



**State of Wisconsin**  
**Veterinary Examining Board**

Governor Tony Evers  
Dr. Hunter Lang, DVM, Chair

**VETERINARY EXAMINING BOARD**  
**July 20, 2022**  
**9:00am**  
**Contact: Melissa Mace 608-279-3861**

Via Internet Access: Join ZoomGov Meeting  
<https://www.zoomgov.com/j/1611191472?pwd=KzgyS3YwcjRlVlE4SmtFdmcwcWNVUT09>

Via Telephone Access: Dial 1 669 254 5252 Meeting ID: 161 119 1472 and participant code: 475595

If you would like to appear during the public appearances portion via the remote portal, please send contact information to Melissa Mace at [Melissa.Mace@wisconsin.gov](mailto:Melissa.Mace@wisconsin.gov) or (608) 279-3861 by 4:30 p.m. Tuesday, July 19, 2022

*The following agenda describes the issues that the Board plans to consider at the meeting. At the time of the meeting, items may be removed from the agenda. Please consult the meeting minutes for a record of the actions of the Board.*

**AGENDA**

**I. 9:00 A.M. OPEN SESSION – CALL TO ORDER – ROLL CALL**

**II. Approval of the Agenda**

**III. Approval of Board Meeting Minutes**  
A. April 20, 2022 Full Board Meeting (Action Item)

**IV. Introductions, Announcements and Recognition**  
A. Office of the Secretary Changes  
B. Karen Torvell – LPPA supervisor

**V. Public Comments**  
*Each speaker is limited to five minutes or less, depending on the number of speakers. Each speaker must fill out and submit an appearance card to the Board clerk.*

**VI. Administrative Items (informational)**  
A. Board Appointments  
B. VPAP Quarterly/Semi-annual report  
C. Complaint and Investigations  
1. Process and role overview  
2. 5 year statistics

**VII. Licensing/Exam Inquiries**

**VIII. American Association of Veterinary State Boards (AAVSB) Matters**

- A. 2022 Annual meeting & Conference, Sept 15-17, Charlotte NC. (informational)

**IX. Administrative Code Updates**

- A. VE 1-11 (informational)

**X. Legislative and Policy Update**

**XI. Strategic Goals**

- A. 2021 Review (informational)  
B. 2022 Changes (action item)

**XII. Future Meeting Dates and Times**

- A. Next Board Meeting – Oct 19, 2022 (9a.m.)

**XIII. CONVENE TO CLOSED SESSION (ROLL CALL)**

*CONVENE TO CLOSED SESSION to deliberate on cases following hearing (§ 19.85 (1) (a), Stats.); to consider licensure or certification of individuals (§ 19.85 (1) (b), Stats.); to consider closing disciplinary investigations with administrative warnings (§ 19.85 (1) (b), Stats.); to consider individual histories or disciplinary data (§ 19.85 (1) (f), Stats.); and to confer with legal counsel (§ 19.85 (1) (g), Stats.).*

**XIV. Deliberation on Licenses and Certificates (Action Items)**

**XV. Deliberation on Compliance Matters (Action Items)**

A. Proposed Administrative Warnings

1. 22 VET 024 MF
2. 21 VET 012 JW

B. Proposed Stipulations, Final Decisions and Orders

1. 21 VET 043 EE
2. 21 VET 066 and 21 VET 102 JA
3. 22 VET 005 TG
4. 21 VET 095 LV
5. 21 VET 109 ER
6. 22 VET 032 AE
7. 20 VET 082 JM
8. 21 VET 038 and 21 GEN 010 HS
9. 19 VET 029. 19 VET 095. 19 VET 096. 20 VET 054. 21 VET 060. and 21 VET 081 JE
10. 20 VET 056. EW

11. 21 VET 094 JK
12. 21 VET 075 AH
13. 22 VET 036 JG
14. 22 VET 001 JS

C. Proposed Orders of Suspension

1. 20 VET 046 MR

D. Investigations Recommended for Closure

1. 21 VET 117 CS
2. 21 VET 058 HF

**XVI. Review of Veterinary Examining Board Cases**

- A. Licenses returned to Full Status (Informational)
- B. Pending Case Status Report (Informational)

**XVII. RECONVENE TO OPEN SESSION IMMEDIATELY FOLLOWING CLOSED SESSION**

**XVIII. Open Session Items Noticed Above not Completed in the Initial Open Session**

**XIX. Vote on Items Considered or Deliberated Upon in Closed Session, if Voting is Appropriate**

**XX. Ratification of Licenses and Certificates**

*To delegate ratification of examination results to DATCP staff and to ratify all licenses and certificates as issued.*

**XXI. ADJOURNMENT**

*The Board may break for lunch sometime during the meeting and reconvene shortly thereafter.*



**VETERINARY EXAMINING BOARD**

**MEETING MINUTES**

**Wednesday, April 20, 2022**

**MEMBERS PRESENT:** Amanda Reese; Alan Holter, DVM; Hunter Lang, DVM; Lyn Schuh; Arden Sherpe; Leslie Estelle, DVM; Diane Dommer Martin, DVM.

**STAFF PRESENT:** Department of Agriculture, Trade and Consumer Protection (DATCP): Melissa Mace, VEB Executive Director; Aaron O'Neil, DATCP Attorney; Stephanie Bloechl-Anderson, DATCP Attorney; Robert Van Lanen, Regulatory Specialist; Erin Carter, Regulatory Specialist; Angela Fisher, Program and Policy Analyst; Carrie Saynisch, License/Permit Program Associate; Introductions and Discussion.

Hunter Lang, Chair, called the meeting to order at 9:06am. A quorum of seven (7) members was confirmed.

**AGENDA**

**I. 9:00 A.M. OPEN SESSION – CALL TO ORDER – ROLL CALL**

**II. Approval of the Agenda**

**MOTION:** Leslie Estelle moved, seconded by Alan Holter, to approve the agenda. Motion carried unanimously.

**III. Approval of Board Meeting Minutes**

A. January 19, 2022 Full Board Meeting

**MOTION:** Amanda Reese moved, seconded by Diane Dommer Martin, to approve the minutes from the January 19, 2022 meeting. Motion carried unanimously.

**IV. Introductions, Announcements and Recognition**

None noted.

**V. Public Comments**

*Each speaker is limited to five minutes or less, depending on the number of speakers. Each speaker must fill out and submit an appearance card to the Board clerk.*

Ms. Carol Maki from Hazelhurst, Wisconsin spoke on her complaint filed in November 2020 regarding her dog, Everest. Was concerned that she has not heard anything or has not had anyone reach out to her.

**VI. Administrative Items**

A. VPAP Quarterly/Annual report informational

1<sup>st</sup> QTR 2021  
Workshops (Jan-March)

VPAP bulletins		Attendance
Meeting Your Personal Wellness Goals	Jan. 20 (7pm)	23
Finding Purpose: The Gateway to well-being	Mar 10 (7pm)	37

- B. Board officers and committee appointments changeover  
Changeover will occur July 1, 2022. New members for the screening and credentialing committees.
- C. Hemp Feeding Pets and Livestock (AVMA Release)  
Release signed by 16 other organizations regarding the health and safety of feeding hemp. Not FDA approved. Cannot send over state lines into a state where it is not allowed without federal approval.

**VII. Licensing/Exam Inquiries**  
None noted.

**VIII. American Association of Veterinary State Boards (AAVSB) Matters**

- A. 2022 AAVSB Annual Meeting & Conference, September 15 – 17, Charlotte, NC  
If you are interested notify Melissa Mace as soon as possible so that you can register at the lower rate. Leslie Estelle and Alan Holter both indicated that they are interested in attending.
- B. Nominations for the 2022-2023 leadership year are open through May 19, 2022. This year there are seven leadership opportunities.

**IX. Administrative Code Updates**

- A. VE 1-11  
Final draft has been approved by the governor. Currently in Assembly review. They would like a meeting but it has not been yet scheduled. Will go to Joint Committee next. They have 30 days to review but can extend by another 30 days if necessary. They may also ask for a meeting or hearing. If they take no action the rule will be able to be published. Estimating that the rule will take effect on September 1, 2022.

**X. Legislative and Policy Update**

- A. Legislative update

The bills that affect VEB failed to pass because they did not get through before the legislature adjourned.

**XI. Strategic Goals**

A. 2021 Review

1. Develop rules for the safe practice of telehealth in Wisconsin and implement them by the end of 2022.
  - a. Final Draft at the legislature for review.
2. Proactively engage license holders about the value of VPAP with a target of meeting the national average (3.5%\*) for EAP program utilization by the end of 2023.
  - a. 2.4% Qtrly; 9.8% Annualized
3. Close 80% of active disciplinary cases within 12 months of the case opening at screening committee. This will be tracked by calendar year, starting with 01/01/2022.
  - a. 9 Cases closed in 2022 thus far. 8 of 9 were closed within 9 months. 89% Closed within 12 months
4. Increase outreach to credential holders.
  - a. Jan. VEB Updates sent.

Subject line	Received	Opened	Rate
Veterinary Examining Board Updates	6,373	4,277	68%

b. VPAP outreach.

Date	Subject line	Received	Opened	Rate
10-Jan-22	VPAP Resources to Start off the New Year	6,209	2,886	47%
14-Jan-22	Jan. 20 Webinar from the Veterinary Professional Assistance Program	6,206	2,925	47%
31-Jan-22	Life Coach from the Veterinary Professional Assistance Program	6,203	2,948	48%
2-Feb-22	Welcome to the Veterinary Professional Assistance Program	74	63	85%
28-Feb-22	Veterinary Professional Assistance Program Webinar on March 10	6,268	3,212	51%
8-Mar-22	Don't Miss It: VPAP Webinar on Thursday	6,266	3,016	48%
15-Mar-22	Welcome to the Veterinary Professional Assistance Program	34	21	62%

\*Utilization rates for employer sponsored EAPs are 5.5%. We model more closely to an association which, per Humana, have a lower utilization rate of 3.5%.

The board discussed ways to increase engagement.

**MOTION:** Leslie Estelle moved, seconded by Amanda Reese, to develop a group to discuss ways to increase awareness and engagement in the VPAP program. Motion carried unanimously.

**B. 2022 Changes**

Monitoring legislative actions that impact VEB.

Implement rules for the safe practice of telehealth in Wisconsin.

1. Develop rules for the safe practice of telehealth in Wisconsin and implement them by the end of 2022. Alan Holter suggested changing this because our goal is not to change rules this year.
2. Proactively engage license holders about the value of VPAP with a target of meeting the national average for EAP program utilization by the end of 2023 (3.5%).
3. Close 80% of active disciplinary cases within 12 months of the case opening at screening committee. Get input from screening committee and Dustin Boyd's group.
4. Increase outreach to credential holders.

**XII. Future Meeting Dates and Times**

A. Next Full Board Meeting – July 20, 2022 (9:00am)

**XIII. CONVENE TO CLOSED SESSION (ROLL CALL)**

**MOTION:** Amanda Reese moved, seconded by Arden Sherpe to convene to closed session to discuss the Wis. Admin. Code Ch. VE 11 update on the request for proposals where bargaining reasons require a closed session (§ 19.85 (1) (e), Stats.); to deliberate on cases following hearing (§ 19.85 (1) (a), Stats.); to consider licensure or certification of individuals (§ 19.85 (1) (b), Stats.); to consider closing disciplinary investigations with administrative warnings (§ 19.85 (1) (b), Stats.); to consider individual histories or disciplinary data (§ 19.85 (1) (f), Stats.); and to confer with legal counsel (§ 19.85 (1) (g), Stats.). Alan Holter read the language of the motion. The vote of each member by was ascertained by voice vote. Roll Call Vote: Amanda Reese – yes; Diane Dommer Martin – yes; Leslie Estelle – yes; Hunter Lang – yes; Lyn Schuh – yes; Lisa Weisensel Nesson – yes; Alan Holter – yes; Motion carried unanimously.

**XIV. Deliberation on Licenses and Certificates**

A. Applicant with Prior Discipline

1. Prior Discipline LS

B. Limited License Resolution

1. Limited License AS

**XV. Deliberation on Compliance Matters**

A. Proposed Administrative Warnings

**B. Proposed Stipulations, Final Decisions and Orders**

1. 20 VET 045 TT
2. 21 VET 046 JC
3. 21 VET 053 AR
4. 21 VET 080 CB
5. 21 VET 085 JH
6. 21 VET 090 WH
7. 21 VET 121 DW
8. 20 VET 033 TJ
9. 20 VET 055 SS
10. 21 VET 006 MK
11. 21 VET 088 KB
12. 22 VET 006 BR

**C. Orders Lifting Suspension**

1. 18 VET 037 AD

**D. Investigations Recommended for Closure**

1. 20 VET 067 TD
2. 21 VET 103 MH
3. 21 VET 057 CG
4. 21 VET 019 and 21 VET 050 SR
5. 21 VET 026 MK

**XVI. Review of Veterinary Examining Board Cases**

- A. Licenses returned to Full Status
- B. Pending Case Status Report

**XVII. RECONVENE TO OPEN SESSION IMMEDIATELY FOLLOWING CLOSED SESSION**

**MOTION:** Alan Holter moved, seconded by Leslie Estelle, to reconvene to open session. Motion carried unanimously. The Board reconvened at 10:40am.

**XVIII. Open Session Items Noticed Above not Completed in the Initial Open Session**

**XIX. Vote on Items Considered or Deliberated Upon in Closed Session, if Voting is Appropriate**

**MOTION:** Alan Holter moved, seconded by Lyn Schuh, to allow LS to pursue full licensure. Motion carried unanimously.

**MOTION:** Alan Holter moved, seconded by Diane Dommer Martin, to approve full licensure for AS. Motion carried unanimously.

**MOTION:** Lyn Schuh moved, seconded by Leslie Estelle, to accept the signed stipulation and FDO for 20 VET 045 TT, 21 VET 046 JC, 21 VET 053 AR, 21 VET 080 CB, 21 VET 085 JH, 21 VET 090 WH, 21



VET 121 DW, 20 VET 033 TJ, 20 VET 055 SS, 21 VET 006 MK, 21 VET 088 KB, and 22 VET 006 BR. Motion carried unanimously.

**MOTION:** Diane Dommer Martin moved, seconded by Alan Holter, to lift the suspension in the case of 18 VET 037 AD. Motion carried unanimously.

**MOTION:** Alan Holter moved, seconded by Arden Sherpe, to recommend closure on case investigations for 20 VET 067 TD, 21 VET 103 MH, 21 VET 057 CG, 21 VET 019 and 21 VET 050 SR, and 21 VET 026 MK. Motion carried unanimously.

## **XX. Ratification of Licenses and Certificates**

**MOTION:** Amanda Reese moved, seconded by Lyn Schuh, to delegate ratification of examination results to DATCP staff and to ratify all licenses and certificates as issued. Motion carried unanimously.

## **XXI. ADJOURNMENT**

**MOTION:** Lyn Schuh moved, seconded by Leslie Estelle, to adjourn. Motion carried unanimously.

The meeting adjourned at 10:48am.



## State of Wisconsin

### Veterinary Examining Board

2811 Agriculture Drive • PO Box 8911 • Madison, WI 53708-8911 • Wisconsin.gov

### 2022 Elections and Appointments (effective July 1, 2022)

2022 Election Results		
Office	Description of Role	Member Name
Board Chair	Highest ranking officer. Manages meetings. Delegated authority to sign documents on behalf of the Board. In order to carry out duties of the Board, the Chair has the ability to delegate this signature authority to the Board's Executive Director for purposes of facilitating the completion of assignments during or between meetings.	Dr. Hunter Lang
Vice Chair	Serves as backup for the Board Chair.	Dr. Alan Holter
Secretary	Serves as secondary backup for the Board Chair.	Amanda Reese

2022 Liaison Appointments		
Liaison	Description of Role	Member Name
Continuing Education and Exams Liaison	Consultation on CE questions (type of CE, acceptable as CE, etc.) Review and consult on questions regarding adequacy of Exams and Exam questions as appropriate.	Primary: Dr. Hunter Lang
		Alternate: Lyn Schuh

2022 Committee Appointments		
Committee	Description of Role	Member Name
Screening Committee	Delegated authority to open cases for investigation or closes cases inappropriate for further action. Delegated authority to consider questions related to scope of practice of veterinary medicine and veterinary technicians. The Committee may	Dr. Alan Holter
		Lyn Schuh
		Dr. Leslie Estelle
		Dr. Lisa Weisensel Nesson

	<p>choose to approve or reject a particular practice, or bring the matter to the full Board.</p> <p>Chair manages Committee meetings.</p>	Arden Sherpe
Credentialing Committee	<p>Delegated authority to address all issues related to credentialing matters, <b>except potential denial decisions</b> should be referred to the full Board for final determination.</p> <p>Delegated authority to employ a “passive review” process for background checks, whereby if no Committee member requests a meeting on the materials within five business days after receiving them, the application would be considered cleared to proceed through the process.</p> <p>Chair manages Committee meetings.</p>	Dr. Hunter Lang
		Lyn Schuh
		Dr. Lisa Weisensel Nesson
Administrative Rules Committee	<p>Meet in between quarterly meetings to discuss administrative rules and guidance documents. The Committee’s role is to expedite the process of drafting documents. Final drafts will go to the full Board for approval.</p> <p>Chair manages committee meetings and is the primary contact for simpler administrative rule questions.</p>	Chair: Dr. Leslie Estelle
		Member: Dr. Lisa Nesson
		Member: Amanda Reese

**Veterinary Examining Board  
Agenda Request Form**

<b>1) Meeting Date</b>	July 20.2022
<b>2) Requestor Name</b>	M. Mace
<b>3) Item Title for the Agenda</b>	Board Appointment
<b>4) Should the Item be in Open or Closed Session?</b>	Open
<b>5) Are there Attachments? (If yes, include file names)</b>	Yes -- 2022 Elections & Liaisons
<b>6) Is a Public Appearance Anticipated?</b>	No
<b>7) Description of the Agenda Item</b>	<ol style="list-style-type: none"><li>1. Information on new appointee status</li><li>2. Reminder that July 1 started the new committee appointments</li></ol>

## Veterinary Examining Board Agenda Request Form

<b>1) Meeting Date</b>	July 20, 2022																																																																																															
<b>2) Requestor Name</b>	M. Mace																																																																																															
<b>3) Item Title for the Agenda</b>	VPAP Quarterly Report																																																																																															
<b>4) Should the Item be in Open or Closed Session?</b>	Open																																																																																															
<b>5) Are there Attachments?</b> (If yes, include file names)	Yes, VPAP 2022 Q2 Util Report																																																																																															
<b>6) Is a Public Appearance Anticipated?</b>	no																																																																																															
<b>7) Description of the Agenda Item</b>	<p>Informational – no action needed 2<sup>nd</sup> QTR 2022</p> <p>Workshops (April - June)</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-bottom: 10px;"> <tr> <td style="width: 60%;">Finding Purpose: The Gateway to well-being</td> <td style="width: 15%; text-align: center;">Mar 10 (7pm)</td> <td style="width: 25%; text-align: center;">37</td> </tr> <tr> <td>New Credential holder orientations</td> <td style="text-align: center;">April 7 &amp; June 7</td> <td style="text-align: center;">8 (spikes website visits)</td> </tr> </table> <p>Website: <a href="http://www.datcp.wi.gov">DATCP Home Veterinary Professional Assistance Program (wi.gov)</a></p> <ul style="list-style-type: none"> <li>• Monthly mental health updates</li> <li>• Links to upcoming webinars</li> </ul> <p>Outreach summary (April – June)</p> <table border="1" style="width: 100%; border-collapse: collapse; font-size: small;"> <thead> <tr style="background-color: #f2f2f2;"> <th>Date</th> <th>Day</th> <th>Time</th> <th>Subject line</th> <th>Recips</th> <th>Uni Op</th> <th>Rate</th> <th>Bounce</th> <th>Bnc%</th> </tr> </thead> <tbody> <tr> <td>6-Apr-22</td> <td>Wednesday</td> <td>17:16</td> <td>Veterinary Professional Assistance Program Webinar and Resources</td> <td>6,257</td> <td>3,359</td> <td>54%</td> <td>18</td> <td>0%</td> </tr> <tr> <td>3-May-22</td> <td>Tuesday</td> <td>14:52</td> <td>Welcome to the Veterinary Professional Assistance Program</td> <td>62</td> <td>50</td> <td>81%</td> <td>0</td> <td>0%</td> </tr> <tr> <td>4-May-22</td> <td>Wednesday</td> <td>10:35</td> <td>Veterinary Professional Assistance Program: Mental Health Resources</td> <td>6,309</td> <td>3,203</td> <td>51%</td> <td>20</td> <td>0%</td> </tr> <tr> <td>3-Jun-22</td> <td>Friday</td> <td>8:24</td> <td>Welcome to the Veterinary Professional Assistance Program</td> <td>195</td> <td>155</td> <td>79%</td> <td>0</td> <td>0%</td> </tr> <tr> <td>3-Jun-22</td> <td>Friday</td> <td>14:45</td> <td>Veterinary Professional Assistance Program Benefits Webinar</td> <td>6,289</td> <td>3,472</td> <td>55%</td> <td>28</td> <td>0%</td> </tr> <tr> <td>9-Jun-22</td> <td>Thursday</td> <td>10:35</td> <td>Veterinary Professional Assistance Program: Safety Resources</td> <td>6,246</td> <td>3,216</td> <td>51%</td> <td>34</td> <td>1%</td> </tr> <tr> <td>13-Jun-22</td> <td>Monday</td> <td>13:15</td> <td>Veterinary Professional Assistance Program Webinar on June 23</td> <td>6,246</td> <td>3,033</td> <td>49%</td> <td>23</td> <td>0%</td> </tr> <tr> <td>20-Jun-22</td> <td>Monday</td> <td>14:30</td> <td>Thursday's Webinar From the Veterinary Professional Assistance Prog</td> <td>6,239</td> <td>2,929</td> <td>47%</td> <td>23</td> <td>0%</td> </tr> </tbody> </table>									Finding Purpose: The Gateway to well-being	Mar 10 (7pm)	37	New Credential holder orientations	April 7 & June 7	8 (spikes website visits)	Date	Day	Time	Subject line	Recips	Uni Op	Rate	Bounce	Bnc%	6-Apr-22	Wednesday	17:16	Veterinary Professional Assistance Program Webinar and Resources	6,257	3,359	54%	18	0%	3-May-22	Tuesday	14:52	Welcome to the Veterinary Professional Assistance Program	62	50	81%	0	0%	4-May-22	Wednesday	10:35	Veterinary Professional Assistance Program: Mental Health Resources	6,309	3,203	51%	20	0%	3-Jun-22	Friday	8:24	Welcome to the Veterinary Professional Assistance Program	195	155	79%	0	0%	3-Jun-22	Friday	14:45	Veterinary Professional Assistance Program Benefits Webinar	6,289	3,472	55%	28	0%	9-Jun-22	Thursday	10:35	Veterinary Professional Assistance Program: Safety Resources	6,246	3,216	51%	34	1%	13-Jun-22	Monday	13:15	Veterinary Professional Assistance Program Webinar on June 23	6,246	3,033	49%	23	0%	20-Jun-22	Monday	14:30	Thursday's Webinar From the Veterinary Professional Assistance Prog	6,239	2,929	47%	23	0%
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# EAP & Work-Life Compass

for WI Veterinary Professionals

Reporting Period:  
04/01/2022 - 06/30/2022



**Humana**



## Total Services Overview - WI Veterinary Professionals

Reporting Period: 04/01/2022 - 06/30/2022

The Total Services information that is displayed on this page provides a view into all the services that both your organization and members are using. The utilization rate is included for the current report period as well as for an annualized period of time.

Total Services	Current	Prior	Period Utilization	Annualized Utilization
EAP Services	15	11	0.2%	0.9%
Work-Life Services	4	0	0.1%	0.2%
Web Logins	78	83	1.2%	4.8%
Trainings/Seminars	1 / 19	2 / 31	0.3%	1.2%
Employee/Supervisor Program Orientations	2 / 7	1 / 3	0.1%	0.4%
Manager Consultations	1	0	0.0%	0.1%
Life Coach	0	1	0.0%	0.0%
<b>Total Services</b>	<b>3 / 124</b>	<b>3 / 129</b>	<b>1.9%</b>	<b>7.7%</b>

Total Services entries containing a single number represent the number of members using the service, entries containing two numbers separated by a slash represent the number of events that occurred for the service / the number of members using the service. All utilization rates are based on the number of members using the service.



## Program Overview - WI Veterinary Professionals

Reporting Period: 04/01/2022 - 06/30/2022

The information contained on this page is intended to provide a summary of your program's key use components, as well as demographic information to help describe the population utilizing the program services.

The Key Indicators table provides an overview of the general demographics of the population engaging with the program, as well as the number of unique members using the service.

### Utilization

#### EAP Service Requests



#### Work-Life Service Requests



#### Total Services



Current

Prior

#### Key Indicators

	Current	Prior
Average Employee Population	6,475	6,475
Total Unique EAP Users	14	10
Total Unique Work-Life Users	2	0
Male/Female Ratio	18/82	36/64
Employee/Household Member Ratio	86/14	100/0

#### Utilization Distribution

Tenure	Percentage	Top 5 Divisions	Percentage
0-1 Years	43%	1. Department of Agriculture Trade and Consumer Protection	100%
2-5 Years	14%		
6-10 Years	14%		
11-15 Years	0%		
16+ Years	29%		



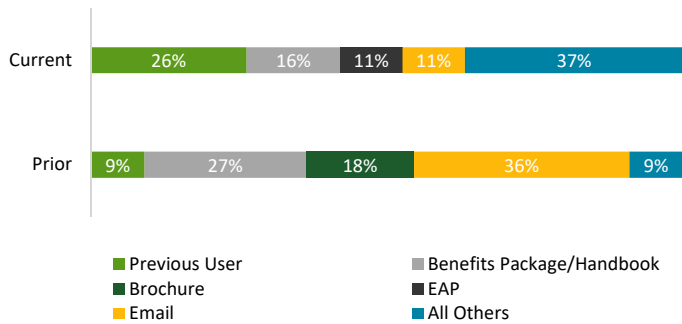


## EAP Utilization - WI Veterinary Professionals

Reporting Period: 04/01/2022 - 06/30/2022

This page provides a view into the details regarding how the EAP program services are being utilized. The How Learned About Program chart breaks out the most commonly reported ways people are learning about the program. The Modality Distribution table provides insight on how members are working with their provider. The EAP Utilization by Request Type chart displays the most common reasons people are accessing the program.

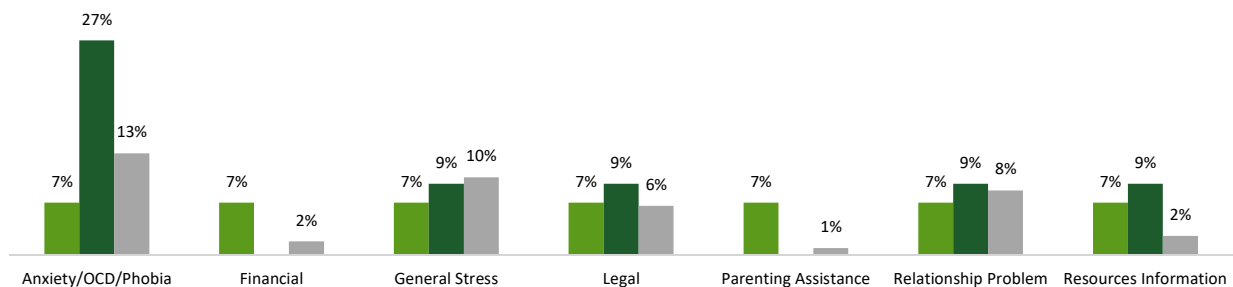
**How Learned About Program**



**Modality Distribution**

	Current	Prior
In-House Provider	0.0%	0.0%
Face-to-Face Network Provider	80.0%	0.0%
Telephonic Network Provider	20.0%	33.3%
Text network Provider	0.0%	0.0%
Video Network Provider	0.0%	66.7%

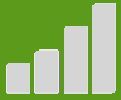
**EAP Utilization by Request Type**



Current

Prior

Humana Book of Business

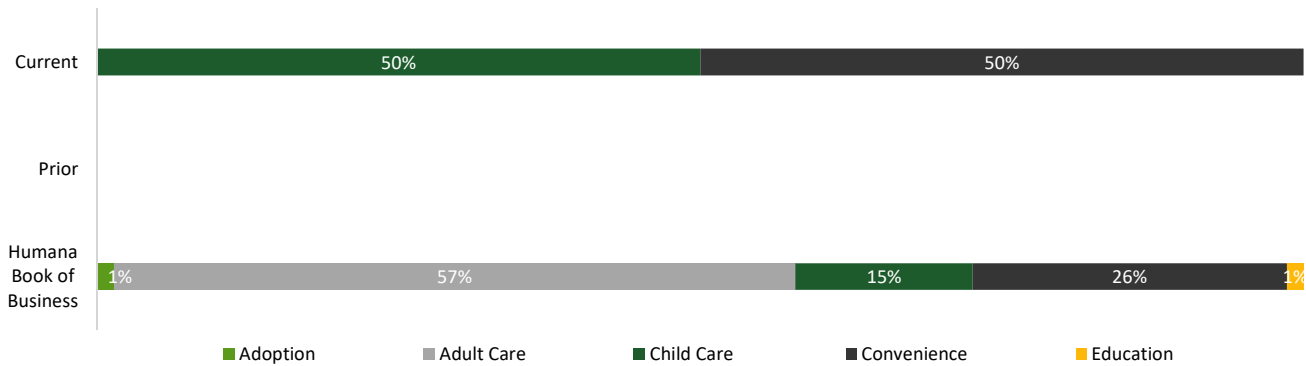


## Work-Life Utilization - WI Veterinary Professionals

Reporting Period: 04/01/2022 - 06/30/2022

This page displays details about the utilization of the Work-Life program services. The Work-Life Utilization by Request Type chart provides a break out of the reasons people are using the Work-Life program. The Work-Life Utilization by Request Type Breakout includes a deeper look into the types of topics within each reason category that people are selecting when engaging with the Work-Life program.

Work-Life Utilization by Request Type



Work-Life Utilization by Request Type Breakout

Convenience		Current	Prior
1	Career Resources	100.0%	0.0%

Education		Current	Prior
-----------	--	---------	-------

Adult Care		Current	Prior
------------	--	---------	-------

Adoption		Current	Prior
----------	--	---------	-------

Child Care		Current	Prior
1	Babysitter Search Resources	50.0%	0.0%
2	Family Day Care	50.0%	0.0%



## Additional Program Utilization - WI Veterinary Professionals

Reporting Period: 04/01/2022 - 06/30/2022

The information included on this page is intended to provide details on additional aspects of the program's utilization. The Referred by Source table provides a break out of how members are being referred to the program. The Management Consultation Provided table displays the types of consultations that the program is providing to your organization. The Legal/Financial Utilization table provides information on the utilization people are having with the legal and financial program components.

### Referred By Source

	Current	Prior
Self	100.0%	100.0%

### Management Consultation Provided

	Current	Prior
Employee's emotional/personal health.	100.0%	0.0%

### Legal/Financial Utilization

	Current	Prior
Legal Cases	1	1
Financial Cases	1	0



## Website Utilization - WI Veterinary Professionals

Reporting Period: 04/01/2022 - 06/30/2022

This page provides details around the utilization of the program website. The Website Usage table breaks out the activity occurring on the website. The Top Ten Website Sections lists the top website sections being visited and the Top Ten Website Articles lists the top website articles being accessed.

### Website Usage

	Current	Prior
Visits	78	83
Page Hits	573	582
Ask the Expert Services	0	0
Chat with Us Services	0	0
Self-Service Resources	5	2

### Top Ten Website Sections

	Page Hits
1. Marketing_Authorization_Page	30
2. Online-tools-and-resources	22
3. Connection-Hub	15
4. Financial-and-legal	13
5. Behavior and discipline	9
6. Financial and legal	9
7. Services	9
8. talkspace	9
9. Childcare	7
10. Childcare-and-Parenting	7

### Top Ten Website Articles

	Page Hits
1. A helpful dozen: Simple ways to boost your mental health	12
2. Effective, strategic and caring: 5 ways to support your team's mental health	4
3. You and your finances. How well do you know each other?	4
4. Writing a will	3
5. 5 workplace safety tips for leaders of work from home or hybrid teams	2
6. Be a safety hero	2
7. Dollars and sense for leaders. How financial challenges impact your team's well-being.	2
8. Developing an Emotionally Healthy Family: Steps Toward Positive Communication With Your Child	1
9. Estate Planning: A Way to Take Care of Loved Ones	1
10. Handling Differences Successfully: Becoming a Happily-Ever-After Couple	1

## Glossary - WI Veterinary Professionals

Reporting Period: 04/01/2022 - 06/30/2022

### Age Range

Age of employee/household member expressed within a numerical range.

### Annualized Utilization

Total number of services requested during the report period expressed as a percentage of the total population, stated as an

### Case

A case is recorded when contact by an employee/household member generates any EAP clinical intervention of any type.

### Critical Incident Response

Mobilization of clinical resources for defusing, debriefing, or addressing grief with employees after a traumatic event or natural disaster.

### EAP

Employee Assistance Program, short-term counseling to help with the management of everyday life issues.

### EAP Annualized Utilization

Total number of employees/household family members who received in-person or telephonic counseling sessions, divided by the total number of employees, and then annualized.

### EAP Request Type

Assessment of problem(s) by the EAP professional during initial intake.

### Gender

Sex of the eligible employee/household member receiving a service.

### Humana Book of Business

Utilization for the rest of the Humana clients.

### Legal

Cases referred for Legal support and/or consultation.

### Manager Consultations

Professional consultations provided to/with Human Resources, Employee Relations, Wellness, and/or managers regarding sensitive employee performance issues.

### Manager Referrals

Cases referred to the EAP by Human Resources, Employee Relations, Wellness, and/or managers regarding sensitive employee performance issues.

### Modality Distribution

The methods by which a member can receive EAP counseling: face-to-face, telephonic, video-based, and text-based

## Glossary Cont. - WI Veterinary Professionals

Reporting Period: 04/01/2022 - 06/30/2022

### Period Utilization

Utilization for the time period indicated.

### Reason for Call

Concern(s) and issue(s) presented to EAP by employee/household member at intake/assessment.

### Referral Source

Self=self-initiated; performance-based=Job performance issues; suggested by manager, HR and union=referral by manager, HR or union

### Relationship to Employee

Identifies caller as employee or household member.

### Return-to-Work Evaluation

Cases involving the need for forensic psychiatric evaluations (e.g., threat of violence, threat to self or others). Formerly referred to as Fitness-for-Duty Evaluations.

### Seminars/Trainings

Number of seminars/training conducted.

### Source of Information

How the employee/household member learned of the service.

### Total Services

Total of all services provided to employees/household members: includes EAP cases, attendance at seminars, CIR trainings, and web log-in activity.

### Unique Individuals Served

Captures distinct employees/household members who access program services.

### Web Usage/Log-ins

Number of log-ins to the website from employees/household members.

### Work-Life

Assistance, information, and support to help you achieve a better balance between work, life, and family to help make life easier.

### Years of Service

Length of service at the company.

# EAP & Work-Life Compass

for WI Veterinary Professionals

Reporting Period:  
01/01/2022 - 06/30/2022



**Humana**



## Total Services Overview - WI Veterinary Professionals

Reporting Period: 01/01/2022 - 06/30/2022

The Total Services information that is displayed on this page provides a view into all the services that both your organization and members are using. The utilization rate is included for the current report period as well as for an annualized period of time.

Total Services	Current	Prior	Period Utilization	Annualized Utilization
EAP Services	29	32	0.4%	0.9%
Work-Life Services	7	3	0.1%	0.2%
Web Logins	157	242	2.4%	4.8%
Trainings/Seminars	3 / 79	3 / 42	1.2%	2.4%
Manager Consultations	3	1	0.0%	0.1%
Employee/Supervisor Program Orientations	2 / 7	2 / 9	0.0%	0.1%
Life Coach	0	2	0.0%	0.0%
<b>Total Services</b>	<b>5 / 282</b>	<b>5 / 331</b>	<b>4.4%</b>	<b>8.7%</b>

Total Services entries containing a single number represent the number of members using the service, entries containing two numbers separated by a slash represent the number of events that occurred for the service / the number of members using the service. All utilization rates are based on the number of members using the service.





## Program Overview - WI Veterinary Professionals

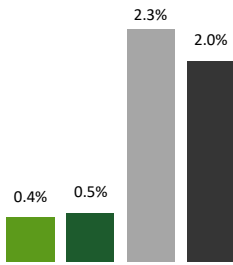
Reporting Period: 01/01/2022 - 06/30/2022

The information contained on this page is intended to provide a summary of your program's key use components, as well as demographic information to help describe the population utilizing the program services.

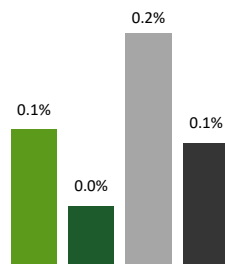
The Utilization – Peer Comparison provides a comparison of your program's utilization to a peer group. The Key Indicators table provides an overview of the general demographics of the population engaging with the program, as well as the number of unique members using the service.

### Utilization - Peer Comparison

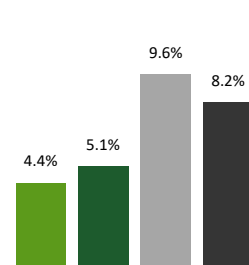
#### EAP Service Requests



#### Work-Life Service Requests



#### Total Services



Legend: Current (Green), Prior (Dark Green), Humana Book of Business (Grey), Industry Book of Business (Dark Grey)

### Key Indicators

	Current	Prior
Average Employee Population	6,475	6,475
Total Unique EAP Users	26	26
Total Unique Work-Life Users	3	1
Male/Female Ratio	16/84	15/85
Employee/Household Member Ratio	83/17	100/0

### Utilization Distribution

Tenure	Percentage	Top 5 Divisions	Percentage
0-1 Years	25%	1. Department of Agriculture Trade and Consumer Protection	100%
2-5 Years	19%		
6-10 Years	13%		
11-15 Years	6%		
16+ Years	38%		

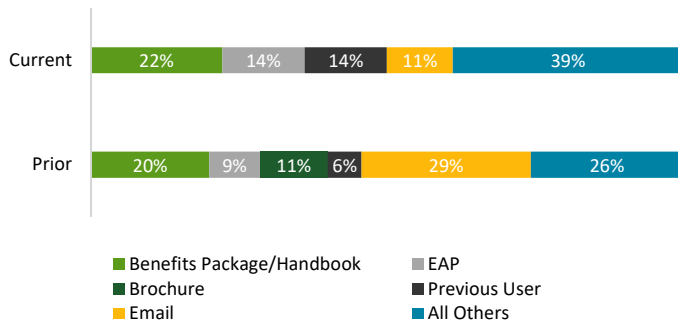


## EAP Utilization - WI Veterinary Professionals

Reporting Period: 01/01/2022 - 06/30/2022

This page provides a view into the details regarding how the EAP program services are being utilized. The How Learned About Program chart breaks out the most commonly reported ways people are learning about the program. The Modality Distribution table provides insight on how members are working with their provider. The EAP Utilization by Request Type chart displays the most common reasons people are accessing the program.

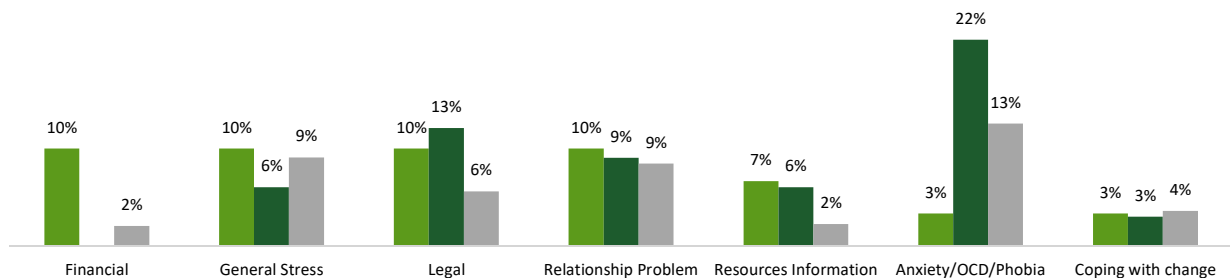
**How Learned About Program**



**Modality Distribution**

	Current	Prior
In-House Provider	0.0%	0.0%
Face-to-Face Network Provider	54.5%	12.5%
Telephonic Network Provider	18.2%	37.5%
Text network Provider	0.0%	0.0%
Video Network Provider	27.3%	50.0%

**EAP Utilization by Request Type**



Current

Prior

Humana Book of Business

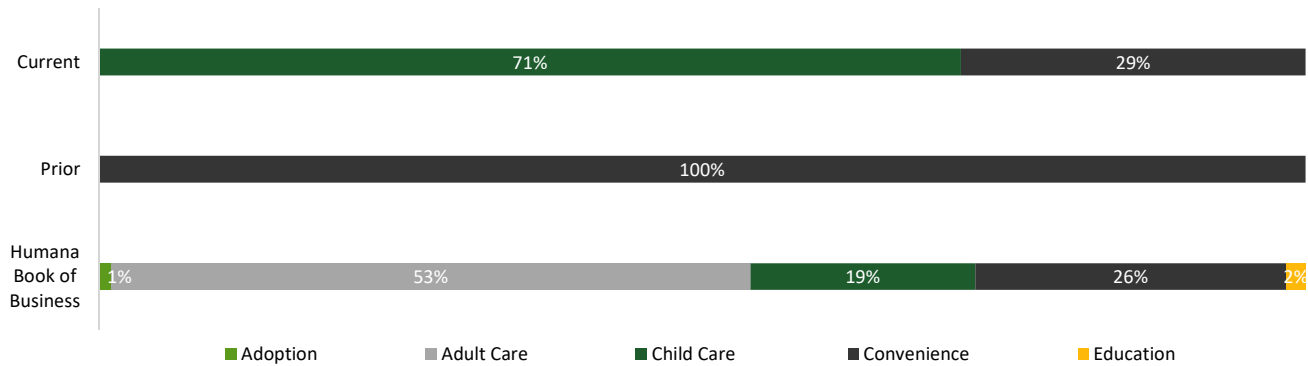


## Work-Life Utilization - WI Veterinary Professionals

Reporting Period: 01/01/2022 - 06/30/2022

This page displays details about the utilization of the Work-Life program services. The Work-Life Utilization by Request Type chart provides a break out of the reasons people are using the Work-Life program. The Work-Life Utilization by Request Type Breakout includes a deeper look into the types of topics within each reason category that people are selecting when engaging with the Work-Life program.

**Work-Life Utilization by Request Type**



**Work-Life Utilization by Request Type Breakout**

Convenience		Current	Prior
1	Career Resources	100.0%	0.0%
2	Consumer Reports Research	0.0%	33.3%
3	Household Service Referrals	0.0%	33.3%
4	All Others	0.0%	33.3%

Education		Current	Prior

Adult Care		Current	Prior

Adoption		Current	Prior

Child Care		Current	Prior
1	Family Day Care	40.0%	0.0%
2	Babysitter Search Resources	20.0%	0.0%
3	Center-Based Care	20.0%	0.0%
4	In-Home Placement Agencies	20.0%	0.0%



## Additional Program Utilization - WI Veterinary Professionals

Reporting Period: 01/01/2022 - 06/30/2022

The information included on this page is intended to provide details on additional aspects of the program's utilization. The Referred by Source table provides a break out of how members are being referred to the program. The Management Consultation Provided table displays the types of consultations that the program is providing to your organization. The Legal/Financial Utilization table provides information on the utilization people are having with the legal and financial program components.

### Referred By Source

	Current	Prior
Self	100.0%	96.9%
Fitness for Duty	0.0%	3.1%

### Management Consultation Provided

	Current	Prior
Performance Concern	0.0%	100.0%
Employee's emotional/personal health.	66.7%	0.0%
All Others	33.3%	0.0%

### Legal/Financial Utilization

	Current	Prior
Legal Cases	3	4
Financial Cases	3	0



## Website Utilization - WI Veterinary Professionals

Reporting Period: 01/01/2022 - 06/30/2022

This page provides details around the utilization of the program website. The Website Usage table breaks out the activity occurring on the website. The Top Ten Website Sections lists the top website sections being visited and the Top Ten Website Articles lists the top website articles being accessed.

### Website Usage

	Current	Prior
Visits	157	242
Page Hits	1,065	1,828
Ask the Expert Services	0	0
Chat with Us Services	1	2
Self-Service Resources	5	17

### Top Ten Website Sections

	Page Hits
1. Marketing_Authorization_Page	45
2. Online-tools-and-resources	45
3. Services	23
4. Connection-Hub	20
5. talkspace	19
6. Emotional-well-being	17
7. Financial-and-legal	17
8. Financial and legal	11
9. Emergency-resources	10
10. Lifecoach	10

### Top Ten Website Articles

	Page Hits
1. Your whole-person edition: 10 tips for starting the year off right	19
2. A helpful dozen: Simple ways to boost your mental health	12
3. Effective, strategic and caring: 5 ways to support your team's mental health	4
4. You and your finances. How well do you know each other?	4
5. Not easy, but essential: Bravely discussing race with your team	3
6. Start 2022 off right	3
7. Suicide: it affects us all	3
8. Writing a will	3
9. 5 workplace safety tips for leaders of work from home or hybrid teams	2
10. Be a safety hero	2

## Glossary - WI Veterinary Professionals

Reporting Period: 01/01/2022 - 06/30/2022

### Age Range

Age of employee/household member expressed within a numerical range.

### Annualized Utilization

Total number of services requested during the report period expressed as a percentage of the total population, stated as an

### Case

A case is recorded when contact by an employee/household member generates any EAP clinical intervention of any type.

### Critical Incident Response

Mobilization of clinical resources for defusing, debriefing, or addressing grief with employees after a traumatic event or natural disaster.

### EAP

Employee Assistance Program, short-term counseling to help with the management of everyday life issues.

### EAP Annualized Utilization

Total number of employees/household family members who received in-person or telephonic counseling sessions, divided by the total number of employees, and then annualized.

### EAP Request Type

Assessment of problem(s) by the EAP professional during initial intake.

### Gender

Sex of the eligible employee/household member receiving a service.

### Humana Book of Business

Utilization for the rest of the Humana clients.

### Legal

Cases referred for Legal support and/or consultation.

### Manager Consultations

Professional consultations provided to/with Human Resources, Employee Relations, Wellness, and/or managers regarding sensitive employee performance issues.

### Manager Referrals

Cases referred to the EAP by Human Resources, Employee Relations, Wellness, and/or managers regarding sensitive employee performance issues.

### Modality Distribution

The methods by which a member can receive EAP counseling: face-to-face, telephonic, video-based, and text-based

## Glossary Cont. - WI Veterinary Professionals

Reporting Period: 01/01/2022 - 06/30/2022

### Period Utilization

Utilization for the time period indicated.

### Reason for Call

Concern(s) and issue(s) presented to EAP by employee/household member at intake/assessment.

### Referral Source

Self=self-initiated; performance-based=Job performance issues; suggested by manager, HR and union=referral by manager, HR or union

### Relationship to Employee

Identifies caller as employee or household member.

### Return-to-Work Evaluation

Cases involving the need for forensic psychiatric evaluations (e.g., threat of violence, threat to self or others). Formerly referred to as Fitness-for-Duty Evaluations.

### Seminars/Trainings

Number of seminars/training conducted.

### Source of Information

How the employee/household member learned of the service.

### Total Services

Total of all services provided to employees/household members: includes EAP cases, attendance at seminars, CIR trainings, and web log-in activity.

### Unique Individuals Served

Captures distinct employees/household members who access program services.

### Web Usage/Log-ins

Number of log-ins to the website from employees/household members.

### Work-Life

Assistance, information, and support to help you achieve a better balance between work, life, and family to help make life easier.

### Years of Service

Length of service at the company.

**Veterinary Examining Board  
Agenda Request Form**

<b>1) Meeting Date</b>	July 20, 2022
<b>2) Requestor Name</b>	Dustin Boyd
<b>3) Item Title for the Agenda</b>	Complaint process
<b>4) Should the Item be in Open or Closed Session?</b>	Open
<b>5) Are there Attachments?</b> (If yes, include file names)	Yes
<b>6) Is a Public Appearance Anticipated?</b>	No
<b>7) Description of the Agenda Item</b>	<p>Review the overall compliant review and investigation process to include:</p> <ul style="list-style-type: none"><li>Complaint receipt and review<ul style="list-style-type: none"><li>*Now including information on the VPAP program</li><li>information on initial contact letters to respondents.</li></ul></li><li>The role of the screening committee,</li><li>The role of the case advisor</li><li>Education vs. discipline</li></ul>



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State of Wisconsin

Veterinary Examining Board



# VETERINARY EXAMINING BOARD SCREENING COMMITTEE

## Process Guide



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# Introduction



## **ABOUT THIS GUIDE**

This document has been created to serve as a guide for the Veterinary Examining Board (VEB) Screening Committee and its members. It provides a general direction to follow but does not institute any policy or procedure. Each complaint received must be handled on a case-by-case basis and therefore it is expected that on occasion, this guide will be deviated from at the committee's discretion.

## **SCREENING COMMITTEE PURPOSE**

The VEB Screening Committee was formed as a subset of the full board to review incoming complaints on veterinarians, veterinary technicians, and unlicensed practice. The committee is made up of five board members including three veterinarians, one veterinary technician, and one public member. Upon review of each complaint, it is the committee's responsibility to determine if there is evidence or that it is likely that a violation of Wis. Stat. ch. 89 and/or Wis. Admin. Code chs. VE 7 & 9 has occurred. This is further explained later in this guide.

## **SCREENING COMMITTEE OVERVIEW**

The committee normally meets virtually for approximately one to two hours on a monthly basis, with the exception of the in-person screening committee meetings that immediately proceed the quarterly full-board meetings.

Prior to the Screening Committee meeting, each individual committee member reviews all complaints that have been prepared since the last meeting by the VEB Investigation Team. During the committee meeting, the committee discusses each complaint as a group to determine if violations have occurred and if further action should be taken by the board, or if further investigation is necessary. If the committee determines to open a case, a case advisor (a member of the board) is assigned to work with the VEB investigator to resolve the case.



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# Legal Cautions



## OPEN MEETINGS LAWS

Wisconsin Statute §§ 19.81-19.98 contains open meetings laws applicable to governmental bodies in the state of Wisconsin. The Veterinary Examining Board (Board) is a governmental body, per. Wis. Stat. § 19.82(1), and as such, must adhere to the legal requirements in the state's open meetings laws.

It is the policy of the state of Wisconsin that the public is entitled to the fullest and most complete information regarding the affairs of government as is compatible with the conduct of governmental business. To implement and ensure this public policy, all meetings of all state and local governmental bodies shall be publicly held in places reasonably accessible to members of the public and shall be open to all citizens at all times, unless otherwise expressly provided by law.

A "meeting" means the convening of members of a governmental body for the purpose of exercising the responsibilities, authority, power, or duties delegated to or vested in the body. If one-half or more of the members of a governmental body are present, the meeting is rebuttably presumed to be for the purpose of exercising the responsibilities, authority, power, or duties delegated to or vested in the body. The term meeting does not include any social or chance gathering or conference which is not intended to avoid compliance with open meetings laws.

Every meeting of a governmental body shall be preceded by public notice, as provided in § 19.84, Wis. Stats., and shall be held in open session. "Open session" means a meeting which is held in a place reasonably accessible to members of the public and open to all citizens at all times. In the case of a state governmental body, it means a meeting which is held in a building and room thereof which enables access by persons with functional limitations, as defined in § 101.13 (1), Wis. Stats.

At any meeting of a governmental body, all discussion shall be held and all action of any kind, formal or informal, shall be initiated, deliberated upon, and acted upon only in open session, except as provided in § 19.85, Wis. Stats. It would be a violation of Wisconsin's open meeting laws for the Board to discuss exercising its responsibilities, authority, power, or duties delegated to or vested in the Board outside of public meetings.

- Note: The exceptions provided in § 19.85 do allow for the Board or committee to move to closed session for the purposes of *"considering dismissal, demotion, licensing or discipline of any public employee or person licensed by a board or commission or the investigation of charges against such person..."*

Governmental bodies must also be cautious to avoid "walking quorums." A "walking quorum" is a series of gatherings among separate groups of members of a governmental body, each less than quorum size, who agree, tacitly or explicitly, to act uniformly in sufficient number to reach a quorum. The requirements of the open meetings laws also extend to walking quorums.



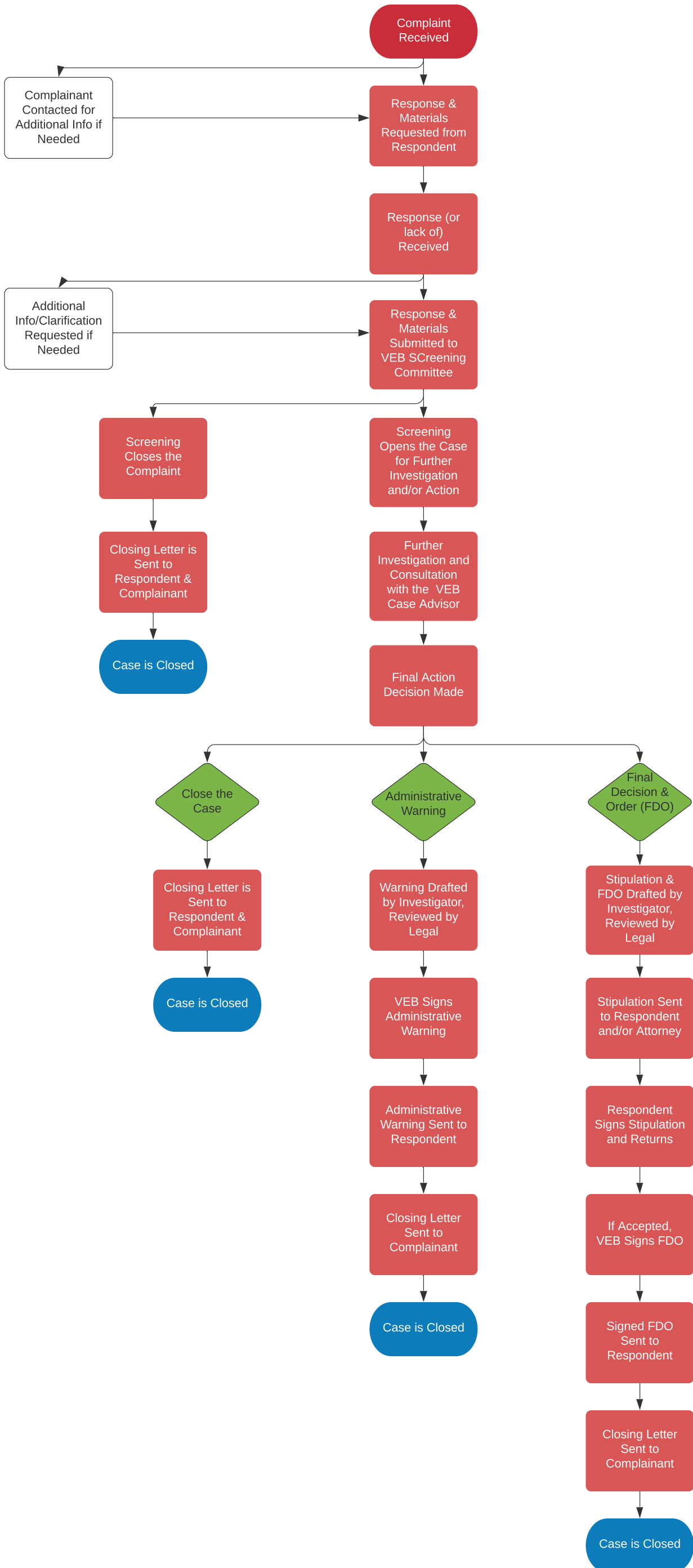
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# Complaints



# Life of a VEB Complaint





## INVESTIGATOR'S PROCESSING OF A COMPLAINT

VEB investigations are entirely complaint-driven. Currently, no "routine" inspections of veterinarians, clinics or veterinary technicians exist.

It is helpful for the Screening Committee to understand how the VEB Investigator processes each complaint.

1. A complainant files a complaint, typically via the online complaint portal found here: <https://mydatcp.wi.gov/Complaints/complaint/create/453e612f-23cb-e811-810f-0050568c4f26>

If a complainant calls to make a complaint, they are encouraged to file the complaint online. If they are unable to file a complaint online, they are sent a hard-copy form.

2. Each new complaint is assigned its own case number. If a single complaint is against multiple respondents, each respondent is assigned their own VEB case number.

VEB case numbers are assigned in the following format:

- a. 21 VET 001  
(**21** – The year the complaint was received, **VET** – the complaint is against a veterinarian, **001** – this is the first complaint on a veterinarian in this year)
  - b. 21 TECH 001  
(same naming convention as above, however this would be on a complaint against a certified veterinary technician)
  - c. 21 UNL 001  
(same naming convention as above, however this would be on a complaint against someone practicing without a license)
  - d. 21 GENERAL 001  
(same naming convention as above, however this would be on a complaint against a general practice/clinic and no specific person. E.g. "this clinic's costs are too high")
3. The VEB investigator will review the initial complaint along with any attachments that were submitted with the complaint. If needed, the investigator will reach out to the complainant to ask any follow-up questions or ask for additional documentation.
    - *\*The majority of complaints received require a follow-up call to the complainant for further explanation or information.*
  4. The VEB investigator will then send a letter to the respondent, requesting a response and supporting documentation. The respondent is asked to respond within 10 business days.
    - *Note: every response requested also asks for the veterinarian or veterinary technician to provide proof of continuing education (CE) from the prior licensing period. The VEB investigator verifies that the CE is admissible and that enough hours were attended.*



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- a. If the complaint is related to cleanness, the VEB Investigator will make an unannounced, in-person visit to the facility to conduct an inspection. The above-mentioned letter will be delivered at the time of the visit, rather than beforehand.
  - b. If the complaint contains controlled-substance diversion allegations, the VEB Investigator works together with a DEA agent to conduct an unannounced, in-person visit to the facility to conduct an inspection of the facility and inspection of the drugs/drug logs. The above-mentioned letter will be delivered at the time of the visit, rather than beforehand.
5. Once all materials have been received or once 30 calendar days have passed, **whichever is earlier**, the VEB Investigator completes the “*VEB Complaint Summary Page*”, which summarizes the complaint and response to assist the Screening Committee with their meetings.
  6. If there are any questions or missing materials that are obvious to the “untrained eye” (the VEB Investigators are not veterinarians or technicians), the investigator will follow up with the respondent.
  7. After the above steps have occurred, all materials for all cases are uploaded to OnBoard at least two weekends prior to the upcoming Screening Committee Meeting. Upon this upload, a member from the VEB Investigation Team will send an email to all Screening Committee members to notify them that the materials are ready for review.
  8. At this point, all of the complaint materials for this case are ready for the next VEB Screening Committee meeting.



State of Wisconsin

Veterinary Examining Board

# Screening Committee Meetings



## PREPARING FOR COMMITTEE MEETINGS

The first step in being prepared for screening committee meetings is to have a relative understanding of the Wisconsin State Statutes and Wisconsin Administrative Code which regulate the practice of veterinary medicine in the State of Wisconsin. For the purpose of screening complaints, committee members should have a good understanding of the following:

- Wis. Stat. § 89.02 – Definitions of terms used throughout statute
  - Wis. Stat. § 89.05 – Unlicensed practice
  - Wis. Admin. Code ch. VE 7 – Standards of Practice and Unprofessional Conduct for Veterinarians
  - Wis. Admin. Code ch. VE 9 – Standards of Practice and Unprofessional Conduct for Veterinary Technicians
- Wis. Stat. ch. 89 can be found here:  
<https://docs.legis.wisconsin.gov/statutes/statutes/89>
- VE Wis. Admin. Code can be found here:  
[https://docs.legis.wisconsin.gov/code/admin\\_code/ve](https://docs.legis.wisconsin.gov/code/admin_code/ve)

**The second step in being prepared for screening committee meetings is to review each case on your own prior to the meeting. You should have a good understanding of each case and should be ready to provide your thoughts, opinions, and ask questions with your fellow committee members at the meeting. If you feel there is or is not a violation that has been committed, be ready to explain why and what evidence you found that supports your conclusion.**

*Some meetings have several cases to review and some cases can be lengthy. It is advised that you begin your review of the cases as soon as possible to allow yourself ample time to view all of the materials.*

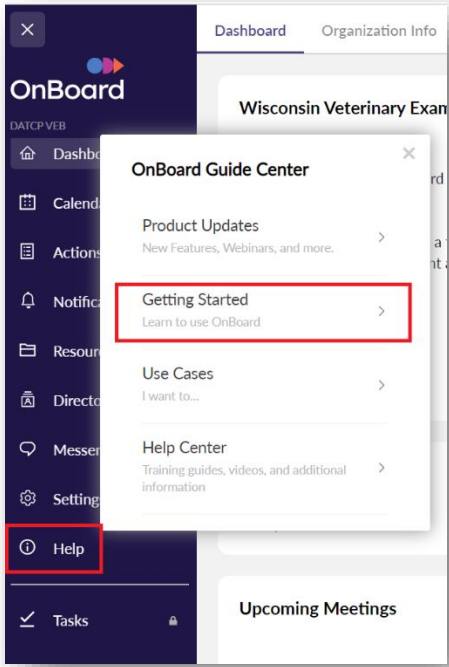
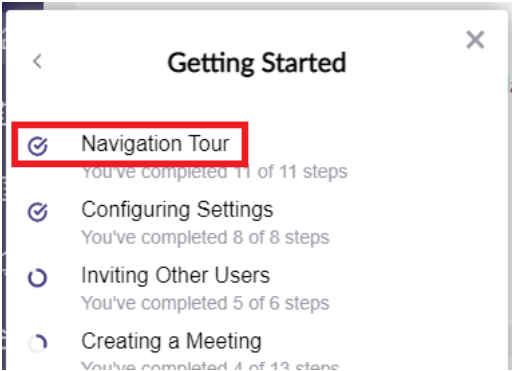


# State of Wisconsin Veterinary Examining Board

## ONBOARD

“OnBoard” is the online platform that is used to view all meeting materials. All VEB members have access to OnBoard. The platform can be accessed here: <https://auth.passageways.com/>.

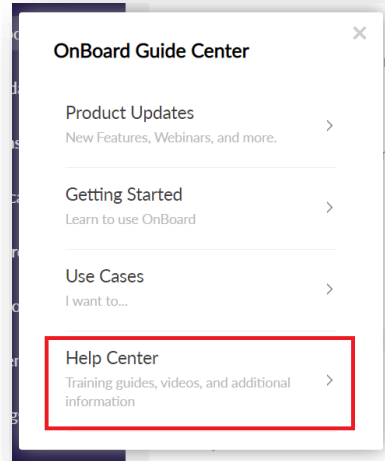
First, review the following specific guides found within OnBoard:

<p>Starting from your main dashboard page, click the “Help” link on the menu, and then click the “Getting Started” option, as shown below.</p>	
<p>Review the “Navigation Tour” guide. Note that the VEB does not use all areas of OnBoard that are shown in in the navigation tour.</p>	

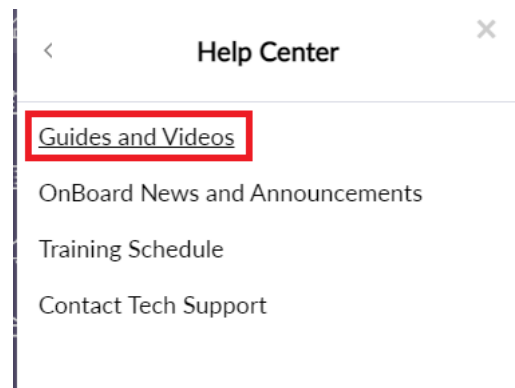


# State of Wisconsin Veterinary Examining Board

Starting back at the Help link, navigate to the “Help Center”.



Select “Guides and Videos”.



Read/watch the two guides shown to the right, plus review the FAQ section if you find it helpful.

## Getting Started

*Start here! These articles will help new users understand the t.*

★ OnBoard Group Training Schedule

★ OnBoard First Steps - START HERE!

★ OnBoard Refresher Video

Advanced Search



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## Veterinary Examining Board

After taking the initial OnBoard training, there are two options to access the meeting materials:

On your home screen, your upcoming meetings will be listed, with the nearest one at the top.

Clicking the meeting will take you to the appropriate page.

The screenshot displays the dashboard interface for the Wisconsin Veterinary Examining Board. The navigation menu on the left includes icons for home, calendar, list, notifications, folders, documents, chat, settings, and a user profile icon. The home icon is highlighted with a red box. The main content area features a header with 'Dashboard', 'Organization Info', 'Plan Details', and 'Configure' tabs. Below the header is a card titled 'Wisconsin Veterinary Examining Board' with an 'Edit Content' button. The card contains the board's vision, mission, and core values. Below this is an 'Actions' section with 'No Open Actions' and a 'Configure' button. At the bottom, an 'Upcoming Meetings' section is highlighted with a red box, showing a meeting on June 22nd from 12:00 PM to 2:00 PM CDT, titled 'VEB Screening Committee Meeting', with a 'Download Calendar' button.

OR

(next page)→





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## Veterinary Examining Board

Clicking the calendar icon will show you all of your previous, current, & upcoming meetings. The page will auto-load to the meeting that is nearest today's date.

Once you find the meeting you are looking for, clicking the meeting will take you to the appropriate page.

The screenshot displays a mobile application interface for a meeting list. At the top, there are navigation options: 'Today', 'Meeting List', and 'Create Meeting'. Below this is a search bar labeled 'Filter by Meeting Title'. The meetings are organized by month, starting with July 2022, then June 2022, May 2022, and April 2022. A meeting on June 22nd is highlighted with a red box. The meeting details include the date '22nd Jun', the time '12:00 PM to 2:00 PM CDT', the title 'VEB Screening Committee Meeting', and options to 'Download Calendar', 'Group', and 'Feedback: 0'. A 'Today' indicator is visible below the highlighted meeting. Below the highlighted meeting, there is a notification for 'No Meetings on June 07, 2022' with a 'Create Meeting' button. Other meetings are listed for May 25th and April 20th.



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Upon arriving to the appropriate meeting date in OnBoard, the page will show you several items including but not limited to the meeting details, invitees, agenda, and finally, the case list. The case list will look similar to the below image.

There are two ways to view the case materials. The first way starts in the view you are currently in. Each document listed in each case is clickable, & allows you to view each one.

The screenshot displays a list of cases in the OnBoard system. Each case is represented by a card with a title, a list of documents, and an 'Edit Details' button. Documents are accompanied by icons indicating their type (Word or PDF) and a download icon.

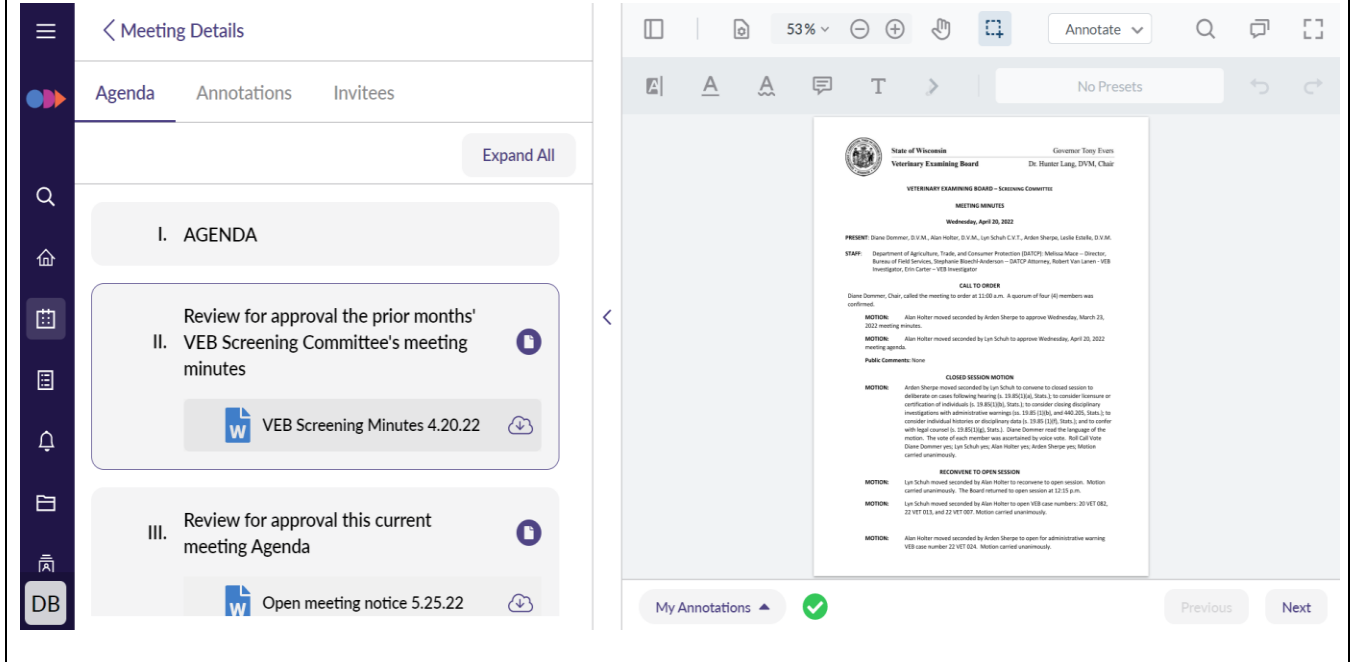
- VI. 21 UNL 005 PPPR**
  - 1- VEB Cover Page (Word document)
  - 2- Initial Complaint (PDF document)
  - 3- Pampered Paws Response from Owner (PDF document)
- VII. 21 VET 062 LL2**
  - 1 - VEB Complaint Summary (Word document)
  - 2 - Initial Complaint (PDF document)
  - 3 - Response (PDF document)
  - 3a - Verizon Call List (PDF document)
  - 4 - Medical Record (PDF document)
  - 4a - Medical Record Invoice (PDF document)
- VIII. 21 VET 068 MS**
  - 1 - VEB Complaint Summary (Word document)
  - 2 - 2021 Schoenberg-Getchell Stipulation and Order\_tcm21-470693 (PDF document)

The second way is to select the “Open Book” icon, found directly below the invitee list:

The screenshot shows the invitee list interface. At the top, it says '12 Invitees - DAH Staff Only' with a 'Manage Invitees' button. Below this are circular icons for each invitee: DB (Dustin), RV (Robert), SB (Steph...), AS (Arden), EC (Erin), LE (Leslie), and a '+6 More' button. At the bottom, there are two buttons: 'Open Book' (highlighted with a red box) and 'RSVP to Meeting' (No Response).



Most individuals find using the Open Book option is the most convenient. The Open Book option combines the entire meeting into one PDF and displays it (right side of screenshot below) along with the agenda (left side of screenshot below). You can click anywhere in the agenda on the left to jump to the appropriate page on the right.



## MEETING DAY ATTENDEES

As with all meetings of governmental bodies, Screening Committee Meetings are open for the public to attend. However, case discussion is held in closed session, which is not open for the public to listen. Prior to moving into closed session, members of the public have an opportunity to provide comments. *\*This is not a place for the public attendee to discuss matters with the committee, it is only a chance for them to provide comments. The committee is not required to engage in conversation with the public.*

The typical attendees of the Screening Committee Meetings are:

- Screening Committee Board Members – All members should actively participate. The thoughts, opinions and viewpoints from veterinarian members, CVT members, and public committee members are all equally important to each case.
- VEB Disciplinary Legal Counsel – Available to provide legal advice as needed
- VEB Investigators – In attendance to provide the committee clarifications on the case as needed, and to answer questions of the committee. The investigators shall only provide facts of the case. As investigators are not members of the board, they will not provide their opinion on violations, nor are they part of the committee's final decision.



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- VEB Investigation Supervisor – In attendance for situational awareness and to be the lead on any department-related questions or issues.
- VEB Executive Director – In attendance for situational awareness.

### MEETING DAY TYPICAL AGENDA

Screening Committee Meetings typically follow the same layout for each meeting. The agenda will normally look similar to this:

*[CHAIR CALLS MEETING TO ORDER]  
[CHAIR TAKES ROLL-CALL]*

- I. Agenda
- II. Review for approval previous screening committee meeting minutes  
*[CHAIR ASKS FOR MOTION TO APPROVE, ALONG WITH A 2<sup>ND</sup> FOR THE MOTION]  
[CHAIR ASKS FOR ALL MEMBERS WHO VOTE IN FAVOR OF MOTION AND WHO OPPOSE THE MOTION]*
- III. Review for approval current screening committee meeting agenda  
*[CHAIR ASKS FOR MOTION TO APPROVE, ALONG WITH A 2<sup>ND</sup> FOR THE MOTION]  
[CHAIR ASKS FOR ALL MEMBERS WHO VOTE IN FAVOR OF MOTION AND WHO OPPOSE THE MOTION]*
- IV. Public comments  
*[CHAIR ASKS IF THERE ARE ANY PUBLIC SPEAKERS, AND ALLOWS EACH 5 MINUTES TO SPEAK]*
- V. Board to consider a motion to move to closed session for case discussion  
*[CHAIR ASKS FOR MOTION TO MOVE TO CLOSED SESSION, ALONG WITH A 2<sup>ND</sup> FOR THE MOTION]  
[CHAIR ASKS FOR ALL MEMBERS WHO VOTE IN FAVOR OF MOTION AND WHO OPPOSE THE MOTION]*  
  
*[CHAIR STATES WE ARE NOW IN CLOSED SESSION, TAKES ROLE-CALL]*
- VI. Cases (full list of cases would be placed here)
- VII. Reconvene to open session immediately following closed session  
*[CHAIR ASKS FOR MOTION TO RETURN TO OPEN SESSION, ALONG WITH A 2<sup>ND</sup> FOR THE MOTION]  
[CHAIR ASKS FOR ALL MEMBERS WHO VOTE IN FAVOR OF MOTION AND WHO OPPOSE THE MOTION]*
- VIII. Vote on items considered or deliberated upon in closed session  
*[EACH GROUP OF CASES CAN BE VOTED UPON IN ONE MOTION. E.G. IF 4 CASES WILL BE CLOSED OUT, ONE MOTION CAN BE MADE TO CLOSE ALL SAID CASES OUT]*
- IX. Adjourn  
*[CHAIR ASKS FOR MOTION TO MOVE TO CLOSED SESSION, ALONG WITH A 2<sup>ND</sup> FOR THE MOTION]  
[CHAIR ASKS FOR ALL MEMBERS WHO VOTE IN FAVOR OF MOTION AND WHO OPPOSE THE MOTION]*

The Screening Committee Meeting is run by the Chair of the committee. Other than noted in the above “Meeting Day Attendees” section, the Department has no role in the meetings and is not a member of the committee.



## COMMITTEE RESPONSIBILITIES AT SCREENING MEETINGS

The committee has a significant role in each case. As designated by the Board, the Screening Committee is the decision-maker for determining how to act on every complaint received.

### INDIVIDUAL & GROUP OBSERVATIONS

Each committee member should have reviewed each case prior to the Screening Committee meeting. As each case is discussed, each member should provide their observations and opinions of the case. While discussion may involve several areas, the main question for the committee to answer is, “did a violation occur or likely occur?”

All members should actively participate. The thoughts, opinions and viewpoints from each veterinarian member, CVT member, and public committee member are all equally important to each case. There is only one CVT and one public member on the committee. In addition to the valuable participation from the three veterinarian members, without CVT and/or public member participation, a valuable perspective may be missed on each case.

### VIOLATIONS

For each case, the committee should be looking for violations specifically of the following:

- Wisconsin State Statute chapter 89
  - This also includes unlicensed practice
- Wisconsin Administrative Code, chapter VE 7 and/or VE 9

Without a violation, discipline cannot be imposed.

### DISCUSSION

It is the committee’s role to determine if a violation occurred. **If the committee finds a violation, they do not need to determine the resolution or discipline as that responsibility is left with the case advisor.** The investigator will work closely with the case advisor to ensure that the resolution of the case is consistent with other previous similar cases.

It is important to note that the committee does not need to make a determination based solely on the materials that have been presented to them at their first review of the case. If the committee feels that there are additional materials or further evidence that would assist in making a decision, they may open the case and work with the investigator to gather additional materials.

It is also important to remember that the committee is not limited to discussing or taking action on a violation that wasn’t noted in the complaint, but that the investigator or committee found while reviewing the case. If the committee becomes aware of a violation in any manner, they can take action.



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**Do not discuss closed-session VEB matters with the public. This includes complaints/cases discussed in Screening Committee meetings. If you have further questions or are seeking consultation with a case, you may only discuss with other board/committee members during a posted meeting or any time with DATCP VEB staff.**

### **COMMITTEE ACTIONS**

After discussion of each case, the committee must decide how to proceed. Some ways that the committee will proceed with a case are:

- **Open the case:** The committee determines that a violation has occurred and the case needs to be opened for further action against the respondent. A case advisor is assigned to the case and will assist the investigator in determining the most appropriate disciplinary action.
- **Open the case (for further investigation):** Based on the materials and evidence available, the committee cannot determine if a violation occurred. The committee may suggest what additional materials would be helpful in determining if a violation occurred. A case advisor is assigned to the case and will assist the investigator with suggestions on how to best investigate further.
- **Close the case:** The committee determines either no violation occurred or the allegations are not under the authority of the VEB. The investigator will close the case out.
- **Close the case (along with issuing a “letter of concern”):** The committee determines that there is not a violation but that the activities which the respondent had been conducting were “borderline” or fall into a grey area. A letter of concern suggests to the respondent that they consider reviewing their practices and procedures that more clearly fall within the standard of practice. A letter of concern is educational only and is not discipline.
- **Defer the case:** A case may be deferred until the next committee meeting if the committee finds it appropriate to do so. However, if a case is needing further investigation to make a determination, the preferred method is to open the case for further investigation.
- **Refer to DATCP:** Cases which result in the committee determining that the respondent had practiced veterinary medicine without a license are referred to DATCP as the agency with authority over unlicensed practice.



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# Case Advisors & Discipline



## CASE ADVISOR

Upon determining to open a case, the committee assigns a case advisor to the case. A case advisor is a member of the board who will advise the investigator how to proceed with the case and if necessary, what discipline should be imposed.

Many times, a case advisor may not be a member of the screening committee and therefore will have no knowledge of the case until being assigned. While it is best practice to handle similar cases consistently with previous cases, the case advisor is not expected to know the history of other previous cases. The investigator will work closely with the case advisor to inform them of other recent similar cases and how the cases were resolved, or what the typical type of discipline may be for certain violations.

**It is important for the case advisor to provide a timely response to the investigator as to not delay the progress of the case. It is appreciated when the case advisor can respond within two business days.**

## ASSIGNMENT PROCESS & CASE ADVISOR ROLE

The standard process from case advisor assignment to completion of the case is as follows:

1. VEB Screening Committee opens a case and assigns the case advisor.
2. The VEB Investigator emails the case advisor notifying them of their assignment. If the case advisor is not part of the screening committee, the investigator provides a link to the case materials in OnBoard.
  - a. If the case was opened for needing further investigation, the investigator informs the case advisor of this and asks what additional documentation is needed to determine if a violation occurred.
  - b. If the case was opened because the committee determined that a violation occurred, the investigator will inform the case advisor of what the Board's "typical" discipline has been on similar violations.
3. The case advisor reviews the materials as soon as possible.
  - a. The case advisor replies to the investigator with their direction on how to move forward.
4. The investigator follows the direction as agreed upon.
  - a. If this involves the issuance of a Final Decision and Order (FDO), the investigator will draft the FDO in consultation with VEB legal counsel and send the final draft to the case advisor for review and acceptance.
5. After the case advisor's acceptance of the FDO or, alternatively, electing to close a case due to new mitigating information or evidence, the case advisor's role is complete.
6. If an FDO was the agreed upon resolution, the investigator and/or VEB legal counsel communicate with the Respondent to present the resolution and obtain necessary signatures.
7. At the full Board meeting following the resolution of the case, the Board will vote on accepting or denying the decided upon resolution.





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The described “standard” process is a general rule of thumb to follow, however there are many factors that will change the actual flow of the process.

In between the described steps, there are several communications that occur between the investigator and the case advisor, investigator and VEB legal counsel, investigator and respondent, and if the respondent retains an attorney, communication between the respondent’s attorney and VEB legal counsel.

Additionally, it is not uncommon for a respondent to reply to the initial resolution proposal with additional information that wasn’t originally known by the investigator or the Board. The respondent will also sometimes reply with reasons on why the FDO should be less restrictive or disregarded in its entirety. When valid reasons are brought to the case advisor’s attention, it is possible for the case advisor to change the original proposed resolution.

### **DISCIPLINE**

The case advisor determines the discipline for each case, with assistance from the VEB investigator to provide input on how previous similar cases were resolved. Possible discipline options are:

#### **Administrative Warning**

According to Wis. Stat. § 89.071(1), the examining board may close the investigation by issuing an administrative warning to the credential holder if the examining board determines that no further disciplinary action is warranted, the complaint involves a first occurrence of a minor violation, and the issuance of an administrative warning adequately protects the public. This is administered via a warning letter signed by the Board.

#### **Limited License**

This is the most common form of discipline. This is almost always administered via asking the Respondent to stipulate to a Final Decision and Order. The respondent’s license or certification can be limited in a reasonable and justified way that the Board sees fit. Common forms of limitation are:

- Requiring the respondent to complete a determined amount of continuing education
- Removing the respondent’s ability to perform certain tasks (e.g. surgeries)
- Requiring the respondent to be supervised by an approved mentor for certain tasks (e.g. surgeries)
- Requiring to respondent to submit to regular drug/alcohol testing and enroll in related therapy (for substance abuse related violations)

#### **Suspension**

A suspension removes the respondent’s ability to practice until the suspension is lifted. The respondent must meet certain terms as outlined in the suspension order for the Board to lift the suspension.



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#### **Revocation**

A revocation revokes the respondent's license/certification. A revocation does not provide any means for the respondent to have their current license/certification returned to full status.

#### **ASSESSMENT OF COSTS**

In all cases where the Board orders a suspension, limitation, or revocation of the respondent, the Board, in addition to imposing discipline, assesses all costs of the proceeding against the respondent, per Wis. Stat. § 89.0715(2).

**Veterinary Examining Board  
Agenda Request Form**

<b>1) Meeting Date</b>	0720
<b>2) Requestor Name</b>	Dustin Boyd
<b>3) Item Title for the Agenda</b>	Complaint/Investigation/Discipline Statistics: 2017 - 2021
<b>4) Should the Item be in Open or Closed Session?</b>	Open
<b>5) Are there Attachments?</b> (If yes, include file names)	Yes 5yr CID Stats
<b>6) Is a Public Appearance Anticipated?</b>	No
<b>7) Description of the Agenda Item</b>	2017-2021 Annual Compliant/Investigation/Discipline Statistics.

Compliant Statistics: 2017 - 2021

A. How many complaints are received annually?

2021	2020	2019	2018	2017
151	128	149	95	71

B. What percent of annual complaints are either not pursued or dismissed?

*Used complaint received date for calculation purposes*

2021	2020	2019	2018	2017
64% (96 Complaints) <i>Note: 5 Complaints from 2021 are still pending.</i>	66% (84) <i>3 Complaints from 2020 are still pending</i>	70% (104)	78% (75)	76% (54)

C. What percent of annual complaints that are pursued are resolved through a consent/settlement agreement?

2021	2020	2019	2018	2017
40%	41%	53%	60%	65%
50 Cases Opened 20 Resolved w/FDO 5 No violation 4 Admin Warning 1 Cease & Desist 20 Still pending	41 Cases Opened 17 Resolved w/FDO 3 Admin Warning 2 No violation 19 Still pending	45 Cases Opened 24 Resolved w/FDO 9 Admin Warning 3 No violation 2 No longer licensed 7 Still pending	20 Cases opened 12 Resolved w/FDO 4 Admin Warning 4 No violation	17 Cases Opened 11 Resolved w/FDO 3 Admin Warning 3 No violation

**Veterinary Examining Board  
Agenda Request Form**

<b>1) Meeting Date</b>	4/20/22
<b>2) Requestor Name</b>	Melissa Mace
<b>3) Item Title for the Agenda</b>	AAVSB Updates
<b>4) Should the Item be in Open or Closed Session?</b>	Open
<b>5) Are there Attachments?</b> (If yes, include file names)	No
<b>6) Is a Public Appearance Anticipated?</b>	No
<b>7) Description of the Agenda Item</b>	<p><b>2022 AAVSB ANNUAL MEETING &amp; CONFERENCE, CHARLOTTE, NC 9.15-9.17</b></p> <p>Attendees: AAVSB Funded Delegates: Dr. Alan Holter Dr. Leslie Estelle</p> <p>AAVSB Funded Legal Counsel: Stephanie Bloechl-Anderson</p> <p>VEB Funded Exec Director: Melissa Mace.</p>

**Veterinary Examining Board  
Agenda Request Form**

<b>1) Meeting Date</b>	7/20/22
<b>2) Requestor Name</b>	Angela Fisher
<b>3) Item Title for the Agenda</b>	Admin Rules – VE 1-11
<b>4) Should the Item be in Open or Closed Session?</b>	Open
<b>5) Are there Attachments?</b> (If yes, include file names)	“Admin Rules Status”
<b>6) Is a Public Appearance Anticipated?</b>	No
<b>7) Description of the Agenda Item</b>	<p><b>Information Only:</b> Status of Final Rule</p> <p>The Joint Committee for Review of Administrative Rules (JCRAR) took no action on VE 1-11, which means the rule has completed all approval stages. The Agency submitted the rule to LRB for publication. The rule will be published at the end of July with an effective date of 8/1/22.</p>

## DAH Rules Estimated Timelines

Future dates are estimates for the purposes of work planning.  
Last Updated: 6/24/22

Key	
White	Estimated date
Blue	Actual date
Yellow	Estimated date requires revision
Red	Projection exceeds deadline (scope expires)

Rule	Topic	Scope #	DATCP Docket #	Clearing-house #	Statement of Scope										Hearing Draft										Final Draft										Deadline to Refer to Legis. (Scope Expires)	Rule Effective Date	
					Initiate		Governor		Preliminary Hearing <sup>1</sup>				Board		Info		EIA <sup>2</sup>		Board		Clearinghouse		Hearing		Board		Governor		Legislature <sup>3</sup>				Adopt				
					Begin Scope	Scope to Governor	Governor Approve Scope	Scope Publish in Register	Materials to OS	Board Approve Hearing	Notice Publish in Register	Hearing Date(s)	Record Open Until	Materials to OS	Board Approve Scope	Advisory Comm. Meet	Posted for Comment	Record Open Until	Materials to OS	Board Approve Draft	Refer to CH	Receive CH Comment	Notice Publish in Register	Hearing Date(s)	Record Open Until	Materials to OS	Board Approve Final	Final to Governor	Governor Approve Final	Refer to Legis.	Refer to Comm.	Comm. Review Ends	Refer to JCRAR	JCRAR Review Ends			Rule to LRB
VE 1-11	Reorg v3 + Tele	SS 064-20	19-R-07	CR 21-062	2/24/20	4/7/20	5/15/20	6/8/20	7/6/20	7/23/20; 7/29/20	8/10/20	8/19/20	8/26/20	9/3/20	9/24/20; 10/21/20	3/4/21; 3/25/21; 4/8/21	6/4/21	6/21/21	7/1/21	7/21/21; 7/22/21	7/29/21	8/30/21	8/9/21	9/9/21; 9/15/21	9/29/21	1/3/22	1/19/22; 1/27/22	1/27/22	2/10/22	2/15/22	2/17/21, 3/1/21	5/3/22	5/9/22	6/9/22	6/24/22	12/8/22	8/1/22

Rule Process Step:	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7	Step 8	Step 9	Step 10	Step 11	Step 12	Step 13	Step 14	Step 15	Step 16	Step 17	Step 18	Step 19	Step 20	Step 21	Step 22	Step 23	Step 24	Step 25	Step 26	Step 27	Step 28	Step 29	Step 30	Step 31	Expiration	Step 32
<b>General Projection Assumptions:</b> (specific projections may vary)	Begin process of drafting scope	90 days after Step 1	30 days after Step 2	14 days after Step 3	14 days before Step 6	30 days after Step 4	10 days after Step 6	7 days after Step 7	7 days after Step 8	21 days before Step 11	30 days after Step 9	120 days after Step 11	90 days after Step 11	60 days after Step 13	14 days before Step 16	21 days after Step 14	7 days after Step 16	20 days after Step 17	10 days before Step 20	14 days after Step 18	14 days after Step 20	14 days before Step 23	90 days after Step 21	7 days after Step 23	30 days after Step 24	14 days after Step 25	10 days after Step 26	60 days after Step 26	10 days after Step 27	60 days after Step 29	14 days after Step 30	30 months after Step 4	1-2 months after Step 31
<b>Notes:</b>					7 days OS + 14 days Board	Or next Board meeting	Monday after DATCP submits to publish	At least 3 days after publish in register		7 days OS + 14 days Board	Or next Board meeting	Only some rule packages will have	Or later if advisory comm.	14, 30, or 60 days	7 days OS + 14 days Board	Or next Board meeting				At least 10 days after publish in register		7 days OS + 14 days Board	Or next Board meeting				Or next session if referred to Legis after March in even year	30 days, can be extended to 60 days (+ more if hearing)		30 days, can be extended to 60 days (+ more if hearing)	Need to wait for official "no action taken" from legis		1st of month after 1 full month (+3mo small bus.)

<sup>1</sup>JCRAR may require a preliminary public hearing for the scope statement.

<sup>2</sup>JCRAR may require a separate, independent economic analysis any time between the EIA posting and the Governor's approval of the final draft.

<sup>3</sup>The standing committees and/or JCRAR may take actions, including requiring a meeting/hearing, making germane changes, recalling the rule, and introducing legislation.

**Veterinary Examining Board  
Agenda Request Form**

<b>1) Meeting Date</b>	July 20, 2022
<b>2) Requestor Name</b>	Melissa Mace
<b>3) Item Title for the Agenda</b>	Strategic Plan
<b>4) Should the Item be in Open or Closed Session?</b>	Open
<b>5) Are there Attachments?</b> (If yes, include file names)	Yes
<b>6) Is a Public Appearance Anticipated?</b>	No
<b>7) Description of the Agenda Item</b>	Review of 2021 Strategic initiatives. Establishing the 2022 Strategic Initiatives



**Veterinary Examining Board  
Agenda Request Form**

<b>1) Meeting Date</b>	July 20, 2022
<b>2) Requestor Name</b>	Melissa Mace
<b>3) Item Title for the Agenda</b>	Strategic Plan
<b>4) Should the Item be in Open or Closed Session?</b>	Open
<b>5) Are there Attachments?</b> (If yes, include file names)	Yes 2021 Strategic Plan 2021 status 2022 Proposals
<b>6) Is a Public Appearance Anticipated?</b>	No
<b>7) Description of the Agenda Item</b>	Review of 2021 Strategic initiatives. Establishing the 2022 Strategic Initiatives

# 2021 VEB Strategic Goals

July 20, 2022 VEB Full Board Meeting

1. **Develop rules for the safe practice of telehealth in Wisconsin and implement them by the end of 2022.**

*Status: All that remains is implementation.*

2. **Proactively engage license holders about the value of VPAP with a target of meeting the national average (3.5%) for EAP program utilization by the end of 2023.**

*Status: There was discussion at the April 20 meeting on establishing a committee to discuss ways to effectively promote the VPAP and increase utilization. The WVMA reached out and they are working on a mental health task force and Jo-ell and I agree that it would be most valuable if we could work together, we are exploring having a couple board members be a part of that task force.*

Proposed initiatives:

Work closely with the WVMA mental health task force to provide focus for and promotion of the VEBs veterinary professional assistance program (VPAP)

3. **Close 80% of active disciplinary cases within 12 months of the case opening at screening committee.**

*Status: This turned out to not be the most valuable of goals and the compliance group is looking into setting goals that will not only promote complaints being handled expediently but increase the quality of the handling of the complaints.*

Proposed Goal Change:

- Disciplinary cases can get delayed for a variety of reasons, many times out of DATCP/VEB's control. This may be due to an unresponsive respondent, respondent's attorney delays, investigation delays, etc. Rather than focus on trying to close a case faster, we are focusing on ensuring new complaints are addressed as soon as possible, and keeping "easy" cases moving along. Our goals to support this are:
  - **Initiate the initial contact with the respondent within five business days of complaint receipt, on 90% of cases.** This would not include cases where DEA is involved or a site-visit must be made, as those tasks normally exceed 5 days.
  - **Have all cases sent to screening within 90 days of initial contact.** Respondents have up to 30 days to respond to the initial request. After that, the investigators must compile the materials and build the case. Cases that are presented to screening must be completed roughly two weeks prior to the committee meeting. Because of these timelines, our goal is to have the committee review every case within 90 days of the initial contact. This excludes cases where the respondent obtains legal counsel.
  - **Send final stip/FDO for all "CE Only" cases to the Respondent within 60 days of screening review.** "CE Only" cases are cases where there were no violations found, except that the respondent failed to complete the proper number of CE hours in the prior licensing year. These cases are relatively "templated" and

should be quick to process. Our goal is to get the respondent the final version of the stipulation within 60 days of the screening committee deciding to open the case.

**4. Increase outreach to credential holders.**

*Status: The board does send some type of mailing to credential holders almost every month with VPAP, News for the State veterinarian and other pertinent items we push out to them. Not sure what other outreach would be valuable. We do not want to overwhelm credential holders and get them to a point where they don't open messages from us.*

Proposed initiatives:

- Biennial Reporting  
[https://mn.gov/boards/assets/Biennial%20report%20-%202016-final\\_tcm21-268465.pdf](https://mn.gov/boards/assets/Biennial%20report%20-%202016-final_tcm21-268465.pdf) Consider a biennial report from the VEB similar to the link above (pg 174 starts VEB report)
- Send notification to all credential holders of new rule changes VE 1-11.