



Organization of good veterinary practice

ECTS: 1.00

SUBJECT MATTER CONTENT

LECTURE

Issues preparing for the opening of a veterinary practice (VP). The apparatus and equipment needed to equip VP and the organization of working time will be discussed. The structure and specificity of the activities of individual types of VP and the development phases of good veterinary practice will be presented.

CLASSES

Issues related to obtaining funds for the creation and development of an enterprise. Various organizational forms (e.g. company) will be discussed. The subject of the exercises will also cover various stages of VP functioning from the moment of creating and selecting employees, through appropriate mechanisms of influencing the client in order to build a good image of the veterinary practice. The issue of using the Internet as a useful tool in shaping the appropriate opinion and assessment of VP will be discussed. Raising professional qualifications will be presented as one of the ways to achieve VP excellence and success in the veterinary services market.

TEACHING OBJECTIVE

Teaching organizational and technical methods that allow for the proper implementation of tasks within the framework of the operation of veterinary practices (VP) as service entities. Understanding the ways of financing new and existing VP, and the optimal possibilities of using financial resources. Preparation of the veterinarians to good organization of work in VP, taking into account various positions. Acquiring the ability to assess the performance of VP in order to use it to improve the quality of services.

DESCRIPTION OF THE LEARNING OUTCOMES OF THE COURSE IN RELATION TO THE DESCRIPTION OF THE CHARACTERISTICS OF THE SECOND LEVEL LEARNING OUTCOMES FOR QUALIFICATIONS AT LEVELS 6-8 OF THE POLISH QUALIFICATION FRAMEWORK IN RELATION TO THE SCIENTIFIC DISCIPLINES AND THE EFFECTS FOR FIELDS OF STUDY:

Symbols for outcomes related to the discipline:

R/WA_P7S+++

Symbols for outcomes related to the field of study:

K.1.+ , K.3.+ , C.U3. ++ , A.U23. ++ , K.8.+ , A.U22. ++ , K.10.+ , A.U20. + , K.6.+ , K.2.+ , C.U4. ++ , A.W22. + , A.U15. + , A.U18. ++ , A.U13. + , K.4.+ , K.5.+ , C.W3. + , A.U19. + , B.W22. + , K.7.+ , K.9.+ , A.U12. + , A.U21. +

LEARNING OUTCOMES:

Knowledge:

W1 – knowledge of the realities of the functioning of veterinary practice as well as the methods and instruments necessary for the organization and development of thriving veterinary practices

Legal acts specifying learning outcomes:
682/2020
Disciplines: Veterinary science
Status of the course: Fakultatywny
Group of courses: B - przedmioty kierunkowe
Code: ISCED 0841
Field of study: Veterinary Medicine
Scope of education:
Profile of education: General academic
Form of studies: full-time
Level of studies: uniform master's studies
Year/semester: 5/9

Types of classes: Lecture, Classes
Number of hours in semester: Lecture: 5.00, Classes: 10.00

Language of instruction: Polish
Introductory subject: clinical and laboratory diagnostics, livestock diseases, diseases of dogs and cats, veterinary surgery with anesthesiology
Prerequisites: students should have knowledge of the organization and operation of a veterinary practice and the provision of veterinary services there

Name of the organisational unit conducting the course: Katedra Patofizjologii, Weterynarii Sądowej i Administracji
Person responsible for the realization of the course: dr wet. Izabella Babińska
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Additional remarks:

Skills:

U1 – the ability to make decisions about choosing a workplace and preparation to start in the area of small business

U2 – the ability to optimize the organization of VP in order to achieve the highest quality of services provided by selecting the most appropriate organizational form and the most appropriate method of financing

Social competence:

K1 – readiness to run a VP, to introduce changes in existing facilities, adapting them to the changing realities of providing services based on appropriate customer management

TEACHING FORMS AND METHODS:

Lecture(W1;U1;U2;K1;):multimedial presentation

Classes(W1;U1;U2;K1;):multimedial presentation, didactic and panel discussion, supervision and evaluation of the task performance

FORM AND CONDITIONS OF VERIFYING LEARNING OUTCOMES:

Lecture (Oral test) - Verification of the achievement of learning outcomes in the scope of the material discussed in the lectures is an integral part of the test conducted as part of the classes, hence the description of the form and conditions for passing the exercises also apply to passing the lectures. -

Classes (Oral test) - There is 1 oral test per semester. The test mark is issued on the basis of the arithmetic mean value of the marks obtained for each question. The rounding of the evaluation is done on the basis of the following value ranges: mean ≥ 4.76 : very good (5.0); average in the range of 4.26 - 4.75: good plus (4.5); average in the range: 3.76 - 4.25: good (4.0); average in the range of 3.26 - 3.75: sufficient plus (3.5); mean ≤ 3.25 : satisfactory (3.0). The student may attempt to correct the test twice. The condition for receiving the final pass in the classes is to obtain a positive mark from the test (including all approaches). In the event of a top-down suspension of classroom classes and the need for online learning, the methods of verifying the achievement of learning outcomes declared in the syllabus, i.e. the forms of passing the exam and exercises, may change in a manner appropriate to the situation. -

Classes (Evaluation of the work and cooperation in the group) - preparation and presentation of the project or task -

BASIC LITERATURE:

1. Bower J., Gripper P., Gunn D., *Veterinary practice management.*, Wyd. Blackwell Science, R. 1997
2. Mazurek-Łopacińska K., *Orientacja na klienta w przedsiębiorstwie.*, Wyd. PWE, Warszawa, R. 2002
3. Grzybowska-Brzezińska M., Michalak J., Rudzewicz A., *Zachowania podmiotów na rynkach dóbr konsumenckich.*, Wyd. Zakład Poligraficzny UWM, Olsztyn, R. 2005
4. Sneddon W., *Ten Steps to Building a successful veterinary practice.*, Wyd. CABI, R. 2021
5. Clarke C., Chapman M., *BSAVA Manual of small animal practice management and development.*, Wyd. BSAVA, R. 2012
6. Moreau P., Nap R., *Essentials of veterinary practice: an introduction to the science of practice management.*, Wyd. Henston, R. 2010

SUPPLEMENTARY LITERATURE:

1. Malinowska T., *Usługi weterynaryjne, działalność weterynaryjna i wykonywanie zawodu lekarza weterynarii jako działalność gospodarcza.*, Tom 80, Wyd. Życie Weterynaryjne, R. 2005, s. 542-546
2. Szymankiewicz M., *Spółka partnerska lekarzy weterynarii. Część I. Zagadnienia prawno-handlowe.*, Tom 85, Wyd. Życie Weterynaryjne, R. 2010, s. 399-404
3. Szymankiewicz M., *Spółka partnerska lekarzy weterynarii. Część II. Zagadnienia prawnohandlowe.*, Tom 85, Wyd. Życie Weterynaryjne, R. 2010, s. 493-498
4. Kowalkowski A., Popiołek R., *Konsument i firma w dobie internetu.*, Wyd. Wydawnictwo UWM, Olsztyn, R. 2006
1. <https://www.simplesolutionsforvets.com/vba/>

