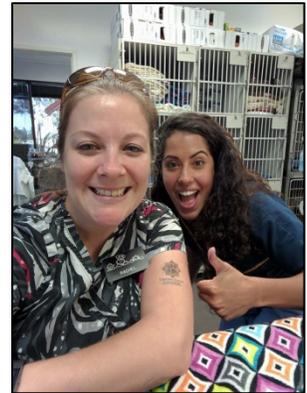


The Importance of Teamwork

As a manager for the past decade, I've worked with many different types of teams. Some teams were splintered, filled with animosity, and ultimately dysfunctional while others were sincere, close-knit, and enthusiastic. It probably won't surprise you to know that the most successful teams have been the latter. Particularly in a medical field, it is incredibly important to have good teamwork. There have been many studies showing that errors are much more prevalent in the absence of good teamwork. After all, when teamwork is lacking, communication, trust, and cohesiveness are likely absent as well. So, today I'm proud to



highlight the strong team that we have here at Lifetime and the quality of care our teamwork brings to every pet we see.



Like all relationships, teamwork needs tending. Though it can develop organically, the bonds constantly need to be nurtured and strengthened to really make a team excel. At Lifetime, we have a diverse team. While Dr. Hardy has been practicing veterinary medicine for decades, Dr. Donald chose

to follow her dream of a career in veterinary medicine after years in a successful advertising job. Likewise, we have Veterinary Assistants freshly graduated from veterinary technology school as well as those who have been in the field for years. Despite our differences in experience and personality, the team we have is the strongest team of which I've ever had the pleasure to be a part. Because of this strength, staff members are able to openly communicate, be honest and humble enough to ask for help when needed, and learn from each other. All of these qualities make the Lifetime team an exceptional veterinary staff, always willing to provide the highest standard of care for every pet.

To foster our spirit of teamwork, we frequently have in-hospital meetings, often on Fridays at lunchtime. Our staff meetings allow us to share information, be sure we are all on the same page with the current state of the hospital, and learn from each other or from other veterinary professionals. While I usually serve as the facilitator of our meetings as the manager, this year each staff member is taking ten minutes from each meeting and leading a discussion on a veterinary topic of their choice, so that they can educate their colleagues on their interest. Delana, the Veterinary Assistant who runs our Pet Pals referral program chose to share her knowledge of the program with her colleagues at our July meeting. Similarly, each staff member at Lifetime has special projects that they champion, based on their passions. For



example, Sam is our social media guru, taking patient photos and posting cute furry faces to all of our sites. Having ownership of certain aspects of the hospital gives our staff members a special way to connect to our clients, help our patients, and contribute to the teamwork within the hospital.



We love having team-building events at Lifetime. Recently, we gathered at Kearny Mesa Bowl on a Friday night for a bowling party. While any 5 year old child would certainly have done better than me, my colleagues are remarkably

talented bowlers so I would not recommend you to challenge them to a bowling contest – especially Dr. Hardy!

I'm so fortunate and proud to be part of the outstanding Lifetime team. Know that we will continue to foster our strong team spirit to bring you and your pets the best possible care!

