

Vet Voices: A Conversation with Dr. Haley Webster

A VPP Community Spotlight

Dr. Webster has been a co-owner and Medical Director for Sangaree Animal Hospital's two locations since 2020, and she joined VPP in June of 2018.

Q: How have VPP's mentorship and leadership development programs strengthened your practice?

A: Our clinic has embraced several of the development programs offered by VPP. We've enrolled multiple new doctors in the VPP Academy, which serves as a comprehensive refresher covering common surgeries, dental extractions, pain management, client interaction, and more. These doctors have returned feeling more empowered and confident, rendering them more efficient in their work as adept communicators and superior clinicians.

Additionally, our practice manager has been able to participate in a leadership program tailored to her role, taking away invaluable insights that we implement daily to elevate the efficiency of our hospital operations. Personally, I am eager to attend an upcoming leadership program in the fall, which will delve into the intricacies of the business side of medicine, encompassing everything from spreadsheet analysis to staff empowerment. The blend of soft and hard skills imparted by VPP in these courses is unparalleled in the industry. We remain committed to investing in our staff, mirroring VPP's investment in us by fostering growth and providing ample opportunities for development.



Q: What motivated you to pursue practice ownership? How did VPP help?

A: Like many veterinarians, I've harbored a passion for veterinary medicine since childhood. However, the prospect of practice ownership presented a distinct challenge. As I grew in my career, I was increasingly drawn to the idea of ownership, which promised both professional growth and financial stability. I aspired to cultivate an environment where fellow practitioners could deliver top-tier care while feeling supported by management—a vision best realized through practice ownership. Yet, embarking on this journey alone seemed daunting.

With VPP, I've received invaluable expertise and support as I navigated this new territory. VPP facilitated financing arrangements and guided me through every step with clarity and assurance. Emphasizing the importance of independent verification, they ensured transparency throughout the process. Without their assistance, my path to practice ownership would have been far more arduous, costly, and anxiety-inducing.

Q: How has VPP helped you balance clinical responsibilities with practice management?

A: Like many of my peers, my primary goal in pursuing a career in veterinary medicine was to provide top-notch medical care, not to handle business management. VPP's team of subject matter experts – including marketing professionals, technology specialists, financial analysts and more – have proved to be a valuable resource. The ability to seek guidance from these experts stands out as the most significant advantage of partnering with VPP. It grants me the freedom to focus on practicing medicine without the burden of navigating complex business strategies. I genuinely feel that VPP is invested in our success and cares about our business.