

Abstract geometric lines in black on a white background, forming various overlapping polygons and shapes, primarily concentrated in the upper left and center of the slide.

# **LEVERAGING TECHNOLOGY TO DECENTRALIZE YOUR HOSPITAL WORKFORCE**

Clint Latham

# CLINT LATHAM

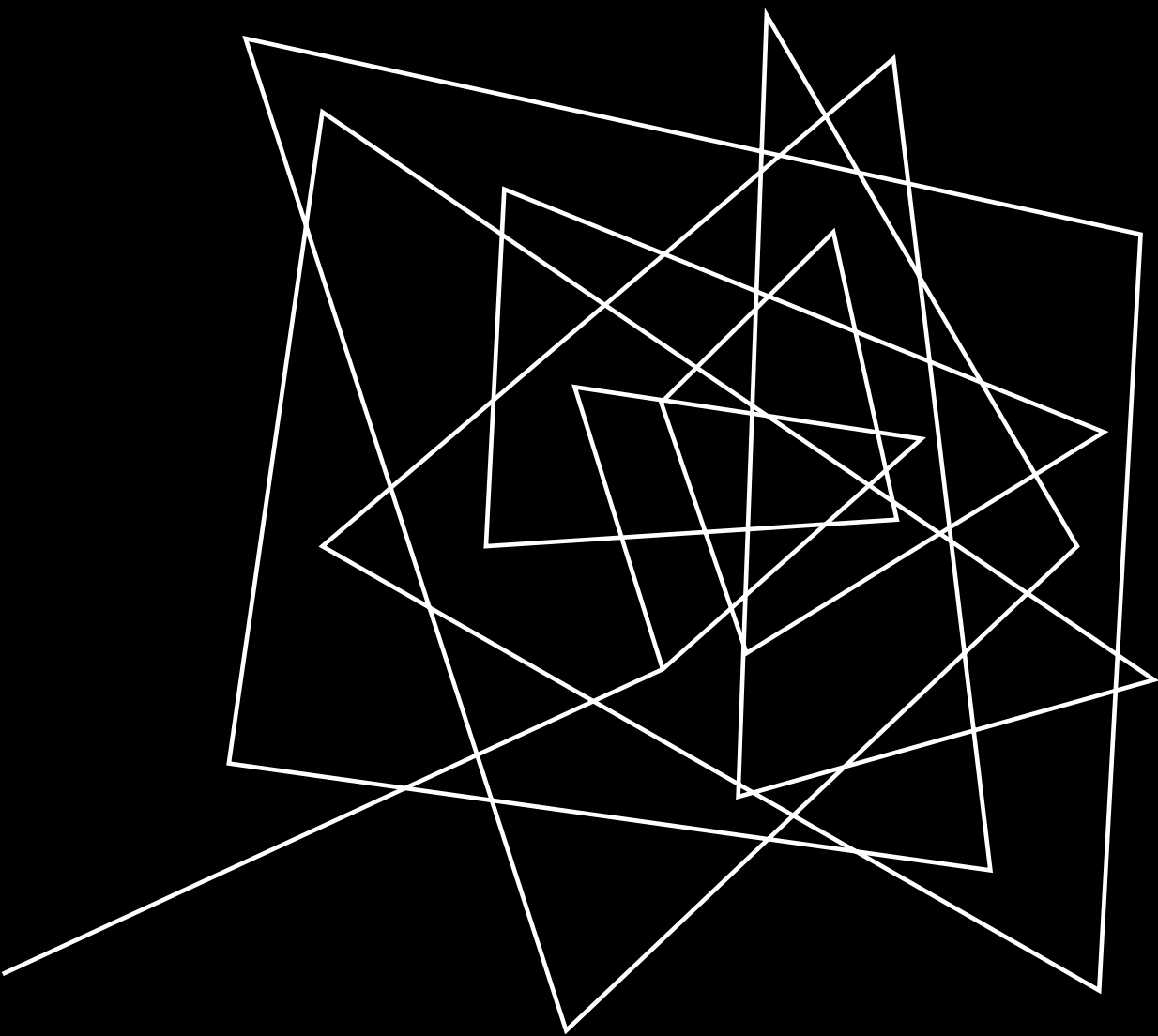
Over 15 years Software &  
Networking Security Experience  
Juris Doctorate Degree – Purdue  
University





# ADOPTING TO THE NEEDS OF THE NEXT GENERATION





WHAT WE  
LEARNED FROM  
COVID 19

# INCREASED DEMAND WITH FEWER STAFF

How many of you saw a spike in client visits during the pandemic?

What were the limits you had on the number of staff members in the hospital?

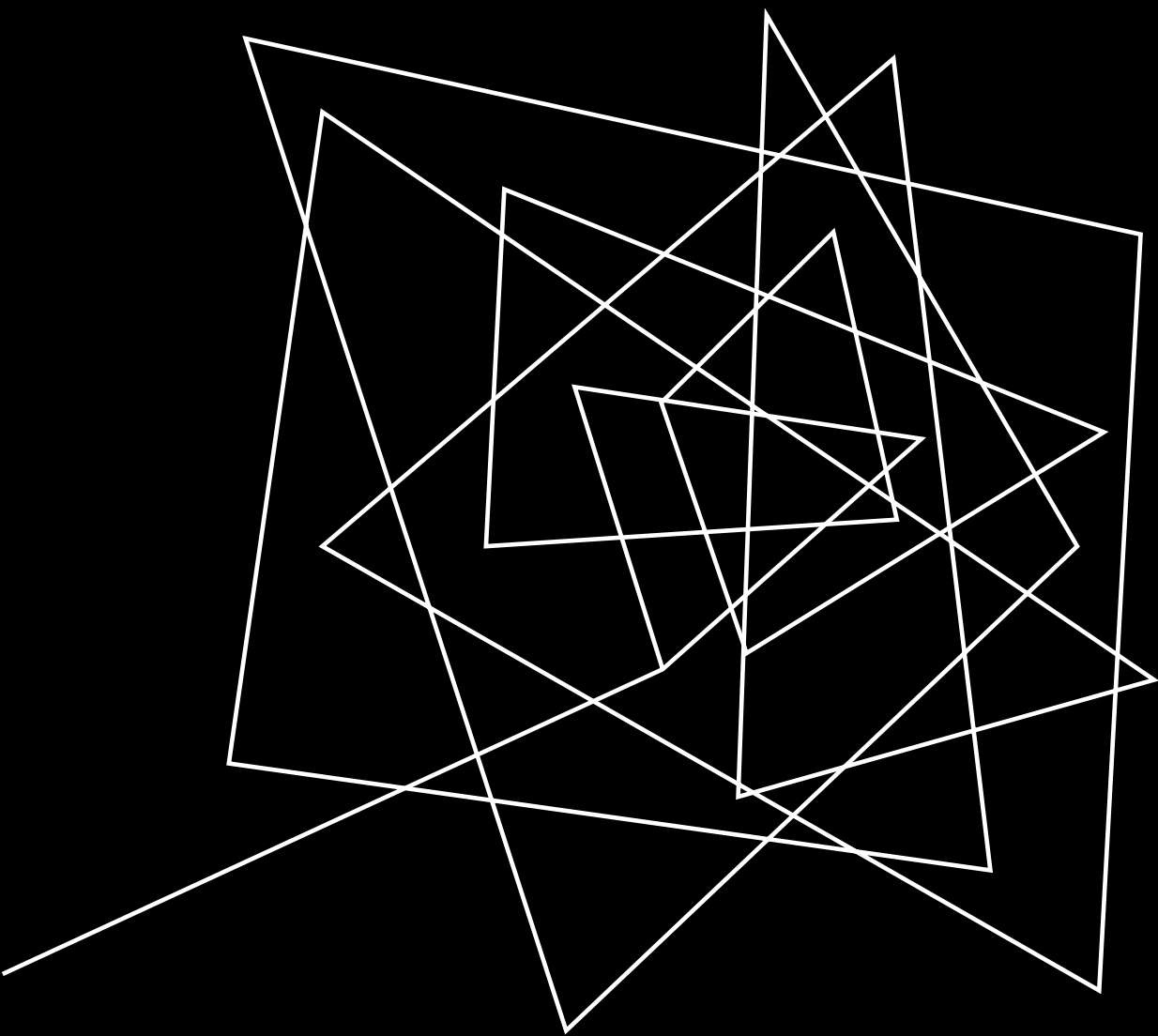


## CURBSIDE

What tools did you leverage to keep your clients out of the hospital?



ARE YOU STILL USING THESE TOOLS?



CAN REMOTE WORK  
HELP WITH  
STAFFING  
SHORTAGES?

# MORE JOBS THAN TECHS

While visiting CACVT there were more job postings then registered techs in the state of Colorado!

Hospital on Tucson, AZ that's a 6 doc practice running on 3 docs

AAA in IL leveraging Virtual Vet Tech to hire PT vet tech

# WORK LIFE BALANCE

Most owners I speak w/ love practicing medicine 3 days a week (Dr Moyle)

Can we create a better work life balance with a remote working schedule a few days a week?

**“Between 2019 and 2021, the number of people primarily working from home tripled from 5.7% (roughly 9 million people) to 17.9% (27.6 million people), according to new 2021 American Community Survey” – US Census Sept 2022**

HOW MANY OF YOU ARE  
WORKING FROM HOME?



# WHAT HAS TO BE DONE IN THE HOSPITAL?

Items that require the 4 walls of our hospital

Items that require hands on the patient

Surgery, X Ray, Ultrasounds & hospitalizations

Can we triage cases remotely before they get into the hospital?

Example: Clark



# ITEMS THAT CAN BE HANDLED OUTSIDE THE HOSPITAL

## Reception

Reception to keep in house  
reception desk free to service  
clients

Call backs

Case History for difficult cases

Medical History retrieval &  
Sending ( Pine Creek)

## Hospital Management

Administrative tasks that are  
hard to get done because of  
distractions.

## Client Care Team

Not having people show up to  
the hospital unless they have to.

Records updates for doctors

Doctor call backs and follow ups

Any telehealth we are doing via  
the hospital

A series of white, overlapping geometric lines and polygons on a black background, located on the left side of the slide. The lines form various shapes, including triangles and quadrilaterals, some of which are nested or intersecting.

# HOW TO ACHIEVE SUCCESS WITH A DECENTRALIZED WORKFORCE

1 \_\_\_\_\_ managing remote employees

2 \_\_\_\_\_ Leveraging Teletriage services

3 \_\_\_\_\_ Keeping in house team involved

4 \_\_\_\_\_ Use tools you're already paying for



## FULL TIME REMOTE EMPLOYEES

1- Keeping employees who would otherwise quite due to a relocation.

Pine, AHLV

2 – Hire PT employees to save on FTE costs

3 – Outsource to companies like Chronos.vet



# TELETRIAGE

1- Shift Docs to half time in house and PT as Teletirage

Yes, you can bill for these calls and your clients will pay!

Use tools your clients already use – Zoom, facetime, Cash App, Venmo, Paypal etc. My last doc appointment was fully virtual!

2 – Outsource to a company like VetTriage at no cost to you



## KEEPING STAFF INVOLVED

1- **People are social animals.** They rely on social interaction to keep them sane and happy.

(Lucca & Clint not tied to desk Example )

2 – **Discuss it with your team** – their opinions are vital- You will need your team on your side if you are going to make the move to remote working.



# REMOTE WORKING TOOLS

1- VOIP service

2 – Access to PIMS (Doesn't have to be cloud based)

3 – A chat service like Teams. Be careful with Free services like Slack.

(Don't over complicate it)

# THANK YOU

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