

## The Presence of Veterinary Nurses in Veterinary Hospitals

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Good morning, ladies and gentlemen. I would like to talk about the importance of veterinary nurses in veterinary hospitals from my personal point of view. I believe it was in 2006 that an article appeared in the 'Nihon Keizai Shimbun' newspaper

mentioned "government certification" for veterinary nurses. It may be an overstatement to say that this article set things into motion to change the situation surrounding veterinary nurses. In reality, progress takes time on site. I feel that those concerned need to find a collective view regarding veterinary nursing.

This year in May, the Japan Veterinary Nursing Association (JVNA) held its founding general assembly - the fruit of much effort. I was impressed by the passion with which the new board members spoke at this first meeting. JVNA members have since attended many conferences and zoology-related meetings where they have been actively inviting people to join the association so as to increase membership and support.

My practice is located in Niigata City, a medium-sized city with a population of 810,000. My wife has her own office next door where she provides a counseling service for people.

I would like to share my views as I reflect on my 30 years of veterinary practice. With my wife's help, I began my private practice while still in my 20's. I spent the years up until my 40's working in veterinary practice, conducting research and studies, and attending conferences. During my 40's, I made more effort to improve the management skills and quality of my staff. Now that I have reached my mid-50's, I am pleased to say that my eldest son has become a veterinarian, and my eldest daughter, a veterinary nurse. Both of them, as well as the other members of my staff, need more

experience, but we are gradually getting there. As well as obviously needing to invest money in your people, I strongly feel that you need to devote time and love to nurture them. It is our goal to create an even better hospital for veterinary care including preventive medicine and health care.

It is important that a veterinary nurse is happy while caring for animals. The satisfaction of employees, customers, and management teams is a must. In my experience you cannot provide good animal care if any one of them is lacking. The same could be said about any working environment.

So, what is the definition of a good veterinary hospital? My conclusion is that you need more than just knowledge of veterinary care or nursing. You also need empathy. Yet, if you ask young graduates who have recently finished their veterinary nursing studies whether they possess empathy, they find the question a little difficult to answer. Looking back on my early 20's, I realize that I gradually began to understand and develop as a person thanks to my practice. It is through experience that a veterinary nurse can develop as a person and provide even better care backed by empathy and understanding.

Managing a veterinary hospital is the same as managing any business. We can think of four scenarios. The business could fail, foreclose, or be sold. Or it may enjoy success. Of course, we all hope that it will be continued by a successor, perhaps by a family member, a former employee, partner or even a third party. To continue and succeed the practice smoothly it is necessary to clarify the role of the veterinarian and the veterinary nurse. The four main jobs of a veterinarian are; diagnosis, surgery, prescribing medications, and prognosis. On top of that is 'reliability' which, in itself, is not a job but it is an expected quality aspect. With that

said, other than being reliable, a veterinary nurse's job covers everything else.

So, what does a veterinary nurse actually do? Dr. Hara has already talked about some of the functions. Now, I would like to talk about this in the context of my own hospital. Our nurses have to perform various tasks which require knowledge and skill but I find that the most important job is 'communication'. Whether it is face to face with colleagues, pet owners, salespersons, or over the phone, clear communication is not an easy task. I often ask, "Did you explain such and such?", and I usually receive the reply, "Yes, I did.". While I can confidently be sure that the matter was indeed explained, I feel that an explanation is not complete until the other party fully understands it. The many jobs include receiving patients, keeping a medications inventory, running clinical tests, and giving advice on nutrition. I am aware that in some cases, nurses have to administer anesthetics. Some veterinarians express concern and I can appreciate this concern. However, in many veterinary hospitals the nurses have to perform such tasks to keep the practice moving. So it is important that the nurse has received appropriate training. A nurse has to prepare for surgery, assist the doctor, care for in-patients, clean the facilities and take care of animals staying under pet hotel services. Though some veterinarians feel that grooming animals or helping with pet hotels is not part of their job, I feel differently. There have been cases where a pet is brought for a stay or a shampoo and we have discovered a skin condition that needs treating, or even a tumor. The experienced nurse is usually also responsible for training younger nurses and interns. A nurse may have to assist with in-house study sessions or symposia organized by the hospital that are open to the public. Another point of interest is the increasing number of older animals so veterinary nursing will be playing a key role in the care of older animals. Of the animals that come to my hospital, 50% are younger than seven years old, 50% older. That would have been unthinkable 30 years ago.

When supported by a capable veterinary nurse, the veterinarian can fully focus on treating animal patients.

I believe that becoming capable is the result of experience. It is not reasonable to expect perfection from young people who are only 20, 21, or 22. I ask them to start the job with a sense of responsibility, maintain a good work/life balance, and stay healthy. The 'wellness' of my staff is important, something which is apparent in the name of my hospital.

I have focused on animal care and nursing and we need to increase awareness about the support provided by veterinary nurses. I feel we need to make the nature of the nurses' work better known, the fact that their work not only concerns animals but that it directly impacts on people, such as the issue of zoonosis, a topic about which they also teach people. Lastly, but most importantly, regardless of how skillful and knowledgeable any of us may be, I believe this job requires a great measure of sincerity.

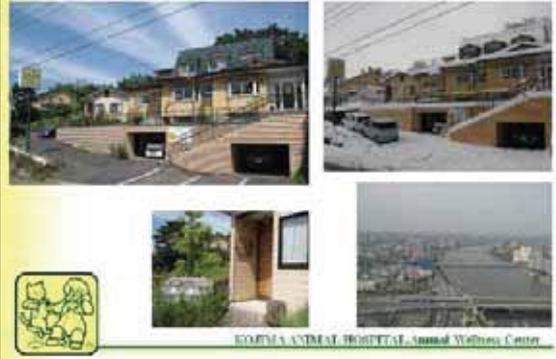
Thank you very much.

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(2009年12月)

ワークショップV  
アニマルケア・動物病院および動物看護職の果たす役割

【Slide 1】

Animal Wellness Center



【Slide 5】

動物病院における動物看護職の重要性



小浜地区西側アニマルウェルネスセンター  
小浜 佳奈  
イラスト：T.T.・動物看護職 小坂みゆ

【Slide 2】



【Slide 6】

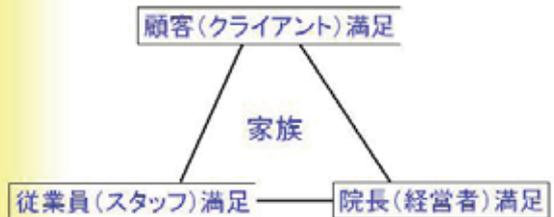
動物看護師に国家試験を

対談 『獣医療と動物看護の歴史と将来展望』



【Slide 3】

満足しているか



【Slide 7】

日本動物看護職協会



【Slide 4】

動物病院 { 獣医学的ケア  
動物看護学的ケア  
+  
人間性 } よい仕事

【Slide 8】

動物病院にとって動物看護職は大切な存在

1. 倒産
2. 廃業
3. 売却
4. 継承



EOHMA ANIMAL HOSPITAL Animal Welfare Center

【Slide 9】



受付業務 栄養指導とフード  
薬品と在庫管理 臨床検査 生体検査

EOHMA ANIMAL HOSPITAL Animal Welfare Center

【Slide 13】

獣医師の仕事  
診断・手術・処方そして予後の判定



EOHMA ANIMAL HOSPITAL Animal Welfare Center

【Slide 10】



麻酔 手術準備 動物衛生看護師は、手術補助をします  
新生児の看護 処置

EOHMA ANIMAL HOSPITAL Animal Welfare Center

【Slide 14】

動物看護職の仕事



EOHMA ANIMAL HOSPITAL Animal Welfare Center

【Slide 11】



入院動物の看護 衛生管理 面会の対応  
犬の運動 グルーミング

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【Slide 15】



EOHMA ANIMAL HOSPITAL Animal Welfare Center

【Slide 12】

たくさんの知識が必要

実習生、研修生への指導



院内での勉強会 市民公開講座・研修会

EOHMA ANIMAL HOSPITAL Animal Welfare Center

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【Slide 17】



【Slide 21】



【Slide 18】



【Slide 22】



【Slide 19】



【Slide 23】



【Slide 20】