

Staff Meeting Minutes - June 25, 2019

Wins!:

- Welcome Chelsey. Yesterday first day at BAH!
- Thank you Melissa for your notes from Dr. Nancy Brock meeting
- MK's chiropractic skills. Back cracking bone crushing hugs that can relieve headaches or cause them.
- Kayla's scanning marathon! Thank you.
- Liz's email about mosquito buzz very well worded - KF
- KH went to Ottawa for euthanasia CE. 2 day conference with wet lab
- Angel Fund meeting last week, KR had a great idea that the Angel Care Fund would match what the owner pays - CR
- Rizzo Flood (torsion repair by JS) was spotted playing in his front yard with another 4 legged friend. She is obviously doing very well - CR
- Sidney Fitzpatrick (new client) dropped off a urinalysis. We told them we would have results for them by the next afternoon. MW was able to review the findings right away and we were able to notify them and book an appt for a convenia inj within an hour of them dropping off the sample. She was very impressed with us and quite pleased with our service - VK

Metrics:

Appointments

Week	Average of Appointments Kept
Mar 19-25	92%
Mar 26-Apr 1	94%
Apr 2-8	88%
Apr 9-15	90%
Apr 16-22	93%
Apr 23-29	92%
Apr 30-May 6	89%
May 7-13	88%
May 14-20	88%
May 21-27	87%
May 28-Jun 3	93%
Jun 4-10	90%

Jun 11-17	91%
Jun 18-24	90%

- We are still in the 90's so doing well
- Follow up protocol for missed or cancelled appts is going well
- We had less appts than normal at around 250 instead of 300

Call Log Data

June 18-24 11 new client calls [13 in 2018](#) 379 total calls [382 in 2018](#)
 10 appt booked [8 in 2018](#) 107 appts booked [123 in 2018](#)
 91% conversion rate [61% in 2018](#) 28% conversion rate [32% in 2018](#)

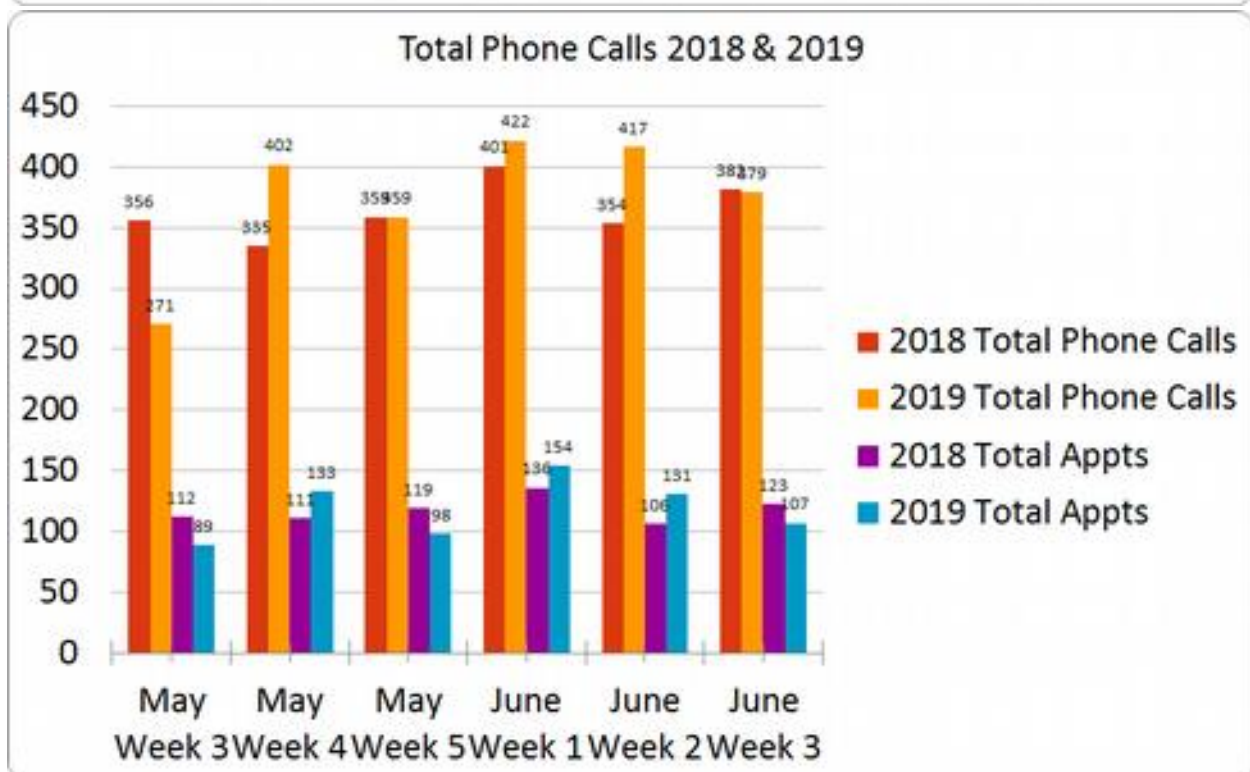
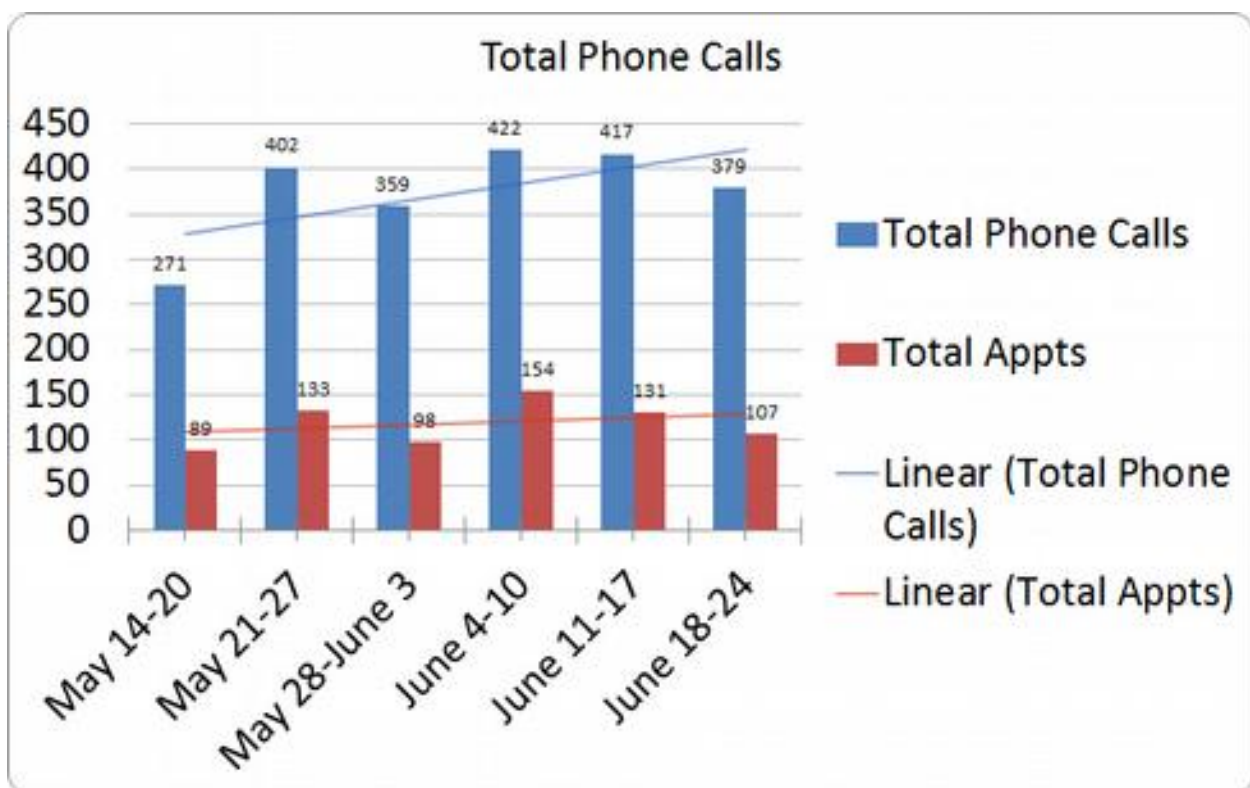
Most calls answered - JL (75), RR (70) & LT (55)

Highest conversion rate - RR (36%), JL (35%) & KK (32%)

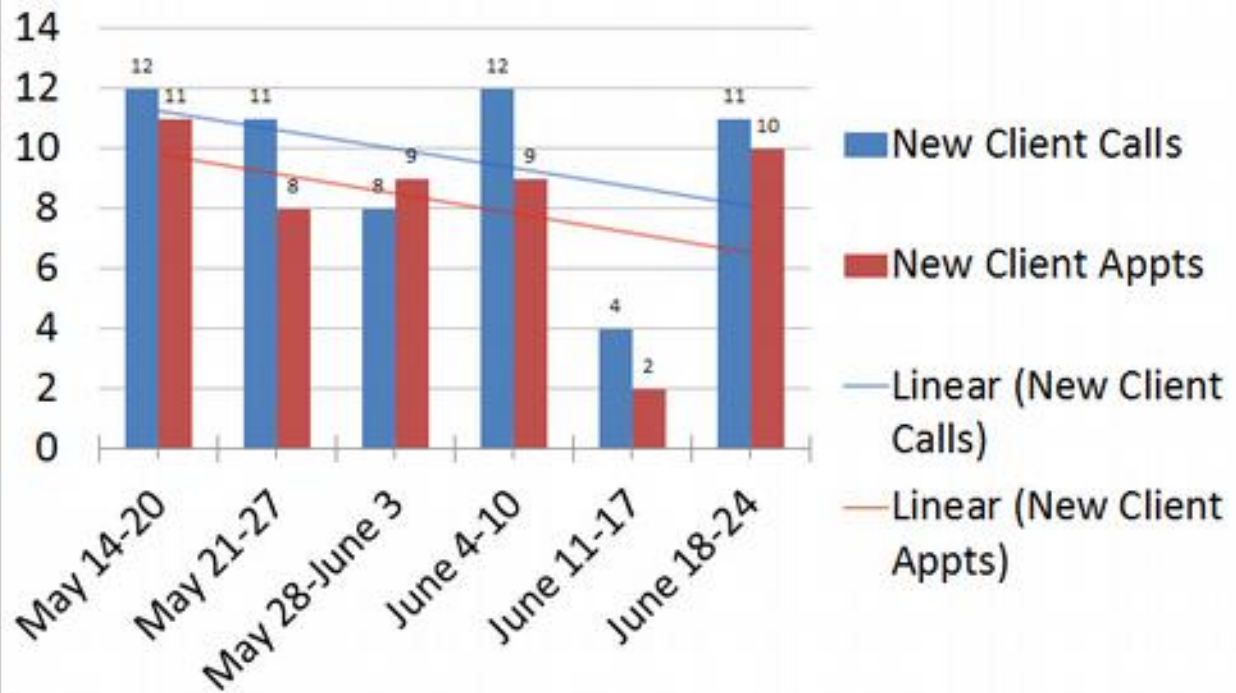
Most appt booked - JL (26), RR (25) & KK & LT (13)

Daily Stats	Most Calls	Highest Conversion	Most appt booked	New Clients	Total Calls
Tuesday	KK (27)	SH, MDK & KR (33%)	KK (8)	2/2	21/74 28%
Wednesday	RR (22)	JL (43%)	JL (6)	0	17/71 24%
Thursday	JM (28)	RR (54%)	JM (8)	3/5	25/79 32%
Friday	MDK (19)	JL (33%)	JL & MDK (4)	0	11/51 21%
Saturday	LT (13)	ES (100%)	MDK (3)	0	7/31 22%
Monday	RR (35)	JM (100%)	RR (13)	5/4	26/73 36%

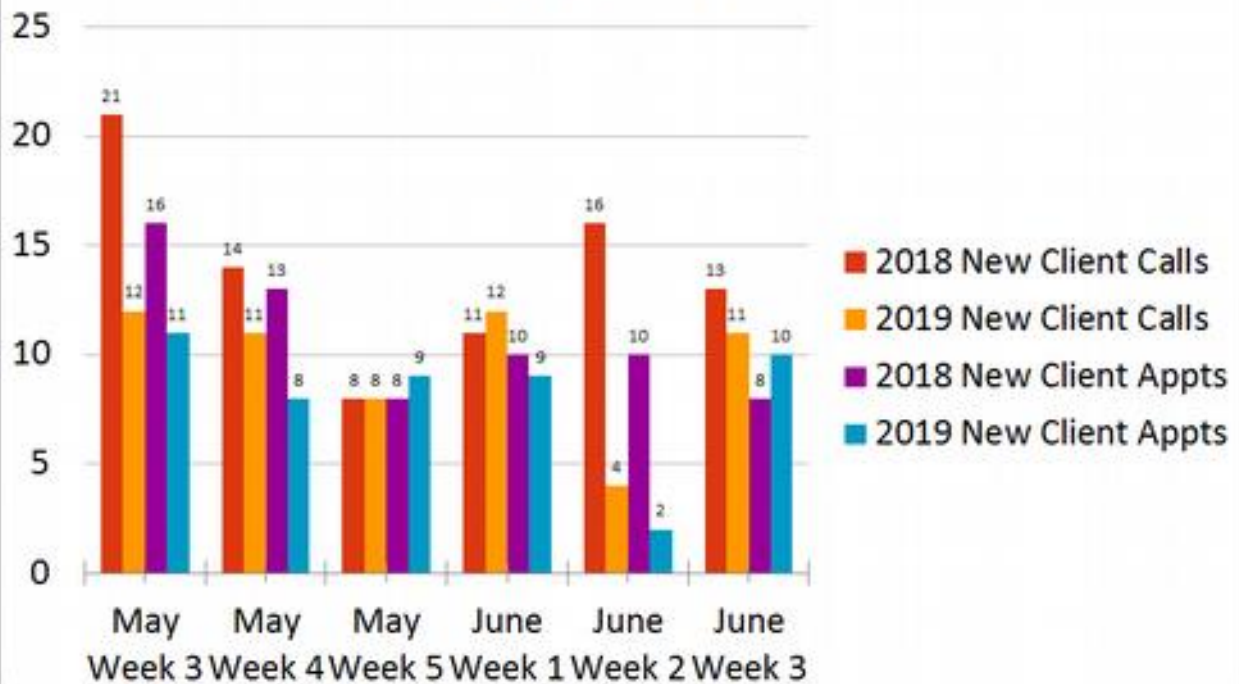
- Our new clients are up from last week and our new client conversion rate is also up
- Our total phone calls is down as is our total conversion rate

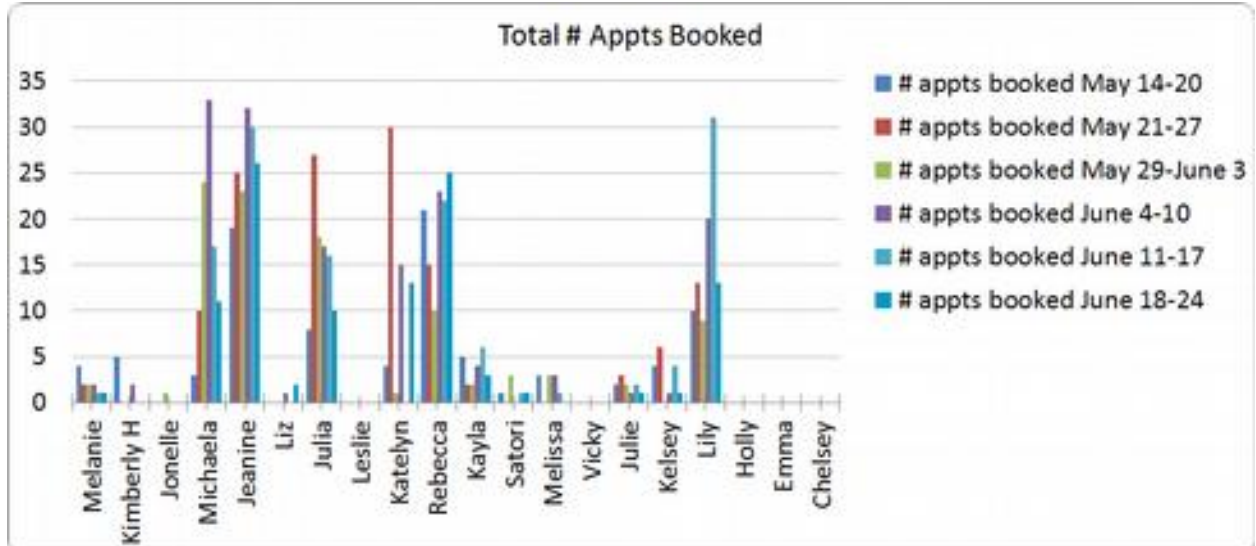
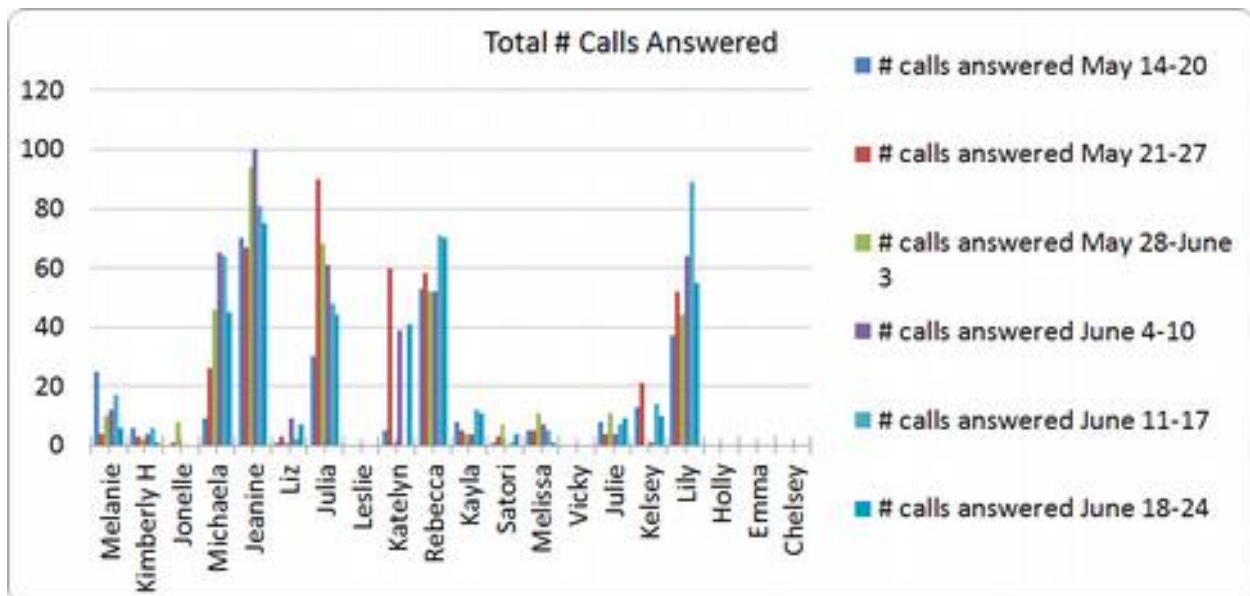


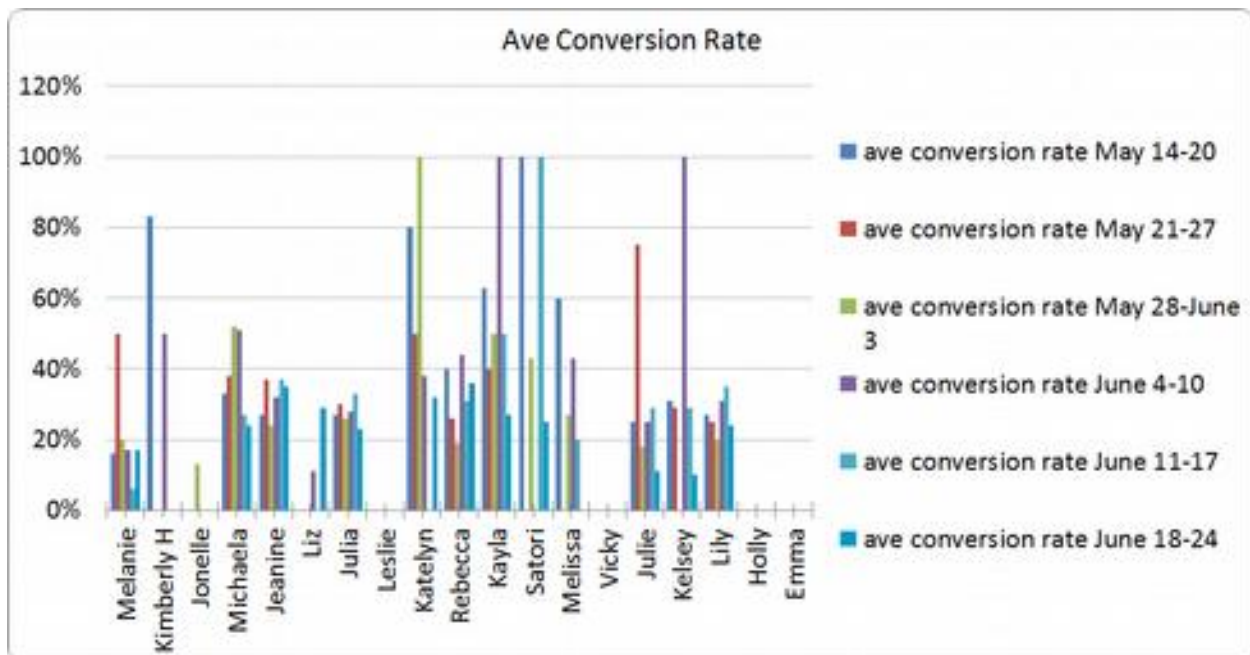
New Client Phone Calls



New Clients 2018 & 2019







Follow Ups Data

June 18-24

Most follow ups given out - LT (45), HB (43) & ES & JLB (41)

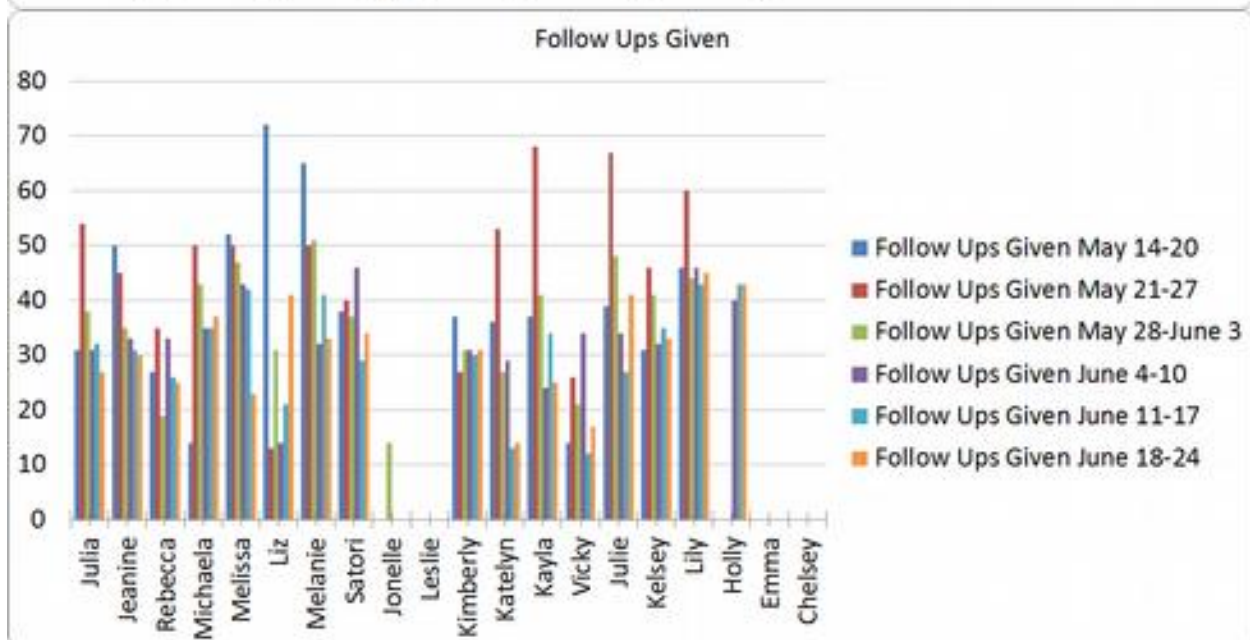
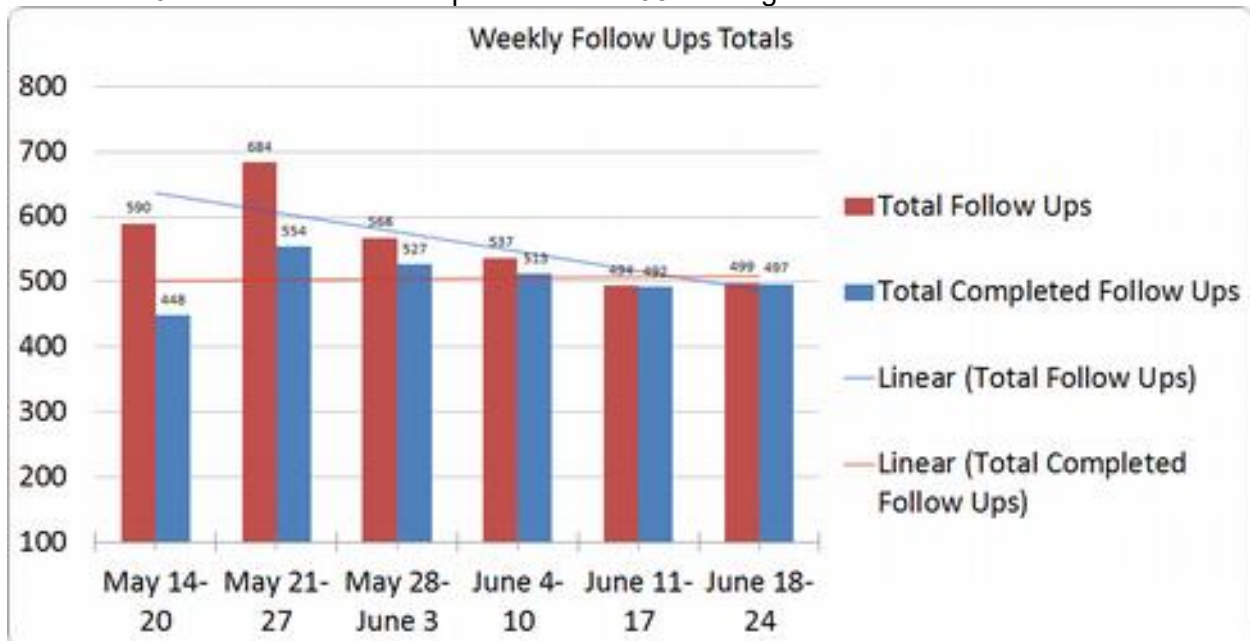
Most follow ups completed - MS (46), LT (45) & ES, JLB & HB (41)

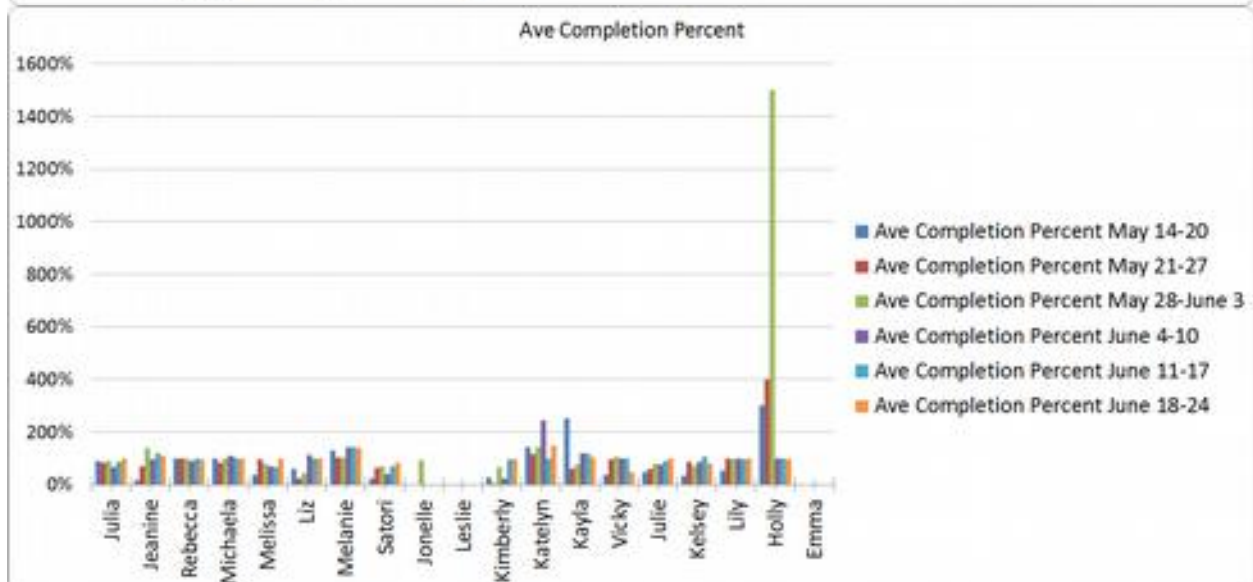
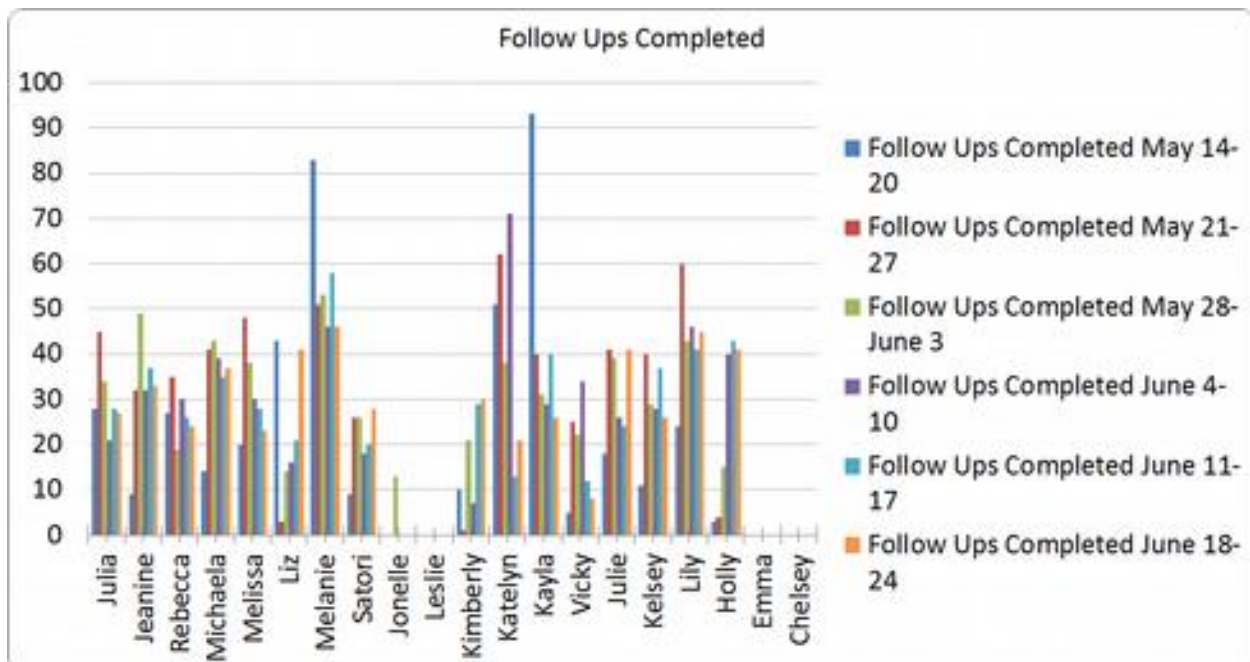
Highest ave completion percent - KK (150%), MS (139%) & JL (110%)

Daily Stats	Most Given Out	Most Completed	Highest Completion	Total
Tuesday	MDK, HB, KG, SH, JM, JL & KK (7)	JL (10)	JL (143%)	82/82 100%
Wednesday	Everyone had 7	KK (14)	KK (200%)	81/83 97%
Thursday	LT, KR & ES (9)	MS (11)	MS (220%)	77/77 100%
Friday	MDK, KH & KR (10)	MDK & KR (10)	Everyone was 100%!!	82/82 100%
Saturday	MDK, LT, SH & ES (10)	MDK, LT, SH & ES (10)	Everyone was 100%!!	58/58 100%
Monday	MS (12)	MS (17)	MS (142%)	117/117 100%
Totals				497/499 99%

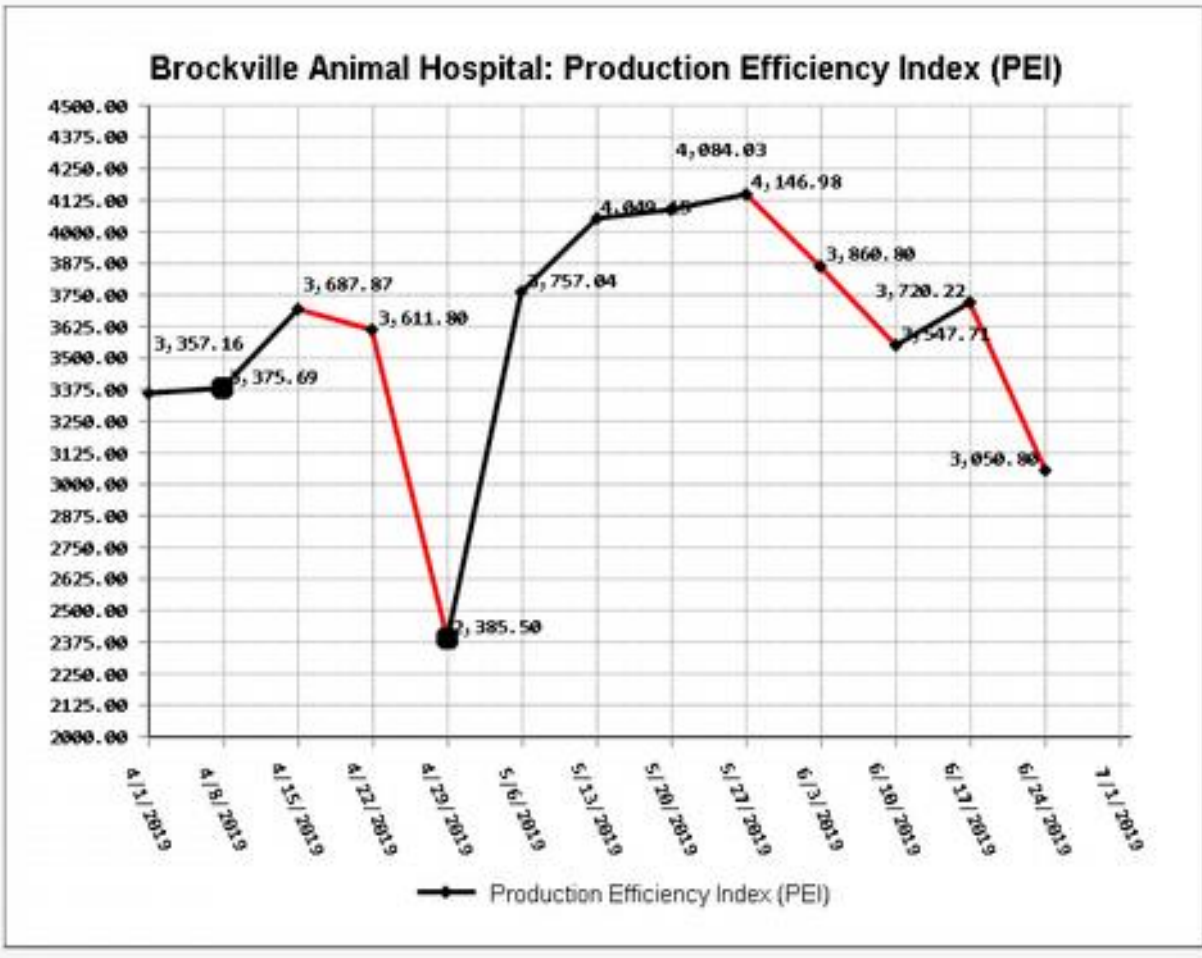
- So close once again! Wednesday seems to be our problem day as we missed just two follow ups this week and last week

- It's nice to see most staff are completing their own follow up each day as we had 13 out of 16 staff with an ave completion rate of 95% or higher





PEI



- PEI is down which goes along with our decreased bookings
- Will print out some activation lists to see if we can get the PEI back up

Flaps and Handlings:

- Wayne Banks dealing with privacy issues
 - Please pass off to KH, ES or LS if necessary
- Clarify how to enter vaccines (MS can explain better)
 - if you are putting in two line items (ex: 3 year DAPP & 1 year leptospirosis) you need to take two separate vaccines from inventory, not the combo vaccine
- Interceptor vs Interceptor Plus billing (Interceptor is per tablet and Interceptor Plus is per box)
- Thyro-tabs now in bottles of 120 please check carefully when filling these rx as we use up our old stock which were bottles of 180

GBA:

- Mobile spay neuter clinic
 - We have no information about this so clients need to contact the OSPCA directly
 - We would like to track cancelled sx to see if this is affecting our appts
- Reminder. Potluck July 9th. Sign up sheet in bathroom.

- AC in portable, please leave on over the weekend, temp has been adjusted (MS has more info)
 - If the AC is turned off Fri night and does not get turned back on until Mon am, it can get very hot and take a long time to cool down
- It has been noticed on occasion that there is not enough client parking in paved lot. Staff please park in gravel lot. When you're on night shift- coming back from supper break park in paved lot so clients know we are open.
 - Please also try to park closer together so we aren't wasting space

Nutrition Nugget:

- Hydrolyzed diets presented by Dr Wagner
 - Info sheet will be attached to the email with these meeting minutes

Metrics

Weekly Challenge Winner	Date	# of consultations	# already on a vet diet	# of opportunities	# that received a food recommendation	%
CJ/MW	May 6-11	281	16	95	32/48	34/51
TS/CJ	May 13-18	242	15	129	49/64	37/50
MW	May 20-25	311	12	92	43/55	48/60
MW	May 27-June 1	296	16	115	62/78	54/68
	June 3-8	300	19	84	38/57	45/68
	June 10-15		18	107	41/59	38/55
	June 17-22		15	95	40/60	

- We are still holding at around the 50% mark for making food recommendations
- Just a reminder that anyone can make a food recommendation, just remember to enter the code so KH can track it

Mind Blowing Information

- Everyone blames the winter weather and not being as active as the cause for weight gain
- It has been clinically shown that during 1 km or running, a dog only burns about 17 calories (for comparison, one regular milk bone contains 35 calories)
 - Detailed info sheet with this study will be attached to the email with these meeting minutes

- The key to avoid unnecessary weight gain is to cut back on the amount of food you are feeding during these inactive months

Euthanasia CE

- KH attended a 10 hr lecture and 3 hr wet lab on compassionate euthanasia
- Will be putting together some notes to share with the staff on what she learned

Marketing:

- July 13th BBQ at off leash dog park (11 to 3) sign up spots from 10-12, 12-2, 2-4
- Our food emoji count is roughly 25 right now, need 28 to reach our goal (KH will confirm numbers)

Safety Slice:

- CR - Ministry of Labour surprise inspection of our hospital- to review our compliance with the occupational health & safety act and it's regulations
 - The report was very good, most notable change is that we cannot have food or drink in the same fridge as vaccines/meds or animal samples (this is a biohazard)
- KH- Lab and pharmacy fridges - biohazard signs. No food or drinks
- ES - Internal Responsibility System. Safety is for Worker Health & Safety Awareness Training for all staff needs to be done. Please print your certificate for JHSC
<https://www.labour.gov.on.ca/english/hs/elearn/worker/foursteps.php>
 - This is mandatory for all staff

Question:

- What is the protein source in the Royal Canin Hypo HP diets?