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[www.CATALYSTVetPC.com](http://www.CATALYSTVetPC.com)



### CATALYST Veterinary Practice Evaluation

You are encouraged to take the following Free Practice Evaluation. When you answer the following questions, you are beginning to take the steps to improving team development, client satisfaction and financial sustainability. Together, we can review the evaluation to determine how to move forward in creating your vision for your team. By identifying your current practice status, we can enhance it. You may or may not know the answers. That is OK. Fill it out to the best of your ability. Scan and email your completed form to [rebecca@catalystvetpc.com](mailto:rebecca@catalystvetpc.com)

Name/Title
Practice Name
Email
Website
Phone /Fax
Date
Best way to contact you?

### STAFF DEVELOPMENT

#	Question	Yes	No	Unsure
1.	Our team members have defined job descriptions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	Our team members know the hospital's vision.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.	Do you have routine team meetings? How often? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	Our staff takes pride in their performance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- |   |                          |                          |                          |
|---|--------------------------|--------------------------|--------------------------|
| 5. Our team receives performance reviews.                                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Our team feels supported in their roles and professional growth.           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Our team has a foundational understanding of the many services we provide. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. We have high turnover in our team members.                                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. We offer team phase training.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. We have a difficult time hiring quality team members.                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. Our employee handbook is reviewed on an annual basis.                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. Our team is properly utilized for their level of training.                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 13. We focus on team development and career satisfaction.                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 14. Management personnel have defined job descriptions.                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 15. Communications between team members is good.                              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Other TEAM DEVELOPMENT Comments: \_\_\_\_\_

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CLIENT SERVICES

- |   |                          |                          |                          |
|---|--------------------------|--------------------------|--------------------------|
| 16. Our internet presence is sound and functional.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 17. We have a strong presence in the realm of social media.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 18. We have an established budget for marketing.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 19. We have a blog.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 20. We are proud of our website.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 21. We send out email service reminders.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 22. We track referrals.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 23. Our appointment book is over 70% filled.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 24. We offer an online internet pharmacy service.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 25. Our clients feel we spend the appropriate amount of time with them.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 26. Our online reviews are awesome!   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 27. Our team knows client service is a high priority to keep great clients and bring other clients in the door. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

- 28. We ROCK client service and offer an outstanding client experience.
- 29. We practice a high level of standard of care to our patients.
- 30. We provide a high level of client service to our clients.

Other CLIENT SERVICE Comments: \_\_\_\_\_

HOSPITAL FINANCES

- 31. Our Average Transaction Charge (ATC) is above \$150.00.
- 32. Our Average Professional Charge (APC) is above \$170.00.
- 33. Our products sold is higher than 15%.
- 34. Our average veterinarian yearly revenue generated is below \$500,000.00.
- 35. Our doctor to team ratio is below 1 doc/3 team members.
- 36. We are working to capacity.
- 37. We review our budget and financial reports on a monthly basis.
- 38. We have an open book management approach to financial stewardship.
- 39. My team’s wages/salaries/taxes (total) is less than 45% of gross.
- 40. We maintain inventory control at less than 18% of gross.
- 41. Our inventory specialist has a job description and time to manage inventory.
- 42. Gross revenue has increased over the past two years.
- 43. The veterinarian owner(s) work more than 50 hours/week.
- 44. I know how to formulate Cost of Goods Sold & Gross Profit Margin.

What Key Performance Indicators (KPIs) do you track? \_\_\_\_\_

Other FINANCE Comments: \_\_\_\_\_

TIME MANAGEMENT, your most valuable asset

- 45. I find it difficult to manage my time and complete projects.
- 46. I spend the majority of my day managing the team with HR matters.

- 47. When delegating, I find it hard to let go of a task.
- 48. When a task is delegated, it rarely is completed to my standard.
- 49. I often feel overwhelmed and stressed about finances.
- 50. My day is continually prioritized by urgent issues.
- 51. I have a handle on my work day schedule and productivity.
- 52. I have a work/life balance, spending time with family & friends.
- 53. I enjoy arriving at work, spending time with clients, patients & team.
- 54. The veterinarian owner has a defined exit strategy for retirement.
- 55. Veterinary medicine is a great career!

Other TIME MANAGEMENT Comments:

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Thank you for taking the time out of your busy schedule! You just took the first step in making your hospital more efficient, customer friendly and a great place to advance your team's career. CONGRATULATIONS!

We look forward to reviewing the evaluation with you in the near future. We will contact you to set up an appointment at your convenience.

Make it a great day, Rebecca Rose, CVT

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Scan completed form and email to [rebecca@catalystvetpc.com](mailto:rebecca@catalystvetpc.com).