

Arizona Veterinary Medical Association 2017 Sedona Business Retreat

September 15 - 17, 2017 ~ Enchantment Resort Schedule

Approved for 10 CE Hours by Arizona Academy of Veterinary Practice

Fri. 9/15 1:00 pm - 3:00 pm	All Attendees: Dr. Michael Dicks, Dr. Bridgette Bain, Dr. Karen Felsted, Dr. Peter Weinstein		
	1:00pm -1:10pm Overview of the CE program – Dr. Michael Dicks/ Dr. Bridgette Bain 1:10pm-1:40pm State of the Profession – Dr. Michael Dicks/ Dr. Bridgette Bain 1:40pm -2:20pm State of Veterinary Practices Dr. Karen Felsted 2:20pm – 3:00pm What are we going to do here? Dr. Peter Wienstein		
3:30 pm - 5:30 pm	Dr. Michael Dicks - Dr. Bridgette Bain	Dr. Peter Weinstein	Dr. Karen Felsted
FINANCE/MONEY	Owners	Associates	Managers
	KPIs, Benchmarks, targets and how to know if you are healthy or ill	Where the money comes from and where the money goes - how to earn more and why you earn what you earn	Building a Budget: Understanding your Inc Statement
5:30 pm – 7:30 pm	<i>Welcome Reception</i>		

Sat. 9/16 8:00 am – 8:30 am	Continental Breakfast		
8:30 am - 10:30 am	Dr. Peter Weinstein	Dr. Karen Felsted	Dr. Michael Dicks - Dr. Bridgette Bain
SOFT SKILLS for SUCCESS	Owners	Associates	Managers
	Mission, Vision, Values Building YOUR Foundation for Success	Client Communication - Moving Pet Owners to Yes	Staff evaluations; performance reviews; and letting people know how they are doing
10:30 am - 12:00 pm	Brunch/Exhibitors		
12:00 pm - 2:00 pm	All Attendees: STRATEGIES AND TACTICS TO ACHIEVE YOUR GOALS <i>Homework for tonight-complete the form with your 3-4 Monday Morning Action Items and be prepared to present them Sunday AM.</i>		
	Dr. Peter Weinstein	Dr. Karen Felsted	Dr. Michael Dicks/ Dr. Bridgette Bain
	Systems, Processes and Checklists for Consistent Outcomes	The Forward Booking - Why you need and How to do it	The Financial Impact of Forward Booking and Compliance Enhancement

Sun. 9/17 8:00 am – 9:00 am	Breakfast		
9:30 am - 10:30 am	Dr. Michael Dicks Dr. Bridgette Bain	Dr. Karen Felsted	Dr. Peter Weinstein
WORKSHOP	Workshop 1 From Lecture to Action	Workshop 2 From Lecture to Action	Workshop 3 From Lecture to Action
	Monday Morning Outcomes Presentations and Discussion	Monday Morning Outcomes Presentations and Discussion	Monday Morning Outcomes Presentations and Discussion
10:30 am - 11:30 am	All Attendees: Stump the Experts		

RESORT RESERVATIONS



Enchantment Resort
525 Boynton Canyon Rd.
Sedona, AZ 86336

Reservations: 800-826-4180

Website: www.enchantmentresort.com

Room block deadline is August 23rd or as soon as the block fills.

Reservations within AzVMA's room block may be made by calling the resort directly at 1-800-826-4180. You must inform the reservationist you are with the AzVMA group to get the room block rate. Reservations requested after August 23rd will be based upon availability and at the hotel's best available rate. You are advised to make your reservations as soon as possible.

Single/Double Occupancy
Rate + Daily Resort Fee + Applicable Tax

Casita Bedroom/Deluxe Studio: \$255.00

Check in: 4:00 pm Check out: 12:00 pm

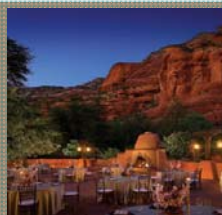
A daily resort fee of \$18.00 per room, per day plus applicable taxes applies separate from the room rate.

(Daily resort fee is normally \$30.00 per day.)

Group rates will be honored two days prior to group arrival date and two days after group departure based on room and rate availability. **Cancellation Policy:** Reservation deposit refunded if cancellation is received 7 days prior to arrival date.

Sign-in begins at 1:00 pm Friday, September 15th, 2017 at the Anasazi Foyer. CE Sessions 1:30-5:30 pm, Agave classrooms.

BOTH EVENTS LISTED BELOW ARE INCLUDED IN THE RETREAT PACKAGE
PRE-REGISTRATION FOR FAMILY MEMBERS REQUIRED



September 15th, 2017
 Friday Evening 6-7:30 pm
Welcome Reception
 The Allied Sponsors & AzVMA
 Welcome you to Sedona!



Come join us on the scenic Village Terrace! Soft drinks and hors d'oeuvre will be served. (cash bar)

Saturday, September 16th, 10:00 - 11:30am
Allied On Your Side Brunch

Join us for brunch, beverages, game and exhibits hosted by AzVMA Allied Industry members! ***Our sponsors and exhibitors are trusted allied industry partners who generously support our CE events. Their valuable contributions lower meeting cost and help us in serving our attendees. Please be sure to visit the allied members at their exhibit tables.***
Thank you!



Planning a round of golf? Seven Canyons is Enchantment Resort's exclusive Tom Weiskopf-designed golf course. For Enchantment guests, greens fees are only \$187 per golfer during the dates of your stay. **Contact 928-203-2019 to schedule some time on the greens.**

Cancellation Policy: Registration cancellations must be received at AzVMA by August 23, 2017 or are subject to a \$100 cancellation fee. No-shows receive no refunds. **At the Door Policy:** There will be a \$25 surcharge for on-site registrations. **Early Bird fees apply for registrations postmarked, faxed or completed online no later than August 15, 2017.**

Name: _____ **Hospital:** _____

Phone: _____ **Fax:** _____ **Email:** _____

Please select ONE track you wish to attend:

Practice Owners Practice Associates Practice Managers

Family Registration: (required for Friday evening reception, Saturday brunch & Sunday's breakfast)

Spouse/Adult guest Name: _____

Children 4-16 Name: _____ Age: _____

Children under 4 Name: _____ Age: _____

	By 8/15	After 8/15
Member	\$450.00	\$550.00
Non-member	\$625.00	\$725.00
Spouse/Adult guest	\$150.00	\$150.00
Child 4-16	\$60.00	\$60.00
Children under 4	Free	Free
Practice Managers	\$295.00	\$395.00

Payment Method: Credit Card Check Amount: \$ _____

Credit Card #: _____ Exp. Date: _____ V-code: _____ Billing zip code: _____

Print Cardholder's Name: _____ Signature: _____

Dietary Restriction: Dairy Free Gluten Free Vegetarian Other: _____

Please fax registration with credit card information to 602-249-3828, register online at www.azvma.org, by phone 602-242-7936 or mail with check to: Arizona Veterinary Medical Association, 100 W. Coolidge St., Phoenix, AZ 85013

About Our Presenters

Michael Dicks, DVM, PhD

Director, Veterinary Economics Division
American Veterinary Medical Association



Mike Dicks received his undergraduate degrees in biochemistry and animal science from California Polytechnic State University. He obtained his master's working on a waste-to-energy project in Tunisia and his doctorate in Agricultural Economics specializing in natural resource policy and international development from the University of Missouri.

Dr. Dicks spent 3 ½ years in Kenya with the Peace Corps as a chemistry teacher. While there he received funding from Ford Foundation, CARE, and National Christian Council of Kenya to establish a rural cooperative to assist in the development and construction of water delivery and energy production technologies for rural communities. Dr. Dicks went on to work at the USDA's Economic Research Service in Washington, D.C. where he served as a policy specialist. While there he developed and implemented the first Conservation Title in a US Farm Bill and initiated USDA's Aquaculture Industry Situation and Outlook program as well as the Industrial Crops and Products Situation and Outlook program.

Prior to joining the American Veterinary Medical Association as director of its Economics Division, Dr. Dicks was at Oklahoma State University where he was the director of the Great Plains Agricultural Policy Center and then director of the Center for International Trade and Development.

Speaker Sponsored by AVMA

Karen E. Felsted, CPA, MS, DVM, CVPM, CVA
PantheraT Veterinary Management Consulting
Founder & President of PantheraT



Dr. Felsted is a CPA as well as a veterinarian and has spent the last 15 years working as a financial and operational consultant to veterinary practices and the animal health industry. She also spent three years with the National

Commission on Veterinary Economic Issues as CEO. She has written an extensive number of articles for a wide range of veterinary publications and speaks regularly at national and international veterinary meetings. She is a charter member and past Treasurer of VetPartners and a member of the Veterinary Economics' Editorial Advisory Board. In 2011 and 2017, she was awarded the Western Veterinary Conference Practice Management Continuing Educator of the Year and in 2014, the VetPartners Distinguished Life Member Award.

Bridgette Bain, PhD

Assistant Director of Analytics
American Veterinary Medical Association



Bridgette Bain currently holds the position of Assistant Director of Analytics at the American Veterinary Medical Association. She earned her Ph.D. in Financial Economics from the University of New Orleans. Dr. Bain maintains the statistical reliability of surveys and ensures the consistency of various data sets to be used in analysis. She contributes to the interpretation of data for publications and assists in the development of both survey instruments and economic modeling.

Speaker Sponsored by AVMA

Peter Weinstein, DVM, MBA
Executive Director of Southern California
Veterinary Medical Association



Dr. Peter Weinstein attended Cornell University undergraduate and the University of Illinois to receive his DVM. After graduation, he worked as an associate for three years before opening his practice.

As he was running his practice he identified the need for increased business acumen to make his practice successful. Thus, while managing and practicing full time, he attended University of Redlands to receive his MBA.

As a result of the MBA, he was able to relocate, expand and sell his practice to a corporate consolidator.

Politically, he served as President of the Southern California Veterinary Medical Association and the California Veterinary Medical Association and President for VetPartners, the national consultants association.

In the veterinary industry, he acted as Medical Director overseeing the Claims Department for Veterinary Pet Insurance.

Dr. Weinstein has provided small business and corporate consulting via his company, PAW Consulting

Presently, Dr. Weinstein is the Executive Director for the Southern California Veterinary Medical Association.

Dr. Weinstein has spoken and written extensively on practice management, team building, leadership, collegiality, marketing, and other topics focused on making the veterinary profession better for all those affiliated with it.

Most recently, he co-authored with Michael E Gerber, "The EMyth Veterinarian- Why Most Veterinary Practices Don't Work and What to Do About It".