

# KATE BOATRIGHT, VMD

Veterinarian. Author. Speaker. Mentor.

## SPECTRUM OF CARE:



### Improving Outcomes for Clients with Financial Limitations Using a Spectrum of Care Approach

**Target Audience: Veterinarians, Technicians, Team Members, Managers**

Cases limited by client finances are a daily occurrence for many small animal practitioners. As pets are considered part of the family, conversations between pet owners and the veterinary team can become emotionally charged, especially when finances are limited and decisions about care become life or death. These cases and the discussions that go with them can create moral distress and contribute to burnout for many veterinarians. But it doesn't have to be this way. This lecture will explore the concepts of spectrum of care and incremental care in the context of client financial limitations and provide tools that can be used in financial conversations to maximize patient outcomes in clinical practice.



### Isn't That Just Medicine? The Art and Science of the Spectrum of Care

**Target Audience: Veterinarians, Technicians**

Veterinarians are in the unique and challenging position of balancing the medical needs of their patients with the emotional, physical, and financial needs of their clients and their own moral and legal obligations to both. Embracing the spectrum of care can help to accomplish this delicate balancing act. The key to success in practicing along the spectrum of care is communication. Veterinarians and team members must work with clients to determine the best option for their circumstances. Join a practicing, rural small animal veterinarian in a case-based discussion to better understand the spectrum of care and how it can be applied in practice. We will examine the barriers that prevent us from offering a spectrum of care and how to overcome them as well as explore current evidence for spectrum of care options and communication techniques that allow us to connect with clients.



### There's More than One Way to Treat a Pet: A Practical Approach to the Spectrum of Care

**Target Audience: Veterinarians, Technicians, Team Members, Managers**

In practice, gold standard care is not feasible for all clients. Veterinarians must develop comfort in approaching cases incrementally and learn strategies to work along a spectrum of care to help the greatest number of clients and patients. They must develop the confidence to offer a variety of options based on evidence-based medicine, client financial and emotional limitations, and the health and welfare of each patient. All veterinary team members are invited to join a practicing rural small animal veterinarian in a case-based discussion to better understand the spectrum of care and how it can be applied in practice. We will examine the barriers that prevent us from offering a spectrum of care, how to overcome them, and tips for discussing finances with clients. *Note: This lecture combines the content of the previous two lectures listed into a one-hour overview of spectrum of care for those with limited time.*

## WHAT AUDIENCES HAVE TO SAY:

“Kate integrates her skills on wellbeing and time spent in emergency medicine to support veterinarians and veterinary teams. It is not often that a speaker not only understands the intersection of emergency medicine and wellbeing, but also is embedded in it, and truly understands what it's like to be in both places. Kate truly encompasses empathy and compassion toward both pet parents and veterinary teams, providing a unique perspective and way to connect with others the work she does. Kate is impactful.”

- Lis Conarton, MSW, LVT (VTS) Physical Rehabilitation, Director of Organizational Culture and Engagement at Veterinary Medical Center of Central New York

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## Unleashing Potential: Transforming Teams to Embrace the Spectrum of Care

**Target Audience: Veterinarians and Practice Leaders**

We talk a lot about the barriers to veterinary care faced by clients. But have you ever thought about the barriers that exist within your own hospital, often created by your own team or clinic protocols? Team members and colleagues may judge clients or their doctor when a diagnostic or treatment plan seems below traditional “best practice.” While some team members are vocal about these concerns, others internalize them, not realizing how their internal opinions affect the way they approach client and team communication. This can take a toll on the mental health of the whole team and negatively impact patient care. But you can make a change. This lecture will give you the tools you need to identify and overcome barriers to care in your hospital. We will explore the necessary resources and skills your team needs to prioritize client partnerships and hold open discussions about case decisions and outcomes. You will leave this lecture with a plan to implement a spectrum of care to the fullest in your practice.



## From Estimates to Empathy: The Technician's Role in Spectrum of Care

**Target Audience: Veterinary Technicians**

Have you ever wondered what your doctor was thinking when they created a certain treatment plan? That's okay! Often, our technicians are not present for the whole conversation and may not hear how client and veterinarian arrive at a decision. Veterinarians who practice spectrum of care think carefully about the best way to meet the needs of each individual pet family and patient. Veterinary technicians are an essential part of client communication and should be included in these care conversations. And that doesn't mean just reviewing the financial estimate. Join a practicing veterinarian to explore the spectrum of care using a case-based approach. We will discuss what spectrum of care looks like in practice, unpack the thought process doctors have when deciding which options are appropriate, and explore the essential role of veterinary technicians in improving outcomes.

Ready to learn more about spectrum of care and mentorship?  
Book a lecture today!



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