S.C.V.M.A. Young Veterinarians

Citrus Cafe
Jan 20th, 2015

Long Beach Animal Hospital
Quality Care for Pets of All Kinds
Carl Palazzolo, D.V.M., M.B.A.
William Ridgeway, D.V.M.
Michelle Baccaro, D.V.M.
Claudine Seto, D.V.M.
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S.C.V.M.A. Young Veterinarians

Long Beach Animal Hospital
Quality Care For Pets Of All Kinds
3816 E. Anaheim St, Long Beach, CA 90804  (562) 434-9966  Fax (562) 597-4226

Wildlife Photography
Welcome to my webpage for digital photography. My primary emphasis is on wildlife and nature photography. Most of my photography work involves taking people on trips and photographic workshops (we call them fun shops) around the world. On all of my trips you will learn advanced photography and get to use my professional... [Read More...]

Sunday 10 A
Conclusions

• Dynamic
• Delayed gratification
• Growth
• Serendipity
Veterinary Medicine

What veterinarians know that physicians don't

What do you call a veterinarian who can only take care of one species? A physician. In a fascinating talk, Barbara Natterson-Horowitz shares how a species-spanning approach to health can improve medical care of the human animal — particularly when it comes to mental health.
My Story

• Externship
• Oakland Animal Hospital
• SunSurf Animal Hospital
• Blue Cross Dog & Cat Hospital
• Long Beach Animal Hospital
• Management
Couple Save Rare Owl

What happened on an ordinary Halloween night for Kathy and Chuck Brown of Oakland Township ended up as a rather rewarding outing. Taking the neighborhood children on a bicycle trip to the neighboring homes in a small village, they came upon a long-eared owl, obviously in trouble.

"A strange-looking creature, either a bat or a bat, was on the ground," Kathy said. "We were just trying to see what was going on, when the owl flew up to us. It was a surprised look on its face."

The Brown family knew they could not throw the owl on a nearby road, so they took it to the Oakland Animal Hospital in Rochester, where Dr. Carl Palazzolo X-rayed the bird. "The reason he left it alone was that it was too weak," Dr. Palazzolo explained, noting that the X-ray showed the bird to be healthy. "It was just too cold to take on the wing, and it needs to be taken to a hospital for treatment."

Although the Brown family did not intend to keep the owl, they took it home and fed it for a few days. "We were something was wrong with its wing because it was too small," Kathy said. "We started feeding it and it seemed to improve."

Dr. Palazzolo also said that the owl would be released soon. "We've been keeping it warm and in a separate room at the Oakland Animal Hospital," he said.

Thursday, November 22, 1978

THE ROCHESTER CLARION
Sun Surf Animal Hospital
SunSurf Animal Hospital

SunSurf Wildlife Program

We do our part helping...

The Young and Helpless

The Endangered

The Injured

Can you help?

Donations
Volunteering

Save Wild Life program

Sun-Surf Animal Hospital

Dr. Carl Palazzolo, veterinarian at the Sun-Surf Animal Hospital, talked to the Harbourside Sun last week about the hospital's very active wildlife program. Although the former owner of Sun-Surf, Dr. Joel Pastoret, was no longer connected with the facility, Dr. Palazzolo is determined that the very active wildlife care plan will continue, although it has been reorganized.

"We will continue to care for all ill or injured wildlife," the veterinarian said, "and that is the basic plan of the organization."

"We will add more to the program after the rehabilitation program if they get over the injuries or illnesses they have. You must remember, however, that these wild animals have to be in pretty serious conditions to even allow a person to pick them up and bring them here, so our success rate is not one hundred percent."

Dr. Palazzolo said these animals that cannot be released back into the wilds for one reason or another are then used in breeding programs to propagate the species.

"For instance, if we have a hawk and one wing has been severed, we certainly couldn't release that bird into the wilds, but the bird could be bred and propagated," he pointed out.

They need people with pick-up trucks to help transport the wild animals, or cars with enough space in them to accommodate animals and birds.

They also need volunteers to do clerical work.

They don't have a lot of clerical work, but what we do have to do takes a lot of time and it would help if we could get a volunteer to handle it," explained the doctor.
SunSurf Animal Hospital
SunSurf Animal Hospital
SunSurf Animal Hospital
Sun Surf Animal Hospital
Sun Surf Animal Hospital
Sun Surf Animal Hospital
Sun Surf Animal Hospital
Learn from faculty experience

Thanks to Pepperdine's low student-faculty ratio, you'll be able to build close relationships with Pepperdine's business faculty. Our faculty includes a dynamic combination of business scholars and current and former executives and entrepreneurs who bring their up-to-the-minute, field-tested knowledge and experience directly to the classroom.
Sun Surf

-Win-win
Watson
Watson
Long Beach Animal Hospital

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Long Beach, CA 90804
(213) 434-9966

QUALITY CARE FOR PETS OF ALL KINDS

QUALITY CARE

The goal of this hospital is to provide our clients and their pets the highest quality medicine and health care available.

QUALITY SERVICE

We employ the latest equipment and supplies to offer the best possible medical services and surgical care. The hospital participates in continuing education programs, in order to keep our services free of disease or illness.

QUALITY TIME

Dr. Ried, Padilla and associates understand the importance of the human-animal bond, and its committee to providing quality care to your pet. They understand the special needs of you and your pet.

QUALITY MEMBERSHIPS

Association of Avian Veterinarians, American Veterinary Medical Association, California Veterinary Medical Association, American Association of Zoological Parks and Aquariums, American Association of Zoological Parks, American Board of Veterinary Specialties, American Board of Veterinary Pathologists, American Board of Veterinary Pathologists, American Board of Veterinary Pathologists, American Board of Veterinary Pathologists, American Board of Veterinary Pathologists.
Long Beach Animal Hospital
Long Beach Animal Hospital
Psittacosis Update

This treacherous disease affects both birds and humans.

by Carl Palazzolo, D.V.M., and Douglas Meier, M.S., D.V.M.

Psittacosis, from the Latin word for “parrot,” is a very serious disease affecting both birds and humans. The disease is caused by an unusual bacteria called Chlamydia psittaci. It goes by a number of names in the pet trade and the bird world, often referred to as “parrot fever,” “kissing cholera,” “bird flu,” or Chlamydia.

Although psittacosis is found in wild birds, it is more commonly detected in captive or pet birds. At least 50 species are thought to be susceptible, with 17 of these species in the parrot family. Many disease strains of this bacteria exist and can infect a wide range of avian and mammalian hosts. One percent of the wild bird population is estimated to be infected or carriers.

The Association for Avian Veterinarians estimates there are approximately 60 million pet birds. Estimates of the incidence of psittacosis range from 1% to 3% percent in psittacine birds, making this disease of great importance to all bird owners.

Legitimate records have been established in United States courts based on the ability of psittacines to infect humans. This disease, which has international implications concerning both birds and humans, is so important that the American Veterinary Medical Association held a 1950 symposium on avian Chlamydia. The findings of three experts have been incorporated into this article.

The Disease in Birds

This disease is spread via disease vector but is common in aviaries and pet shops. Birds infected with a Chlamydia organism tend to be stressed, weaken, and become signs of neurologic damage. The disease may manifest itself by changes in respiratory function, shell formation, and may eventually lead to death. Thankfully, this is a very rare occurrence.

Avian Antibiotic Therapy

Your understanding of avian antibiotics may help improve your sick bird’s chances of recovery.

by Douglas R. Maier, D.V.M., and Carl M. Palazzolo, D.V.M.

Antibiotics are part of a broader group of chemicals called antimicrobials. Antimicrobials are any drugs that kill bacteria, either in a biological or chemical manner, or both antimicrobials. In other words, antibiotics are a group of chemicals that kill or prevent the growth of, or destroy the bacteria and other microorganisms. If used incorrectly, antibiotics may destroy the natural balance within the bird and actually kill the bird they are meant to protect.

Antibiotics are an essential part of antibiotic therapy. They are commonly prescribed by veterinarians to treat infections, and they work by killing bacteria. However, they are not all created equal. Some antibiotics are more effective against certain types of bacteria, while others are better at treating viral infections. It is important to work closely with your veterinarian to determine the right antibiotic for your bird’s specific needs.

The History of Antibiotics

With the exception of a few natural antibiotics produced by specific microorganisms, modern antibiotics were developed in the 20th century. The first antibiotic was discovered by Alexander Fleming in 1928, and it was called penicillin. Nobel Prizes have been awarded in the field of antibiotics, recognizing the contributions of many scientists.

Antibiotics are used in the treatment of various diseases in birds, including infections caused by bacteria such as salmonella, mycoplasma, and chlamydia. They are also used to prevent infections in birds that are immunosuppressed or have weakened immune systems. In some cases, antibiotics may be used as a prophylactic measure to prevent the spread of disease to other birds in the flock. Antimicrobial treatments are generally available from your local veterinarian or bird health clinic.
Promote

Reptile Medicine
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Long Beach Animal Hospital
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(www.LBAH.COM)

Wildlife Program
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- Dentistry
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- Flea Products
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LBAH Web Site

• Digital photography
LBAH Web Site
LBAH Web Site

### Sessions
- 473,390

### Users
- 415,144

### Pageviews
- 605,386

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### Avg. Session Duration
- 00:00:47

### Bounce Rate
- 87.78%

### % New Sessions
- 86.91%
Opportunities
Opportunities

Prime Minister
Republic of Mauritius

19 May, 2006

Dear Ms Fukumoto,

I wish, on behalf of my wife Veena, and in my own name, to thank you most heartily for the personal efforts you invested to ensure the timely delivery of the vaccines.

Your action demonstrates a level of professionalism and commitment to animal care and welfare that one hardly witnesses these days.

I hope we will get an opportunity in the near future to meet you in person to express our appreciation for your gesture.

With best regards.

Yours sincerely,

Dr the Hon Navinchandra Ramgoolam
Prime Minister

Ms Sandra Fukumoto
Manager
Long Beach Animal Hospital
3816 E. Anaheim Street
Long Beach, CA 90804
United States of America
Opportunities
Opportunities

The Ministry of Agro Industry and Fisheries
has the pleasure to invite you to a
Conference on Animal Health and Welfare
by Carl Palazzolo, DVM from Long Beach Animal Hospital, United States of America
in the presence of
Dr the Hon Navinchandra Ramgoolam
Prime Minister
on Wednesday 17th May 2006 at 16 30 hrs
at the Burrenchobay Hall, University of Mauritius, Réduit
Participants are kindly requested to be seated by 16 15 hrs.

R.S.V.P. (Register only)
Tel: 434 1018 – 434 1017
Opportunities
Opportunities
The art of leadership

One of the most important roles we assume as veterinarians is that of a leader. It carries with it a substantial responsibility. A good leader is a person who can keep a team working together toward a common goal. Good leaders are those who are able to guide their teams effectively. It is crucial to have an understanding of the following:

- The art of progress is to preserve order amid chaos and to preserve change amid adversity.
- Alfred North Whitehead

The dynamics of change

Most organizations have only a few core values. The core values of your practice are embodied in your mission statement. Second, it is easy to fall into the trap of thinking the process of change is complete. Activity-centered programs such as team building, development of quality circles, and staff empowerment are accepted methods of implementing change in organizations. But those programs do not solve the problem of change. True change is change that solves concrete business problems.

Group decision making

All of us make decisions on a daily basis, usually on the basis of personal experience and individual notions of common sense. Even though this generally works, it is often more efficient and effective to involve others in the decision-making process. Group decision making is becoming increasingly important in today’s organizations.
JAVMA Articles

• Role of the Follower
Leadership
One of the most important roles we assume as veterinarians is that of a leader. It carries with it a substantial good leader. Good leadership is a precious virtue that separates a great team from an average team. Good leaders are are and where you are going. It values the big picture over the minutia of details.

Honesty—Not being hon-
Leadership

- Leaders do the right thing
Leadership

• Leaders do the right thing

• Respect
Leadership

- Leaders do the right thing
- Respect
- Self awareness
Leadership

• Leaders do the right thing
• Managers do things right
• Respect
• Self aware
• Integrity
Leadership-Decisions

- Leaders do the right thing
- Managers do things right
- Respect
- Self aware
- Integrity
- Constraint
Leadership-Decisions
Leadership-Decisions
Leadership - Decisions

DANGER
Registered Sex Offender
Lives in this Area
Leadership

- Leaders do the right thing
- Respect
- Approach
- Self aware
- Integrity
- Constraints
- People skills
People skills
Learning Organization

Small Business Concerns

Turning a veterinary hospital into a learning organization

Carl Palazzolo, DVM, MBA, and Gregory Stoutenburgh, BS

To stay competitive, veterinary hospitals must get better work from their employees. Getting better work, however, does not necessarily mean making employees work harder; it means helping them to develop and expand their abilities, so that they will be of greater benefit to themselves and the hospital. This is accomplished by establishing a business culture in which learning is an integral and ongoing process, that is, by turning your hospital into a learning organization.

In many business organizations, the day-to-day pressures of getting the job done stifle the innate curiosity of employees and their natural motivation to learn, grow, and be part of a team. Therefore, establishing a culture of learning requires a change in mind-set.

What is a Learning Organization?

A learning organization is an organization skilled at creating, acquiring, and transferring knowledge and at modifying its behavior to reflect new knowledge and insights. This requires a never-ending process of learning and then applying what is learned.

For a business to succeed as a learning organiza-
Learning Organization
Learning Organization

Patient Safety

How much blood can be taken from a bird?
- HCT tube contains 0.06 ml
- Lab needs 0.3 ml
  - May need to prioritize
  - PCV/TP
- Budgie (30-40 gr)- 0.25-0.5 ml
- Cockatiel (80-120 gr)- 0.7-1.5 ml
- Parrot- 300 grams 1.8-4 ml

Martin is supervising as we take blood from an iguana
Learning Organization
Learning Organization
In Home Exam

Pets are experts at hiding illness, so paying close attention to the hidden physical changes that precede some diseases can be highly beneficial. There are several basic physical parameters that you can assess at home on a weekly basis to alert you to a medical problem before it becomes entrenched and difficult to treat. If you find a problem with any of these physical exam findings bring your pet in for one of our doctors to confirm there is a problem and make a specific diagnosis.

1. Submandibular
   Submandibular are under the angle of the jaw. Use your thumb and index finger and palpate both at the same time.
Learning Organization

DVM2K
Get Away
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Includes:
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- 8 hours of California Statutorily approved CE provided by:
  - Fred Brewer, DVM—Cardiology
  - Carl Palazzolo, DVM, MBA—The Business of Veterinary Practice
- Your only expense—airfare to
Learning Organization
Learning Organization
Learning Organization
Learning Organization
Learning Organization
Learning Organization
Exceeding Client Expectations

- Examples?
# Exceeding Expectations

## Customer Satisfaction Surveys Results

<table>
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<th>Your Score</th>
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<tr>
<td>Client Satisfaction</td>
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<tr>
<td>Were you greeted in a prompt and friendly manner?</td>
<td>100.0%</td>
</tr>
<tr>
<td>Was everyone on our staff sensitive to your needs?</td>
<td>100.0%</td>
</tr>
<tr>
<td>Was your waiting time to see the doctor reasonable?</td>
<td>97.9%</td>
</tr>
<tr>
<td>Did your doctor go over your pet’s exam findings with you?</td>
<td>100.0%</td>
</tr>
<tr>
<td>Did anyone show you our web site or Facebook page?</td>
<td>96.4%</td>
</tr>
<tr>
<td>Did anyone tell you about our wildlife program or evening hours?</td>
<td>92.3%</td>
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<tr>
<td>How would you rate the quality of care your pet received from your doctor?</td>
<td>97.2%</td>
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<tr>
<td>How would you rate your overall experience?</td>
<td>96.8%</td>
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## Custom Questions

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<tr>
<th>Question</th>
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<tr>
<td>Did we exceed your expectations on your visit?</td>
<td>95.3%</td>
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<tr>
<td>Did our staff tell you of our monthly newsletter?</td>
<td>83.3%</td>
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## Yes or No Questions

<table>
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<td>Would you return to our practice in the future</td>
<td>96.8%</td>
</tr>
<tr>
<td>Would you refer a friend to our practice in the future</td>
<td>96.8%</td>
</tr>
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</table>
DVM
DVM
S.C.V.M.A. Young Veterinarians

- Feedback to Peter Weinstein
  - PWeinstein@scvma.org

  Wildlife Photography/Conservation lecture

  Harbor Springs trip
Photography
Future trips

EXPLORING LIONS AND THEIR PREY IN KENYA

Can innovative livestock management bring balance between lions, other predators, and prey back to the Kenyan savanna?
Conclusion

Life is like a camera. Focus on what is important and capture the good times, develop from the negatives, and if things don’t work out, take another shot.
Conclusion