Gary Glassman - Questions

Hi Jennifer,

I’ve drafted these sets of questions for you in preparation for the panel discussion. If you’d like to adjust or suggest additional questions, please feel free to share your thoughts.

If the questions meet your approval, kindly reply to this email confirming the questions. If you need to do any changes in these question,s you are free to change and adjust them accordingly.

Looking forward to your feedback!

***Please note: 05 questions will be directed to you during the panel. Each panelist will be assigned 05 questions equally, which will be asked during the discussion.***

1. How can veterinary practice owners identify small recurring costs like expired vaccines, unused subscriptions, or excess overtime that quietly eat into profits?
2. How does poor inventory control — from overstocking medications to missed reorder points — impact a veterinary practice’s cash flow and patient care?
3. What factors should veterinarians consider when setting prices that reflect their clinical expertise, quality of care, and client experience?
4. How can reviewing monthly reports reveal trends — like rising supply costs or declining service acceptance — before they become major issues?
5. What small operational changes — such as optimizing appointment flow or refining technician utilization — can lead to noticeable profit improvements?

Christie Cornelius - Questions

Hi Christie,

I’ve drafted these sets of questions for you in preparation for the panel discussion. If you’d like to adjust or suggest additional questions, please feel free to share your thoughts.

If the questions meet your approval, kindly reply to this email confirming the questions. If you need to do any changes in these questions, you are free to change and adjust them accordingly.

Looking forward to your feedback!

***Please note: 05 questions will be directed to you during the panel. Each panelist will be assigned 05 questions equally, which will be asked during the discussion.***

1. In what ways can improving expense tracking and team accountability help prevent financial leakage in a busy veterinary clinic?
2. How can involving technicians and support staff in inventory protocols improve both efficiency and financial outcomes?
3. What role does client education play in helping pet owners understand the real value behind diagnostic testing, preventive care, and treatment plans?
4. What’s the most effective way for veterinary leaders to translate financial data into actionable strategies for growth and sustainability?
5. Why do small, consistent improvements in communication, scheduling, and task delegation often have a greater long-term impact than large, one-time changes?

Tab 3

**1. Common overlooked expenses that drain veterinary practice profits**

* What are some hidden or easily overlooked expenses that you’ve seen significantly impact a veterinary practice’s profitability?
* How can practice owners regularly audit or monitor these “silent” expenses before they become a major financial drain?

**2. The role of inventory management in financial success**

* How can better inventory management directly improve cash flow and profitability in a veterinary practice?
* What are some practical tools or systems you recommend for maintaining control over inventory without disrupting workflow?

**3. Setting pricing structures that reflect the true value of services**

* How can veterinary teams balance fair pricing with communicating the real value of their services to clients?
* What are the most common mistakes practices make when setting or adjusting fees, and how can they avoid them?

**4. Leveraging financial reports for better decision-making**

* What key metrics or financial reports should practice owners review monthly to stay financially healthy?
* How can financial reports be translated into actionable strategies that improve day-to-day operations?

**5. How small operational adjustments can lead to major profit growth**

* Can you share an example of a small operational change that resulted in a measurable improvement in profitability?
* How can practice owners identify which small adjustments will yield the biggest financial impact?