

# 2022 Summer Continuing Education Conference



**Saturday and Sunday, June 11 and 12, 2022**

*Pet Friendly!* The DoubleTree by Hilton  
870 Williston Road  
South Burlington, VT 05403

## OVERVIEW and SCHEDULE

**Small Animal:** 6 CE hours

**Saturday** – Canine and Feline Infectious Diseases - Dr. Jane Sykes

**Practice Management:** 6 CE hours

**Sunday** – Timely topics for Veterinarians, Practice Managers, Veterinarian Technicians – Wendy Myers

**Large Animal:** 6 CE hours each day – A Weekend With Dr. Tom Divers

**Saturday** – Bovine Neurology, Toxicities, Infectious Diseases and Medical Disorders

**Sunday** – Equine Diseases – an Update

**Saturday and Sunday, June 11 and 12, 2022**

7:30 – 9:00 a.m. Welcome desk is open; continental breakfast available

7:45-8:45 – Updates from the DEA

9:00 – 4:30 p.m. CE programs with breaks at 10:30 and 3:00. Lunch 12:00 – 1:30

**Saturday luncheon** – Welcome Address by Dr. Jen Linden, VVMA President followed by the **VVMA Annual Business Meeting**, Updates from AVMA – House of Delegates and PAC

**Sunday luncheon** will include an update on equine regulatory diseases and issues related to equine transport internationally and between states with Dr. Angela Pelzel-McCluskey, DVM, MS, National Epidemiologist for USDA via Zoom, 12:30-1:15 with time for questions.

**Social Activities - Saturday Evening – TBA.**

- We are trying to arrange a brew tour through [Burlington City Brew Tours](#) – stay tuned for details
- [Discover Jazz Festival](#) will be at the Burlington Waterfront, Waterfront Park, 20 Lake Street
- Guster at the Champlain Valley Exposition, 7-10 p.m. [Tickets](#).

## SATURDAY, June 11, 2022

7:30– 9:00 a.m. – VVMA Welcome Desk is open, continental breakfast available

7:30 - 8:30 a.m.\*\* – DEA Regulatory Update with Chris Paquette – 1 hour free Practice Management CE for conference attendees. \*\*tentative

### SMALL ANIMAL PROGRAM 9:00 – 4:30 6 CE Credits Infectious Diseases of Dogs and Cats with Dr. Jane Sykes

These sessions will cover a variety of 'hot topics' in canine and feline infectious diseases, including signs to watch for, approach to diagnosis, treatment, and prevention; and public health implications. Contemporary case examples will be used to illustrate each disease.



1. Leptospirosis: Price Paid for a Preventable Disease
2. Logistics of Lyme: Diagnosis, Treatment and Prevention
3. SARS-CoV-2 in Pets: What Every Veterinarian Should Know
4. Fending off FeLV
5. Frightening Fungi: update on diagnosis and treatment
6. When a positive means negative and a negative means positive: approach to diagnostic tests for infectious diseases

**Jane Sykes** is a Professor of Small Animal Medicine at the UC Davis School of Veterinary Medicine with interest in small animal infectious diseases. She obtained her veterinary degree and PhD in veterinary microbiology at the University of Melbourne, Australia; residency in small animal internal medicine, University of Minnesota; MBA, University of Georgia. She is Board-Certified in the American College of Veterinary Internal Medicine. She has coauthored > 100 scientific publications, is the editor of the textbooks “Canine and Feline Infectious Diseases”, “Greene’s Infectious Diseases of the Dog and Cat” and was Associate Editor (Infectious Diseases) for the *Journal of Veterinary Internal Medicine*. Her leadership roles include first President of, and now Secretary-Treasurer for the International Society of Companion Animal Infectious Diseases (ISCAID); President, American College of Veterinary Internal Medicine (ACVIM) Small Animal Internal Medicine specialty; President Elect, ACVIM (2020-); Chief Veterinary Medical Officer for the UC Davis Veterinary Medical Teaching Hospital (2015-2020); and currently Executive Director of Innovation and Entrepreneurship at UC Davis. Her research interests currently include antimicrobial drug resistant bacterial infections, blood-borne infectious diseases and deep mycoses.

LinkedIn: <https://www.linkedin.com/in/jane-sykes-98aa40142/>

Twitter: <https://twitter.com/JaneSyk91503749>

### Noon-1:30 p.m. – Lunch

**Welcome from Dr. Jennifer Linden, VVMA President; VVMA Annual Meeting;  
Updates from AVMA**

## LARGE ANIMAL PROGRAM – BOVINE 9:00 – 4:30 6 CE Credits An Update on Bovine Neurology and other topics with Dr. Tom Divers

### 1. Bovine Neurology I

This presentation will focus on the bovine neurologic examination and localization of the disease within the nervous system. Additionally, a review of diseases of the bovine cerebrum will be reviewed with case videos being used for several diseases.

### 2. Bovine Neurology II

This presentation will review bovine brainstem, spinal cord, peripheral nerve and neuromuscular disorders in cattle. Important diagnostics, differential diagnoses, treatments, prognosis and prevention will be discussed.

### 3. Saving the Valuable Calf that has a Life-Threatening Medical Condition

This talk will review progress made in critical care medicine that has improved the survival of critically ill calves. Although some of the treatments may be limited to a hospital setting, several could be used on the farm.

### 4. Bovine Toxicities-

This review will be a combination of actual case presentations and literature case reports. Diagnosis, treatments, prognosis and prevention for each disorder will be discussed.

### 5. Update on Bovine Infectious Diseases and Medical Disorders--

This talk will focus on a review of recent publications providing newer information on bovine infectious diseases or medical disorders.

### 6. Case Based Presentation-

This will be an interactive presentation of interesting bovine cases presented to the Cornell hospital. Discussion on additional diagnostics, disease differentials and treatments will be encouraged.



**Thomas J. Divers, DVM, Diplomate ACVIM, Diplomate ACVECC, Steffen Emeritus Professor of Veterinary Medicine at Cornell University**

Dr. Thomas J. Divers earned his DVM from the University of Georgia and completed an internship in large animal medicine at the University of California at Davis. Dr. Divers returned to the University of Georgia for a residency in large animal internal medicine and ambulatory practice followed by 2 years as an assistant professor in the large animal medicine and ambulatory practice at the College. Dr. Divers then moved to the University of Pennsylvania for 10 years where he was an associate professor of large animal medicine and served as chief of the section of medicine at the New Bolton Center, University of Pennsylvania. Currently Dr. Divers is the Rudolph J. and Katharine L. Steffen Professor of Medicine in the Section of Large Animal Medicine at Cornell University. Dr. Divers retired in 2021 but still consults on cases, research projects and teaches classes. He has been the recipient of teaching awards at four universities, has received the Educator of the Year Award from both the AAEP and ACVECC and has received the Cornell University Hospital for Animals Distinguished Service Award for service to referring veterinarians.

## SUNDAY, June 12, 2022

**7:30 – 9:00 a.m. –VVMA Welcome Table is open; Continental breakfast available**

**7:30 – 8:30 a.m.\*\* – DEA Regulatory Update with Chris Paquette – 1 hour free Practice Management CE for conference attendees. \*\*tentative**

### **Wendy Myers – Practice Management 9:00 – 4:30 6 CE Credits**

Wendy S. Myers, CVJ, has been training veterinary teams for more than 20 years as owner of Communication Solutions for Veterinarians in Castle Pines, Colorado. She helps healthcare teams improve telephone and communication skills that result in getting more pets the medical care they need. Wendy shares her expertise through conferences, online courses, and monthly CE webinars. She is a certified veterinary journalist and author of five books. For five years, Wendy was a partner in an AAHA-accredited specialty and emergency hospital, which was sold to a corporate group. Wendy belongs to the American Animal Hospital Association and serves on a committee for the Foundation for Veterinary Dentistry.



#### **How to Compete with Online Pharmacies**

Dr. Wilson loathes approving online pharmacy requests. Besides draining his income, the piles of faxes and emails consume an hour every day, which is precious time away from revenue-generating patient care. During the pandemic, 31% of Americans bought drugs from internet pharmacies for the first time. Chewy added more than 5 million customers and grew sales 45%. The competition is about to get worse. Amazon has entered the pharmacy business (and 65% of Americans are Prime members). What you'll learn:

- Why you need to drop everything and secure your hospital's pharmacy
- The #1 pharmacy operation mistake that costs you thousands
- Whether you should match prices
- Drive pharmacy sales with a combination of in-clinic sales, curbside pickups, and online store
- Get templates for text, app, and email messages to promote refills and auto shipments

#### **Survival Tips When You're Short-Staffed**

Your hospital is short-staffed, and most of us don't believe it will get better soon. A study found 35% of veterinarians and technicians will quit in the next 3 to 5 years, along with 27% of client service representatives. You need solutions to reduce job stress and increase productivity. What you'll learn:

- Get 10 efficiency tips you can implement right now
- Ask, "Why do we do it this way?" to identify and eliminate duplicate tasks
- Streamline processes, cutting minutes that add up to hours
- Use technology to reduce time-sucking tasks
- Set blocks of time to efficiently complete administrative duties

### **What to Say When You Raise Prices**

Inflation in our profession has triggered vendor price increases as high as 12%. Costs are rising everywhere, from gas to groceries. If your hospital hasn't raised prices yet, you'd better get started. But what should you tell clients? What you'll learn:

- How to review and raise prices regularly
- Get markup benchmarks to stay competitive
- Scripts of what employees should say to explain price increases

### **Everything You Need to Know About Scheduling**

Your schedule is a hot mess. Doctors are double booked, clients can't get appointments right away, and you're turning away new clients. It's causing you stress and costing you lost business. What you'll learn:

- When to send reminders and what reminders and confirmations should say
- Scheduling guidelines for doctor and technician appointments
- Organize appointments for efficient exam flow
- How to see sick patients the same day
- Use a point system to book procedures
- Stop the chaos with admission and discharge appointments for procedures

### **When Clients Behave Badly: Do This**

While everyone has an occasional bad day, some clients behave badly every time they visit your hospital. If you give in, you reward their actions. Stop the never-ending drama. Get guidelines on how to document incidents, how to respond professionally, and decide whether to fix or terminate relationships. Learn conflict-resolution techniques for these situations:

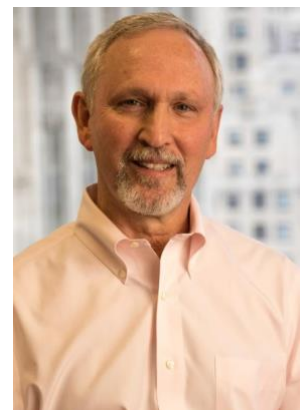
- The no-show client
- The explosive client
- The undecided client
- The time-sucking client
- The know-it-all client

## **LARGE ANIMAL PROGRAM 9:00 – 4:30 6 CE Credits**

### **Equine Disease Review**

#### **Dr. Tom Divers, DVM**

- **Equine Lyme Disease and Anaplasmosis – An Update**
- **Use of Corticosteroids in Equine Practice**
- **Medical Causes of Weight Loss in the Adult Horse**
- **Equine Urinary Tract Diseases – A Review**
- **Update on Equine Infectious Diseases**
- **Equine Liver Disease – An Update**



**Thomas J. Divers, DVM**, Diplomate ACVIM, Diplomate ACVECC, Steffen Emeritus Professor of Veterinary Medicine at Cornell University

**Noon-1:30 - Lunch**

## Lunch and Learn for Equine Practitioners

12:30-1:15 – Dr. Angela Pelzel-McCluskey – via Zoom

Dr. Angela Pelzel-McCluskey is the National Equine Epidemiologist for the United States Department of Agriculture (USDA), Animal and Plant Health Inspection Service (APHIS), Veterinary Services and is based in Fort Collins, Colorado. She obtained her Doctorate in Veterinary Medicine in 2001 from Texas A&M University. Dr. Pelzel-McCluskey was in equine private practice in both Texas and Colorado and has served as an epidemiologist with state and federal animal health agencies since 2004. In 2017, she received a Masters of Science degree in Veterinary Immunology and Infectious Disease from Washington State University. Dr. Pelzel-McCluskey currently oversees the federal response to reportable equine disease outbreaks nationwide and has been the lead epidemiologist for more than 30 state, regional, and national disease outbreak responses during her combined state and federal service.



### Registration Fees

#### 10% discount for attending both days!

**Includes breakfast, lunch, breaks**  
**Registration closes on June 9!**

	By 5/31	After 5/31
<b>VVMA Member</b>		
One Day	\$210	\$245
Both Days (10% discount)	\$378	\$441
<b>VVMA Life/Retired/Recent Graduate Member</b>		
One Day	\$160	\$195
Both Days (10% discount)	\$288	\$351
<b>Non-Member Veterinarian</b>		
One Day	\$295	\$330
Both Days (10% discount)	\$531	\$594
<b>Non-Veterinarian</b>		
One Day	\$160	\$195
Both Days (10% discount)	\$288	\$351

No on-site registration

If you'd like to join the VVMA and receive the reduced Member registration rate, call us at 802-878-6888.

Speaker notes will be emailed the week of the event. Speaker notes can be printed from the emailed document. Please call if you need assistance.

## Accommodations

The VVMA has a block of rooms at the DoubleTree by Hilton at a **special rate of \$129 plus tax**. The DoubleTree is **PET FRIENDLY** and is within easy walking distance of UVM and a quick drive to downtown Burlington shops and restaurants. **This reduced rate is available on a limited number of rooms and expires on May 20, 2022.** Reservations can be made by calling 1 802-865-6600 - mention the special rate for the VVMA. You can also make your reservations online! Visit <https://www.hilton.com/en/attend-my-event/vvmasummermeeting2022/>

## Thank you Sponsors!

### Silver Level Sponsors



## Exhibit Hall - Thank you Exhibitors!

Hours: Saturday – 8:00 a.m.- 4:30 p.m., Sunday – 8:00 a.m. – 1:30 p.m.

**Don't forget to play the Vendor Game! We will be raffling off one \$50 Amazon Gift Certificate each day for completing the Vendor Game form.**

## Refund Policy

By May 27, a full refund minus a \$25 per person processing fee. After May 27, a 50% refund. No refunds will be given after June 5 however because we are still dealing with COVID and numerous variants, if you are unable to attend due to illness or exposure to illness, we will make the on-demand content available at no additional charge.

Questions? Call VVMA Executive Director Linda Waite-Simpson at 802-878-6888 or email [Linda@vtvets.org](mailto:Linda@vtvets.org)

*We look forward to seeing you at our Summer Meeting!*