

# Grow A Better DVM



## Organized Onboarding

At Bishop Ranch Veterinary Center we grow DVMs.

The process begins in the recruitment stage where we target the demographic we feel best has the opportunity to succeed in our company.

The intense eight-hour working interview allows candidates and the company time to assess the relationship while laying the foundation of expectations. New hires are not plug and play devices, nor do they come with instruction manuals.

Organized Onboarding lays the foundation for a successful career by building trust, adhering to mentorship and transferring culture.

**Trust is established by remembering the following concepts in mentor/mentee (or “their”) interactions:**

**Do they believe you care?**

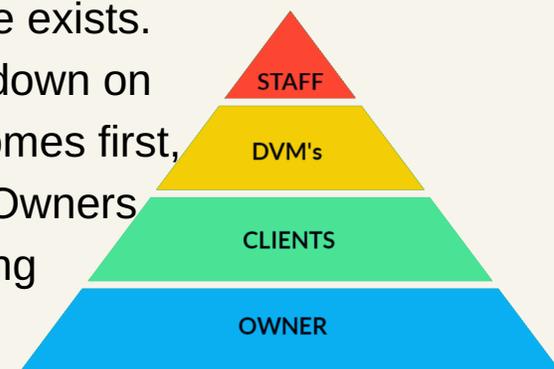
**Do they understand?**

**Do they feel heard?**

**Do they feel in control?**

**Mentoring** in medicine and surgery seems natural, why not communications? Practice owners choose work ethic and ability to communicate as the top two traits they look for in candidates.

**Culture** can be transferred once proper culture exists. The practice owner is not the dictator looking down on their subjects. In the value pyramid lay staff comes first, followed by associate DVM's and customers. Owners sit at the bottom holding the pyramid up, dealing with all the issues, reaping all the rewards.



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**Data** from two groups will be presented supporting the value of Organized Onboarding. The win for the associate DVM includes a faster ramp up of their confidence as well as more money in their pocket (if paid on production). The win for the practice owner is a more efficient associate DVM that develops client bonding more quickly than the control group did.

**Pay your mentors. Compensation honors their commitment and replaces lost production time.**



**Organization** is the key to a successful program. Attendees will leave with instructions on how to download a complete program they can personalize to their specific practice and AAHA's mentor/mentee guidelines form, to help you create the interaction foundation. Your designated staff quarterback manages the entire process as the new hire absorbs systems, operations and the flow of the practice.

There are a variety of unique features in our program. Appointment length schedule, desk assignments, mandatory vacation & puppy class enrollment are all reviewed.



The goal is to Grow a DVM that builds trust with clients and staff, adopts our culture, is accepted by the team, is confident, develops into a future mentor and hits the improved adherence to treatment plans research shows happens with health care professionals that have communications training.