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EFOMV

Encontro de **F**ormação
da **O**rdem dos
Médicos **V**eterinários

RESUMOS | SUMMARIES

**Gestão Veterinária Equina
| Equine Veterinary Practice
Management**

Sala / Room 5



Resumos das palestras | Lecture's summaries



Encontro de Formação
da Ordem dos
Médicos Veterinários

15 de abril // domingo | 15th of April // sunday

Gestão Veterinária Equina | Equine Veterinary Practice Management // sala | room 5

09:00-09:50

The economic performance of Equine Veterinary Practices in Europe / Joop Loomans

I will give a brief overview based on the 2015 FVE Survey of the Veterinary Profession in Europe and my own research on how equine practices in Europe are organized, demographics, employment, earnings and salaries.

09:55-10:45

Recent developments in ownership of Veterinary Practices / Joop Loomans

Due to changes in society, gender changes in our profession, different desires of a new generation regarding work-life balance, ownership of veterinary practices is not really on the radar of young veterinarians. At the same time Private Equity companies see the veterinary profession as an interesting way to make money. What is really happening and how to deal with this?

11:15-12:05

Putting a Strategy in place for your practice (and your neighbors), part I / Joop Loomans

Where are you with your practice now and where do you want to go? Hope is not a strategy! We will focus on strategies for teaming up with other practices around and/or teaming up with a referral hospital. The power of a group and potential pitfalls.

12:10-13:00

Putting a Strategy in place for your practice (and your neighbors), part II / Joop Loomans

Where are you with your practice now and where do you want to go? Hope is not a strategy! We will focus on strategies for teaming up with other practices around and/or teaming up with a referral hospital. The power of a group and potential pitfalls.

14:30-15:20

Getting a return on your investment in Veterinary Practice part I / Joop Loomans

Providing equine veterinary care is expensive. You work with highly qualified professionals, expensive equipment, very often on valuable horses (both economically and emotionally). It requires a good infrastructure and 24/7 availability. How can you make sure the expenses are being paid for and you will even get a decent salary and a profit?

15:25-16:15

Getting a return on your investment in Veterinary Practice part II / Joop Loomans

Providing equine veterinary care is expensive. You work with highly qualified professionals, expensive equipment, very often on valuable horses (both economically and emotionally). It requires a good infrastructure and 24/7 availability. How can you make sure the expenses are being paid for and you will even get a decent salary and a profit?

16:45-17h35

Keeping your customers, your staff and yourself happy, part I / Joop Loomans

When you and your staff-members are not engaged in your work or not happy with the practice culture you can forget about customer service. It might sound strange but to us taking proper care of staff (and yourself) is the key to customer satisfaction. How does this work and what drives people in our business?

17:35-18:25

Keeping your customers, your staff and yourself happy, part II / Joop Loomans

When you and your staff-members are not engaged in your work or not happy with the practice culture you can forget about customer service. It might sound strange but to us taking proper care of staff (and yourself) is the key to customer satisfaction. How does this work and what drives people in our business?

