

**STATE UNIVERSITY OF NEW YORK  
COLLEGE OF TECHNOLOGY  
CANTON, NEW YORK**



**COURSE OUTLINE**

**VSAD 302 – ANIMAL CARE INSTITUTION MANAGEMENT**

**Prepared By: Sophia C. Theodore, DVM**

**SCHOOL OF SCIENCE, HEALTH & CRIMINAL JUSTICE  
VETERINARY SERVICE ADMINISTRATION  
MAY 2015**

- A. **TITLE:** Animal Care Institution Management
- B. **COURSE NUMBER:** VSAD 302  
**SHORT TITLE:** Animal Care Mgt.
- C. **CREDIT HOURS:** 3
- D. **WRITING INTENSIVE COURSE:** No
- E. **COURSE LENGTH:** 15 weeks
- F. **SEMESTER(S) OFFERED:** Fall
- G. **HOURS OF LECTURE, LABORATORY, RECITATION, TUTORIAL, ACTIVITY:**  
3 hours of lecture per week
- H. **CATALOG DESCRIPTION:**

This course instructs students in veterinary hospital design; insurance programs for veterinarians and veterinary facilities; services administered by veterinary technicians for veterinary facilities. The course also addresses the management of specific types of animal care facilities and institutions and how this may differ from that of the conventional companion animal practice. Facilities and organizations such as veterinary mobile clinics, large animal practices, feline and exotic animal practices, emergency and specialty practice, laboratory animal facilities, animal shelters, zoos, wildlife management and diagnostic facilities are considered. Three hours lecture per week. Prerequisite: Enrollment in or completion of a degree in Veterinary Technology, Veterinary Science, Business Management, or Accounting; and at least 45 credits earned overall, or permission of instructor.

- I. **PRE-REQUISITES/CO-COURSES:**  
Pre-requisites: Enrollment in or completion of a degree in Veterinary Technology, Veterinary Science Technology, Business, Management, or Accounting and at least 45 credits earned overall, or permission of instructor. It is strongly recommended that students complete ACCT 101, Foundations of Financial Accounting and BSAD 310, Human Resource Management prior to taking this course.
- J. **GOALS (STUDENT LEARNING OUTCOMES):**

By the end of this course, the student will be able to:

<b><u>Course Objective</u></b>	<b><u>Institutional SLO</u></b>
Design a floor plan for a new or remodeled veterinary hospital	2. Critical Thinking 3. Prof. Competence
Analyze hospital equipment needs, recommend acquisitions; prepare training, maintenance, and depreciation plans	1. Communication 2. Critical Thinking 3. Prof. Competence
Obtain insurance quotes for coverage of a veterinary hospital, its equipment, & employees	2. Critical Thinking 3. Prof. Competence
Prepare a financial plan for company profits and employee retirement contributions	2. Critical Thinking 3. Prof. Competence
Design a client information and services program to be administered by a veterinary technician	1. Communication 2. Critical Thinking 3. Prof. Competence

	4. Inter-Intrapersonal
Determine factors involved in managing a mobile veterinary clinic	2. Critical Thinking 3. Prof. Competence
Compare the principles of management of a large animal veterinary hospital to those of a small animal facility	2. Critical Thinking 3. Prof. Competence
List facility, equipment, and supply needs for feline-only clinics and describe information resources that are available for feline practitioners	2. Critical Thinking 3. Prof. Competence
Explain the differences in supplies, equipment, facilities, and practitioners needed for housing & care of various exotic animal species	2. Critical Thinking 3. Prof. Competence
Refer patients to emergency or specialty clinics and facilitate transfer of care to these facilities and back to primary care doctors	1. Communication 2. Critical Thinking 3. Prof. Competence 4. Inter-Intrapersonal
List veterinary board certifications	3. Prof. Competence
Explain the basic principles of management of an animal research facility	2. Critical Thinking 3. Prof. Competence
Formulate a management system for an animal shelter	2. Critical Thinking 3. Prof. Competence
Explain the roles of USDA, AZA, and DEC in zoo and wildlife management accreditation, and licensure/permitting	2. Critical Thinking 3. Prof. Competence
List the services provided by diagnostic laboratories, List board certifications for veterinary specialists in diagnostic laboratories	3. Prof. Competence

**K. TEXT:** All necessary reading materials are posted in this course or linked from within it

**L. REFERENCES:**

*Veterinary Economics* Journal, online at:

<http://veterinarybusiness.dvm360.com/vetec/issue/issueList.jsp?id=371>

**M. EQUIPMENT:** NA

**N. GRADING METHOD:** A - F

**O. MEASUREMENT CRITERIA/METHODS:**

Quizzes/Assessments

Exams

**P. DETAILED TOPICAL OUTLINE:**

**I. Hospital Design:**

- A. Performing a feasibility study
- B. Determining the needs of the practice
- C. Zoning & permitting
- D. Creating a budget for the project
- E. Creating a floor plan
- F. Working with an architect
- G. New vs. remodeled hospitals
- H. Grounds and landscaping

**II. Equipment acquisition, maintenance & training:**

- A. Analyzing existing equipment & current systems for maintenance & operational training
- B. Determining current and future needs

- C. Researching, budgeting for, & creating maintenance schedules & operational training for:
  - 1. Diagnostic equipment
  - 2. Surgical equipment
  - 3. Office equipment

**III. Insurance & taxes:**

- A. Researching, securing, & maintaining various insurance types:
  - 1. Insurance coverage of hospital and equipment
  - 2. Professional Liability Insurance
  - 3. Worker's Compensation Insurance
  - 4. Disability Insurance
- B. Taxes that apply to veterinary hospitals
  - 1. Property & school tax
  - 2. Income tax
  - 3. Payroll taxes

**IV. Personal finance & investment:**

- A. Investing basics
- B. Retirement accounts

**V. Programs administered by veterinary technicians and their ability to generate profit:**

- A. Nutritional counseling
- B. Puppy classes & counseling
- C. Visiting nurse and basic outpatient care appointments
- D. Pet First Aid classes & counseling
- E. Dental care & counseling

**VI. Managing a Mobile Clinic:**

- A. Advantages & disadvantages of mobile clinics for practitioners & clients
- B. Insurance & tax considerations
- C. Compliance with regulatory agencies (DOH, OSHA)
- D. Services
- E. The Spay/Neuter (healthy pet) clinic
- F. Researching the purchase of a mobile clinic from a manufacturer

**VII. Large Animal Hospitals:**

- A. Food animal practice
  - 1. Production records
  - 2. Medical records
  - 3. Special services
- B. Equine Practice
  - 1. Medical records
  - 2. Special services
  - 3. Race Track practice
- C. Large Animal Mobile Units

**VIII. Feline-only practice management**

- A. Facilities, equipment, and supplies
- B. Hiring
- C. Client education for cat owners

D. Resources for feline practitioners

**IX. Exotic animal practice management**

- A. Supplies, equipment, & facilities needed for housing & care of exotic animal species
- B. Recruitment of practitioners experienced in exotic animal care

**X. Emergency clinics & referral centers/specialty clinics:**

- A. Benefits of referral
- B. Relationship with primary care clinic
- C. Coordinating transfer of care
- D. Veterinary Board certification & veterinary Board specialties
- E. Special considerations of referral facilities
  - 1. Medical records management
  - 2. Financial challenges
  - 3. Emotional considerations

**XI. Research animal facilities:**

- A. Associations & certifications
- B. USDA regulations and animal welfare
- C. The Institutional Animal Care and Use Committee
- D. AAALAC accreditation
- E. Infection control procedures

**XII. Animal Shelter management:**

- A. Shelter laws
- B. Fund raising and development
- C. Infection control
- D. Temperament testing
- E. The euthanasia issue (Kill vs. No Kill Shelters)
- F. Managing employee stress

**XIII. Zoo & Wildlife Management:**

- A. USDA licensing requirements for exhibition of zoo animals under Animal Welfare Act
- B. AZA accreditation
- C. DEC's role in wildlife management
- D. DEC licensure/permitting
- E. National Wildlife Rehabilitators' Association
- F. U.S. Fish & Wildlife Service

**XIV. Diagnostic Laboratories:**

- A. Services provided
  - 1. Clinical pathology
  - 2. Histopathology
  - 3. Immunology
- B. Types of laboratories
  - 1. Veterinary schools
  - 2. Government
  - 3. Private for-profit
- C. Role of USDA & government labs in investigation of reportable diseases
- D. Rabies sample handling & investigation
- E. Safety & health concerns for personnel
- F. Equipment needs

G. Veterinary board certifications

Q. **LABORATORY OUTLINE:** N/A