

Elevating Owner & Pet Support For Euthanasia

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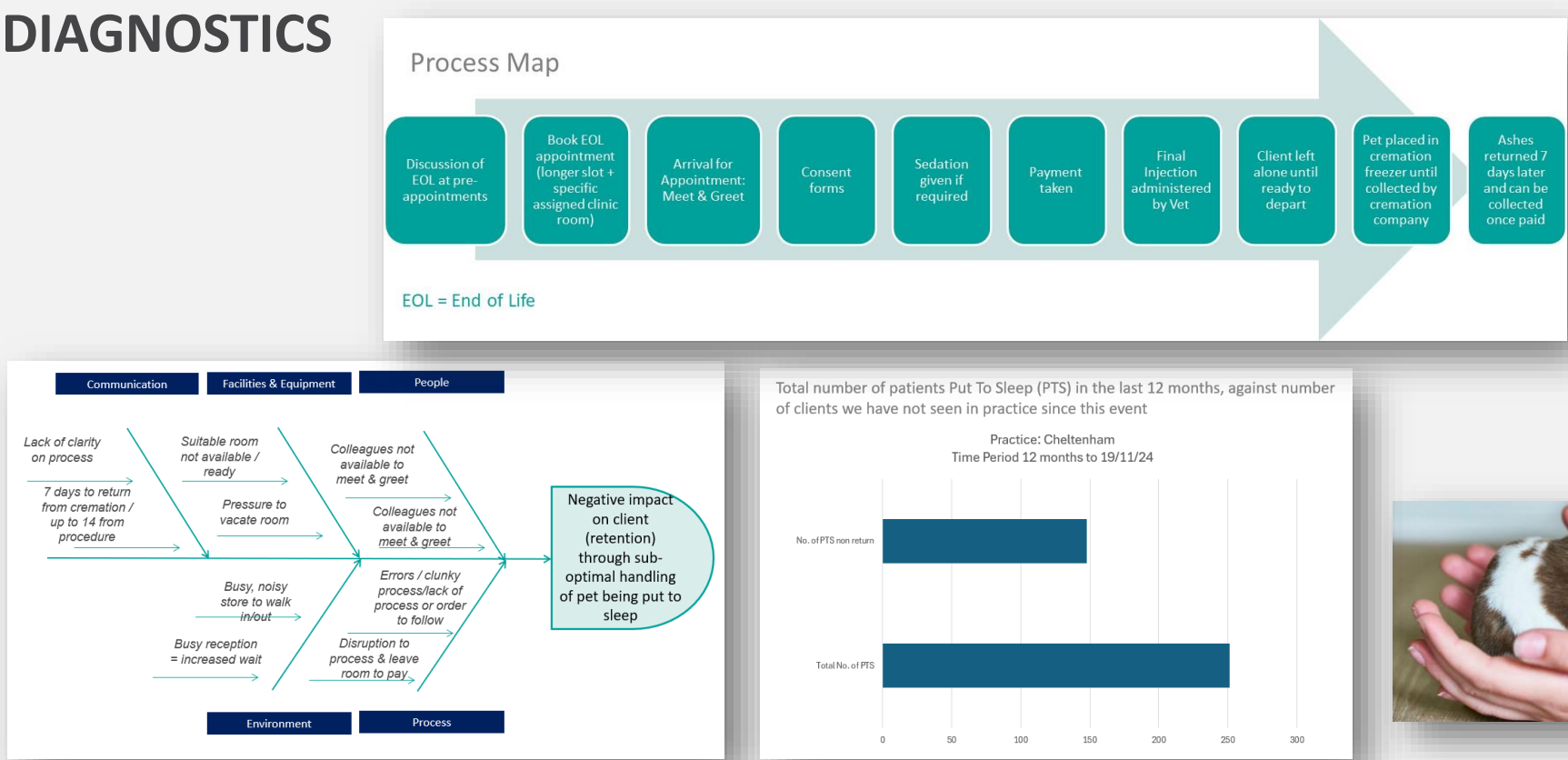


BACKGROUND

PROBLEM
There are multiple factors impacting the overall experience for a client for a euthanasia procedure appointment. This impacts both their well-being and the client-vet trust relationship.

In up to 19% of cases, clients choose not to return to a practice after their pet has died (Lambert, 2014; Compassion Understood, 2015a). Understanding the factors which impact a client positively and negatively will support our client-vet relationship long term

DIAGNOSTICS



AIM & MEASUREMENT DEFINITION

Aim
9 out of 10 euthanasia appointments will be rated at least 4 out of 5 from the perspective of the colleague's view of the client's overall experience, by March 2025.

Chosen measure: Overall experience (1-5) of the client, as rated by the practice colleague's perception

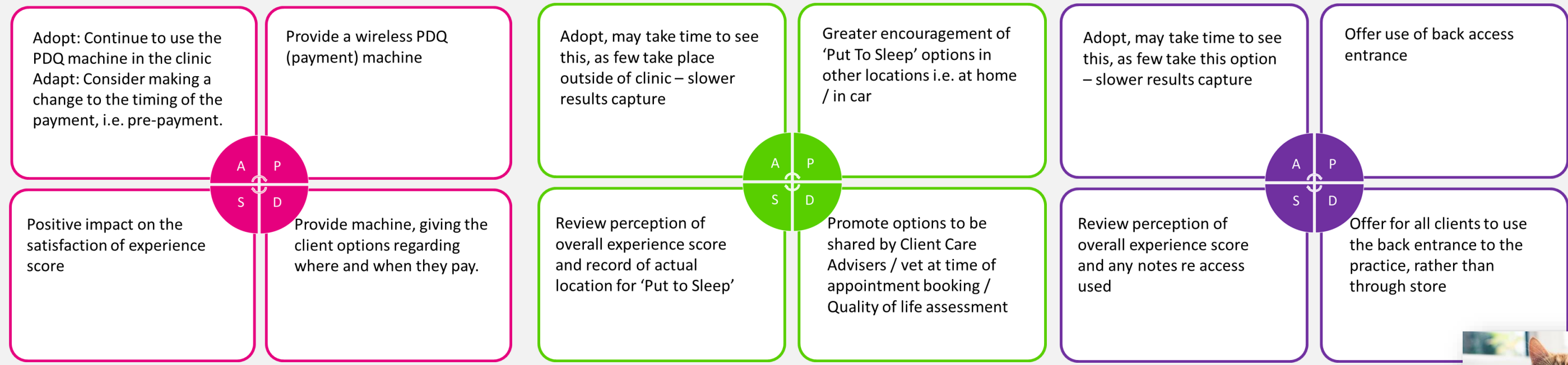
Inclusions: Pre-planned PTS, Non-preplanned PTS

Exclusions: None

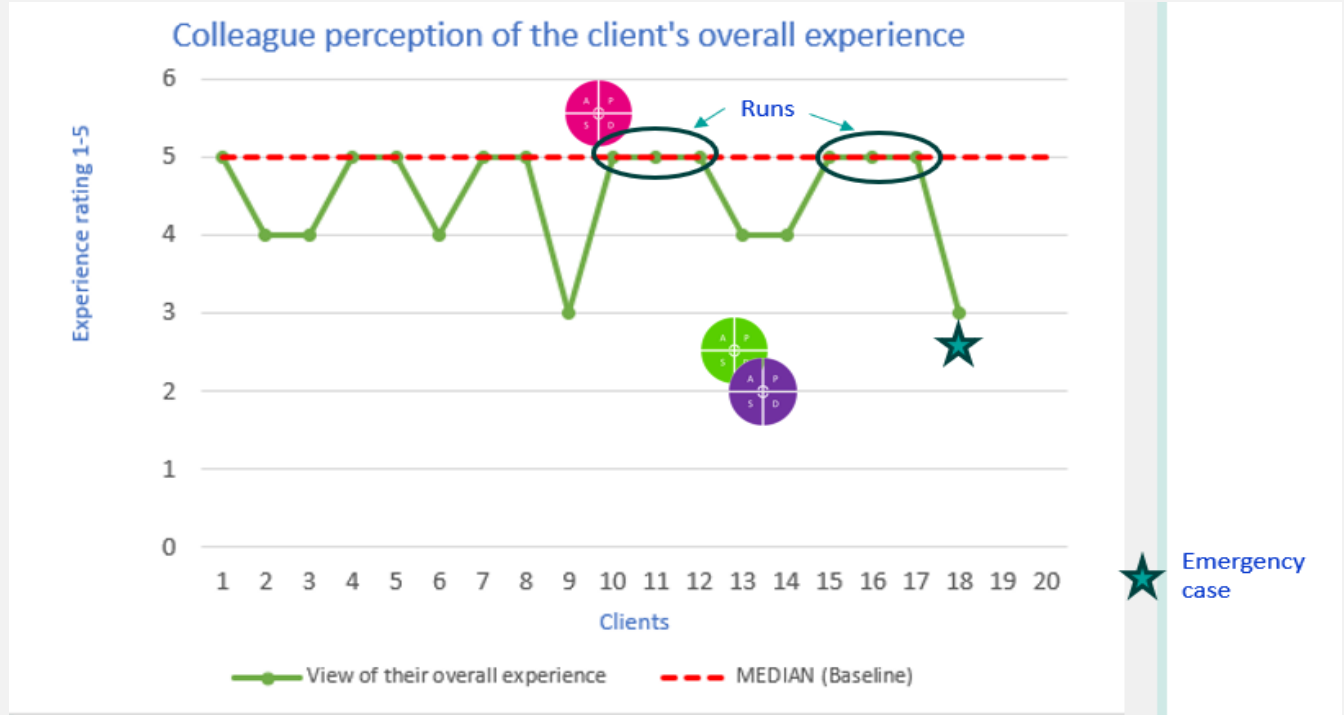
CHANGE IDEAS

- Longer appointments as standard
- Clear / held slot before planned PTS appt
- Change the location of the procedure (more in the car / at home)
- Always have pre-procedure appt
- A more detailed approach to explaining what happens during the appt.
- Pre-payment is taken at the time of appt booking
- Method of payment change – wireless card reader

PDSA cycles



RUN CHART



CONCLUSIONS

We did not meet the aim that **9 out of 10 euthanasia appointments will be rated at least 4 out of 5 from the perspective of the colleague's view of the client's overall experience**. However, the ideas tested using the PDSA cycles so far have resulted in more consistent scores of 5 from consecutive clients, and shown that staff are willing to try new approaches to payment and to assessment. Going forward we will exclude emergency cases as these are often due to unique circumstances (special cause). Adherence to new routines is challenging and ideas tested to date may need to be adapted to help staff adopt them into their routine work pattern. A combination of many small changes has the potential to generating a positive experience overall.

REFLECTIONS & LEARNING

Wholly recognise that the experience an owner has during a euthanasia procedure will be multi-faceted, tainted in many cases by grief and during which they experience different levels of mixed emotions.

