PATTERSON VETERINARY ACADEMY

Learning Path Guides

Every learning path in the catalog in one place: what each path covers, the milestones inside it, and the courses you will take, with RACE hours and estimated time.

- Clinical
- Management
- Professional Development

27	190	129.5
LEARNING PATHS	COURSES	RACE HOURS AVAILABLE

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Updated October 2026

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PATTERSON VETERINARY ACADEMY | LEARNING PATH GUIDE

Alternative Treatment Methods

Clinical

Discover emerging and alternative treatment options that enhance patient care beyond traditional medicine. This learning path explores laser therapy techniques, the clinical use of cannabinoids, and a variety of integrative modalities to support pain management, healing, and overall wellness in veterinary patients.

2	2	3	1 hr
COURSES	MILESTONES	RACE HOURS	EST. TIME*

YOUR PATH AT A GLANCE

1. **Integrative and Alternative Therapies**
   1 course
2. **Therapeutic Technology in Practice**
   1 course

Work through the milestones in order. Courses marked Required are part of completing the path; Electives are optional extras.
*Estimated time covers the courses that list a duration.

1 Integrative and Alternative Therapies

1 course

Cannabinoids in Veterinary Medicine

Learn about the legalities, potential benefits, and administration of cannabinoids in veterinary medicine.

Required | 1 RACE hr | 1 Hour

Casara Andre, DVM, cVMA

2 Therapeutic Technology in Practice

1 course

Laser Therapy

This course, led by laser therapy specialist David Bradley, DVM, FASLMS, provides comprehensive training on laser safety, including history, physics, wavelengths, cellular effects, and physiological responses. Learners will also cover safety protocols, contraindications, dosing, treatment...

Required | 2 RACE hrs

David Bradley, DVM, FASLMS

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PATTERSON VETERINARY ACADEMY | LEARNING PATH GUIDE

Anesthesia & Pain Management

Clinical

This learning path equips veterinary professionals with the essential knowledge and protocols for delivering safe, effective anesthesia and comprehensive pain management. From foundational principles to legal compliance, learners will gain confidence in assessing pain, selecting appropriate treatments, and handling controlled substances responsibly. The content is designed to enhance patient comfort, support surgical safety, and uphold professional standards in all veterinary settings.

4	2	7	3 hr
COURSES	MILESTONES	RACE HOURS	EST. TIME*

YOUR PATH AT A GLANCE

1. **Foundations of Anesthesia and Pain Control** — 3 courses
2. **Compliance and Controlled Substance Protocols** — 1 course

Work through the milestones in order. Courses marked Required are part of completing the path; Electives are optional extras.
*Estimated time covers the courses that list a duration.

1 Foundations of Anesthesia and Pain Control — 3 courses

Anesthesia Foundations

Learn the different parts of the anesthesia machine and equipment and how to troubleshoot and maintain them, along with patient monitoring and ACVAA guidelines for delivering anesthesia to your patients.

Required | 1 RACE hr | 1 Hour

Andrea Caniglia, VMD, DACVAA, Jennifer Sager, BS, CVT, VTS

Pain Assessment in Feline & Canine Patients

This course focuses on recognizing and assessing pain in canine and feline patients through behavioral and physiological indicators. Learners will explore pain pathways, pain scoring methods, and the technician's role in advocating for effective pain management.

Required | 1 RACE hr | 1 Hour

Tamara Grubb, DVM, MS, PhD, DACVAA

Pain Management in Canine & Feline Patients

This program will review the pain pathway, how to preemptively treat pain in patients, as well as addressing acute pain with a balanced, comprehensive pain protocol.

Required | 1 RACE hr | 1 Hour

Tamara Grubb, DVM, MS, PhD, DACVAA

2 Compliance and Controlled Substance Protocols

1 course

Controlled Substances in Veterinary Medicine: Clinical Use, Inventory Management & Preventing Abuse

In this course, we will cover the role controlled substances serve in the veterinary practice, the DEA's responsibilities and information, controlled substance ordering, how to report losses, and how to recognize and prevent diversion of controlled substances from moving into the hands of clients and...

Required | 4 RACE hrs · renewing

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PATTERSON VETERINARY ACADEMY | LEARNING PATH GUIDE

Avian and Exotic Basics: Handling, Health and Hygiene

Clinical

This introductory path builds foundational skills in the safe handling, identification, and care of avian and exotic species. Designed for veterinary support staff and animal care professionals, the path covers species-specific techniques for restraint, exams, hygiene, and common procedures to promote animal well-being and safety in clinical and husbandry settings.

6	2	4.25	3 hr 50 min
COURSES	MILESTONES	RACE HOURS	EST. TIME

YOUR PATH AT A GLANCE

1. **Handling and Identification Essentials**
   4 courses
2. **Clinical Skills and Procedure Protocols**
   2 courses

Work through the milestones in order. Courses marked Required are part of completing the path; Electives are optional extras.

1 Handling and Identification Essentials

4 courses

Exotics Identification

This course explores the growing role of exotic pets in veterinary practice, including how to identify common and emerging species. Learners will distinguish key characteristics of avians, reptiles, amphibians, and exotic mammals, and review common medical conditions seen in these patients.

Required | 30 Minutes

Handling Avians

This course covers essential techniques for safely and effectively handling avian patients, including general handling principles and species-specific considerations. It also addresses working with both small and large birds while prioritizing patient safety, stress reduction, and proper restraint.

Required | 0.25 RACE hrs (vet techs) | 20 Minutes

Anna Osofsky, DVM, DABVP (Avian Practice)

Handling Exotic Mammals

This course provides practical guidance on safely and effectively handling a variety of exotic mammal patients, including rabbits, ferrets, guinea pigs, small rodents, hedgehogs, chinchillas, and prairie dogs. Learners will build confidence in species-specific handling techniques while also exploring...

Required | 0.5 RACE hrs | 30 Minutes

Anna Osofsky, DVM, DABVP (Avian Practice)

Handling Reptiles and Amphibians

This course covers safe and effective handling techniques for reptiles and amphibians, including lizards, snakes, turtles, tortoises, frogs, and toads. It highlights species-specific considerations to support proper restraint, reduce stress, and ensure the safety of both patients and staff.

Required | 0.5 RACE hrs (vet techs) | 30 Minutes

Anna Osofsky, DVM, DABVP (Avian Practice)

2 Clinical Skills and Procedure Protocols

2 courses

Common Avian Procedures

This course will cover the proper handling and capture of avians of all sizes, along with common procedures.

Required | 1 RACE hr | 1 Hour

Anna Osofsky, DVM, DABVP (Avian Practice)

Exotics Exams & Procedures

This course is designed for veterinary technicians and veterinarians to expand their knowledge and skills in the care and treatment of exotic animals. Dr. Lauren Thielen, DVM, DipIABVP (Avian Practice), a renowned expert in the field, will delve into the specific needs of a diverse range of species, including...

Required | 2 RACE hrs | 1 Hour

Lauren Thielen, DVM, DABVP (Avian Practice)

Ready to start?

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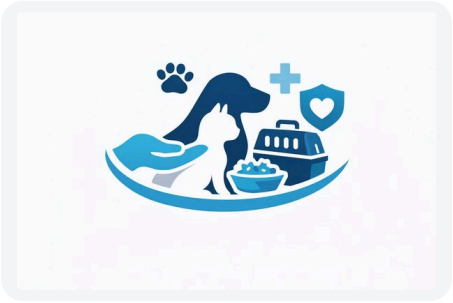
PATTERSON VETERINARY ACADEMY | LEARNING PATH GUIDE

Canine and Feline Basics: Handling, Health and Basic Care

Clinical



This foundational path equips veterinary team members and animal care professionals with essential knowledge and hands-on skills for working safely and confidently with dogs and cats. From understanding animal communication to mastering safe restraint and grooming techniques, this course prepares learners to provide compassionate, competent care in a clinical or shelter setting.

9	2	6.5	6 hr 35 min
COURSES	MILESTONES	RACE HOURS	EST. TIME*

YOUR PATH AT A GLANCE

1. **Safe Handling and Low-Stress Care**
   7 courses
2. **Breed, Behavior, and Nutrition Basics**
   2 courses

Work through the milestones in order. Courses marked Required are part of completing the path; Electives are optional extras.
*Estimated time covers the courses that list a duration.

1 Safe Handling and Low-Stress Care

7 courses

Restraint for Common Procedures

This course covers essential restraint techniques for veterinary assistants and technicians, including holds for exams, venipuncture, and the use of tools like lift tables and kitty burritos. Learners will develop skills to ensure safe, effective restraint for both patients and staff.

Required | 0.5 RACE hrs (vet techs) | 25 Minutes

Fear Free: Nail Trimming - Trim Away The Terror

Transform your approach to nail trims by learning how proper nail care supports patient well-being and the human-animal bond. This course covers stress-reduction strategies, handling techniques, tool use, and behavior methods like desensitization and conditioning to create a more positive, low-stress...

Required

Bathing and Grooming

Perfect for any staff members involved in bathing and grooming, providing step-by-step instruction for bathing and other hygienic procedures.

Required | 1 RACE hr (vet techs) | 1 Hour

Erin Tate, DVM

Feline Behaviors and Handling

Veterinary Behaviorist Meghan Herron provides insight into creating low-stress visits for felines.

Required | 1 RACE hr | 1 Hour

Meghan Herron, DVM, DACVB

Understanding Canine Communication

This course teaches learners how to interpret canine communication through body language, including ear, eye, mouth, and tail cues. It also covers behavioral patterns and signs of aggression to help improve patient handling and safety.

Required | 25 Minutes

Positive Canine Experiences

Learn to create calm, trust-based experiences for dogs from the car ride to the exam room and back.

Required | 1 RACE hr | 1 Hour

Meghan Herron, DVM, DACVB

Low-Stress Handling for Canine Patients

This course introduces evidence-based, low-stress restraint techniques for canine patients, emphasizing safety, empathy, and efficiency in clinical handling. Learners will identify signs of fear, anxiety, and stress, apply appropriate restraint methods, and use strategies like counterconditioning...

Required | 1 RACE hr | 1 Hour

Meghan Herron, DVM, DACVB

2 Breed, Behavior, and Nutrition Basics

2 courses

Canine and Feline Breed Identification

Learn common canine and feline breeds seen in the veterinary practice, along with common medical concerns for each.

Required | 1 RACE hr | 45 Minutes

Canine and Feline Nutrition

Presented by veterinary nutritionist Lily Johnson, DVM, DACVN, with guest expert Ed Carlson, CVT, VTS (Nutrition), this course explores the nutritional needs of dogs and cats, including how to perform assessments, understand diet types, and properly handle and feed pet foods. Learners will also...

Required | 1 RACE hr | 1 Hour

Lily Johnson, DVM, DACVN, Ed Carlson, CVT, VTS (Nutrition)

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PATTERSON VETERINARY ACADEMY | LEARNING PATH GUIDE

Core Clinical Skills & Foundational Knowledge

Clinical

This comprehensive learning path equips veterinary professionals and support staff with the essential clinical techniques and foundational knowledge needed to thrive in a clinical setting. Whether you're building confidence as a new team member or refining your core competencies, these targeted courses provide practical, hands-on skills and critical background knowledge. Participants will explore best practices for patient restraint, bandaging, and medication administration while mastering crucial tasks such as IV catheter placement, supplemental oxygen delivery, and recumbent patient care. In addition, learners will deepen their understanding of medical terminology, vocabulary, and clinical documentation to support clear communication and accurate recordkeeping.

14	4	17.25	12 hr 40 min
COURSES	MILESTONES	RACE HOURS	EST. TIME

YOUR PATH AT A GLANCE

1. **Core Clinical Techniques** — 5 courses
2. **Foundational Knowledge & Communication** — 3 courses
3. **Patient Handling & Treatment Delivery** — 3 courses
4. **Patient Monitoring & Supportive Care** — 3 courses

Work through the milestones in order. Courses marked Required are part of completing the path; Electives are optional extras.

1 Core Clinical Techniques

5 courses

Clinical Techniques I

This course equips veterinary assistants and technicians with essential laboratory skills for accurate sample collection, including canine and feline venipuncture, urine collection methods, and ear cytology techniques. Learners will also gain proficiency in proper sample handling, slide preparation, and...

Required | 1 RACE hr | 1 Hour

Kristen Mourie, LVT

Clinical Techniques II

This intermediate clinical techniques course prepares veterinary technicians and assistants to perform key laboratory procedures, including blood smear preparation, hematology, urinalysis, ear cytology, blood chemistry, and fecal analysis. Learners will develop skills in sample evaluation and result...

Required | 1 RACE hr (vet techs) | 1 Hour

Kristen Mourie, LVT

Restraint for Common Procedures

This course covers essential restraint techniques for veterinary assistants and technicians, including holds for exams, venipuncture, and the use of tools like lift tables and kitty burritos. Learners will develop skills to ensure safe, effective restraint for both patients and staff.

Required | 0.5 RACE hrs (vet techs) | 25 Minutes

Wrapped for Success: Veterinary Bandaging Techniques

Learners will develop an understanding of the different types of bandages, their applications, and proper selection for various injuries.

Required | 1 RACE hr | 45 Minutes

Amber Hart, RVT, VTS (ECC)

Surgical Nursing

This course provides veterinary professionals with essential knowledge and skills to support surgical procedures, including instrument identification and proper preparation. Learners will understand their role in promoting patient safety, surgical efficiency, and successful outcomes.

Required | 0.5 RACE hrs (vet techs) | 30 Minutes

Alyssa Mages, BS, CVT, FVTE

2 Foundational Knowledge & Communication

3 courses

Foundations of Veterinary Medical Terminology

This course reviews the A to Z of medical terminology in four sections: an introduction to medical terminology, common terms by body system, introductory anatomy and directional terms, and vaccine & medication terms.

Required | 5 RACE hrs (vet techs) | 1 Hour

Amy Johnson, BS, LVT, RLATG, CVJ

Elevating Your Vocabulary with Advanced Medical Terminology

This course provides veterinary staff with advanced medical terminology skills across specialties, including cardiology, oncology, and ophthalmology.

Required | 2 RACE hrs | 2 Hours

Thermodynamics

This course, led by Amber Hart, RVT, VTS (ECC), explores thermodynamics and its role in managing patient body temperature. Learners will review temperature measurement methods, heat loss pathways, and the recognition and treatment of hypothermia and hyperthermia in canine and feline patients.

Required | 1 RACE hr · renewing | 1 Hour

Amber Hart, RVT, VTS (ECC)

3 Patient Handling & Treatment Delivery

3 courses

Administering & Dispensing Medications

This course for veterinary technicians and assistants covers medication administration, dispensing, patient care, and aseptic techniques.

Required | 1 RACE hr (vet techs) | 1 Hour

Kristen Mourie, LVT

Essential Skills for Administering Supplemental Oxygen

Ensuring adequate oxygenation is crucial for the health and well-being of our patients. This comprehensive course delves deep into the world of supplemental oxygen therapy in veterinary medicine, equipping you with the knowledge and skills to confidently manage respiratory distress in...

Required | 1 RACE hr | 1 Hour

Amber Hart, RVT, VTS (ECC)

IV Catheter Placement and Maintenance

Learn the proper placement, maintenance, and troubleshooting of intravenous and central line catheters.

Required | 1 RACE hr | 35 Minutes

Amber Hart, RVT, VTS (ECC)

4 Patient Monitoring & Supportive Care

3 courses

Medical Recordkeeping 101

This course covers medical record requirements, common pitfalls, and strategies to improve efficiency and accuracy in documentation. Learners will also gain guidance on conducting audits and maintaining compliance to support quality patient care and reduce legal risk.

Required | 1 RACE hr | 1 Hour

Oriana Gradeles-Scislowicz, LVT, VTES, CPTD, PMP

Recumbent Patient Care

Recumbent patients require special considerations, care and monitoring. Learn the effects that remaining in recumbency has on the body systems and how to care for these types of patients.

Required | 0.25 RACE hrs | 25 Minutes

Amber Hart, RVT, VTS (ECC)

Multiparameter Monitoring

Learn to interpret essential vital signs (like SpO_2, $ETCO_2$, and BP) to guide patient safety and clinical choices.

Required | 1 RACE hr | 1 Hour

Amber Hart, RVT, VTS (ECC)

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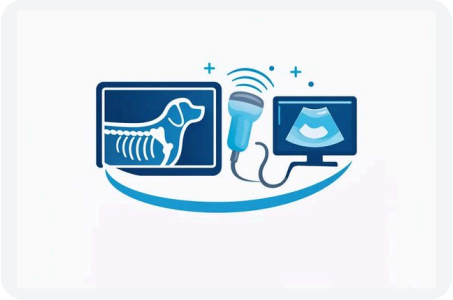
PATTERSON VETERINARY ACADEMY | LEARNING PATH GUIDE

Diagnostic Imaging

Clinical



Explore the evolving role of technology in veterinary practice. This learning path introduces essential support skills in diagnostic imaging, with a focus on assisting in ultrasound procedures, ensuring radiation safety, and understanding the emerging use of artificial intelligence in veterinary medicine.

6	2	2.5	2 hr 55 min
COURSES	MILESTONES	RACE HOURS	EST. TIME*

YOUR PATH AT A GLANCE

1. **Diagnostic Imaging Support** — 5 courses
2. **Emerging Veterinary Technologies** — 1 course

Work through the milestones in order. Courses marked Required are part of completing the path; Electives are optional extras.
*Estimated time covers the courses that list a duration.

1 Diagnostic Imaging Support — 5 courses

Ultrasound Assisting

Ultrasonography has become a powerful diagnostic tool in the veterinary practice. This course will equip support staff with the skills and knowledge to make this procedure go as smoothly as possible for the patient and the veterinarian. Learn how to prepare, position, and monitor patients receiving variou...

Required | 0.5 RACE hrs (vet techs) | 25 Minutes

Tricia Earley, DVM

Radiology Fundamentals: Safety, Principles & Application

This course, taught by veterinary radiologist Brian Poteet, MS, DVM, DACVR, DABSNM, provides a foundational understanding of veterinary radiology. Learners will explore key concepts in image acquisition, safety, and radiographic quality to support effective diagnostic imaging.

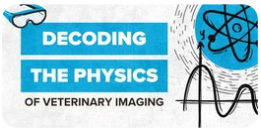
Required | 1.5 RACE hrs | 1 Hour

Brian Poteet, MS, DVM, DACVR, DABSNM

Achieving Optimal Image Quality

Master the critical determinants of radiographic image quality (including density, contrast, and distortion) to minimize errors and ensure diagnostic confidence.

Required



Decoding the Physics of Veterinary Imaging

This course explores the fundamental physics behind veterinary diagnostic imaging, including radiation principles, image formation, and common artifacts. Learners will gain the knowledge to troubleshoot imaging challenges, adjust equipment settings, and improve image quality and diagnostic value.

Required

Operating Your Veterinary Imaging Equipment

Maximize your clinic's diagnostic capabilities by mastering the fundamentals of image quality, patient safety, and efficient radiology workflow.

Required 1 Hour

2 Emerging Veterinary Technologies

1 course

Integrating Artificial Intelligence into Veterinary Radiology

In this course, learners will explore how technological advances have shaped radiological artificial intelligence, including its accuracy (sensitivity and specificity) and ability to improve through increased data collection. They will also examine practical benefits for veterinary workflows, analyze case studi...

Required 0.5 RACE hrs 30 Minutes

Seth Wallack, DVM, DACVR

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PATTERSON VETERINARY ACADEMY | LEARNING PATH GUIDE

Diseases: Knowledge and Control

Clinical

Build essential knowledge and practical skills for preventing disease and maintaining a clean, safe veterinary environment. This learning path covers vaccine fundamentals, parvovirus management, infection control protocols, and kennel maintenance best practices to ensure both patient and team safety in clinical settings.

4	2	2.5	2 hr 25 min
COURSES	MILESTONES	RACE HOURS	EST. TIME*

YOUR PATH AT A GLANCE

1. **Disease Prevention & Immunity**
   2 courses
2. **Infection Control & Facility Hygiene**
   2 courses

Work through the milestones in order. Courses marked Required are part of completing the path; Electives are optional extras.
*Estimated time covers the courses that list a duration.

1 Disease Prevention & Immunity

2 courses

Understanding Vaccines and Disease Prevention

This course provides an overview of vaccine types, proper handling, and their role in disease prevention. Learners will review common canine and feline infectious diseases, including rabies, distemper, parvovirus, leptospirosis, and feline leukemia, to better understand vaccination protocols...

Required

Parvovirus: From Diagnosis to Recovery

This in-depth course, led by critical care expert Amber Hart, RVT, VTS (ECC), provides veterinary staff with current guidance on the diagnosis, treatment, and management of canine parvovirus. Learners will review parvovirus epidemiology, diagnostic and treatment protocols, temperature assessment,...

Required | 1 RACE hr | 1 Hour

Amber Hart, RVT, VTS (ECC)

2 Infection Control & Facility Hygiene

2 courses

Veterinary Practice Infection Control

Learn how a sound approach to disinfection will make your practice a safer place.

Required | 1.5 RACE hrs | 1 Hour

Kennel Maintenance

This course equips learners with the knowledge to prevent disease transmission, including how diseases spread and proper protocols for safely cleaning and disinfecting cages and kennels. It also covers the use of cleaning chemicals and best practices for feeding and caring for housed patients.

Required 25 Minutes

Ready to start?

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Emergency Veterinary Care

Clinical

Prepare to confidently assist in critical care situations with this comprehensive learning path in emergency veterinary care. You'll gain the knowledge and hands-on skills needed to support veterinarians during urgent cases—from triage and CPR to trauma care, fluid therapy, and wound management.

8	3	6.5	6 hr 40 min
COURSES	MILESTONES	RACE HOURS	EST. TIME

YOUR PATH AT A GLANCE

1. **Emergency Response Foundations**
   3 courses
2. **Trauma and Wound Management**
   3 courses
3. **Vascular Access & Fluid Therapy**
   2 courses

Work through the milestones in order. Courses marked Required are part of completing the path; Electives are optional extras.

1 Emergency Response Foundations

3 courses

Emergency Conditions

Understanding emergency and critical care medicine is imperative to focusing on the immediate needs of a severely ill or injured animal. In this course James Barr, DVM, DACVECC and Medora Pashmakova, DVM, DACVECC discuss some of the most common critical care conditions you will see in the...

Required | 0.5 RACE hrs | 45 Minutes

James Barr, DVM, DACVECC, Medora Pashmakova, DVM, DACVECC

Triage Review

In this course, we will review the history of triage, how to initiate a triage exam, triage scoring systems, and how to evaluate respiratory, neurological, abdominal and cardiovascular systems, along with several other pertinent body systems. Lastly, we will discuss how to begin care for a triaged patient.

Required | 1 RACE hr | 1 Hour

Veterinary CPR

This course covers the essential components of veterinary CPR, including preparation, team roles, and effective response during cardiopulmonary emergencies. Learners will review CPR decision-making, anatomy, drug use, and monitoring to support coordinated, life-saving care.

Required | 45 Minutes

2 Trauma and Wound Management

3 courses

Managing Trauma

In this course, we will discuss how to discuss a trauma situation with a client, present an initial estimate, as well as stabilize the patient. In the role of the technician, it's crucial to learn how to provide fluids, oxygen therapy, point of care testing, and pain management. Each of these steps will be reviewed in...

Required | 1 RACE hr | 1 Hour

Amy Newfield, CVT, VTS (ECC)

Wound Care

Discover various wound types, classifications, healing stages, methods, treatment, and even watch a tie-over bandage case study.

Required | 1 RACE hr (vet techs) | 50 Minutes

Mike LoSasso, DVM

Wrapped for Success: Veterinary Bandaging Techniques

Learners will develop an understanding of the different types of bandages, their applications, and proper selection for various injuries.

Required | 1 RACE hr | 45 Minutes

Amber Hart, RVT, VTS (ECC)

3 Vascular Access & Fluid Therapy

2 courses

Fluid Therapy

In this course, learners will explore the importance of fluid therapy, including how dehydration affects the body and how to assess hydration status. They will also learn about fluid types, administration routes, and how to calculate fluid rates for rehydration, maintenance, and ongoing losses.

Required | 1 RACE hr | 1 Hour

James Barr, DVM, DACVECC, Medora Pashmakova, DVM, DACVECC

IV Catheter Placement and Maintenance

Learn the proper placement, maintenance, and troubleshooting of intravenous and central line catheters.

Required | 1 RACE hr | 35 Minutes

Amber Hart, RVT, VTS (ECC)

Ready to start?

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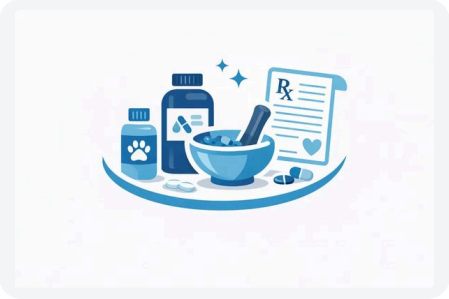
PATTERSON VETERINARY ACADEMY | LEARNING PATH GUIDE

Pharmacology & Medication Management

Clinical



This learning path is designed to build essential skills and knowledge for safe, effective, and compliant medication use in veterinary practice. Through a blend of pharmacology principles, medical math, and hands-on administration techniques, veterinary professionals will gain the confidence to accurately calculate, handle, and dispense medications. Special attention is given to controlled substances and the legal responsibilities surrounding their use in clinical settings.

4	2	7	3 hr
COURSES	MILESTONES	RACE HOURS	EST. TIME*

YOUR PATH AT A GLANCE

1. **Foundations of Veterinary Pharmacology** — 2 courses
2. **Medication Administration & Legal Compliance** — 2 courses

Work through the milestones in order. Courses marked Required are part of completing the path; Electives are optional extras.
*Estimated time covers the courses that list a duration.

1 Foundations of Veterinary Pharmacology

2 courses

Phamiliar Pharmacology

Empower veterinary technicians and assistants to confidently and safely manage medications in any clinical setting with this comprehensive pharmacology course. Through a blend of theoretical learning and practical examples, learners will gain a deep understanding of veterinary pharmacology, covering...

Required | 1 RACE hr | 1 Hour

Alyssa Mages, BS, CVT, FVTE

Medical Math Mentality

This course introduces veterinary technicians to the essential mathematical concepts and calculations required for daily clinical practice. Learners will develop proficiency in mathematical principles specifically tailored to veterinary medicine, enhancing their ability to provide accurate and safe patien...

Required | 1 RACE hr | 1 Hour

2 Medication Administration & Legal Compliance

2 courses

Administering & Dispensing Medications

This course for veterinary technicians and assistants covers medication administration, dispensing, patient care, and aseptic techniques.

Required | 1 RACE hr (vet techs) | 1 Hour

Kristen Mourie, LVT

Controlled Substances in Veterinary Medicine: Clinical Use, Inventory Management & Preventing Abuse

In this course, we will cover the role controlled substances serve in the veterinary practice, the DEA's responsibilities and information, controlled substance ordering, how to report losses, and how to recognize and prevent diversion of controlled substances from moving into the hands of clients and...

Required | 4 RACE hrs · renewing

Ready to start?

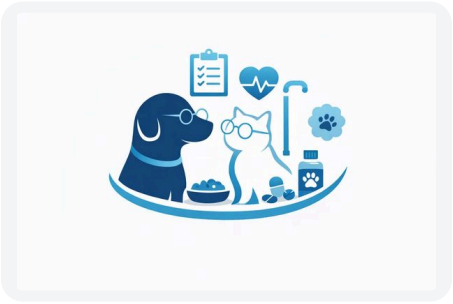
Sign in to your Patterson Veterinary Academy account and search for this learning path, or browse the full catalog online.

catalog.pattersonvetacademy.com

PATTERSON VETERINARY ACADEMY | LEARNING PATH GUIDE

Senior Pet Care

Clinical



This focused learning path prepares veterinary professionals to deliver compassionate and effective care for senior canine patients. As pets age, they face unique physiological, behavioral, and nutritional challenges that require specialized knowledge and clinical approaches. Through this two-unit path, learners will explore age-related changes, supportive care techniques, and strategies for managing senior patients in both outpatient and inpatient settings.

3	2	3	3 hr
COURSES	MILESTONES	RACE HOURS	EST. TIME

YOUR PATH AT A GLANCE

1. **Understanding the Aging Canine** — 2 courses
2. **Clinical Care for Senior Patients** — 1 course

Work through the milestones in order. Courses marked Required are part of completing the path; Electives are optional extras.

1 Understanding the Aging Canine

2 courses

Beyond Grey Muzzles: Unveiling the Science of Canine Aging

Learn the biological and physiological changes associated with aging in dogs.

Required | 1 RACE hr | 1 Hour

Brennen McKenzie, MA, MSc, VMD

Supportive Feeding Methods for Small Animals

This course, led by Amber Hart, RVT, VTS (ECC), provides practical guidance on supportive feeding methods and feeding tube management. Learners will review feeding tube types, placement techniques, and securement methods to support effective nutritional care.

Required | 1 RACE hr | 1 Hour

Amber Hart, RVT, VTS (ECC)

2 Clinical Care for Senior Patients

1 course

Caring for the Hospitalized Senior Pet

In this course, led by Amy Newfield, MS, CVT, VTS (ECC), we'll discuss how we define a senior pet, and educate pet owners on what that actually means. Next, we'll explore how to properly care for these patients by acknowledging their cognitive, metabolic, visual, and other physical changes, along with...

Required | 1 RACE hr | 1 Hour

Amy Newfield, CVT, VTS (ECC)

Ready to start?

Sign in to your Patterson Veterinary Academy account and search for this learning path, or browse the full catalog online.

catalog.pattersonvetacademy.com

PATTERSON VETERINARY ACADEMY | LEARNING PATH GUIDE

Specific Medical Conditions & Treatments

Clinical

This learning path is designed to deepen veterinary professionals' understanding of specific medical conditions and their treatments across various animal species. It offers a progressive approach, starting with foundational veterinary conditions and advancing toward more specialized knowledge. In addition, it includes training in tick identification, an essential skill for disease prevention and diagnosis in clinical settings. By the end of this path, learners will be better equipped to recognize, diagnose, and treat a wide range of medical conditions with confidence and precision.

3	2	0.5	2 hr 30 min
COURSES	MILESTONES	RACE HOURS	EST. TIME

YOUR PATH AT A GLANCE

1. **Core Veterinary Medical Conditions**
   2 courses
2. **Specialized Identification & Diagnostic Skills**
   1 course

Work through the milestones in order. Courses marked Required are part of completing the path; Electives are optional extras.

1 Core Veterinary Medical Conditions

2 courses

Understanding Veterinary Medical Conditions - Volume 1

Learn the foundations of common medical conditions including risk factors, symptoms, diagnosis, treatment, and prevention strategies.

Required | 1 Hour

Understanding Veterinary Medical Conditions - Volume 2

Learn about various veterinary medical conditions, including less frequently discussed but crucial diseases due to their zoonotic capabilities.

Required | 1 Hour

2 Specialized Identification & Diagnostic Skills

1 course

Tick Identification

Learn the various types of ticks, their prevalence, and the possible health risks that ticks present for both animals and humans.

Required | 0.5 RACE hrs | 30 Minutes

Michael Dryden, DVM, MS, PhD, Susan Little, DVM, PhD, DACVM (Parasitology)

Ready to start?

Sign in to your Patterson Veterinary Academy account and search for this learning path, or browse the full catalog online.

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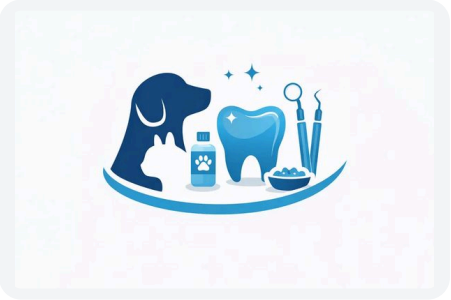
PATTERSON VETERINARY ACADEMY | LEARNING PATH GUIDE

Veterinary Dentistry

Clinical



Build a solid foundation in veterinary dentistry by exploring oral anatomy, essential equipment, clinical procedures, and dental radiology. This learning path prepares veterinary professionals to confidently support oral healthcare and improve patient outcomes through skilled dental assistance.

4	2	2	1 hr 15 min
COURSES	MILESTONES	RACE HOURS	EST. TIME*

YOUR PATH AT A GLANCE

1. **Introduction to Veterinary Dentistry** — 2 courses
2. **Clinical Techniques in Veterinary Dentistry** — 2 courses

Work through the milestones in order. Courses marked Required are part of completing the path; Electives are optional extras.
*Estimated time covers the courses that list a duration.

1 Introduction to Veterinary Dentistry

2 courses

Veterinary Dentistry - An Introduction

This dentistry series provides foundational knowledge of veterinary dentistry, including tooth anatomy, function, and anatomical terminology within the oral cavity. Learners will also review gingival landmarks, differences between canine and feline dentition, and how to efficiently chart using the...

Required · 0.5 RACE hrs (vet techs) · 15 Minutes

Veterinary Dentistry - Equipment and Tools

This course helps veterinary team members understand the equipment used in dental procedures and how to use it effectively. Learners will organize a dental workstation, identify instruments, and review proper operation, care, and maintenance to support safe and efficient dentistry.

Required · 0.5 RACE hrs (vet techs) · renewing

2 Clinical Techniques in Veterinary Dentistry

2 courses

Veterinary Dentistry - Procedures

This course covers the process for performing efficient veterinary dentistry procedures, from patient history and awake oral exams to anesthetized positioning and charting. Learners will also review scaling and polishing techniques while strengthening communication, documentation, and clinical efficiency.

Required · 0.5 RACE hrs · renewing · 30 Minutes

Veterinary Dentistry - Radiology

This course highlights the importance of full-mouth dental radiographs in assessing oral health and supporting accurate diagnosis. Learners will gain practical guidance on positioning, anatomical landmarks, and techniques to obtain high-quality images efficiently and safely.

Required | 0.5 RACE hrs · renewing | 30 Minutes

Ready to start?

Sign in to your Patterson Veterinary Academy account and search for this learning path, or browse the full catalog online.

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PATTERSON VETERINARY ACADEMY | LEARNING PATH GUIDE

Finance & Business Management

Management

This learning path provides veterinary professionals, practice managers, and owners with essential financial and operational strategies to run a profitable and sustainable veterinary business. From mastering revenue flow and expense tracking to understanding financial protections and data-driven decisions, learners will gain the confidence to make informed financial choices that benefit both practice operations and patient care. The path is designed to demystify financial concepts and empower veterinary teams to take ownership of their business success.

7	5	10	8 hr
COURSES	MILESTONES	RACE HOURS	EST. TIME*

YOUR PATH AT A GLANCE

1. **Revenue Flow and Financial Fundamentals**
   2 courses
2. **Audits, Accounts, and Discount Controls**
   1 course
3. **Smart Spending and Expense Control**
   1 course
4. **Risk Management and Financial Protection**
   2 courses
5. **Leveraging Data for Financial Growth**
   1 course

Work through the milestones in order. Courses marked Required are part of completing the path; Electives are optional extras.
*Estimated time covers the courses that list a duration.

1 Revenue Flow and Financial Fundamentals

2 courses

The Flow of Money & Revenue Management

In this introductory financial management course, we will review how finance touches all aspects of your business from inventory to human resources. Business equations, managing revenue, the importance of integrating your business model into your financial planning, and concepts such as pric...

Required | 1 RACE hr | 1 Hour

Establishing Operations to Improve Revenue & Profit Management and Financial Reporting

This course explores how patient care and preventive care models can help manage expenses and improve financial performance. Learners will also review key concepts in compliance, efficiency, profit management, and financial reporting to better understand and guide business decisions.

Required | 2 RACE hrs · renewing

2 Audits, Accounts, and Discount Controls

1 course

Discounts, Audits & Accounts Receivable

This course addresses pet care affordability, discount impact, preventing unplanned discounts, auditing importance, and receivable management strategies.

Required | 1 RACE hr | 1 Hour

3 Smart Spending and Expense Control

1 course

Expense Management

This course explores how to manage practice expenses by understanding business models and the role of fixed and variable costs. Learners will gain practical insights to support financial decision-making and improve overall practice efficiency.

Required | 1 RACE hr | 1 Hour

4 Risk Management and Financial Protection

2 courses

Financial Protection

This course discusses the importance of securing your hospital revenue, inventory and assets through checks and balances that ensure financial protection.

Required | 1 RACE hr | 1 Hour

Protect Your Practice: Developing a Cyber Security Plan

Understanding how a cyber-attack works, and how it may affect your practice, is the first step in building your defenses. Learn a layered approach to cyber security that protects the local PC, internet traffic, and your data, along with the importance of a proper data backup plan should your practice...

Required | 2 RACE hrs | 2 Hour

5 Leveraging Data for Financial Growth

1 course

Veterinary Practice Data

Learn the key concepts of RTO and RPO, what they mean, why they are important, and how to implement them in your practice. Then learn how to leverage both local and cloud backups, and how to protect the key data areas in the practice that are often overlooked.

Required | 2 RACE hrs | 2 Hour

Clint Latham, J.D.

Ready to start?

Sign in to your Patterson Veterinary Academy account and search for this learning path, or browse the full catalog online.

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PATTERSON VETERINARY ACADEMY | LEARNING PATH GUIDE

Human Resources

Management

This comprehensive learning path prepares veterinary leaders, practice managers, and team leads to manage human resources effectively and ethically within the practice. From recruitment to employee wellness, conflict resolution, and regulatory compliance, this path covers the full employment cycle. Learners will gain tools to hire smarter, support staff development, manage performance, and navigate sensitive personnel challenges with professionalism and confidence. Whether you're growing a team or refining an existing one, this path will strengthen your HR leadership capabilities.

12	6	6.5	10 hr 15 min
COURSES	MILESTONES	RACE HOURS	EST. TIME*

YOUR PATH AT A GLANCE

1. **HR Foundations and the Employment Cycle** — 3 courses
2. **Hiring Strategies and Interviewing Techniques** — 2 courses
3. **Staff Development and Performance Management** — 3 courses
4. **Supporting Employee Well-being and Engagement** — 2 courses
5. **Handling Difficult Transitions with Care** — 1 course
6. **The Financial Side of HR** — 1 course

Work through the milestones in order. Courses marked Required are part of completing the path; Electives are optional extras.
*Estimated time covers the courses that list a duration.

1 HR Foundations and the Employment Cycle — 3 courses

Introduction to Human Resources

This course focuses on building a strong HR foundation by setting clear expectations, defining key skills, and aligning team roles. Learners will also explore strategies for coaching, feedback, performance evaluations, and recognition to support team development and success.

Required | 1 RACE hr | 1 Hour

The Employment Cycle

This course explores the full hiring process, from candidate selection and interviewing to onboarding and training. Learners will also review performance management, coaching, and corrective action strategies to support long-term team success.

Required | 1 RACE hr | 1 Hour

Regulatory Requirements Within Human Resources

Learn the tools to successfully navigate HR regulations and requirements and how to comply with employment laws.

Required | 1 RACE hr | 1 Hour

2 Hiring Strategies and Interviewing Techniques

2 courses

Hiring and Firing

Gain an understanding of progressive discipline, while learning how to prepare and conduct disciplinary and termination meetings effectively.

Required | 0.5 RACE hrs | 45 Minute

Amanda Donnelly, DVM, MBA

7 Types of Interviews and When to Use Them

This course explores seven interview types and when it's best to use them. You'll learn how to use these interview styles to streamline your hiring process.

Required | 1 Hour

3 Staff Development and Performance Management

3 courses

Professional Development in Your Employees

Training is just part of the education and support employees need. This human resources course covers several components of professional development including communication, teambuilding, meetings and continuing education, which are also necessary when developing a highly functional team that works...

Required | 1 RACE hr | 1 Hour

Performance Management: Removing Bias & Having Essential Conversations

Learn how to stop dreading performance review cycles and master preparation, conversations and follow through, removing potential bias and common pitfalls experienced during the process.

Required | 1 RACE hr | 1 Hour

Receiving and Seeking Feedback

This course helps learners build a positive relationship with feedback by understanding common reactions and adopting a productive mindset. It also provides practical strategies for receiving, responding to, and seeking feedback to support professional growth.

Required

4 Supporting Employee Well-being and Engagement

2 courses

How to Create an Employee Wellness Program: A Step-by-Step Guide

This course explores the importance of employee wellness and its impact on workplace success. Learners will gain practical guidance for developing a comprehensive wellness program that supports mental, physical, and emotional well-being.

Required | 1 Hour

Improving Staff Interactions

This course equips employees with essential skills to navigate today's workplace, including managing stress, giving feedback, and strengthening communication. Learners will also explore topics such as delegation, cross-training, professional development, and preparing for career transitions.

Required | 30 Minutes

5 Handling Difficult Transitions with Care

1 course

Letting an Employee Go Gracefully

Letting an employee go is never easy, especially when you're responsible for communicating the decision. In this course, you'll explore appropriate reasons for termination, steps to reduce legal risk and plan a smooth transition, and how to deliver the message professionally while maintaining team...

Required | 1 Hour

6 The Financial Side of HR

1 course

The Finances of Human Resources

In this human resources course, discover the financial components associated with HR and learn how to benchmark, create a budget, wage scales and a wage philosophy, along with a strategy to effectively reduce employee turnover.

Required | 1 RACE hr | 1 Hour

Ready to start?

Sign in to your Patterson Veterinary Academy account and search for this learning path, or browse the full catalog online.

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PATTERSON VETERINARY ACADEMY | LEARNING PATH GUIDE

Inventory 101

Management

This learning path equips veterinary professionals and practice managers with the essential skills to manage inventory efficiently and strategically. By exploring foundational principles, measurement techniques, movement logistics, and risk management, learners will develop a systematic approach to inventory control that minimizes waste, prevents shortages, and supports financial health. Whether new to inventory or seeking to improve current systems, this path provides actionable tools for success in veterinary practice inventory management.

6	3	6	5 hr
COURSES	MILESTONES	RACE HOURS	EST. TIME*

YOUR PATH AT A GLANCE

1. **Inventory Fundamentals**
   2 courses
2. **Measuring and Monitoring Inventory**
   2 courses
3. **Inventory Strategy and Risk Control**
   2 courses

Work through the milestones in order. Courses marked Required are part of completing the path; Electives are optional extras.
*Estimated time covers the courses that list a duration.

1 Inventory Fundamentals

2 courses

Introduction to Inventory

This course will teach the basics of inventory management including inventory terminology, roles, grading, and turnover.

Required | 1 RACE hr | 1 Hour

Inventory Management

Inventory is the second highest expense of a practice, below payroll. It's important to learn how to manage this asset to keep your costs as low as possible, while still being able to meet your clients' and practice's needs.

Required | 1 RACE hr

Brandon Hess, CVPM, CCFP

2 Measuring and Monitoring Inventory

2 courses

Inventory Metrics & Measurements

Learn to effectively measure and understand your inventory metrics, empowering you to make data-driven decisions that boost efficiency and profitability.

Required | 1 RACE hr | 1 Hour

Managing Movement in Inventory

Inventory management is a multi-faceted responsibility. There are several activities that move product through to the end user. In this course the learner will discover all of the stages of inventory movement starting with when and how much product to order, how to build orders, vendors and buying groups,...

Required | 1 RACE hr | 1 Hour

3 Inventory Strategy and Risk Control

2 courses

Inventory Strategies

This course explores strategic approaches to inventory management, including ordering practices, billing cycle considerations, and cost control. Learners will also review pricing and discounting strategies to support financial performance and efficient inventory operations.

Required | 1 RACE hr | 1 Hour

Inventory Risk Management

While selling inventory can bring benefits such as additional income and the opportunity to provide additional services, it can also create risk when mismanaged. In this inventory management course, learn how to protect and properly store inventory, perform inventory counts and properly invoice staff...

Required | 1 RACE hr | 1 Hour

Ready to start?

Sign in to your Patterson Veterinary Academy account and search for this learning path, or browse the full catalog online.

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PATTERSON VETERINARY ACADEMY | LEARNING PATH GUIDE

Leadership

Management

This learning path is designed to cultivate the skills, mindset, and resilience needed to lead effectively in veterinary practices and beyond. Whether stepping into leadership for the first time or seeking to refine existing abilities, learners will explore key strategies for communication, emotional intelligence, diversity, conflict resolution, team motivation, and community impact. With practical tools and powerful perspectives, this path helps veterinary professionals become adaptable, respected, and purpose-driven leaders.

15	5	7.5	13 hr 50 min
COURSES	MILESTONES	RACE HOURS	EST. TIME

YOUR PATH AT A GLANCE

1. **Foundations of Leadership**
   3 courses
2. **Everyday Leadership in Veterinary Teams**
   4 courses
3. **Adaptive Leadership Through Change and Challenge**
   3 courses
4. **Inclusive and Servant Leadership**
   3 courses
5. **Strategic Leadership and Community Influence**
   2 courses

Work through the milestones in order. Courses marked Required are part of completing the path; Electives are optional extras.

1 Foundations of Leadership

3 courses

Introduction to Leadership & Culture

This course explores key HR strategies for building and maintaining a strong, effective veterinary team. Learners will examine leadership and management skills, as well as generational and personality differences, to support team alignment, accountability, and performance.

Required | 1 RACE hr | 1 Hour

5 Leadership Styles to Influence a Team

In this course, you'll first learn what a leadership style is. Then, you'll discover five common leadership styles. Finally, you'll determine how to choose among and implement your chosen style, or styles.

Required | 1 Hour

Leading With Emotional Intelligence

Learn what emotional intelligence is and boost your emotional intelligence skills by strengthening your personal and social competence.

Required | 1 Hour

2 Everyday Leadership in Veterinary Teams

4 courses

Team Leadership Essentials

This course equips aspiring and current team leaders with the skills and mindset to effectively lead and support their teams. Learners will explore core leadership principles, strengthen communication and motivation strategies, and develop their leadership style to foster a positive, high-performing team...

Required | 25 Minutes

Training Skills for Team Leaders

This course provides a framework for optimizing staff training in veterinary practices, including understanding learning styles and applying strategies that support skill development and retention. Learners will also explore training techniques for communication skills and the benefits of cross-traini...

Required | 15 Minutes

Team Leaders: Resolving Conflicts with Coworkers and Clients

This course guides you on how to work through conflict with coworkers to achieve positive outcomes.

Required | 25 Minutes

Leadership and Planning

This course, led by Amanda Donnelly, DVM, MBA, explores strategic planning and its role in building a successful veterinary practice. Learners will apply tools such as SWOT analysis, key performance indicators, and time management strategies to improve efficiency, set goals, and support growth and...

Required | 0.5 RACE hrs | 45 Minutes

Amanda Donnelly, DVM, MBA

3 Adaptive Leadership Through Change and Challenge

3 courses

Navigating Change in Your Practice

In this course, learn the steps involved in successful change management, including identifying key stakeholders, setting meaningful, realistic goals and creating a change management document, selecting and engaging with change ambassadors within your practice, communicating effectively an...

Required | 1 RACE hr | 1 Hour

Tiffany Consalvo, BS, CVPM, CCFP

Leading Through Difficult Times

This course prepares leaders to navigate challenging situations using effective crisis management strategies. Learners will examine how crises impact organizations, identify common types of disruptions, and develop plans to prepare for, respond to, and recover from difficult events while...

Required | 1 Hour

Leadership Fatigue

Learn how to cultivate resilience, balance, and a growth mindset so you can avoid the pitfalls of exhaustion.

Required | 1 RACE hr | 1 Hour

4 Inclusive and Servant Leadership

3 courses

Servant Leadership

This course equips managers at all levels with the characteristics and skills to lead through selfless service.

Required | 1 RACE hr · renewing | 1 Hour

The Pivotal Role of Leadership in Diversity, Equity & Inclusion

This course helps leaders reinforce DEI efforts by assessing team awareness, fostering empathy, and creating space for learning. It also covers practical ways to promote inclusion through recruitment, meetings, and everyday leadership practices.

Required | 1 RACE hr | 1 Hour

Bridging the Divide: What to Do When Your Veterinary Team Feels Divided

Learn how to recognize team division, rebuild trust, and foster a cohesive, high-performing culture through strong communication and strategic intervention.

Required | 2 RACE hrs | 2 Hours

5 Strategic Leadership and Community Influence

2 courses

Being a Leader in Your Community

Do you consider yourself a leader in your community? Giving back via volunteering and other forms of community involvement can have many benefits to your practice. Learn how to get started and more about the various opportunities available to your practice.

Required | 1 Hour

How Great Leaders Solve Problems

In this course, you'll learn the fundamentals of problem prevention, detection, and resolution.

Required | 1 Hour

Ready to start?

Sign in to your Patterson Veterinary Academy account and search for this learning path, or browse the full catalog online.

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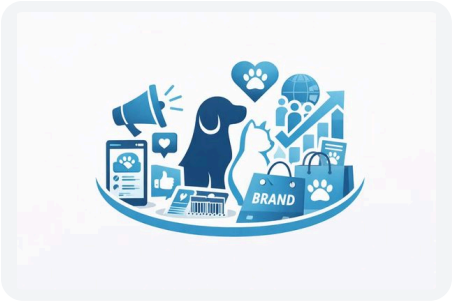
PATTERSON VETERINARY ACADEMY | LEARNING PATH GUIDE

Marketing, Branding and Community Engagement

Management



This learning path helps veterinary professionals and practice managers strengthen their brand identity, amplify their message through effective marketing strategies, and build meaningful relationships with their communities. Learners will explore branding, digital outreach, reputation management, and community leadership to position their practices as trusted, recognizable, and valued contributors. By the end of this path, participants will be equipped to develop and execute strategic marketing plans that support growth, loyalty, and positive visibility.

8	4	9	8 hr 30 min
COURSES	MILESTONES	RACE HOURS	EST. TIME

YOUR PATH AT A GLANCE

1. **Foundations of Veterinary Marketing**
   2 courses
2. **Digital Tools & Tactical Marketing**
   2 courses
3. **Reputation Management & Measurement**
   2 courses
4. **Building Local Presence & Community Leadership**
   2 courses

Work through the milestones in order. Courses marked Required are part of completing the path; Electives are optional extras.

1 Foundations of Veterinary Marketing

2 courses

Introduction to Marketing

This introductory course explores the key factors that shape your practice's reputation, from client communication to branding and visual identity. Learners will understand how to build and maintain a strong reputation while engaging the entire team and aligning leadership practices.

Required | 1 RACE hr | 1 Hour

Branding Your Practice

Who you are, collectively, isn't where your reputation starts and stops. There are other contributors to reputation. It is often said to "never judge a book by its cover." But the truth is, we do. In this course, we will discuss the impressionable areas of your practice from a consumer perspective and how to build...

Required | 1 RACE hr | 1 Hour

2 Digital Tools & Tactical Marketing

2 courses

Foundation Essentials for Digital Marketing

This course introduces the core components of digital marketing, including websites, search engine optimization, social media, and reputation management. Learners will also explore how content, such as blogs, supports a cohesive and effective online marketing strategy.

Required | 1 RACE hr | 30 Minutes

Kelly Baltzell, MA

Marketing Tactics

In this course, we will review how building a solid team and optimizing your cycle of service is the first step before embarking on marketing activities. From there, we will introduce key marketing tactics including findability, website design, social media, email, mobile apps, videos and blogs so that you m...

Required | 2 RACE hrs | 2 Hours

3 Reputation Management & Measurement

2 courses

Protecting the Reputation of Your Practice

When you've worked hard to build an authentic reputation, you'll want to protect what you've built. In this course, we will review reputation risk management techniques, including how to monitor and respond to online reviews.

Required | 1 RACE hr | 1 Hour

Rhonda Bell, CVPM, PCM, CDMP

Quantifying the Reputation of Your Practice

In this course we will discuss the final piece of authentic reputation management: quantifying. A manager must understand how well reputation management and marketing efforts are working so gaps and future initiatives can be appropriately planned. Cycle of service metrics and reputation formulas ...

Required | 1 RACE hr | 1 Hour

Rhonda Bell, CVPM, PCM, CDMP

4 Building Local Presence & Community Leadership

2 courses

Building Community Connection

Discover the key strategies and techniques that will not only attract new clients but also foster lasting relationships with existing ones.

Required | 2 RACE hrs | 1 Hour

Rhonda Bell, CVPM, PCM, CDMP

Being a Leader in Your Community

Do you consider yourself a leader in your community? Giving back via volunteering and other forms of community involvement can have many benefits to your practice. Learn how to get started and more about the various opportunities available to your practice.

Required | 1 Hour

Ready to start?

Sign in to your Patterson Veterinary Academy account and search for this learning path, or browse the full catalog online.

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Operational Efficiency & Practice Management

Management

This learning path empowers veterinary professionals, practice managers, and aspiring leaders with tools to drive efficiency, foster inclusive and effective teams, and elevate the performance of veterinary hospitals. With a focus on real-world application, this path covers leadership development, data-driven decision-making, team communication, cybersecurity, telehealth, and workflow optimization. Learners will hear directly from veterinary leaders and gain actionable strategies to implement in their own practices—ultimately improving the care experience for patients, clients, and teams alike.

13	5	11.5	13 hr 50 min
COURSES	MILESTONES	RACE HOURS	EST. TIME

YOUR PATH AT A GLANCE

1. **Leading with Purpose and Inclusion** — 3 courses
2. **Communication, Culture & Client Connection** — 3 courses
3. **Data-Driven Practice Management** — 3 courses
4. **Innovation in Workflow & Service Delivery** — 3 courses
5. **Expanding Influence & Building Connections** — 1 course

Work through the milestones in order. Courses marked Required are part of completing the path; Electives are optional extras.

1 Leading with Purpose and Inclusion — 3 courses

Implementing a DEI Program for Your Organization

An effective DEI program is so much more than a few core values related to DEI. We'll discuss how to develop a DEI strategy that is meaningful and incorporates diversity, equity and inclusion into employees' daily work practices.

Required | 1 RACE hr | 1 Hour

CVPMs Share Their Secrets!

CVPMs share tips they've learned along the way that helped improve their management skills.

Required | 15 Minutes

Becoming the Boss: A Guide for New Managers

This course helps new managers transition into their role by outlining key responsibilities and differences from individual contributor positions. Learners will explore practical first steps, tips for success, and strategies to overcome common management challenges.

Required | 1 Hour

2 Communication, Culture & Client Connection

3 courses

A Guide to Effective Meetings

Unnecessary and unproductive meetings waste significant time in the workplace. Yet we all rely on meetings to communicate and collaborate with our teams, coworkers, and clients regularly. This course provides a guide to effective meetings, from both the meeting facilitator's and participant's perspective.

Required | 1 Hour

Exam Room Advocates

Dr. Peter Weinstein's course highlights the vital role of the Exam Room Advocate in enhancing efficiency, client satisfaction, and team-based veterinary care.

Required | 1 RACE hr | 1 Hour

Peter Weinstein, DVM, MBA

Practice Tips from Veterinary Professionals

This comprehensive course equips veterinary professionals with key skills for effective practice management, including workplace culture, hiring, feedback, and team dynamics. Learners will also explore strategies for communication, technology use, and building a positive, productive work...

Required | 30 Minutes

3 Data-Driven Practice Management

3 courses

Veterinary Practice Data

Learn the key concepts of RTO and RPO, what they mean, why they are important, and how to implement them in your practice. Then learn how to leverage both local and cloud backups, and how to protect the key data areas in the practice that are often overlooked.

Required | 2 RACE hrs | 2 Hour

Clint Latham, J.D.

Protect Your Practice: Developing a Cyber Security Plan

Understanding how a cyber-attack works, and how it may affect your practice, is the first step in building your defenses. Learn a layered approach to cyber security that protects the local PC, internet traffic, and your data, along with the importance of a proper data backup plan should your practice...

Required | 2 RACE hrs | 2 Hour

Enhancing Hospital Performance with Pet Health Insurance

This course explores the role of pet insurance in veterinary practices and its impact on patient care, client communication, and revenue. Learners will gain strategies for discussing costs with clients and overcoming common barriers to implementing pet health insurance.

Required | 0.5 RACE hrs | 20 Minute

Wendy Hauser, DVM

4 Innovation in Workflow & Service Delivery

3 courses

Telehealth - Veterinary Curbside Care

This course explores veterinary curbside care and its role in telehealth, highlighting operational and client service considerations when patients are seen without their owners present. Learners will identify gaps and opportunities to develop an effective curbside care plan.

Required | 1 RACE hr | 1 Hour

Optimizing the Veterinary OR Workflow

This course provides a comprehensive framework for optimizing the veterinary operating room (OR) workflow, focusing on strategic vision, operational efficiency, and long-term sustainability. Learn how to develop and implement strategic plans for your OR, improve scheduling and resource allocation,...

Required | 1 RACE hr | 1 Hour

Oriana Gradeles-Scislowicz, LVT, VTES, CPTD, PMP

Hospital Design

Gain insight on small changes you can make to improve the look of your practice, add more space and bring in more revenue!

Required | 1 RACE hr | 45 Minutes

Heather Lewis, AIA, NCARB

5 Expanding Influence & Building Connections

1 course

The Veterinary Network

Understand how to manage your IT needs, reduce your technology costs, and maximize efficiencies in your practice.

Required | 2 RACE hrs | 2 Hour

Clint Latham, J.D.

Ready to start?

Sign in to your Patterson Veterinary Academy account and search for this learning path, or browse the full catalog online.

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PATTERSON VETERINARY ACADEMY | LEARNING PATH GUIDE

Safety, Security and Compliance

Management

This comprehensive learning path is designed to help veterinary teams create a safe, compliant, and prepared work environment. Covering everything from OSHA guidelines and hazardous communication to harassment prevention and emergency response, this path ensures that team members are equipped to protect themselves, their coworkers, and the clients they serve. Ideal for both leadership and team-wide implementation, this path builds awareness, accountability, and a culture of safety within the veterinary workplace.

19	4	19	16 hr 35 min
COURSES	MILESTONES	RACE HOURS	EST. TIME*

YOUR PATH AT A GLANCE

1. **Foundations of Workplace Safety** — 5 courses
2. **General Safety Practices & Emergency Planning** — 9 courses
3. **Harassment Awareness & Prevention** — 2 courses
4. **Security Threats and Crisis Response** — 3 courses

Work through the milestones in order. Courses marked Required are part of completing the path; Electives are optional extras.
*Estimated time covers the courses that list a duration.

1 Foundations of Workplace Safety

5 courses

Introduction to Workplace Safety & OSHA

In this introductory workplace safety course, learn the responsibilities and expectations of the employer in keeping staff safe at work. Employee safety rights will be discussed, along with the I2P2 program, how to prepare for an inspection and hazard assessment and identification.

Required | 2 RACE hrs · renewing | 3 Hours

Veterinary Workplace Safety Annual Training

Creating a safe workplace is essential to protecting veterinary professionals, patients, and clients. This comprehensive course is your one-stop solution for annual OSHA team training, covering the essential OSHA requirements and veterinary-specific safety practices every team member needs to know. Lear...

Required

Development of Individual Safety Plans

This course identifies potential hazards and implements preventative measures, giving you the tools you need to keep your staff safe and secure.

Required | 3 RACE hrs · renewing | 3 Hours

Safe Housekeeping Procedures

According to AVMA PLIT, some of the most common injuries reported in the veterinary workplace revolve around topics that seem "common sense," but are often overlooked in a busy facility. Take this brief course as part of your annual safety training to help you be more mindful of the common...

Required | 10 Minutes

Veterinary Practice Infection Control

Learn how a sound approach to disinfection will make your practice a safer place.

Required | 1.5 RACE hrs | 1 Hour

2 General Safety Practices & Emergency Planning

9 courses

Restraint for Common Procedures

This course covers essential restraint techniques for veterinary assistants and technicians, including holds for exams, venipuncture, and the use of tools like lift tables and kitty burritos. Learners will develop skills to ensure safe, effective restraint for both patients and staff.

Required | 0.5 RACE hrs (vet techs) | 25 Minutes

Workplace Emergencies & Evacuation Plans

This course will equip veterinary teams with the knowledge and skills necessary to prepare for and respond to workplace emergencies. We will cover various emergency scenarios, including natural disasters, fires, and medical emergencies, and provide practical guidance on how to protect staff,...

Required | 1 RACE hr | 1 Hour

Oriana Gradeles-Scislowicz, LVT, VTES, CPTD, PMP

Developing Your Hazard Communication Plan

In this workplace safety course, learners will develop a Hazard Communication (HazCom) Plan, including proper use of visual hazard warnings, Safety Data Sheets (SDS), and labeling of secondary containers. The course also covers training, recordkeeping, and reporting requirements and...

Required | 2 RACE hrs · renewing | 2 Hours

Radiology Fundamentals: Safety, Principles & Application

This course, taught by veterinary radiologist Brian Poteet, MS, DVM, DACVR, DABSNM, provides a foundational understanding of veterinary radiology. Learners will explore key concepts in image acquisition, safety, and radiographic quality to support effective diagnostic imaging.

Required | 1.5 RACE hrs | 1 Hour

Brian Poteet, MS, DVM, DACVR, DABSNM

General Safety Knowledge and Practices

This course addresses safety topics that are related to some of the most common injuries reported to AVMA PLIT.

Required | 1 Hour

Controlled Substances in Veterinary Medicine: Clinical Use, Inventory Management & Preventing Abuse

In this course, we will cover the role controlled substances serve in the veterinary practice, the DEA's responsibilities and information, controlled substance ordering, how to report losses, and how to recognize and prevent diversion of controlled substances from moving into the hands of clients and...

Required | 4 RACE hrs · renewing

OSHA Inspections & Violations

This course provides an overview of Occupational Safety and Health Administration (OSHA) inspections and common workplace violations relevant to veterinary practices. Learners will explore how OSHA inspections are initiated, what inspectors evaluate during a site visit, and how practices can prepare t...

Required | 1.5 RACE hrs

Brandon Hess, CVPM, CCFP

Low-Stress Handling for Canine Patients

This course introduces evidence-based, low-stress restraint techniques for canine patients, emphasizing safety, empathy, and efficiency in clinical handling. Learners will identify signs of fear, anxiety, and stress, apply appropriate restraint methods, and use strategies like counterconditioning...

Required | 1 RACE hr | 1 Hour

Meghan Herron, DVM, DACVB

Bite Prevention

Bite prevention isn't just about handling. It's about systems, protocols, and leadership. This course helps veterinary teams understand how to reduce risk through clear policies, proper documentation, and a strong safety culture. Learn how to protect your team, stay compliant, and confidently manage...

Required

Brandon Hess, CVPM, CCFP

3 Harassment Awareness & Prevention

2 courses

Sexual Harassment Prevention - All Employee Training

This must-have program equips your staff with the knowledge to foster a safe, respectful workplace.

Elective

Sexual Harassment Prevention - Supervisor Training

This course equips managers with the tools needed to foster a harassment-free environment.

Elective

4 Security Threats and Crisis Response

3 courses

Active Shooter Response: Knowing What to Do in a Crisis

This course prepares learners to respond effectively during an active shooter situation by focusing on prevention, emergency procedures, and decision-making in a crisis. It also covers drills, lockdown and hold protocols, and strategies for supporting individuals after an event to promote overall workplace...

Required | 1 Hour

Workplace Violence in Veterinary Practices

This course addresses workplace violence in veterinary practices, including its forms, risk factors, and impact on teams. Learners will review prevention strategies, risk assessment, de-escalation techniques, and safety protocols to support a safer work environment.

Required | 1 RACE hr | 1 Hour

Oriana Gradeles-Scislowicz, LVT, VTES, CPTD, PMP

What is Social Engineering?

This course provides an overview of how attackers use social engineering techniques to exploit human psychology and access sensitive information, along with tips for spotting and preventing these attacks.

Required | 1 Hour

Ready to start?

Sign in to your Patterson Veterinary Academy account and search for this learning path, or browse the full catalog online.

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PATTERSON VETERINARY ACADEMY | LEARNING PATH GUIDE

Teamwork Basics

Management

This learning path provides veterinary professionals with the essential tools and strategies to foster collaboration, communication, and cohesion within their teams. From managing dynamics and leading meetings to mentoring and motivating others, learners will explore the foundations of effective teamwork in veterinary practice. By building strong interpersonal skills and supportive team cultures, practices can improve morale, reduce conflict, and enhance patient care.

8	3	1	8 hr
COURSES	MILESTONES	RACE HOURS	EST. TIME

YOUR PATH AT A GLANCE

1. **Foundations of Effective Team Management** — 3 courses
2. **Team Dynamics & Delegation** — 3 courses
3. **Meetings, Mentoring & Team Growth** — 2 courses

Work through the milestones in order. Courses marked Required are part of completing the path; Electives are optional extras.

1 Foundations of Effective Team Management — 3 courses

Introduction to Team Management

As a manager, you're not just the “person in charge.” It’s your responsibility to help your team realize their potential. In this course, you’ll learn tips to build an effective team, communicate better, and resolve common problems that naturally arise in a diverse group of people with their own interests.

Required · 1 Hour

Create an Enviable Team Culture

Learn common team culture types and how to objectively assess your own culture. You’ll also discover how to overhaul a toxic team culture in favor of a positive one that leverages individuals’ strengths.

Required · 1 Hour

Motivating Your Team

This course explores the different types of motivation and the internal and external factors that drive employee behavior. Learners will gain strategies to better understand and motivate their teams to improve engagement, performance, and retention.

Required · 1 Hour

2 Team Dynamics & Delegation

3 courses

A Guide to Navigating Team Dynamics

This course will teach you how to build team dynamics that serve rather than hinder your development by discovering different roles, work styles, and generational differences. You'll learn to improve collaboration by finding a style that resonates and learning what makes your colleagues tick.

Required | 1 Hour

The Secrets of Skilled Delegation

In this course, you'll learn why you should delegate, how to do it, and how to select the right people for the job.

Required | 1 Hour

Harmony in the Clinic: Strategies for a Happy Veterinary Team

In this course, you'll learn tips to build an effective team, communicate better, and resolve common problems in a diverse group of people.

Required | 1 RACE hr | 1 Hour

Amy Newfield, CVT, VTS (ECC)

3 Meetings, Mentoring & Team Growth

2 courses

A Guide to Effective Meetings

Unnecessary and unproductive meetings waste significant time in the workplace. Yet we all rely on meetings to communicate and collaborate with our teams, coworkers, and clients regularly. This course provides a guide to effective meetings, from both the meeting facilitator's and participant's perspective.

Required | 1 Hour

A Guide to Mentoring Others

This course provides a comprehensive guide to mentoring, including the role of a mentor, identifying ideal mentees, and leading effective sessions. Learners will also explore common mentoring challenges and strategies to overcome them.

Required | 1 Hour

Ready to start?

Sign in to your Patterson Veterinary Academy account and search for this learning path, or browse the full catalog online.

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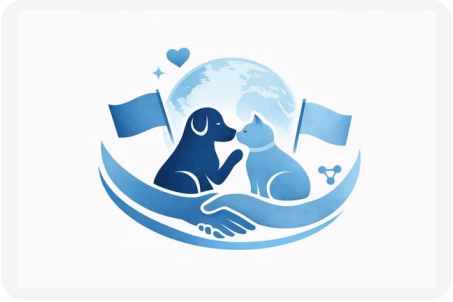
PATTERSON VETERINARY ACADEMY | LEARNING PATH GUIDE

Cultural Competencies

Professional Development



This learning path helps veterinary professionals develop the awareness, skills, and mindset needed to provide inclusive, respectful, and culturally competent care and service. By examining bias, exploring cultural sensitivity, and learning to work effectively across diverse teams and client populations, learners will gain tools to foster equity and improve communication in both clinical and client interactions. This foundational path supports stronger relationships, trust, and teamwork across cultures.

4	2	1	3 hr
COURSES	MILESTONES	RACE HOURS	EST. TIME*

YOUR PATH AT A GLANCE

1. **Understanding DEI and Implicit Bias**
   2 courses
2. **Cultural Awareness in Practice**
   2 courses

Work through the milestones in order. Courses marked Required are part of completing the path; Electives are optional extras.
*Estimated time covers the courses that list a duration.

1 Understanding DEI and Implicit Bias

2 courses

Introduction to Diversity, Equity & Inclusion and Implicit Biases

In this course, we'll discuss the value of a diverse workplace and the differences between diversity, equity and inclusion. We'll also introduce crucial building blocks to this topic including a brief overview of the foundations of inequality in American society. From there, we'll review implicit bias and how to...

Required | 1 RACE hr | 1 Hour

Jennifer Eberhardt on Uncovering the Hidden Prejudice That Shapes What We See, Think and Do

This course, based on Biased by Dr. Jennifer L. Eberhardt, explores how implicit biases form and influence everyday decisions. Learners will gain insight into recognizing bias and apply a practical strategy to interrupt and change biased behavior.

Required

Jennifer Eberhardt

2 Cultural Awareness in Practice

2 courses

Working Across Cultures

To work effectively with people from different cultures, you need to be aware of cultural differences. In this course, we'll take a look at some of those differences and how to interact with people who are on the opposite side of the cultural spectrum.

Required 1 Hour

Cultural Sensitivity in Customer Service

This course explores the importance of cultural sensitivity in customer service and its impact on business relationships. Learners will gain practical tools for effective cross-cultural communication, helping them build connections and show respect across diverse interactions.

Required 1 Hour

Ready to start?

Sign in to your Patterson Veterinary Academy account and search for this learning path, or browse the full catalog online.

catalog.pattersonvetacademy.com

PATTERSON VETERINARY ACADEMY | LEARNING PATH GUIDE

Customer Service

Professional Development

This learning path is designed to strengthen client service skills across veterinary teams, especially for front desk personnel and those interacting directly with pet owners. Through foundational principles, essential skills, and strategies for exceeding expectations, learners will gain tools to enhance client satisfaction, build trust, and create a consistent, positive experience at every touchpoint. Whether you're new to the front desk or refining your communication style, this path empowers you to represent your practice with confidence and care.

5	3	3	6 hr 15 min
COURSES	MILESTONES	RACE HOURS	EST. TIME

YOUR PATH AT A GLANCE

1. **Foundations of Client Service**
   2 courses
2. **Essential Customer Service Skills**
   2 courses
3. **The Client Experience Journey**
   1 course

Work through the milestones in order. Courses marked Required are part of completing the path; Electives are optional extras.

1 Foundations of Client Service

2 courses

Foundations For Front Desk Personnel

This course equips front desk personnel with the skills to create a welcoming, efficient client experience, from making strong first impressions to staying organized and using practice management software effectively. Learners will strengthen customer service skills while supporting smooth clinic...

Required | 1 Hour

Meeting Client Expectations with Brian Conrad, CVPM

This course, led by Brian Conrad, CVPM, provides practical strategies for meeting and exceeding client expectations in a veterinary practice. Learners will explore ways to create positive client experiences, communicate effectively, handle challenges, and build long-term client relationships.

Required | 15 Minutes

Brian Conrad, CVPM

2 Essential Customer Service Skills

2 courses

Do You Have These Four Essential Customer Service Skills?

There are a handful of customer service skills that can make the difference between an average experience and one that leaves your customers feeling completely delighted. Do you know what those skills are? Do you have them? In this course, we'll uncover four essential customer service skills and...

Required | 1 Hour

Increasing Customer Satisfaction

This course equips veterinary professionals with essential skills to build strong client relationships, from first impressions to effective communication during visits. Learners will also develop strategies for managing expectations, addressing concerns, and handling complaints with empathy and...

Required | 1 Hour

3 The Client Experience Journey

1 course

Cycle of Service

Take the journey through the veterinary visit from start to finish, beginning with before the visit in how the practice represents itself online and over the phone to scheduling appointments, the visit itself, completing the visit, then what happens between appointments. Learn how to make an impactful,...

Required | 3 RACE hrs | 3 Hours

Ready to start?

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PATTERSON VETERINARY ACADEMY | LEARNING PATH GUIDE

Management Essentials

Professional Development

This learning path is designed for veterinary professionals stepping into management or refining their leadership skills in a clinical setting. Covering essential operational procedures, peer training, emotional intelligence, and the foundations of diversity and inclusion, this path equips managers to lead with clarity, empathy, and effectiveness. Learners will explore best practices for communication, staff development, and creating an inclusive workplace where every team member can succeed.

5	4	3	4 hr 30 min
COURSES	MILESTONES	RACE HOURS	EST. TIME

YOUR PATH AT A GLANCE

1. **Daily Operations & Frontline Management** — 1 course
2. **Coaching and Peer Development** — 1 course
3. **Emotional Intelligence in Management** — 1 course
4. **Diversity, Equity & Inclusion in Veterinary Teams** — 2 courses

Work through the milestones in order. Courses marked Required are part of completing the path; Electives are optional extras.

1 Daily Operations & Frontline Management — 1 course

Procedures for Productive Check-Ins and Outs

Learn front desk procedures during check-ins and check-outs that will help your staff increase efficiency, client satisfaction and revenue.

Required | 1 RACE hr | 30 Minutes

Amanda Donnelly, DVM, MBA, Wendy Myers, CVJ

2 Coaching and Peer Development — 1 course

6 Tips for Successful Peer-to-Peer Training

This course provides practical tips for successfully training peers and onboarding new team members. Learners will develop skills to guide, support, and engage others while reinforcing best practices and company values.

Required | 1 Hour

3 Emotional Intelligence in Management

1 course

Leading With Emotional Intelligence

Learn what emotional intelligence is and boost your emotional intelligence skills by strengthening your personal and social competence.

Required | 1 Hour

4 Diversity, Equity & Inclusion in Veterinary Teams

2 courses

Implementing a DEI Program for Your Organization

An effective DEI program is so much more than a few core values related to DEI. We'll discuss how to develop a DEI strategy that is meaningful and incorporates diversity, equity and inclusion into employees' daily work practices.

Required | 1 RACE hr | 1 Hour

The Pivotal Role of Leadership in Diversity, Equity & Inclusion

This course helps leaders reinforce DEI efforts by assessing team awareness, fostering empathy, and creating space for learning. It also covers practical ways to promote inclusion through recruitment, meetings, and everyday leadership practices.

Required | 1 RACE hr | 1 Hour

Ready to start?

Sign in to your Patterson Veterinary Academy account and search for this learning path, or browse the full catalog online.

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PATTERSON VETERINARY ACADEMY | LEARNING PATH GUIDE

Mental & Personal Health

Professional Development

This learning path supports the mental, emotional, and personal well-being of veterinary professionals. With increasing demands in veterinary medicine, it is essential to build resilience, recognize signs of distress, and develop healthy coping strategies. From burnout and compassion fatigue to self-awareness and emotional intelligence, this path offers tools and guidance to help individuals protect their mental health, support others, and grow personally and professionally. Whether you're on a journey to well-being or supporting a colleague, this path offers powerful resources to foster a thriving team culture.

8	3	5	7 hr
COURSES	MILESTONES	RACE HOURS	EST. TIME*

YOUR PATH AT A GLANCE

1. **Understanding Burnout, Fatigue, and Stress** — 3 courses
2. **Suicide Awareness and Substance Use Support** — 2 courses
3. **Mental Health Allyship & Emotional Intelligence** — 3 courses

Work through the milestones in order. Courses marked Required are part of completing the path; Electives are optional extras.
*Estimated time covers the courses that list a duration.

1 Understanding Burnout, Fatigue, and Stress — 3 courses

Beating Burnout: Spot the Symptoms and Take Action

This course explores burnout, its impact on health and performance, and the factors that increase risk. Learners will identify warning signs and gain strategies to prevent and reverse burnout.

Required · 1 Hour

Compassion Fatigue

This course will help you understand what compassion fatigue is, how to recognize it, and manage it to increase your job satisfaction and mental health.

Required · 1 RACE hr · 1 Hour

Brandon Hess, CVPM, CCFP

Dealing With Stress, Pressure, and Burnout

This course helps learners understand stress, pressure, and burnout, and how they impact well-being and productivity. It also provides strategies to recognize personal triggers and manage these challenges to support a healthier, more balanced lifestyle.

Required | 1 Hour

2 Suicide Awareness and Substance Use Support

2 courses

Suicide Awareness in Veterinary Medicine: Signs, Safety Plans & Postvention

This course offers critical training for recognizing warning signs, implementing safety plans, and providing compassionate postvention for colleagues.

Required | 1 RACE hr | 1 Hour

Oriana Gradeles-Scislowicz, LVT, VTES, CPTD, PMP

Alcohol & Substance Use Disorder in Veterinary Medicine: Prevalence, Treatment & Prevention

With elevated levels of mental health problems such as anxiety, depression and moral distress among veterinary professionals, there are higher risk factors for alcohol and substance use disorders. This course will discuss the prevalence of these disorders in the overall population as well as specifically...

Required | 1 RACE hr

Oriana Gradeles-Scislowicz, LVT, VTES, CPTD, PMP

3 Mental Health Allyship & Emotional Intelligence

3 courses

Allyship in Mental Health

This course teaches learners how to be a mental health ally by recognizing when colleagues are struggling and offering appropriate support. It also covers active listening, connecting others to resources, and maintaining healthy boundaries for personal well-being.

Required | 1 RACE hr | 1 Hour

Oriana Gradeles-Scislowicz, LVT, VTES, CPTD, PMP

How to Be An Ally & Grow Yourself as an Individual

Learn what being an ally means, and how to turn your allyship into real support. We'll review how to challenge and interrupt prejudiced practices and how to cultivate an anti-racist mindset and your own inclusive behaviors.

Required | 1 RACE hr | 1 Hour

Harnessing Emotions in the Workplace With Liz Fosslien and Mollie West Duffy

This course, based on No Hard Feelings by Liz Fosslien and Mollie West Duffy, explores the role of emotions in the workplace and their impact on work-life balance. Learners will gain practical insights for creating a healthier, more productive relationship between their personal and professional lives.

Required | 1 Hour

Liz Fosslien, Mollie West Duffy

Ready to start?

Sign in to your Patterson Veterinary Academy account and search for this learning path, or browse the full catalog online.

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PATTERSON VETERINARY ACADEMY | LEARNING PATH GUIDE

Professionalism & Communication

Professional Development

This learning path helps veterinary professionals build the communication and professionalism skills essential for workplace success. From handling difficult client conversations to improving listening, phone etiquette, and internal communication, learners will gain practical tools to navigate complex interactions with clarity, empathy, and confidence. Whether working with clients, coworkers, or supervisors, this path strengthens every interaction and promotes a more respectful, efficient, and professional practice culture.

11	4	5	13 hr
COURSES	MILESTONES	RACE HOURS	EST. TIME

YOUR PATH AT A GLANCE

1. **Foundations of Professionalism and Workplace Communication**
   3 courses
2. **Client-Focused Communication**
   3 courses
3. **Communication Tools for Everyday Success**
   3 courses
4. **Communication on the Phone and in the Clinic**
   2 courses

Work through the milestones in order. Courses marked Required are part of completing the path; Electives are optional extras.

1 Foundations of Professionalism and Workplace Communication

3 courses

A Guide to Workplace Professionalism

Learn essential skills and techniques to effectively communicate with colleagues, handle conflicts with grace, and maintain a positive work environment.

Required | 1 Hour

Master the Art of Verbal Communication

Whether talking, listening, or presenting, most of us are constantly communicating verbally at work. A vital skill, it's also one we can continually improve. In this course, you'll learn how to make a great first impression and have an amazing conversation. Plus, you'll get strategies to escape from the tight spot...

Required | 1 Hour

Perfecting Communication Skills

Communicate effectively by using active listening, body language and word make-overs, while also learning how to handle situations with upset clients.

Required | 1 Hour

2 Client-Focused Communication

3 courses

Mastering Challenging Client Conversations

This course explores the link between client satisfaction and veterinary team well-being, highlighting how miscommunication can lead to conflict and stress. Learners will gain practical strategies to set expectations, manage difficult interactions, and de-escalate challenging client situations.

Required | 1 RACE hr | 1 Hour

Zachary Wood on Having Uncomfortable Conversations About Sensitive Issues

This course, based on Uncensored by Zachary Wood, introduces a nine-step framework for navigating difficult conversations about controversial issues. Learners will explore practical strategies for engaging with opposing viewpoints and fostering more productive, thoughtful dialogue.

Required | 1 Hour

Zachary Wood

Communication in the Practice

In this course discover the benefits of understanding various styles of communication and the different factors involved in communication (it's so much more than what you say!). We'll review what effective communication looks like, and how you can build strong communication on your team, as well as...

Required | 3 RACE hrs · renewing | 3 Hours

3 Communication Tools for Everyday Success

3 courses

Kate Murphy on the Science of Effective Listening

Learn strategies for improving listening skills and how our brains respond when we're engaged in conversation.

Required | 1 Hour

Kate Murphy

How to Work Effectively With Different Communication Styles

Understand four communication styles, how to identify each, and how to adapt your own communication approach.

Required | 1 Hour

Communication Techniques

This course provides an understanding of the decision-making process that veterinary clients go through and how to best communicate with them.

Required | 1 Hour

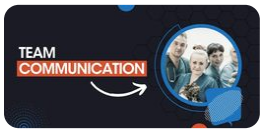
4 Communication on the Phone and in the Clinic

2 courses

Building Telephone Skills

Learn how to create positive telephone experiences for clients, with examples that explain what to do and what not to do.

Required | 1 Hour



Team Communication

This course focuses on strengthening communication within the veterinary team and with clients to enhance the overall client experience. Learners will develop role-specific skills for CSRs and clinical staff, including handling challenging conversations and improving in-person communication.

Required | 1 RACE hr | 1 Hour

Carol Hurst, LVT, CVPM, CVJ, CCFP

Ready to start?

Sign in to your Patterson Veterinary Academy account and search for this learning path, or browse the full catalog online.

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PATTERSON VETERINARY ACADEMY | LEARNING PATH GUIDE

Self Improvement

Professional Development

This learning path empowers veterinary professionals to take charge of their personal growth, mindset, and workplace behavior. Through topics like resilience, motivation, time management, ethics, and emotional intelligence, learners will gain the skills needed to grow professionally, overcome everyday challenges, and thrive in a dynamic work environment. Whether you're navigating change, recovering from mistakes, or aiming to elevate your career, this path offers practical tools for meaningful personal development.

17	5	2	17 hr
COURSES	MILESTONES	RACE HOURS	EST. TIME

YOUR PATH AT A GLANCE

1. **Mindset, Motivation & Resilience**
   4 courses
2. **Time, Energy & Productivity**
   4 courses
3. **Navigating Change & Career Growth**
   4 courses
4. **Ethics, Integrity & Workplace Values**
   4 courses
5. **Awareness & Digital Responsibility**
   1 course

Work through the milestones in order. Courses marked Required are part of completing the path; Electives are optional extras.

1 Mindset, Motivation & Resilience

4 courses

Developing a Growth Mindset

This course explores the difference between fixed and growth mindsets and how mindset influences learning, resilience, and success. Learners will gain practical strategies to develop a growth mindset and support personal and team development.

Required | 1 Hour

Building Resiliency & Confidence to Strengthen Your Mental Well-Being

Just like physical strength, our mental well-being is a muscle we can work to strengthen so that we can better resist being derailed by negativity throughout the day. This course will provide learners with the tools needed to be more resilient and confident to persevere even on the most challenging days.

Required | 1 RACE hr | 1 Hour

Oriana Gradeles-Scislowicz, LVT, VTES, CPTD, PMP

Feeling Unmotivated at Work? Common Causes and Tips to Increase Motivation

Learn the four primary causes of low motivation, along with specific strategies to overcome each.

Required | 1 Hour

Coming Back from a Big Workplace Mistake

This course explores how to effectively respond to workplace mistakes and turn them into opportunities for growth. Learners will gain practical steps for taking responsibility, repairing trust, and rebuilding their professional reputation.

Required | 1 Hour

2 Time, Energy & Productivity

4 courses

Ayelet Fishbach on Getting It Done

Ayelet Fishbach wants to help you achieve your greatest ambition in her book Get It Done: Surprising Lessons from the Science of Motivation.

Required | 1 Hour

Ayelet Fishbach

Effective Strategies for Time Management

This course teaches tips on managing day-to-day tasks while utilizing tools and technologies that can make time management easier.

Required | 1 RACE hr | 1 Hour

Oriana Gradeles-Scislowicz, LVT, VTES, CPTD, PMP

Overcoming Procrastination

Discover the real reason why many of us are prone to procrastination and how to reclaim your productivity.

Required | 1 Hour

Daniel Pink on the Science of Perfect Timing

This course, based on When by Daniel Pink, explores how timing influences productivity, performance, and well-being. Learners will gain evidence-based strategies for structuring their day, maximizing energy, and improving collaboration.

Required | 1 Hour

Daniel Pink

3 Navigating Change & Career Growth

4 courses

Coping With Workplace Change

This course helps learners understand common reactions to workplace change and why adapting can be challenging. It provides practical strategies for managing change effectively and building a more resilient, flexible mindset.

Required | 1 Hour

Driving Your Career

This course guides learners in planning their career path by identifying strengths, goals, and growth opportunities. It also provides tools to set achievable goals, create a development plan, and take actionable steps toward long-term career success.

Required 1 Hour

Setting Goals That Actually Work

This course explores how to set meaningful goals that align with your purpose and increase the likelihood of long-term success. Learners will gain practical tools for tracking progress and building daily habits that support goal achievement.

Required 1 Hour

Katy Milkman on How to Change for the Better

Understand behavioral change and explore strategies you can use to achieve your own goals.

Required 1 Hour

Katy Milkman

4 Ethics, Integrity & Workplace Values

4 courses

Doing the Right Thing: A Guide to Good Business Ethics

This course explores the importance of business ethics and how they influence decision-making in the workplace. Learners will review key ethical principles and common pitfalls, along with strategies to make sound, responsible choices.

Required 1 Hour

A Guide to Empathy at Work

Empathy, the ability to understand and share other people's emotions, is critical in the workplace. In this course, you'll first learn what empathy is and why it's an essential business skill. Then, you'll uncover how to communicate with empathy and overcome roadblocks. Finally, you'll work on strategies to help...

Required 1 Hour

A Guide to Workplace Integrity

Learn about the three forms of workplace integrity and see real-world examples of it in action, as well as the four steps to align your values and actions.

Required 1 Hour

Common Workplace Challenges and How to Handle Them

This course prepares learners to navigate common workplace challenges, including communication issues, difficult coworkers, managing up, disagreements, and handling mistakes. Through practical strategies and real-world scenarios, learners will build skills to respond effectively and maintain a...

Required 1 Hour

5 Awareness & Digital Responsibility

1 course

What is Social Engineering?

This course provides an overview of how attackers use social engineering techniques to exploit human psychology and access sensitive information, along with tips for spotting and preventing these attacks.

Required | 1 Hour

Ready to start?

Sign in to your Patterson Veterinary Academy account and search for this learning path, or browse the full catalog online.

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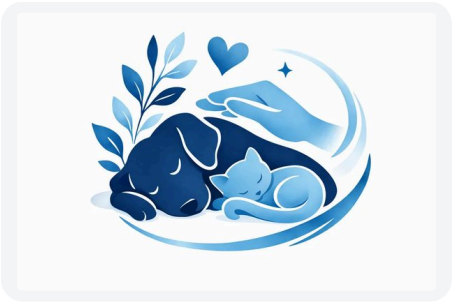
PATTERSON VETERINARY ACADEMY | LEARNING PATH GUIDE

Stress Management

Professional Development



This concise and practical learning path equips veterinary professionals with essential tools to recognize, understand, and manage stress in a demanding work environment. By exploring both the harmful and beneficial sides of stress, learners will gain strategies to build resilience, stay focused, and support their overall well-being. Whether dealing with daily pressures or long-term stressors, this path offers effective approaches to regaining balance and improving performance.

3	3	3 hr
COURSES	MILESTONES	EST. TIME

YOUR PATH AT A GLANCE

1. **Understanding Stress**
   1 course
2. **Harnessing Positive Stress (Eustress)**
   1 course
3. **Practical Strategies to Reduce Stress**
   1 course

Work through the milestones in order. Courses marked Required are part of completing the path; Electives are optional extras.

1 Understanding Stress

1 course

The Basics of Managing Stress

Understand what stress is and how your body responds to it, as well as common stress triggers and how to manage them.

Required · 1 Hour

2 Harnessing Positive Stress (Eustress)

1 course

Good Stress? Embracing Eustress to Improve Your Life

The word “stress” has a bad rap. However, it isn’t always negative. The right type of stress, known as eustress, offers many benefits. In this course, you’ll learn what separates eustress from its damaging counterpart, distress. You’ll also gain strategies for increasing the good vs. bad stress in your life.

Required · 1 Hour

3 Practical Strategies to Reduce Stress

1 course

7 Go-to Strategies to Tame Stress

This course helps learners understand the difference between healthy and unhealthy coping strategies for managing stress. It also provides practical techniques to reduce stress and improve overall well-being and performance.

Required | 1 Hour

Ready to start?

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