

## The CUVS Culture

Thank you for your interest in the CUVS culture and for exploring what it is to become a part of the CUVS team!

It is said that a business can have one of two types of cultures. The first is a culture that is created, modeled and supported by the leadership; the second is a culture of default, created by the staff in the absence of strong leadership. At CUVS, we are proud to say that our leadership, including our managers, doctors and supervisors, actively models and drives our culture. So much so, the culture at CUVS is the reason I started working here a little over a year ago...

I had been running another veterinary specialty practice for about 10 years and was not looking to change jobs. However, people I have known for a long time kept encouraging me to check out CUVS, saying that it was the most amazing culture they had ever experienced. I doubted it, but finally decided to come for a tour and see for myself. They were right! Within 24 hours, I had gone from not really looking, to deciding that this is the only hospital where I needed to be. The big difference was how everyone talked about working together to make each other successful. It was the clear vision for the hospital and the Core Values that were posted everywhere for everyone to see. You may have seen them already as well - they are on our website, accompany our application, on our performance review forms, and in nearly every room in the hospital. They begin with Patient-Centered Medicine, Integrated Care and Collaborative Decision-Making, and include Lifelong Learning, Respect and Personal Responsibility. And, we manage to have fun while practicing extraordinary medicine and making a difference in patients' lives.

By the way, I'm not the only one who feels this way about CUVS. Click here to read the stories of other [CUVS team members](#).

What does "living our Core Values" really mean on a day-to-day basis? It means that these are not just words; these values are driven into our operations, our decisions, and the very core of how we work. For example, one of our core values is a commitment to Lifelong Learning. What does this look like? First and foremost, our educational mission is part of everything we do. Our specialists and senior technicians are enthusiastic educators and utilize teaching moments each day on the clinic floor. We offer internal continuing education opportunities almost every week. Specialists provide hands-on skills training. And we provide a generous CE allowance for technicians and assistants to attend external conferences.

We are committed to the growth of each member of our staff, and their roles within the profession. We offer our technicians and assistants 2 career ladders, clinical and leadership, and are actively engaged with each in achieving their goals. We recognize 5 levels of clinical expertise for our credentialed technicians, and have a Veterinary Technician Specialist (VTS) mentoring program that prepares technicians for specialty certification. We also have 3 clinical levels for veterinary assistants. In addition to these, our Nursing Leadership Program offers technicians and assistants numerous leadership opportunities, from Shift Leads to Supervisors to Managers, as well as support positions. And, we don't just give you a title and put you out on the floor to learn by osmosis using the old "sink or swim" method. We provide structured training and mentorship. Our success depends on your success, so we work with you to develop the tools you need to become successful. Our nursing staff is encouraged to cross train between several services and are always made aware of other opportunities within the hospital.

I would love to tell you we are completely drama free, but we have 100 people working here, so a little drama is bound to pop up every now and then... But, I can tell you that we have exceedingly little drama. Our drama is minimal because we hire team members who are real professionals, committed to excellence. Another one of our Core Values is Respect. Respect is how coworkers treat each other, and also how the practice leadership treats the team and everyone we deal with. At CUVS, we believe in open and authentic communication, and in giving everyone the benefit of the doubt. We strive to communicate as clearly, as openly and as proactively as we can. We believe our team has the right to know what is going on in the hospital they work in, so we talk about these things. Every employee receives our Weekly Update that conveys important happenings for the week. We hold Town Hall meetings in which our strategic goals and business performance indicators are shared with the entire team. (Yes, that includes financial information).

We are committed to excellence in all we do, but we still make room for fun. Our staff is a diverse group of people, who understand the importance of what we do as well as who we do it with. As a result, the culture is remarkably collaborative and supportive. We also take time out for celebrations such as the annual holiday party, pizza parties, and Technician Week (in which our doctors prepare food).

If you are not “jump out of bed” excited in your current job ...

If you have a desire to provide outstanding patient care, to learn new skills and to grow your career, surrounded by like-minded professionals ...

If you want to a career in veterinary medicine instead of a job in veterinary medicine.

Please [contact us](#).

Sincerely,



Kurt Oster, MS, SPHR, SHRM-SCP  
HR & Staff Development Director

***Members of our Leadership thank you for your time and interest in CUVS:***



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