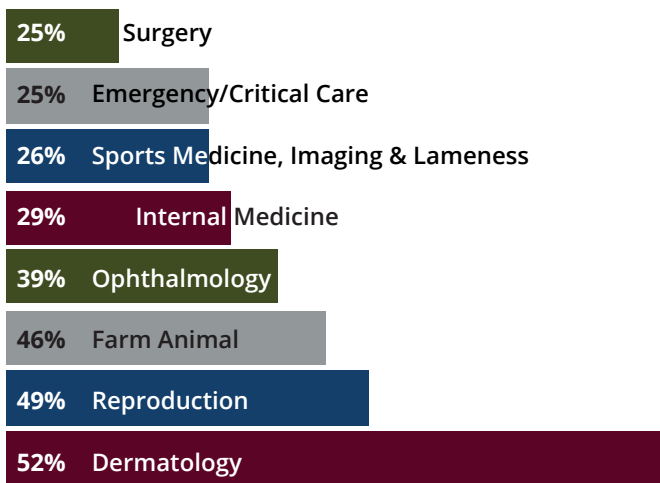# DATA SUMMARY: VETERINARY MEDICAL TEACHING HOSPITAL

The Veterinary Medical Teaching Hospital (VMTH) at the CVM provides leading-edge compassionate care for animals while ensuring that our students receive the highest standard of veterinary medical education. It was the first teaching hospital to receive the prestigious American Animal Hospital Association (AAHA) *Referral Practice Accreditation* and is certified as a *Level II facility* by the Veterinary *Emergency & Critical Care* Society (VECCS) and a *Cat Friendly Practice* by the American Association of Feline Practitioners (AAFP). Our *vision* is to be the premier veterinary teaching hospital in the world. Our *mission* is "a better life through compassion, innovation, and discovery." And, our *core values* are "excellence, integrity, teamwork, communication, respect, and service."
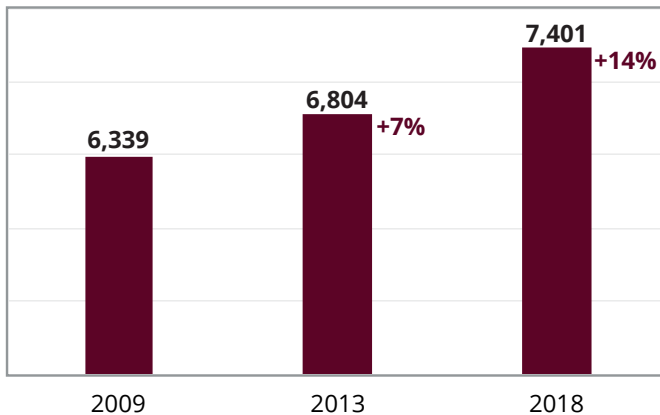
Large Animal Hospital

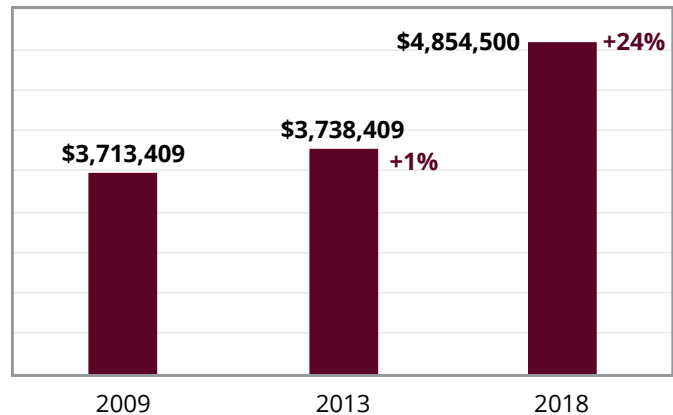### Referring Veterinarian Satisfaction Percent Over U.S. Average

25%	Surgery
25%	Emergency/Critical Care
26%	Sports Medicine, Imaging & Lameness
29%	Internal Medicine
39%	Ophthalmology
46%	Farm Animal
49%	Reproduction
52%	Dermatology

FY18 Caseload* by Species

72	Birds**
109	Sheep
118	Exotics**
244	Dogs**
278	Pigs
417	Goats
1,234	Cattle
4,929	Horses

Caseload Over Time + Percent Over 2009

- 2009: 6,339
- 2013: 6,804 (+7%)
- 2018: 7,401 (+14%)

Revenue Over Time + Percent Over 2009

- 2009: $3,713,409
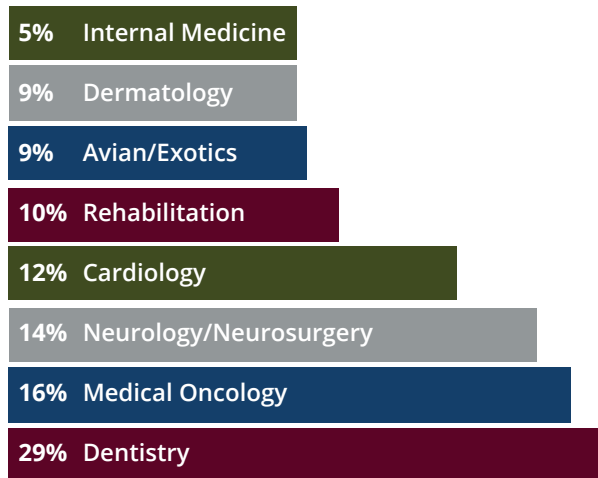- 2013: $3,738,409 (+1%)
- 2018: $4,854,500 (+24%)

*Caseload: Each discharged case record is counted as one case. A case record may have multiple animals. Example: a mare/foal, litter, or herd are on a single case record. **Animals treated by VLCS at TDCJ agricultural units.
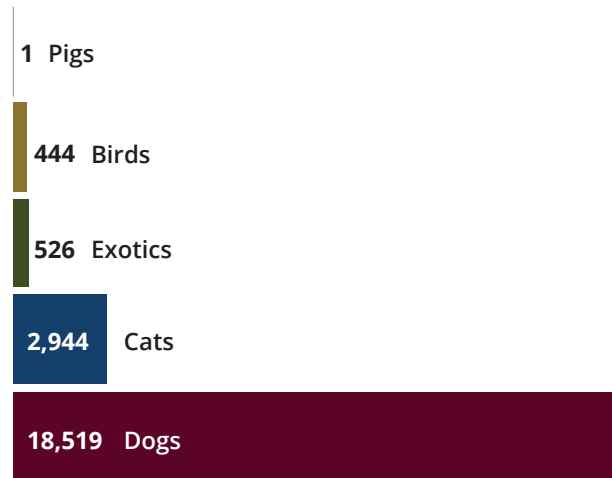
- ***Caseload and revenue in the Large Animal Hospital have increased*** modestly since 2009. This ***compares favorably with many peer institutions, which have seen decreases*** in caseload during this time period.

- The hospital ***exceeds the national average,*** for both academic and private practice, in ***referring veterinarian satisfaction*** in *"Ability to get case into desired specialist"* and *"Quality of specialty services."*

- The hospital also ***exceeds the national average in 12 of 16 client satisfaction domains,*** while ***exceeding the top 5 average in the remaining 4 categories*** including: *"Ability to get an appointment with the desired doctor," "Appearance and cleanliness of the facility," "Punctuality in meeting scheduled appointments,"* and *"Value received for price paid"* (n=397 responses).
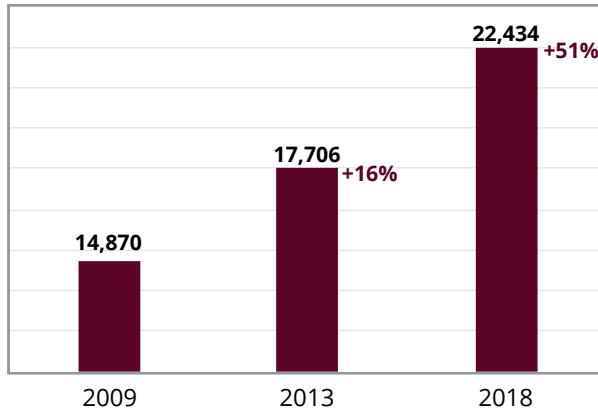
Small Animal Hospital

Referring Veterinarian Satisfaction
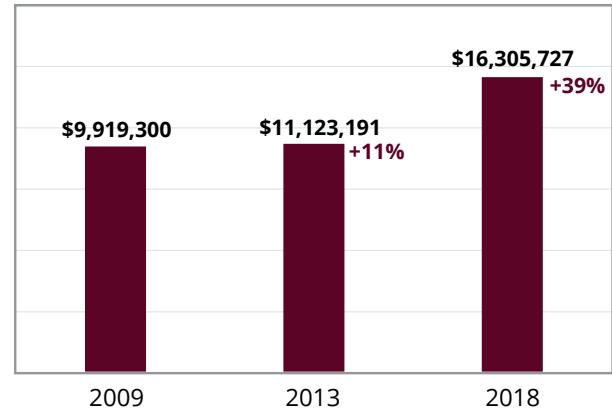### Percent Over U.S. Average

5%	Internal Medicine
9%	Dermatology
9%	Avian/Exotics
10%	Rehabilitation
12%	Cardiology
14%	Neurology/Neurosurgery
16%	Medical Oncology
29%	Dentistry

FY18 Caseload* by Species

1	Pigs
444	Birds
526	Exotics
2,944	Cats
18,519	Dogs

Caseload Over Time + Percent Over 2009

- 2009: 14,870
- 2013: 17,706 **+16%**
- 2018: 22,434 **+51%**

Revenue Over Time + Percent Over 2009

- 2009: $9,919,300
- 2013: $11,123,191 **+11%**
- 2018: $16,305,727 **+39%**

*Caseload: Each discharged case record is counted as one case. A case record may have multiple animals. Example: a mare/foal, litter, or herd are on a single case record.

- There has been *strong growth in caseload and revenue in the Small Animal Hospital since 2009.* Market demand is coming from major metropolitan areas and Bryan/College Station. Market analysis *predicts sustained caseload growth for the next 5 years.*

- The hospital *exceeds the national average, for both academic and private practice, referring veterinarian satisfaction* in *"Level of compassion," "Communication of staff," "Quality of medicine," "Clarity of instructions for follow-up care," "Perception of client overall experience,"* and *"Value for fees paid by your clients"* (n=202). *Overall, the hospital exceeds the national average by 8%* for referring veterinarian satisfaction.

- The hospital also *exceeds the national average in 8 of 16 client satisfaction domains,* while *exceeding the top 5 average in the remaining 8 categories* including: *"Ability to get an appointment with the desired doctor," "Appearance and cleanliness of the facility," "Punctuality in meeting scheduled appointments," "Friendliness and courtesy of the technician," "Friendliness and courtesy of the student," "Appearance and cleanliness of the healthcare team," "Student's ability to answer questions and explain things clearly,"* and *"Value received for the price paid"* (n=2,167 responses). *Overall, the hospital exceeds the national average by 8%* for client satisfaction.

- *The Small Animal Hospital has a critical shortage of square footage to accommodate future student and caseload growth.* Currently, the hospital has 84,000 square feet for nearly 23,000 cases and a planned DVM class of 160 students per year. *2013 benchmark data from North Carolina, Florida, Georgia, and Auburn indicated an average small animal hospital square footage of 146,000 with an average caseload of 20,000 and 109 DVM students.*

- *The hospital is one of the oldest in the nation, with many infrastructure needs including air handlers (chronic leaking and malfunction), sterilizers (need replacement), and inadequate storage or spaces for sterilization.*