

A new look for RVMs, MQCs and AWP

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As a new graduate mixed veterinarian in a rural practice, I noticed that both the veterinarians and dairy clients found RVM accreditation, Milk Quality Consults (MQC), and Fonterra Animal Wellbeing Plans (AWP) to be complex and repetitive, often turning these processes into a box-ticking exercise. Each veterinarian in our clinic used different methods for recording and saving these documents, making it difficult for staff and clients to access them when needed for shed inspections. Additionally, it was challenging to consistently offer and follow up on routine tasks.

With support from colleagues, we developed an app using Office 365 tools to streamline regulatory processes and create more opportunities for veterinarians to engage with farmers. The app integrates RVM, MQC, and AWP, reducing double handling, creating custom documents, and improving efficiency for both veterinarians and clients.

After discussions with veterinarians and support staff, we outlined the requirements for a new process. For Fonterra clients, the AWP needed to be easily accessible before shed inspections and kept up to date with regulatory changes. It was also important to allow for the customisation of these documents. Our clinic lacked a system for following up on interest in routine work, so, in addition to ensuring we offered routine work, it was crucial to facilitate easy follow-up during the booking process. Overall, the process needed to minimise double-handling and ensure efficiency.

The app has been designed over two years with input from IT staff, fellow veterinarians, receptionists, and management. A trial application was used in 2024 using Office Forms, Power Automate, Word, and Excel. A key takeaway from this was the improvement in vaccination rates across our herds, alongside the creation of preventative herd health work. While this system was an improvement, the format of forms was not user-friendly for veterinarians, and using Excel for a booking system had limited capabilities. After identifying common pain points, we focused on creating a system that was more intuitive, customisable, and easy to use for all veterinarians.

The app now uses a PowerApps form to create and edit a review for each client. Veterinarians can prepopulate the form before consultations and edit it later. Once submitted, the data is stored in a central repository. The AWP and MQC Word documents can be generated from the app and edited for customisation. Using these templates ensures that AWP are professional, meet guidelines, and are easily accessible for farmers before shed inspections. An individualised calendar is also under development.

A Dairy Client Analysis Report has been developed in PowerBI to complement the app, leveraging data from Infoveterinarian and Vision for benchmarking and comparing purchases across seasons. The report visualises information from product sales and services through graphs and charts, offering an insightful view of yearly trends. These visuals provide a clear, concise summary, making it easier to monitor and interpret the data. Another key feature is the Work Planner, which helps administrative staff and veterinarians track routine work requested by clients. Using PowerApps and Power BI, the planner is centralised, reducing double-handling and cold calling. This improves communication and time efficiency between clients and staff. Additionally, this data can be used for management analysis.

The app has been refined through trial and error, with valuable input from veterinarians and other staff. Ongoing improvements are being made to enhance usability and improve the system's outputs.

By using a clinic-wide application, we have created a much-needed solution to ensure consult information is utilised effectively and meets industry requirements. The app also helps front of house staff stay on top of appointment bookings and ensures work does not fall through the cracks.

The development of this app has addressed several key challenges in managing RVM accreditation, MQCs, and AWP's, offering a more efficient and user-friendly approach for both veterinarians and clients. By streamlining these processes and integrating essential tools, the app has reduced double-handling, improved communication, and ensured timely follow-up on routine work. The addition of features like the Dairy Client Analysis Report and Work Planner further enhances the system's value, providing better insights and facilitating more efficient management of client needs. Although still a work in progress, the app continues to evolve with input from veterinarians and staff, ensuring it meets both industry standards and the practical needs of the clinic.