

VETT 131-VET BUSINESS PROCEDURES II 2 CREDITS

SYLLABUS

CATALOG DESCRIPTION

Veterinary Business Procedures 2 is an intermediate course designed to build on the knowledge and skills covered in VETT 112, with an emphasis on the human element of the business of veterinary practice.

Prerequisites: Student must have clinical site and preceptor approved.

Semester Offered: All

COMMON STUDENT LEARNING OUTCOMES

Upon successful completion of San Juan College programs and degrees, the student will demonstrate competency in...

BROAD AND SPECIALIZED LEARNING

Students will actively and independently acquire, apply, and adapt skills and knowledge with an awareness of global contexts.

CRITICAL THINKING

Students will think analytically and creatively to explore ideas, make connections, draw conclusions and solve problems.

CULTURAL AND CIVIC ENGAGEMENT

Students will act purposefully, reflectively, and ethically in diverse and complex environments.

EFFECTIVE COMMUNICATION

Students will exchange ideas and information with clarity in multiple contexts.

INFORMATION LITERACY

Students will be able to recognize when information is needed and have the ability to locate, evaluate, and use it effectively.

INTEGRATING TECHNOLOGIES

Students will demonstrate fluency in the application and use of technologies in multiple contexts.

Student work from this class may be randomly selected and used anonymously for assessment of course, program, and/or institutional learning outcomes. For more information, please refer to the Dean of the appropriate School.

COURSE LEARNING OUTCOMES

Upon successful completion of the course, the student will be able to...

1. Management - Effectively contribute to the professional and efficient operation of a veterinary facility in order to provide maximum benefits to clients, patients, and the facility.*

- a. Identify the major traits of each of the 16 Myers-Briggs personality types as they relate to workplace dynamics in the areas of leadership, problem-solving, conflict resolution, goal setting and time management.
 - b. Perform as a productive and contributing member of the veterinary team, including identifying problem areas and proposing effective solutions.
 - c. Contribute to a positive work environment through an awareness of individual style and needs.
2. Communication - Taking into account the patient, client, staff and circumstances, the veterinary technician will be able to effectively and accurately acquire and convey information utilizing an appropriate communication mode.
- a. Demonstrate an understanding of interpersonal skills and team dynamics.
 - b. Develop and provide client education in a clear and accurate manner at a level the client understands (i.e. oral and written form, including educational handouts).*
 - c. Effectively and accurately acquire and convey information utilizing an appropriate communication mode.*
 - d. Apply crisis intervention/grief management skills with clients.*
3. Healthy work environment
- a. Understand and recognize the signs, causes, and coping strategies associated with stress and burnout in the field of veterinary medicine.
 - b. Understand and recognize the signs, causes, and coping strategies associated with compassion fatigue in the field of veterinary medicine.
4. Human-Animal Bond
- a. Describe the knowledge gained from research related to the human–animal bond, both emotional and physical.
 - b. Explain how societal norms and economic conditions affect the human interaction and treatment of animals.
 - c. Articulate the difference between animal welfare and animal rights and the implications of both on the practice of veterinary medicine.