

# Switching to the Long-handled Shovel



With consistent policies and procedures in place, you are ready to consider adopting new technology.

How an electronic medical records system can increase efficiency

by Carolyn C. Shadle, PhD, and John L. Meyer, PhD

This article is the first in a series of four. Watch for future articles focusing on efficiently reaching out to clients, staying and organizational efficiency among the team members, and efficient processes for maintaining inventory and financial records.

**When Frederick Taylor developed his principles** for the scientific management of workers in his Time Studies, he designed a long-handled shovel that would enable a man who shoveled coal to work for longer hours with less backache than a man who used a small, short-handled shovel could.

This approach also applies to the veterinary field. Instead of raising fees, you may want to shift your focus to opportunities for internal efficiencies. What might be done more efficiently in order to save time, which could be better spent with the client and patient, while reducing costs and eliminating errors? Where might you be able to switch out a short-handled shovel for a long-handled one?

## Improve efficiency with electronic medical records

In 2003, Ken Storimans, DVM, of the Elmvale Veterinary Hospital