

A Day in the Life Exercise: Updating Job Descriptions & Improving Team Efficiency

This exercise is to help determine efficiency and efficacy of your job descriptions in comparison to how the team is actually completing duties and tasks. Often times the exercise identifies gaps and redundancies. The goal is to create relevant, up-to-date job descriptions and improve efficiency.

The goal is to determine the tasks you do in three days and rank those task on a scale of 1 to 5 (1 being your least enjoyable and 5 the most enjoyable), **being perfectly candid in your ranking**. You may track your tasks in a word document, spreadsheet, or write LEGIBLY on pieces of paper. Everyone on the team is asked to participate. At the end of the three days, gather up your documents, place in a large envelope, place your name and your position you hold on the front and forward to your practice manager.

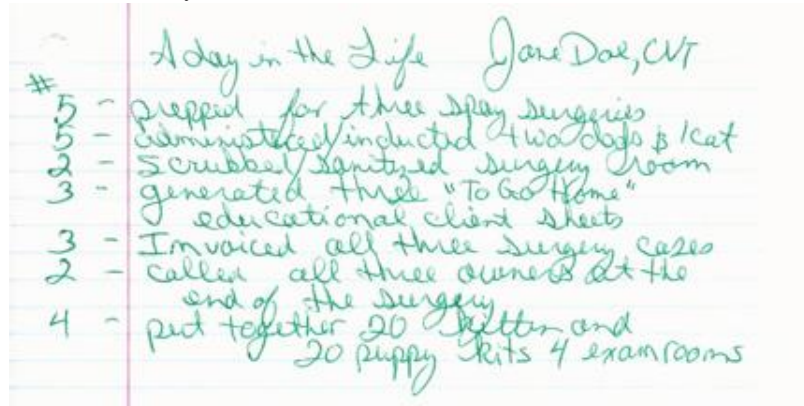
Please, to keep this as accurate as possible, describe your tasks without bias or judgment, just explain what your day looks like and how much you enjoy doing what you are doing.

Examples

A receptionist may write:

- #3 *reorganized and refilled all the brochures in the front office and in each exam room
- #3 * admitted three patients over the past 45 minutes
- #4 *helped Ms. Smith to her car carrying Josy in her cat carrier
- #3 *reviewed and set up for 4 incoming clients tomorrow, highlighted vaccinations, heartworm and thyroid tests are due
- #2 *called 4 clients about prescription refills and annual exam reminders

A technician may write:

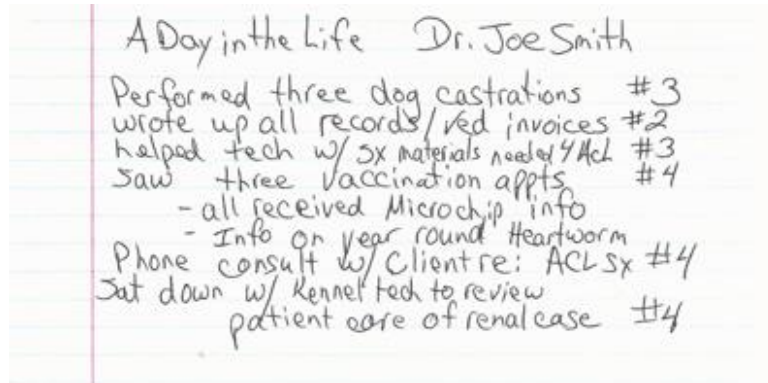


A manager may write:

- #2 *balanced checkbook to bank statement
- #3 * spoke with Merial Rep about pending purchase of discounted items
- #2 * reworked the info brochure and emailed to the graphic designer for updates
- #4 *put together the agenda for the upcoming team meeting
- #3 *outlined the upcoming performance reviews and sent out the materials to the appropriate people
- #3 * Updates to Facebook and scheduled next week's "drop" postings

#2 * Wrote next week's Blog on Open House

A doctor may write:



Greatly appreciate your time and energy on this exercise. Please keep it fun and lighthearted, keep it simple, **don't over think it!**

Make it an efficient day, RR



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