

Introduction

For the summer of 2022, I was an intern at the Sutton Animal Hospital located in New York. Sutton Animal Hospital is a private animal hospital that services dogs and cats located on the Upper East Side. I was able to learn and set up the practice management software's inventory system and displayed that information in a presentation to my supervisor in order to be used by staff and faculty members. I also helped assist doctors and veterinarian technicians with patient exams, surgery preparation, and handling/ restraining.



Capstone Project Goals

Objective: Learn how to navigate and use Cornerstone Inventory

- Take stock of all inventory items and input accurate data into the system
- Make a presentation displaying the different aspects of the inventory system
- Distribute presentation to staff members for explanation of the system and its functions

Methods: Utilizing Idexx Learning Center

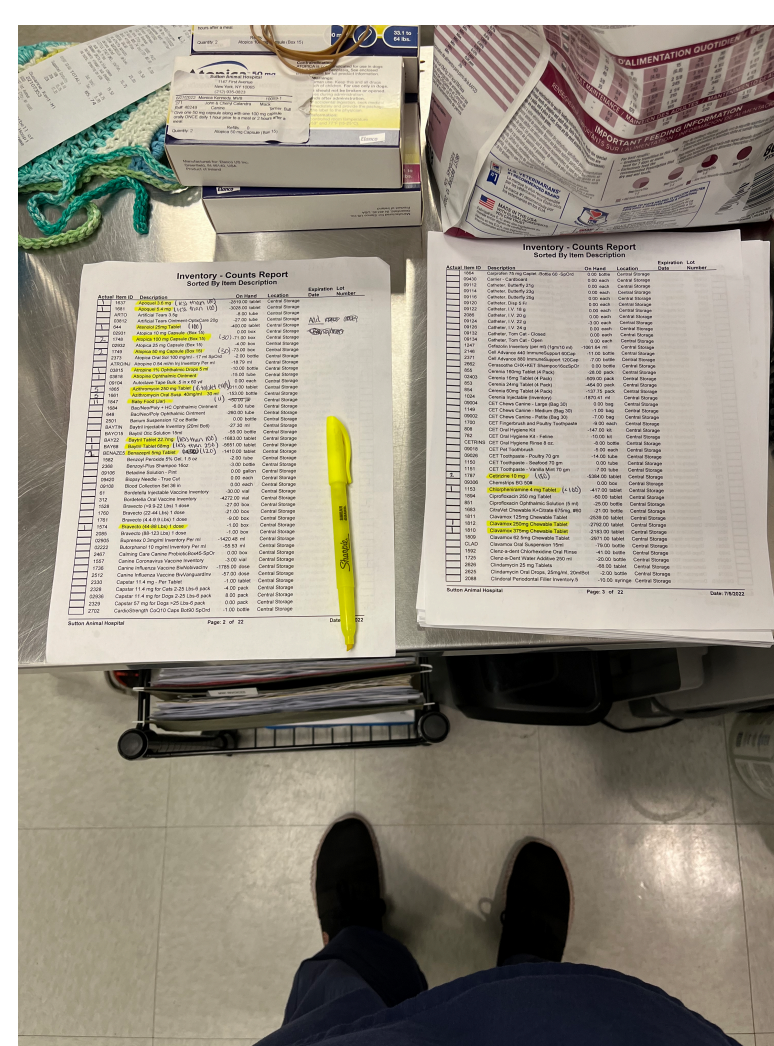
- Watched seminar videos on Cornerstone software dealing with inventory
- Asked staff how they wanted to utilize the features
- Made a presentation geared towards the hospital for better management and utilization of their inventory



Internship Experience – Getting Started

Setting up inventory on Cornerstone

- Printed out the inventory counts report
- Looked for physical item on stock and checked off the item along with listing the amount of the item
- Input the data into Cornerstone to better represent the hospital's inventory
- If the item was a tool instead of a medication, I also counted the amount and put it in the software



Organizing Inventory

- Checked main and backup inventory sections at the hospital
- Organized medicine and placed duplicates behind one another
- Was able to put the place of the item in the software for easier access



Some items from the inventory count report were not physically at the hospital. For those items, I put a zero for the quantity into the system. Or I left the number as is in the system if it was an item, I was unfamiliar with. When everything was done being counted and sorted, I moved on to working on the presentation.

Internship Experience – Making the Presentation

I spoke with my supervisor to ask what specifically from the inventory software their hospital wanted to utilize. I then wrote down her ideas along with making some of my own suggestions for the hospital to know the full benefits of the software. I then put together slides covering important information on how to utilize multiple features for the inventory software. Below are some of the features of the software that the hospital was interested in utilizing.

Locations/Cost Centers/Units of Measure

- Locations**
 - Inventory > locations
 - Can add new location or edit an existing location
- Cost Centers**
 - Inventory > cost centers
 - Add ID and description to create a cost center
- Modifying units of measure**
 - Controls > Units of Measure

- Allows you to put in the locations of vendors for future purchases on the software
- Also puts cost centers for an itemized receipt of the purchase to be made

Creation of a want list

- Creation of a want list in order to select items for purchase when quantity of the item is low in stock at the hospital
- This helps organize the hospital by letting others know when a certain item needs to be restocked

Edit a Quantity on Hand

- Inventory > Quantity on Hand > Select item desired
- Edit QOH is used to adjust the existing quantity on hand for an item that appears on the View Quantity on Hand list.
- New QOH Adjust is used to adjust the quantity on hand for an item that does not have a QOH listed and does not appear on the View Quantity on Hand list.
- Edit Lot and Exp can be used to adjust lot numbers and expiration dates for existing QOH.
- Adjustment List will display all changes made in the View Quantity on Hand window

Tasks for Creating a Purchase Order: Want List

- Adding items to the want list
- Inventory > Want list
- Enter the item wanted and put the amount of the item needed in the quantity box
- Type a reason for the wanted item in the reason box
- Click OK
- Can also add to want list by going to Inventory > Purchase Work List and selecting add to want list

- When a quantity of a physical item changes they can change the quantity on hand to match the accurate number
- Helps to let people know when something as been restocked and where it is located

Internship Experience – Vet Assistance

When I wasn't working on the presentation, I was helping the staff and doctors. I assisted with animal handling/ restraint, surgical prep, and physical examinations. I cleaned and disinfected workstations, exam tables, and holding cages.



Animal Handling

- Got to handle a variety of dogs for the animal hospital and helped assist when needed
- Here I am with a puppy waiting to return him to his owner after getting his vaccine shot
- I was able to bring the animals back to their owners when it was time for them to be picked up

Surgery Prep

- Helped with surgery prep for a canine tooth dental surgery
- Set up workstation, assisted with surgery prep, and shadowed the staff on the dental surgery
- Recorded vitals such as blood pressure, heart rate, temperature, and respiratory rate



Extra Details – Internship Stories

- This was a special patient who had previously gotten their collar caught in a cage at another hospital, so she had to sit on my lap while we waited for her owner to come pick her up
- If we tried to place her in the cage, she would continuously bark like something horrible was happening to her
- This patient was here for a wellness examination and was in great health with no concerns



- Along with sorting and counting the medication available at the hospital, I also looked at their food supply and went through that to have it better organized and properly counted
- They had both canine and feline food cans for different kinds of dietary restrictions and had dry food as well
- Although this wasn't as satisfying as the medication it was also important to organize the food they offered

- This is the main doctor's dog who is a 2-year-old French bulldog
- He gets so hyper during the day that sometimes he needs medication in order to calm down
- This is him after receiving medication and being a sweet boy
- If there is down time at the hospital it is fun to play with him and have some cuddles



Conclusion

Interning at the Sutton Animal Hospital broadened my experience working in the veterinary field. I had not previously worked at a private practice and was new to the area as well. The staff and doctors were helpful with any questions I had and made me feel welcomed at the hospital. I had also not worked with any software as in-depth as I did for my capstone project. I got to really see all the parts that go into a software program in order to run a hospital smoothly and efficiently. Gaining this knowledge and experience will help me when working with other software in the future. Hopefully, I was able to help the hospital become a little more organized and let them know all the ways that they can use the software for the hospital's benefit.

Contact Information

Elissak0731@vt.edu