion of the Internet, increasing advances in medical care, and the health concerns associated with pet food recalls, small animal clients are looking to veterinarians for guidance and information on dietary recommendations in ever increasing numbers. Evaluating current information on changes in the pet food industry should be a

periodic learning objective for all members of the veterinary health care team. Consistent, effective communication between veterinarians, their staff, and their clients can improve compliance, increase satisfaction levels, and improve patient outcomes.

Publication Type

Journal article.

<152>

Accession Number

20083121476

Author

Mellanby, R. J.; Crisp, J.; Palma, G. de; Spratt, D. P.; Urwin, D.; Wright, M. J. H.; Zago, S.

Title

Perceptions of veterinarians and clients to expressions of clinical uncertainty.

Source

Journal of Small Animal Practice; 2007. 48(1):26-31. 11 ref.

Publisher

Blackwell Publishing

Location of Publisher

Oxford

Country of Publication

UK

Abstract

Objectives: The aim of this study was to explore the attitudes of veterinarians and clients towards expressions of clinical uncertainty. **Methods:** Questionnaires that assessed the respondent's attitudes towards expressions of clinical uncertainty were completed by clients at six small animal practices. In addition, questionnaires that evaluated what veterinarians thought their client's attitudes would be towards expressions of clinical uncertainty were completed by veterinarians. The responses from clients and veterinarians were statistically compared. **Results:** Veterinarians significantly underestimated the desire of clients to be told about uncertainties in treatment and significantly overestimated how the expression of uncertainty would generally reduce client confidence. Veterinarians significantly overestimated the loss of client confidence resulting from saying "I am not sure about this" and from asking a nurse for advice. Both clients and veterinarians considered that verbal expressions of uncertainty would lead to a greater reduction in client confidence than behavioural expressions of uncertainty. Clinical

Significance: This study suggests that most clients want to be told about their veterinarian's clinical uncertainties, and how this uncertainty is expressed can markedly influence client confidence.

Publication Type

Journal article.

<153>

Accession Number

20083136125

Author

Baker, S. K.

Title

Managing expectations: the art of finding and keeping loyal clients.

Source

Journal of Veterinary Medical Education; 2008. 35(1):1-5. 5 ref.

Publisher

University of Toronto Press Inc.

Location of Publisher

Toronto

Country of Publication

Canada

Abstract

This article presents seven steps on how veterinary teaching hospital personnel can improve the management of client expectations. Written by an expert in communication in the field of human health care, the article aims to provide helpful insights on improving veterinarian-client relationships. The seven steps include: (1) conducting research on the practices of other veterinarians; (2) mastering the basic elements of service; (3) encouraging clinicians to discuss expectations at the beginning of the clinician-client relationship; (4) using the web site to describe what clients can expect; (5) providing the client a sense of belonging; (6) identifying expectation gaps; and (7) taking advantage of the key driver of client loyalty.

Publication Type

Journal article

Conference paper.

<154>

Accession Number

20083239105

Author

Humphries, J. P.

Title

Client communications for good compliance.

Source

Exploring the art and science of healing: Conference proceedings, Ontario Veterinary Medical Association (OVMA), January 31 - February 2, 2008; 2008. :303-305.

Publisher

Ontario Veterinary Medical Association

Location of Publisher

Milton

Country of Publication

Canada

Publication Type

Conference paper.

<155>

Accession Number

20053021963

Author

Walsh, D. M.

Title

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E: library@rcvsknowledge.org
www.rcvsknowledge.org

Laminitis: what to tell the owner. (Special issue: Laminitis)

Source

Clinical Techniques in Equine Practice; 2004. 3(1):83-87.

Publisher

Elsevier Inc

Location of Publisher

Philadelphia

Country of Publication

USA

Abstract

Decisions in a laminitis case will be based on the veterinarian's communication with the owner regarding the diagnosis, treatment and resolution of the case. Following diagnosis the owner should understand what laminitis is, the importance of determining the cause, tests that are needed, anticipated costs of tests and treatment, and that outcome can be hard to predict. Communication with the owner regarding the treatment of the horse should include the extent of damage to the feet, prognosis for recovery, the treatment plan and the expected expenses. If it is a severe or nonrecovering case, euthanasia must be discussed as a possible resolution of the case. This is chosen when a pain-free life is doubtful, expenses are too great, nursing care can't be provided, the horse will not return to normal use or the owner can't tolerate knowing what the horse will need to endure during treatment. A true story of a "Final Call" to euthanize a laminitis patient is presented.

Publication Type

Journal article.

<156>

Accession Number

20053073294

Author

Hale, F. A.

Title

The owner-animal-environment triad in the treatment of canine periodontal disease.

Source

Journal of Veterinary Dentistry; 2003. 20(2):118-122. 25 ref.

Publisher

American Veterinary Dental Society (AVDS)

Location of Publisher

Boise

Country of Publication

USA

Abstract

In a perfect world, all veterinarians and veterinary dental technicians would understand periodontal disease as well as the dental specialist. They would all be able to recognize the early signs of periodontal disease and recommend treatment to prevent its progression. The owners would have the financial resources, time, and desire to maintain their pet's oral health. The dogs would all be calm and compliant with home care and have no particular anesthetic risks. Unfortunately, this is not a perfect world. Some veterinarians do not understand periodontal disease any better than I understand cosmic string theory. Some owners have limited financial resources and are not particularly committed to their pet's oral health. Some animals will not tolerate any type or manner of home care. Given that animals, their mouths, and their owners come in an infinite variety of shapes and sizes (figuratively and literally), how can we talk about the treatment of periodontal disease as if it is a single condition with a single treatment, or even only a few treatment options? Each owner, animal, and its environment must be assessed on an individual basis to develop a treatment plan that is reasonable and attainable based on the unique circumstances of each case. So, what should be the goal when treating periodontal disease? Is it the preservation of all teeth at all costs? Is it the preservation of important teeth if the costs can be kept reasonable? I would suggest that the overriding goal of periodontal treatment should be the elimination and prevention of oral infection and oral pain. In the domestic environment, dogs have no real need to defend territory. They have no need to prehend and kill live prey animals. In short, the domesticated pet dog does not need teeth at all. This may seem like an odd statement for a veterinary dentist to make, but I feel quite strongly that a dog is far better off having no teeth than having bad teeth. My preference is that a dog should have a full set of healthy, functional teeth, but preserving bad teeth in the face of a poor or questionable prognosis serves no positive purpose.

Publication Type

Journal article.

<157>

Accession Number

20043119611

Author

Martin, F.; Ruby, K. L.; Deking, T. M.; Taunton, A. E.

Title

Exploring the bond: factors associated with client, staff, and student satisfaction regarding small animal euthanasia procedures at a veterinary teaching hospital.

Source

Journal of the American Veterinary Medical Association; 2004. 224(11):1774-1779. 25 ref.

Publisher

American Veterinary Medical Association

Location of Publisher

Schaumburg

Country of Publication

USA

Abstract

Objective - To identify factors influencing satisfaction with procedures for small animal euthanasia and to compare the relative importance of those factors among clients, staff and students at a veterinary teaching hospital. **Design** - Survey. **Sample Population** - 18 nonclinical hospital staff members, 13 clinical staff members, 10 veterinary technicians, 19 veterinary students and 91 clients at the Washington State Veterinary Teaching Hospital, Washington, USA, were included in the 15 May 2002 to 15 May 2003 study. **Procedure** - Participants were asked to complete a survey that was designed to assess satisfaction with various aspects of the euthanasia procedure. **Results** - The overall response rate was 48% (151/313). Respondents most strongly agreed with the statements that clients should have the option to be present, that having a private place was important and that employees should be trained to attend to the emotional needs of the client. When asked to place factors in order of importance, those that were ranked the highest included compassionate and caring attitudes of the hospital employees, the option for the client to be present during the euthanasia and the client being informed and well prepared. **Conclusions and Clinical Relevance** - Overall, all groups (nonclinical staff, clinical staff, veterinary technicians, veterinary students and clients) identified the same factors as being important in the euthanasia of a pet. Results may help facilitate healthy euthanasia experiences.

Publication Type

Journal article.