



Community Animal Hospital

NVA solves challenges and provides solutions during staffing shortage

About

- Founded in 1967
- Joined NVA in 2016
- Located in Stevens Point, WI

Stats

- Full-service veterinary clinic
- 18-member team, including three doctors
- Open Monday - Saturday

Specialties

Diagnostic services, surgery, reproductive services, holistic and therapy services, travel services, end-of-life care

Values

Community Animal Hospital's mission is to provide complete service for all patients in a caring and positive environment at all times.

CAH faces staffing crisis

A perfect storm was brewing at Community Animal Hospital (CAH) in September 2017.

Hospital Manager Eyvonne Harris had been working at the clinic for only four weeks when the managing DVM had to take an unexpected medical leave. Another DVM had already notified staff she would be going on maternity leave come January 2018, not knowing whether she would be able to return to the practice. One of the two remaining associate DVMs had also given notice that she would be departing the site in October 2017; the four-person veterinary team would soon be down to just one doctor.

"This situation was very challenging and unique, because the MDVM was on emergency leave and I had only been employed for four weeks," Eyvonne recalls. "Our appointment schedule was unable to accommodate the amount of patients we had, so many had to be referred to our sister clinic or another local hospital."

NVA brings in resources & support

Because Eyvonne was still new in her role as hospital manager, NVA provided her with training and mentorship through its Ambassador Program, which pairs new hospital managers with those in similar roles, but with additional experience. Eyvonne explains how the hospital also tapped into NVA's resources to solve staffing needs.

"Because we had another NVA clinic nearby, we were able to remain close to capacity due to relief vets," she says. "We were able to refer clients there and the NVA recruiting team also worked hand-in-hand with us to find new, well-qualified DVMs."

With help and support from NVA, CAH identified potential candidates quickly. In addition to Recruitment's services—which included posting the job openings and tapping into its national network, as well as pre-screening candidates—NVA also offered a referral bonus to current employees. CAH soon found two DVMs through the Referral Program, and having NVA's financial backing provided job security for hospital staff in the process.

"Had the clinic not been owned by NVA, we would have had to lay off several employees," Eyvonne says. "Having the support of a greater team meant we were able to continue a steady stream of revenue to support our purpose: serving our community's pets and pet parents."

NVA solutions

- The local NVA hospital was able to take in some of CAH's patients in the interim while the hospital was short-staffed.
- The NVA recruiting team helped CAH by advertising staffing needs to their network, as well as by pre-screening applicants.
- NVA's Employee Referral Program helped expedite the search process by offering a bonus to any team member who referred a new, successfully-onboarded hire.
- NVA offered additional benefits to further support one of the associate DVMs upon return to the hospital, following her maternity leave.
- CAH's new hospital manager had access to several helpful training resources, including the Ambassador Program, which pairs new hospital managers with experienced mentors in similar roles.

Results

- CAH was able to operate near full capacity by December—only two months after the staffing shortage began.
- By the following June, the hospital once again had four DVMs on staff available to treat patients—including the associate DVM who had been on maternity leave and returned to the practice.
- The team was able to continue providing the same quality of care, despite the staffing shortage.
- The hospital retained its entire support staff.
- One of the team members received a referral bonus for helping the hospital successfully recruit a new associate DVM.



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