

Oregon Veterinary Medical Association

2012 Practice Manager of the Year

Diane Fowler, CVT

This award recognizes the role of the practice/office manager in clinical practice and salutes an individual who has exhibited exceptional professionalism in leading the practice.

Nominated by: Dr. Jerry Boggs

Today, especially as the recession of 2007 arrived in full force, some of our practices would not be able to survive without a keen business acumen and skilled management.

Fortunately for [Bush Animal Hospital](#) in Eugene, Diane Fowler has guided the multi-doctor practice through these challenging times. Diane has been the hospital's manager for the past six years, but her tenure with Bush Animal spans 28 years. Once with the hospital, Diane organized a group of assistants from the area who travelled to Portland weekly to study for the technician examination, and she eventually became a Certified Veterinary Technician. It wasn't long after that when she became the lead technician and accepting a more prominent role with Bush Animal Hospital.

As the practice's manager, Diane has exercised her special set of animal, people and

business skills to maintain order and growth with the hospital. She has diligently kept drug expenses under control, and she has found that delicate balance between preserving the hospital's bottom line while helping to keep staff morale positive – even during these difficult recessionary times.

A little more than two years ago, ownership of the practice changed hands. And there was Diane, leading the smooth transition while developing the hospital's budget, effectively controlling the accounts receivable, and overseeing the conversion of 20 computer systems within the practice. Diane Fowler's integrity, dedication and passion have been integral to the success of Bush Animal Hospital.



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