

FIGURE 7.1:

CrVT Utilization Sample Open-Ended Questions



For Veterinarians:

- What aspects of the Veterinary Team Member Utilization Assessment Tool worry you? Why?
- What aspects of the Veterinary Team Member Utilization Assessment Tool surprise you as tasks for CrVTs to perform?
- What areas (skills/tasks) of your practice not listed on the Veterinary Team Member Assessment Tool do you feel CrVTs should perform that they are not currently?
- Of the skills/tasks in the Veterinary Team Member Utilization Assessment Tool, which ones feel easy for you to delegate? Which ones feel complex or challenging, and why?
- How can we start addressing tasks that veterinarians feel nervous about delegating?



For CrVTs:

- As a CrVT, what skills/tasks would you like to learn?
- What areas (skills/tasks) of your practice not listed on the Veterinary Team Member Utilization Assessment Tool do you feel CrVTs should perform that they are not currently?
- How can we start addressing tasks the CrVT team feels nervous about taking on?
- What areas (skills/tasks) listed on the Veterinary Team Member Utilization Assessment Tool for veterinarians do you feel CrVTs should handle? Why?
- Of the skills/tasks in the Veterinary Team Member Utilization Assessment Tool, which ones feel easy for you to delegate to a VA or CSR? Which ones feel complex, and why?



For the entire hospital team:

- What are the differences between a veterinarian, CrVT, VA, and CSR?
- How do you explain what a CrVT is to a pet owner?
- How familiar are you with your state's practice act about what a CrVT and a VA can/cannot do?
- What tasks—if any—would you not be comfortable having a CrVT perform on your own pet and why? What would alleviate and/or address this concern for you?

The 2023 AAHA Technician Utilization Guidelines are available at aaha.org/technician-utilization.

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