3 KEY TAKEAWAYS

Use technology to assist in staffing

Remote technology is not only accessible to hospitals small and large, urban, and rural, but can be a realistic way assist with staffing and training issues.

Define the scope

The addition of a virtual client representative (VCR) to your team can vary in scope from a virtual team member to assist the in-person client representatives to a larger scope where virtual team members are integrated into the hospital. Define the scope best for your practice and make a start.

Technology doesn't need to be complex to be effective

Many technology solutions are simple, easily understood, and widely available.

2 QUESTIONS TO ASK

- Question for **team discussion** (Share your thoughts with your team)

   What is one aspect of client interaction that, if we had help with, would make the day run more smoothly? Is it checking in clients, outbound phone calls, client checkout, surgical check ins, or something else?

- Question for **self-reflection** (no need to share your answer or thoughts with your team)

   How would additional client care representatives help us to balance the daily workload? Are we limited by physical space in having these people?

1 ACTION STEP (LEADER)

Make a commitment as a leader to follow through on at least one of the suggestions below:

☐ Pick a team member (or even better, ex-team member that you were sad to see leave) that could be utilized as a VCR.

☐ Try it! Start small if you need to, with one day per week, for one doctor, to demonstrate what it can accomplish.

1 ACTION STEP (TEAM)

Make a commitment together as a team to implement at least one of the suggestions below. This will be your team behavior change.

☐ Following the discussion question, try having a VCR help with that one item for two weeks to see how it impacts your team workflow.

☐ Be open minded! Talk through areas where implementing a VCR may run into hurdles, and what could be done to address these before the fact. If there are hiccups, work to tweak the process so that it works for your team.

Brought to you by the American Veterinary Medical Association