Syllabus

The Spectrum of Care Approach to Veterinary Medicine

Course Description

Learn to offer a spectrum of evidence-based diagnostic and treatment options to clients so they can overcome barriers to accessing veterinary care.

Intended Audience

Veterinary Professionals and Students

Course Learning Outcomes

NOTE: AAVMC's CBVE Spectrum of Care Competencies are listed at the end of this document for interested faculty and students.

By the end of this course students will be able to:

KNOW: Recognize the terminology, growing body of scientific evidence, and professional emphasis that supports applying a spectrum of care approach to the practice of veterinary medicine in order to reduce barriers to accessing veterinary care, maintain practice sustainability, and support staff well-being.

VALUE: Appreciate how using a spectrum of care approach helps overcome barriers so bonded families can access veterinary care, and thus improves patient outcomes, supports practice sustainability, and promotes staff well-being.

DO: Commit to delivering patient-specific care by offering a spectrum of evidence-based care options that veterinary clients can select from in order to meet each family's unique circumstances and goals, improve patient outcomes, and support practice and staff well-being.

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Content Outline

This course should take approximately 3 hours to complete.

- Section 1: Introduction
- Section 2: The Spectrum of Care (SOC) Approach to Veterinary Medicine
- Section 3: Be Systematic When Practicing SOC
- Section 4: SOC in Action: Practical Case Examples

Course Instructors and Designers

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Expectations and Policies

- This course is RACE-approved for 1 medical CE hour in jurisdictions that recognize RACE.
- ODVC is an approved provider of content that enhances professional competence and aligns with the CAWA Exam specifications.
- The National Animal Care & Control Association (NACA) approves Open Door courses for credit consistent with the NACA CEU policy located https://nacatraining.org/continuing-education-recertification/

Course Delivery

- Courses are interactive, self-paced, and delivered asynchronously/on-demand.
- Once enrolled, students are allowed 90 days of online access to each course.
- The lessons apply universal instructional design principles in order to be as accessible as possible for the diverse needs of learners and ADA compliant.

Required Technology

- Laptop or desktop computer with reliable, high-speed internet access
- Chrome web browser
- Video player with ability to play MP4 videos
- Speakers and/or headphones
- PDF reader
- Most course activities will work on mobile devices, such as cell phones or tablets, but these technologies can be unreliable

AAVMC's Competency-Based Veterinary Outcomes (CBVE) Met in this Course

- **SOC Sub-competency 1.3.5** Integrates information about the patient with client circumstances to identify a range of appropriate care options and to adjust the care plan.

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- **Knowledge LO 1.** Lists the client-specific factors (e.g., expectations, goals, resources, abilities, beliefs) that may impact the client's ability or desire to pursue care options for their animal.
- **Skill LO 1.** Elicits information from the client about factors that may affect their ability or motivation to pursue care for their animal.
- **Skill LO 2.** Explains the importance of a follow-up plan to the client.
- **Skill LO 3.** Uses follow-up plan to determine treatment response and client perspectives and adapts as appropriate.
- **Attribute / Behavior LO 1.** Demonstrates empathy and respect during discussions relating to client circumstances.
- **Attribute / Behavior LO 2.** Demonstrates active listening to identify and clarify factors that may affect the client's ability or motivation to pursue care for their animal.

- **SOC Sub-competency 1.4.4** Offers a range of care options that are tailored to the unique circumstances of each patient and client.
  - **Knowledge LO 1.** Explains why offering a range of care options is appropriate and integral to veterinary practice.
  - **Knowledge LO 2**. Defines the terms "spectrum of care", "contextualized care", "standard of care", and "gold standard care".
  - **Knowledge LO 3**. Gives examples of how offering a range of care options can impact a client's ability to attain care for their animal.
  - **Knowledge LO 4**. Draws on scientific evidence to identify examples in which offering a range of care options improved patient outcomes and reduced euthanasia or surrender of animals.
  - **Knowledge LO 5.** Identifies and weighs the practitioner and practice factors that impact the range of care options for a patient.
  - **Skill LO 1.** Prioritizes and tailors care options to align with the client's circumstances.
  - **Attribute / Behavior LO 1**. Demonstrates patience and flexibility to identify multiple care options that align with patient needs and client factors, despite uncertainty.

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- **SOC Sub-competency 1.4.5** Facilitates client decision-making regarding care by presenting the costs, risks, benefits, and evidence-base of care options
    - **Knowledge LO 1.** Defines the characteristics of "shared decision-making".
    - **Knowledge LO 2**. Explains the costs, benefits, limitations, uncertainties, and care-giving responsibilities associated with a range of care options, including not proceeding with further veterinary care.
    - **Skill LO 1.** Invites a discussion of which care options may best align with a client's expectations and capabilities.
    - **Skill LO 2**. Communicates aspects of care options that may have an uncertain outcome, steps that will be taken to reduce uncertainty, and that plans for care may change as new information becomes available.
    - **Attribute / Behavior LO 1**. Demonstrates confidence and empathy when responding to clients' requests regarding alternative options.
    - **Attribute / Behavior LO 2**. Demonstrates regard for client's autonomy with decision-making when choosing which care options align most closely with the client's capabilities.
    - **Attribute / Behavior LO 3**. Demonstrates willingness to execute additional care options beyond the initial recommended care plan.
- **SOC Sub-competency 7.3.3** Demonstrates regard for previous care decisions made by colleagues and clients.
    - **Knowledge LO 1.** Identifies strategies to discuss client and patient factors that may have influenced decision-making.
    - **Knowledge LO 2.** Lists strategies for guiding client conversations around previous care decisions.
    - **Skill LO 1.** Elicits whether a client's expectations were met during previous care and if not, why.
    - **Skill LO 2**. Maintains appropriate verbal and non-verbal communication composure when reviewing previous care options.
    - **Attribute / Behavior LO 1.** Demonstrates non-judgment regarding prior options given and decisions made.

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- **SOC Sub-competency 7.3.4** Reflects on one's own professional identity in relation to providing a spectrum of care.
    - **Knowledge LO 1**. Explains how a veterinarian's personal values, goals, and prior experiences can influence care decisions.
    - **Skill LO 1**. Reflects on own values, goals, and prior experiences in relation to care decisions.
- **SOC Sub-competency 8.1.4** Provides a range of care options to a diverse clientele in a manner that fosters financial viability of the practice.
    - **Knowledge LO 1**. Identifies components of the practice's profits and losses as they relate to providing care options.
    - **Knowledge LO 2.** Explains how providing a range of care options can have a positive financial impact on the practice.

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