

LA Board of Veterinary Medicine – Board Meeting Agenda – December 5, 2024

I. CALL TO ORDER

Board President, Dr. Larry Findley, Sr., called the meeting to order at 8:39am.

II. ROLL CALL

Roll call was taken by Board Secretary-Treasurer, Dr. Jesse Brandon, as follows:

Those present:

Larry L. Findley, Sr, DVM	Board President
Christine D. McHughes, DVM	Board Vice President
Jesse S. Brandon, DVM	Board Secretary-Treasurer
Christopher Morris, DVM	Board Member
Trisha C. Marullo, DVM	Board Member
Jared B. Granier	Board Executive Director
Stephen H. Vogt	Board General Counsel

The Board's Statement of Obligations (below) was read aloud by Dr. Brandon to all present for the meeting. Attendees were given the opportunity to introduce themselves (if desired) and to make public comments to the Board. No written comments were received prior to December 5th.

Statement of Obligations, Revised by Board Legal Counsel on October 6, 2020 – The Louisiana Board of Veterinary Medicine (being a state regulatory agency within the LA Department of Agriculture and Forestry) is a governmental entity whose mandate is to protect the public/animals by enforcing its jurisdiction of interpreting and implementing applicable laws, and the rules it promulgates, regarding the acceptable standard of veterinary care in LA. The Board has sole and sovereign authority in Louisiana over the practice of veterinary medicine as granted to it by the Legislature. The Board members are appointed by the Governor and confirmed by the Senate and take an Oath of Office. The Board members in discharge of their duties are also held to the ethical standards of state government officials. By statute, candidates for the Governor's consideration for appointment to the Board are made by the state professional association. While a Board member may hold general membership in a professional association, he is legally and ethically bound to his Oath of Office and will discharge his duties without any considerations or goals beyond his lawful obligations on the Board. A Board member does not represent the interests of the practitioners of veterinary medicine or a professional association while he serves on the Board, nor will he use his office to engage in any conduct which may constitute restraint of lawful trade.

III. APPROVAL OF MINUTES

A. Board Minutes for October 3, 2024

The Board reviewed minutes from October 3, 2024. A motion was made and seconded to accept the minutes as given. With no further discussion and with no public comments, the motion passed unanimously by voice vote.

IV. FINANCIAL MATTERS & CONTRACTS

A. Financial Reports – September & October '24

Mr. Granier presented the financial reports for the months of September and October '24 for review by the Board. Mr. Granier informed the Board that all financial matters

are in order, with no unexpected expenditures. There were no questions regarding financial reports reviewed by the Board members. A motion was made and seconded to accept the financial reports as presented. With no further discussion and with no public comments, the motion passed unanimously by voice vote.

B. Investments, CDs – FY 2025

Mr. Granier reviewed figures for accrued interest amounts and total investments for current certificates of deposit (CDs) for FY2025. CDs will continue to roll over as they mature unless withdrawal is requested from the Board by Mr Granier. It was indicated that the capitalized interest earned and principal amount from two CDs that most recently matured on October 18th, November 1st, December 3rd, and December 6th. All CDs along with capitalized interest earnings were reinvested into new CDs. CPA will account for total capitalized interest in the final report at the end of FY2025. Additionally, Mr. Granier requested Board approval to purchase an additional \$50,000 six-month CD with EFCU. A motion was made and seconded to accept the investment report as presented and to approve the purchase of a new six-month CD in the amount of \$50,000. With no further discussion and with no public comments, the motion passed unanimously by voice vote.

C. Proposed Budget for FY 2026

Mr. Granier presented the proposed budget for FY2026 for review. Following discussion of income and expenditure projections, a motion was made and seconded to accept the proposed budget. With no further discussion and with no public comments, the motion passed unanimously by voice vote.

D. Agreed-Upon-Procedures (AUP) Audit Report, FY 2024

Mr. Granier presented the Board's FY 2024 Annual Fiscal Report for review. CPA was consulted and it was noted that there are no negative items of concern in the AFR. No motion made, and no further action was taken or needed on this matter.

V. STATUTES, RULES, POLICIES & PROCEDURES

A. Rulemaking Projects, Proposals, & Discussions

1. LAC 46LXXXV.1007.1011.1025.1039.1051.1057.1063

Chapter 10 - Rules of Professional Conduct

Mr. Granier informed the Board that the Notice of Intent was submitted to the Department of Justice's Occupational Licensing Review Program (OLRP), and the favorable OLPR Opinion was subsequently received with approval to move forward with the final rule promulgation. The final Rule was promulgated in the *Louisiana Register* November '24 edition, effective November 20, 2024. No motion made, and no further action was taken or needed on this matter.

2. LAC 46LXXXV.700, 701, 702, 704, 705, 707, & 712

Chapter 7 - Veterinary Practice

Mr. Granier informed the Board that the Notice of Intent was submitted on October 22nd to the Department of Justice's Occupational Licensing Review Program (OLRP) for review, with a favorable OLRP opinion and approval to move forward in the rulemaking process received on November 26th. The Summary Report was submitted for review on November 27th to the Senate and House Legislative Oversight Committees on Agriculture, Forestry, Aquaculture, and Rural Development. No motion made, and no further action was taken or needed on this matter.

3. LAC 46LXXXV.301, 801, & 1201

Licensing Procedures

Mr. Granier informed the Board that the Notice of Intent along with the Fiscal and Economic Impact Statement was submitted on October 21st to the Louisiana Legislative Fiscal Office for review, with subsequent approval to move forward received on December 5th. The Notice of Intent was submitted for review on December 5th to the Senate and House Legislative Oversight Committees on Agriculture, Forestry, Aquaculture, and Rural Development and to the Governor's Office. The Notice of Intent was also submitted for publication in the *2024 Louisiana Register*, Volume 50, December 20th edition. No motion made, and no further action was taken or needed on this matter.

B. Policies and Procedures

1. None at this time

C. Declaratory Statements

1. None at this time

D. General Agenda

1. Do Misleading Titles Constitute a Practice Act Violation?

A practicing veterinarian requested the Board weigh in on the propriety of the use of certain titles of veterinarian employees of an institution of higher learning and whether the use of these titles had the potential to mislead the public concerning the qualifications of those employees. The DVMs involved do not attend publicly owned animals but oversee the care of research animals owned by a foundation associated with the institution. The respective titles at issue are "resident veterinarian" and "attending veterinarian". Neither veterinarian has specialized training in the care of the research animals involved. The "resident veterinarian" is not pursuing further education or board certification and the "attending veterinarian" does not possess specialized training concerning the animals.

The board recognized that in certain contexts these titles could be misleading and violate ethical principles as provided by the Board Rules and AVMA's Principles of Veterinary Medical Ethics. For instance, under the Board Rules "resident" is referred to in the context of employment at the LSU-SVM and refers to a graduate employee who has finished internship and is working towards certification. Further, "attending veterinarian" is not defined by the Board Rules, but is referred to in the AVMA's Principles of Veterinary Medical Ethics as a veterinarian or group of veterinarians who has accepted primary responsibility for the care of a patient. Under Federal Animal Welfare Act, an "attending veterinarian" is defined as one, inter alia, who has received training and experience in the care of the species of the animals being cared for.

The board, under the specific circumstances involved - especially considering the use of titles in the context of academia and without the factor of publicly owned patients being involved - decided the use of such titles did not have sufficient potential to mislead the public so as to exercise its discretionary power and forbid the use of those titles under the regulatory authorities given the board by law.

E. Consent Agenda Opinions – Answered

1. Do I need a license to serve in advisory role for SMEC

A former licensee inquired of the board as to the necessity of being licensed as a veterinarian to call on veterinary hospitals and inform on the use of essential oils, a substance not regulated by the FDA which use would not be patient specific. The board decided this activity would not constitute “the practice of veterinary medicine” within the meaning of the Practice Act and therefore no license would be required.

2. Who can legally be given records if someone is not officially listed as owner

A practice owner and veterinarian asked the board of the propriety of the release of medical records to a person referred to within the records as the “owner” of the patient but whose parents established the VCPR for the patient where agency was not mentioned. The board noted that medical records cannot be released without the consent of the “client” or his “authorized agent” and the reference to ownership within subsequent records does not authorize the release of those records. The practice owner was encouraged to resolve any questions concerning authorization by contacting the client, the person who established the VCPR without noting any representative capacity in doing so. “Ownership” of an animal is a civil matter whereas the confidentiality of records and authorization to release those records is an administrative matter which requires authorization by the “client”. If consent cannot be obtained to release the records to a person other than the person who established the VCPR for the patient, then those records may not be released and are confidential unless their production is mandated by court subpoena.

3. What rules does LA have or what obligations exist if practice receives prescription fill request from third party

This oft-asked question was answered as follows. The Board Rules specify that when a written prescription must be given the patient does not extend to requests from a third party. The request for a written prescription must be made by the client. See Rule 705.G

4. Is it okay to give 3-year vaccination or should it be given as a 1-year and boosted the following year if pet is overdue on rabies vaccination but was previously vaccinated at some point in their lives

The board refused this query as the primary regulator for Rabies control lies with the Louisiana Department of Health under the Sanitary Code. The veterinarian was given contact information. The board does not answer queries where its opinion is not authoritative under the Practice Act, Board Rules or AVMA’s Principles of Veterinary Medical Ethics.

5. Is the donation of animal carcasses to a veterinary practice by a government animal shelter in violation of LA R.S. 3:2131

The board declined this query as the regulations of Title 3 are administered by the Louisiana Department of Agriculture and Forestry. Contact information was given.

6. What drugs can be dispensed to Animal Control Officer with expired Chemical Capture Certificate

A licensed veterinarian asked the board about the propriety of dispensing chemical capture drugs to an animal control officer employed by a local shelter and requested information concerning the training needed by the animal control officer to allow such. The licensee was advised that irrespective of the degree of competency to obtain, store and use prescription drugs by anyone, a veterinarian

may not act as a pharmacy. The prescribing and dispensing of veterinary drugs and controlled drugs must be done through the establishment of a VCPR. In this instance, no specific patient is involved and this would not be proper. Drugs that are used for chemical restraint by animal control officers may be obtained through their employers.

7. Question Regarding Legal Obligation to Continue Treatment Until Patient Issue is Resolved

During the course of medical treatment of a patient, a dispute arose between a veterinarian and the patient's owner concerning the standard of care exercised by the veterinarian. The relationship deteriorated to the point the client became verbally abusive toward the veterinarian and staff. The board was asked about the obligation to continue to provide veterinary care under these properly recorded circumstances. The veterinarian was referred to the AVMA's Principles of Veterinary Medical Ethics (adopted by the Board) and its principles allowing the veterinarian to withdraw from the scope of services contemplated when the VCPR was established, one of which includes circumstances where the client has become abusive toward the veterinarian or staff. For a complete listing of obligations, please refer to the AVMA's Code of Conduct.

8. Is the LBVM Contemplating the Requirement of RVT status to Do Certain Procedures to the Exclusion of "lay" (non-credentialed) assistants

A veterinary practice owner concerned about future staffing asked the board if it was considering rulemaking requiring credentialing of veterinary assistants (RVT status) and the exclusion of lay (non-credentialed by the board) lay assistants. The veterinarian was cited the Rulemaking activities that are published in the Board's minutes and available for inspection on the board's website and advised that the rulemaking contemplated by the query is not currently under consideration.

9. How Can LBVM Sanction an RVT When There is No Title Protection in Louisiana for RVTs

An RVT asked the board why a credentialed veterinary assistant (RVT) is subject to sanction by the board when its Rules do not make a distinction between what may be delegated by a veterinarian to a lay person vs. an RVT. This query was made in the context of the Board notifying licensees and certificate holders whose credentials had expired that it could be a violation of the Practice Act to continue to provide services with an expired license or certificate. The RVT was advised that the premise of the query was not accurate and that there are duties and varying degrees of supervision wherein veterinarian services may be provided by an RVT vs. a lay assistant and was referred to Chapter 7 of the Board Rules for clarity on this issue.

10. Board Response Requested Regarding Live Tiger at LSU Football Game

The board was asked to sanction a non-veterinarian (long retired) for his participation in and making public statements supporting the use of a live tiger at an LSU football game under circumstances that were stressful and detrimental to the welfare of the animal. The person requesting the action by the board was advised that the activities complained of do not constitute "the practice of veterinary medicine" that would confer administrative jurisdiction to the board and that the board does not have administrative jurisdiction over graduates of a school of veterinary medicine unless licensed.

11. Can Rabies Vaccinations be Administered Only by a Licensed

Veterinarian

The board was presented with a practice query concerning the propriety of a non-veterinarian administering rabies vaccinations to patients. The licensee was advised that the board is a secondary regulator concerning compliance with the Sanitary Code, which governs the administration of rabies vaccines, under the revised statutes of Louisiana and that the Louisiana Department of Health is the primary regulator. The licensee was given contact data for the Public Health Veterinarian, Dr. Amy Bunch, to seek authoritative guidance, since any opinion rendered by the board would not be binding on the Louisiana Department of Health, which administers the provisions of the applicable statutes. The licensee was also advised, however, that Dr. Bunch had interpreted on a prior occasion, informally, that the Sanitary Code requires that only a licensed veterinarian administer the rabies vaccine in Louisiana and that cannot be delegated to a non-veterinarian employee.

F. Consent Agenda Opinions – Proposed

1. None at this time

G. Consent Agenda Opinions - Expedited / Emergency Opinions

1. None at this time

H. Relevant Legislation Enacted - Requires Board Action

1. None at this time

After review and discussion of all General Agenda and Consent Agenda Opinion items, a motion was made and seconded to ratify all opinions given. With no further discussions and with no public comments, the motion passed unanimously by voice vote.

VI. MISCELLANEOUS MATTERS

A. New Licenses and Certificates Issued – 09/22 to 11/19

Mr. Granier reported all new licenses and certificates issued - 22 total listed below - from 09/22/24 to 11/19/24. A motion was made and seconded to accept and ratify all issued licenses, registrations, and certificates as given. With no further discussion and with no public comments, the motion passed unanimously by voice vote. *{List of all new licenses and certificates issued can be found at the end of this document.}*

B. Office Updates – Applications, Active Licensees, Complaints

Mr. Granier reported to the Board statistics on applications, complaints, continuing education review requests, and the current renewal cycle from 09/22/24 to 11/19/24. No motion made and no further action was taken on this matter. *{All statistics reported can be found at the end of this document.}*

C. Customer Service Survey Results, 2024 (Nov. '23 to Oct. '24)

Mr. Granier presented to the board the statistics from the 84 customer service survey responses received from November 1, 2022 to October 31, 2024. Board discussed the overall positive results and comments received, noting the consistent improvement in the performance of the Board office staff and the overall positive feedback related to the online application and license portals. The survey results will be made available online and will also be mailed to the appropriate state agency for reporting purposes by Mr. Granier. No action was taken on this item. *{All survey results can be found at*

the end of this document.}

D. ICVA's 2024 Report to Boards

Mr. Granier presented to the Board the 2024 board report related to NAVLE from the International Council for Veterinary Assessment (ICVA). No motion made or action taken on agenda item.

E. AAVSB Executive Director's Summit and Board Basics & Beyond Training – March 26th - 27th and March 28th - 29th, respectively

Mr. Granier informed the Board of the upcoming AAVSB Executive Director Summit and board training conference and requested approval for his attendance as well as the attendance of Dr. Morris. A motion was made and seconded to approve the training attendance. With no further discussion and with no public comments, the motion passed unanimously by voice vote.

VII. CONTINUING EDUCATION ISSUES

A. Overall Review of Acceptable Subject Matter for CAET Continuing Education

Mr. Granier presented to the Board a licensee's request for continuing education approval of an activity for licensed veterinarians and companion animal euthanasia technicians. After review of the documentation provided, motion was made by Dr. Marullo, seconded by Dr. McHughes, to approve the continuing education request.

Additionally, after greater discussion regarding the limited amount of continuing education programs available specific to CAETs as it relates to their primary euthanasia function as CAET certificate holders, the Board determined it was prudent to allow for greater flexibility in the acceptable continuing education subject matter for CAETs. A motion was made and seconded to accept for CAETs any continuing education activities that have subject matter related to shelter management as a whole (such as nutrition, animal care/handling, situational awareness, stress management, animal control, etc). With no further discussion and with no public comments, the motion passed unanimously by voice vote.

A motion was made and seconded to go into executive session to discuss confidential matters regarding licensees, applicants, and administrative hearings not subject to public disclosure in accordance with Louisiana open meetings law. With no further discussion and with no public comments, the motion passed unanimously by voice vote.

All votes noted for the following agenda items in executive session were made at the end of discussions and out of executive session.

VIII. ADMINISTRATIVE HEARINGS

A. None at this time

IX. LICENSING ISSUES

A. Robert Tiller, DVM – Review of '24-'25 License Renewal Submission

Following review of documentation and oral statement made to the board by Dr. Robert Tiller, a motion was made out of executive session and seconded to refer the licensing matter to a formal investigation to obtain additional information from Dr. Tiller and other parties. License was renewed upon application for renewal. With no further discussion and with no public comments, the motion passed unanimously by voice vote.

B. Kimberly Greene, DVM – Request for Inactive Retired Status

Following review of the documentation provided by Dr. Greene, a motion was made out of executive session and seconded to approve status change to Inactive Retired and to waive the 20 CE requirements for Renewal Year 2024-2025 per rule 405C. With no further discussion and with no public comments, the motion passed unanimously by voice vote.

C. Mica Landry, DVM – Request for Inactive Retired Status

Following review of the documentation provided by Dr. Landry, a motion was made out of executive session and seconded to approve status change to Inactive Retired and to waive the 20 CE requirements for Renewal Year 2024-2025 per rule 405C. With no further discussion and with no public comments, the motion passed unanimously by voice vote.

D. Joseph Strother, Jr., DVM – Request for Inactive Disabled Status

Following review of the documentation provided by Dr. Strother, Jr., a motion was made out of executive session and seconded to approve status change to Inactive Disabled and to waive the 20 CE requirements for Renewal Year 2024-2025 per rule 405C. With no further discussion and with no public comments, the motion passed unanimously by voice vote.

E. Verlin Jones, DVM – Request for Inactive Retired Status

Following review of the documentation provided by Dr. Jones, a motion was made out of executive session and seconded to approve status change to Inactive Retired and to waive the 20 CE requirements for Renewal Year 2024-2025 per rule 405C. With no further discussion and with no public comments, the motion passed unanimously by voice vote.

X. APPLICANT ISSUES

A. Connor Burns, RVT – Education & Credential Review

The Board reviewed supplemental documentation submitted with the application for certification from Mr. Burns related to his educational qualifications. After review and discussion of his education and employment history, it was determined that Mr. Burns meets the educational requirements for certification. A motion was made outside of executive session and seconded to approve the education qualifications of Mr. Burns in accordance with the statute §1543 of the Louisiana Veterinary Practice Act. With no further discussion and with no public comments, the motion passed unanimously by voice vote.

B. Larkspur Carroll, DVM - Waiver Request of NAVLE Retake

The Board reviewed supplemental documentation submitted with the application for licensure from Dr. Carroll. A motion was made outside of executive session and seconded to approve the requested waiver of the national exam retake requirement as the documents provided supported the waiver criteria for the required period of time immediately. With no further discussion and with no public comments, the motion passed unanimously by voice vote.

C. Adam Handy, DVM – Waiver Request of NAVLE Retake

The Board reviewed supplemental documentation submitted with the application for licensure from Dr. Handy. A motion was made outside of executive session and seconded to approve the requested waiver of the national exam retake requirement as the documents provided supported the waiver criteria for the required period of time

immediately. With no further discussion and with no public comments, the motion passed unanimously by voice vote.

D. Bobbie Kirsch, DVM – Waiver Request of NAVLE Retake

The Board reviewed supplemental documentation submitted with the application for licensure from Dr. Kirsch. A motion was made outside of executive session and seconded to approve the requested waiver of the national exam retake requirement as the documents provided supported the waiver criteria for the required period of time immediately. With no further discussion and with no public comments, the motion passed unanimously by voice vote.

E. Margaret Wixson, DVM – Waiver Request of NAVLE Retake

The Board reviewed supplemental documentation submitted with the application for licensure from Dr. Wixson. A motion was made outside of executive session and seconded to approve the requested waiver of the national exam retake requirement as the documents provided supported the waiver criteria for the required period of time immediately. With no further discussion and with no public comments, the motion passed unanimously by voice vote.

All votes noted for the licensing (IX.) and application (X.) agenda items given above in executive session were made at the end of discussion and out of executive session.

XI. EXECUTIVE SESSION

A. Update: Civil Litigation, LBVM vs. O. Nyzhnyk (Suit No. 2021-9164 A)

The Board was briefed on the status of its suit against an individual practicing equine dentistry without a license as a veterinarian and outside the employment of a veterinarian by general counsel.

B. Update: Civil Litigation, Pelican Institute vs. LBVM (Suit No. C-735730)

The Board was briefed on the status of a civil suit filed against it on behalf of three DVMs who are/were licensed out of state and who either applied for a waiver of the requirement to retake the NAVLE or did not apply for licensure due to the Rule language adopted by the Board.

C. Legal Strategy Discussion on Potential Litigations Against Non-Licensee Practice of Veterinary Medicine

The board was briefed on the progress of several investigations of individuals alleging the practice of veterinary medicine without a license.

D. Legal Strategy Discussion on Potential Litigations Against Licensees Suspected of Practicing with Expired Licenses

Upon conclusion of all administrative, licensing, and applicant discussions in executive session as well as discussions related to current and potential civil litigations, a motion was made and seconded to return to regular session. The motion was approved unanimously by voice vote.

All votes and action taken related to administrative hearings, applicant issues, and licensee issues above were made out of executive session.

XII. ADJOURN

There being no further business before the Board, a motion was made and seconded to adjourn. The motion passed unanimously by voice vote. The meeting was adjourned at 12:54pm.

Minutes reviewed and approved by full board on February 6, 2025.



Jess Brandon, DVM, Board Secretary-Treasurer

New Licenses Issued from 11/20/24 to 01/28/25*23 total issued*

License No.	Name	Type	Issued On
10317	Russell, Laken	DVM - Active	12/02/2024
10321	Williams, Megan	DVM - Active	11/25/2024
10322	Morales Davila, Alexandra	DVM - Active	12/04/2024
10323	Carroll, Larkspur	DVM - Active	12/09/2024
10324	Kirsch, Bobbie	DVM - Active	12/11/2024
10325	Olah, Ethan	DVM - Active	12/16/2024
10326	Anderson, Paige	DVM - Active	12/23/2024
10327	Rutherford-Hardin, Kelli	DVM - Active	01/16/2025
10328	Reynolds, Joseph	DVM - Active	01/28/2025
10329	Stewart, N'Dea	DVM - Active	01/28/2025
10330	Dyson, Griffin	DVM - Active	01/28/2025
3079	Handy, Adam	DVM - Active	12/10/2024
20139	Jungjohann, Sierra	RVT - Active	11/21/2024
20140	LeBlanc, Jennifer	RVT - Active	11/25/2024
20141	Saizan, Brandi	RVT - Active	12/06/2024
20142	Burns, Connor	RVT - Active	12/11/2024
20143	Cole, Tamara	RVT - Active	12/16/2024
20144	LeJeune, Connor	RVT - Active	12/18/2024
20145	Sirgo, Shelby	RVT - Active	01/08/2025
20146	Perryman, Kendall	RVT - Active	01/15/2025
20147	Pfister, Morgan	RVT - Active	01/15/2025
20148	Naquin, Jade	RVT - Active	01/24/2025
20149	Trahan, Kelsey	RVT - Active	01/28/2025

NEW APPLICATIONS from 11/20/24 to 01/28/25			
Submitted Applications		Approved Applications	
Animal Euthanasia Technician	14	Animal Euthanasia Technician	0
Veterinarian	11	Veterinarian	11
Veterinarian - Faculty	0	Veterinarian - Faculty	0
Veterinary Technician	6	Veterinary Technician	10
Grand Total	31	Grand Total	21

Current Licensee Count (as of 01/28)	Total # of ACTIVE
CAETs	187
CAET - Active - Full	165
CAET - Active - Lead	22
DVMs	1,772
DVM - Active	1,761
DVM - Inactive - Disabled	1
DVM - Inactive - Retired	10
DVM - Military - Active Status	0
DVMs - Faculty	132
DVM - Faculty - Active	132
RVTs	374
RVT - Active	374
Grand Total	2,465

COMPLAINTS			
From 11/20/24 to 01/28/25		Still On-Going / Active	
Complaints Received	7	Pending Cases (licensees)	12
Complaints Closed	6	Pending Cases (non-licensees)	6
Consent Orders Issued	0	Consent Orders	0
Consent Orders Closed	0	HPFLA Referrals (new & on-going)	6
Other Negative Actions *	19	Other Negative Actions *	0
* Other negative actions include, formal reprimands, informal reprimands, cease and desist notices, etc.			

**CONTINUING EDUCATION
REVIEWS & APPROVALS**

From 11/20/24 to 01/28/25

19 CE activity requests were approved for the '24-'25 CE period.

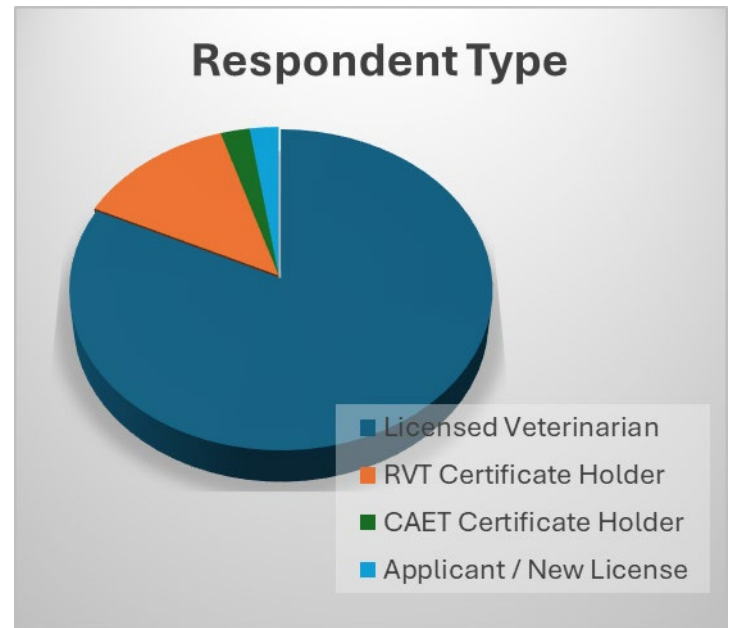
SUMMARY OF COSTUMER SERVICE QUESTIONNAIRES RECEIVED

84 responses received online and anonymously from November 1, 2023 to October 31, 2024

Respondent Type - I an a/an:

<i>'23-'24 responses</i>	Count	Percent (%)
Licensed Veterinarian	69	82%
RVT Certificate Holder	11	13%
CAET Certificate Holder	2	2%
Applicant / New License	2	2%
Grand Total	84	100%

<i>'22-'23 responses</i>	Count	Percent (%)
Licensed Veterinarian	92	81%
RVT Certificate Holder	16	14%
Applicant / New License	5	4%
Grand Total	113	100%



Frequency of Contact - How often have you contacted the Board office in the past year?

<i>'23-'24 responses</i>	Count	Percent (%)
0 times	36	43%
1-2 times	37	44%
3-4 times	8	10%
5 or more times	3	4%
Grand Total	84	100%

<i>'22-'23 responses</i>	Count	Percent (%)
0 times	58	51%
1-2 times	40	35%
3-4 times	13	12%
5 or more times	2	2%
Grand Total	113	100%

Office Response Time - What was the response time to your request for information?

<i>'23-'24 responses</i>	Count	Percent (%)
Not Applicable - no contact/request made	33	39%
Within one day	45	54%
Within seven days	6	7%
Grand Total	84	100%

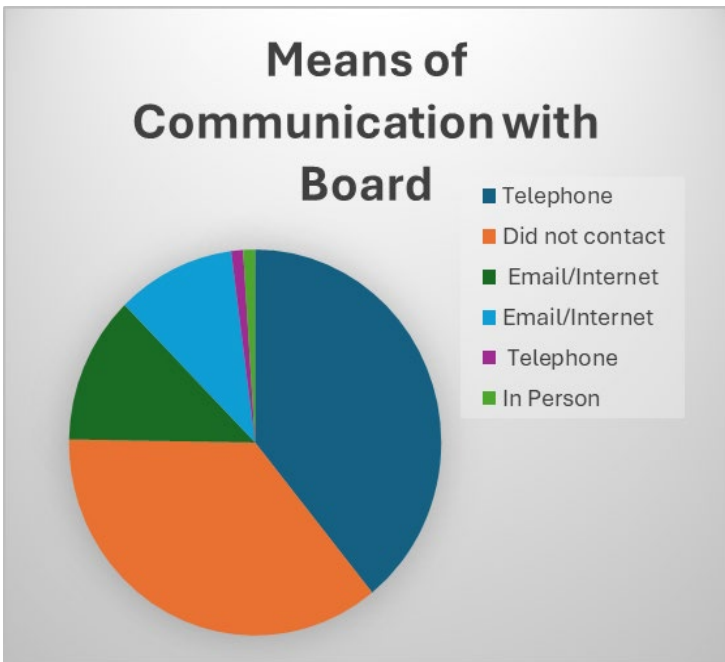
<i>'22-'23 responses</i>	Count	Percent (%)
Not applicable - no contact/request made	60	53%
Within one day	45	40%
Within seven days	5	4%
Within fifteen days	2	2%
No response was received to my request	1	1%
Grand Total	113	100%



* If >30 days or no response is received, please explain the nature of your request:

1. Great team and response

2. Why should it take hours? If best response time is 1 day



Means of Communication with Board - By what means did you contact the Board office (check all that apply)?

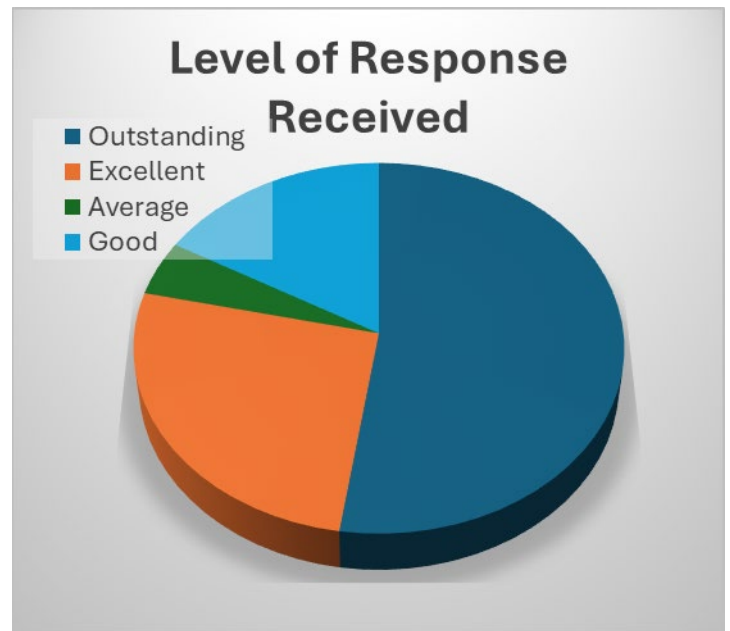
<i>'23-'24 responses</i>	Count	Percent (%)
Telephone	38	39%
Did not contact	35	36%
Email/Internet	12	12%
Email/Internet	10	10%
Telephone	1	1%
In Person	1	1%
Grand Total	97	100%

<i>'22-'23 responses</i>	Count	Percent (%)
Did not contact	58	45%
Email/Internet	37	29%
Telephone	34	26%
Grand Total	129	100%

Level of Response Received - What was the level of response received?

<i>'23-'24 responses</i>	Count	Percent (%)
Outstanding	44	52%
Excellent	22	26%
Average	4	5%
Good	14	17%
Grand Total	84	100%

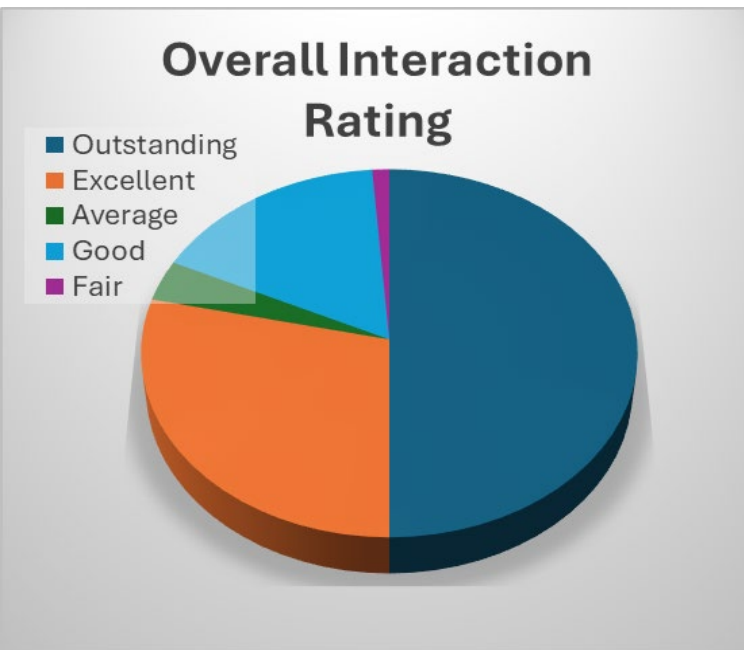
<i>'22-'23 responses</i>	Count	Percent (%)
Adequate	19	17%
More than adequate	34	30%
Not applicable - no contact/request made	60	53%
Grand Total	113	100%



Interaction with Board Office - Rate your overall interaction with the Board office.

<i>'23-'24 responses</i>	Count	Percent (%)
Outstanding	42	50%
Excellent	24	29%
Average	3	4%
Good	14	17%
Fair	1	1%
Grand Total	84	100%

<i>'22-'23 responses</i>	Count	Percent (%)
Excellent	42	37%
Good	8	7%
Poor	1	1%
Not applicable - no personal interaction	62	55%
Grand Total	113	100%



Problems Encountered This Year - Have you encountered problems originating from the Board office this past year?

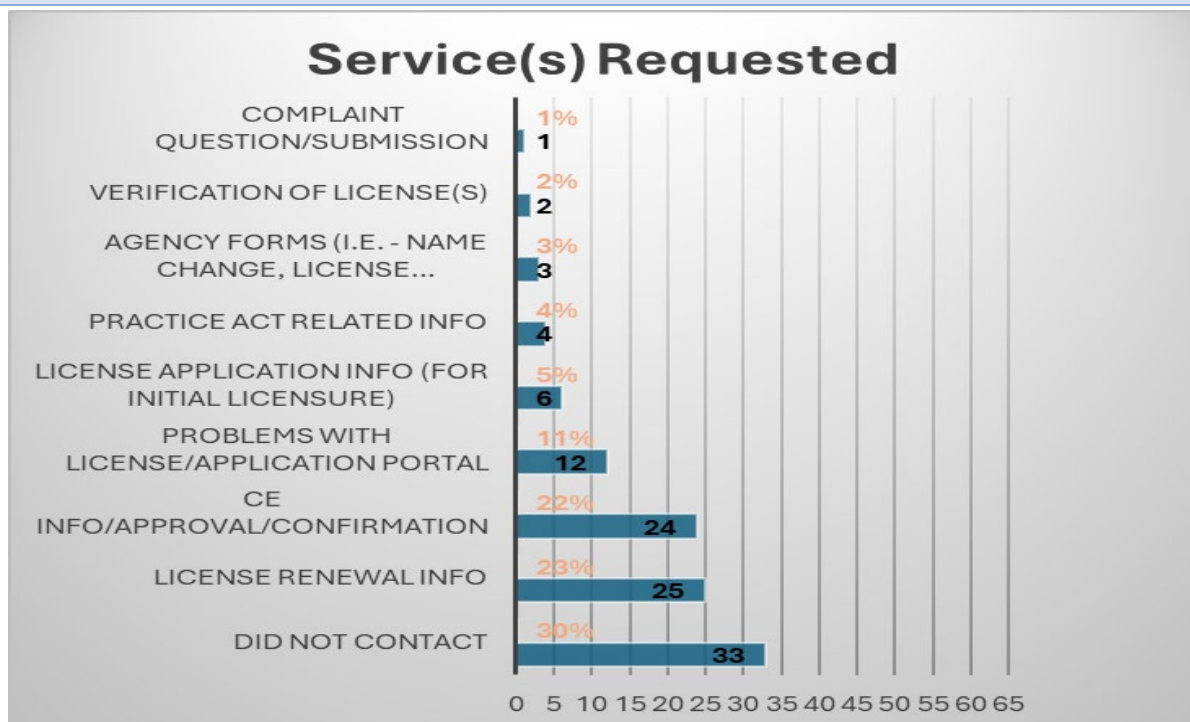
<i>'23-'24 responses</i>	Count	Percent (%)
No	83	99%
Yes	1	1%
Grand Total	84	100%

<i>'22-'23 responses</i>	Count	Percent (%)
No	112	99%
Yes	1	1%
Grand Total	113	100%

Service(s) Requested – Your contact with the Board was regarding what service(s)? * Multiple selections possible

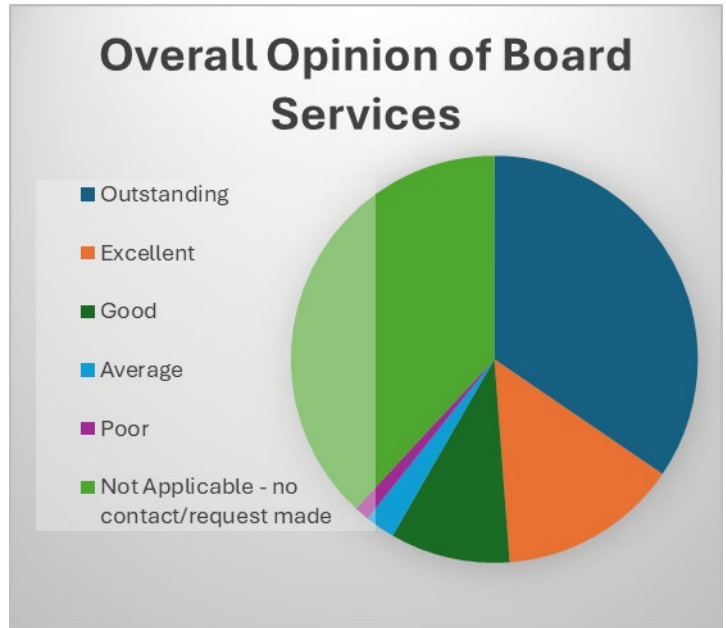
<i>'23-'24 responses</i>	Count	Percent (%)
Did Not Contact	33	30%
License Renewal Info	25	23%
CE Info/Approval/Confirmation	24	22%
Problems with License/Application Portal	12	11%
License Application Info (for initial licensure)	6	5%
Practice Act Related Info	4	4%
Agency Forms (i.e. - name change, address change, complaint form, license verification, etc)	3	3%
Verification of License(s)	2	2%
Complaint Question/Submission	1	
Grand Total	110	100%

<i>'22-'23 responses</i>	Count	Percent (%)
Agency forms (i.e. - change of address)	2	2%
Help with Website/Portal	6	5%
License application information (initial license)	8	7%
CE Info/Approval/Confirmation	19	17%
License renewal information	20	18%
Did Not Contact	58	51%
Grand Total	113	100%

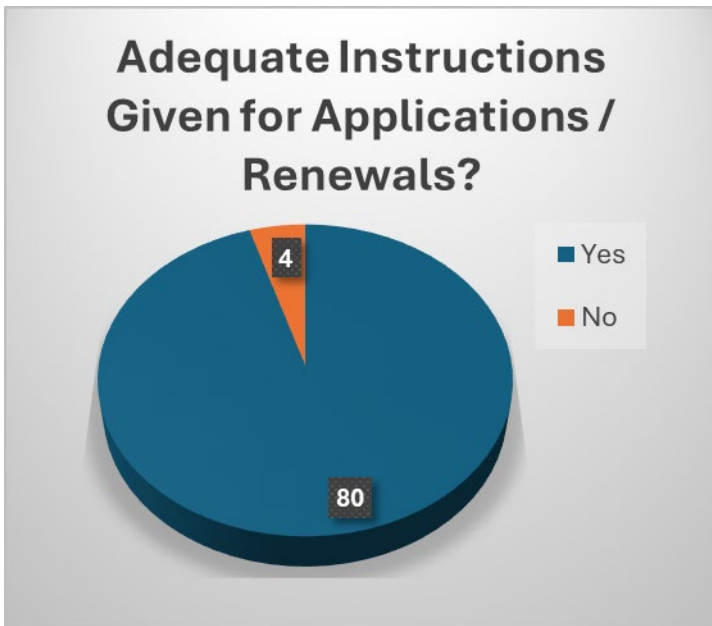


Overall Opinion of Board Services - What is your overall opinion of services from the Board office?

<i>'23-'24 responses</i>	Count	Percent (%)
Outstanding	29	35%
Excellent	12	14%
Good	8	10%
Average	2	2%
Poor	1	1%
Not Applicable - no contact/request made	32	38%
Grand Total	84	100%



<i>'22-'23 responses</i>	Count	Percent (%)
Excellent	64	57%
Good	42	37%
Fair	4	4%
Poor	3	3%
Grand Total	113	100%



Adequate Instructions Given - If you were applying for a license or renewing your current LA license or certificate, was the process clearly stated with adequate instructions?

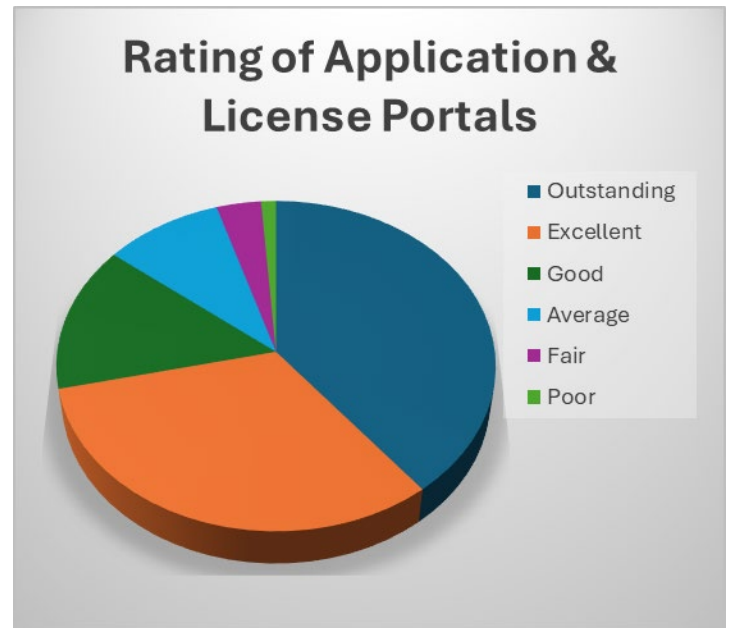
<i>'23-'24 responses</i>	Count	Percent (%)
Yes	80	95%
No	4	5%
Grand Total	84	100%

<i>'22-'23 responses</i>	Count	Percent (%)
Yes	105	93%
No	8	7%
Grand Total	113	100%

Overall Opinion of Application/License Portals - If you are an applicant or current licensee, how would you rate the online Application and License Portal(s):

<i>'23-'24 responses</i>	Count	Percent (%)
Outstanding	33	39%
Excellent	27	32%
Good	12	14%
Average	8	10%
Fair	3	4%
Poor	1	1%
Grand Total	84	100%

<i>'22-'23 responses</i>	<i>Count</i>	<i>Percent (%)</i>
<i>Excellent</i>	<i>63</i>	<i>56%</i>
<i>Good</i>	<i>39</i>	<i>35%</i>
<i>Fair</i>	<i>6</i>	<i>5%</i>
<i>Poor</i>	<i>5</i>	<i>4%</i>
<i>Grand Total</i>	<i>113</i>	<i>100%</i>



'23-'24 Responses/Comments

Additional comments provided related to the “Adequate Instructions Given” and “Rating of Application/License Portals” questions on page 5 of the Customer Satisfaction Survey Results:

(Responses below are copied exactly as entered from the survey.)

- 1 When either my husband or I have contacted the Board office in the past they have always been helpful! Thank you very, very much!
- 2 When applying for my initial license, it was a bit confusing as I was directed to go to different pages/web addresses to complete it. I think it would be helpful to have one site to be able to log into the license portal for application and renewal.
- 3 Used to be more straight forward when we just mailed it all in....less time, no passwords, no questions...just fill the paperwork out and mail with ce forms....less than 5 minutes...now we have to spend an hour reading to be sure we do it all correctly. For those of us that are older sending in ce forms in the correct file form can be confusing
- 4 Unable to save CE submission without uploading certificate. This is frustrating as there is often delay in receiving official certificates from various institutions providing CE. It would be nice to at least save partial progress when updating CE info over the year. Additionally, there is no way (at least that I could easily identify) to go back and delete CE saved. Earlier this year I uploaded several lectures and attached a document to them so that it would at least save some information in the portal. I never received certificates from some of these talks (due to delays from the private groups providing the CE) and ultimately these became extra hours I did not need regardless, but I am/was unable to delete them from my application.
- 5 Too quick to lock account. Security protections were excessive. Too difficult to re enter the pirtal

- 6 This was one of the easiest license applications I've completed. The staff was extremely helpful and courteous and my license was issued extremely quickly once all of my application material was submitted.
- 7 This is a very well designed site.
- 8 There should be another method of payment allowed in order to avoid the high additional processing fee.
- 9 The form the Board uses for license renewal is much too repetitive and laborious. The dropdowns are nice and helpful.
 Downloading a copy of the CE certificates is expected, but then we have to type in the title and describe what the CE was about...this information is in the pdf that was downloaded.
 Let's do one or the other, not both. It's a waste of time.
- 10 The continuing education information requested seems to be an overkill. A copy of the certificates should be sufficient.
- 11 Staff very helpful/courteous!!!
- 12 SOMEWHAT HARD TO UNDERSTAND, CONFUSING
- 13 One annoying problem with page 11 of the renewal form: the credit card info would not load. You had to scroll down out of order to fill out the form. Frustrating for those of us who are trained in literacy procedures from 1450 BCE, the year the Gutenberg printing press was invented, in case you forgot. Smooth out page 11 of the renewal form. Don't jerk me to a standstill when you ask for a credit card # and then have the answer slot grayed out. It took at least 30 minutes of frustration and a phone call to the board to figure out the minutiae of the procedure. Makes me feel stupid, angry, obsolete, arrogant, and wastes everybody's time.
- 14 Most CE is started and finished same day; do not feel entering information twice is necessary
- 15 Minor issue with Ce documentation . Resolved very quickly
- 16 McKenzie went beyond her duties to help me with license renewal.
- 17 Late renewal had to call to have CE section re-opened
- 18 Last year I had a problem with the online functions but this year everything worked smoothly; Question 6 and 8 don't have option for no board interactions
- 19 it was real easy to do great instruction
- 20 inputting ce was easy, had major problem with payment portal that i could not correct after several tries.
- 21 I'm not sure if I can say this without sounding like a gripper, but the renewal process is unnecessarily complicated. Why on earth would a regulatory agency like the board change its policies for a system that is so difficult to complete. Whoever did the new policy should be removed and a simple renewal process be installed. And maybe get someone who can explain things in language that I understand.
- 22 I unfortunately seem to get locked out of the portal, but the help to get back in is Outstanding
- 23 I like the online renewal; There should be a cancel option for the uploaded CE certificate. I forgot to sign one before I uploaded it.
- 24 I feel that the field requesting a description of the CE is not necessary.
- 25 I am pleased with the process.
- 26 I am not sure why I am getting a late CE fee when I renewed. My CE is from January and I am submitting it when I renew as I always do.
- 27 Fairly easy to navigate
- 28 Easy and quick
- 29 Difficulty with entering after system was temporarily down. Makinsee at the lbvm helped me get through the process. I'm thankful for her expertise

Please provide any other general comments you would like to make concerning service(s) you received from the Board office. We would particularly be interested in any suggestions you have for improvements or newsletter items. *(Responses below are copied exactly as entered from the survey.)*

- 1 Treated me very courteous and they were very knowledgeable! Offered help in future with more questions if I had any. Very polite/helpful on phone.
Board should be proud to have staff they have.
- 2 Survey question 8 is impossible to answer if you have not contacted the board office
- 3 Online was very convenient
- 4 mackenzie meyers was great. very patient during the 45 minutes she helped straighten out the payment portal issues i was having.
- 5 Mackenzie is wonderful. In general, the renewal process was easy, with the exception of the above bug.
- 6 I'm still waiting to see when the board will actually start going after technicians with out of state credentials using those credentials in louisiana to present themselves as registered technicians here. Will the board ever address this?
- 7 I think it would be helpful to have one site to be able to log into the license portal for original license application and renewal.
- 8 I have a veterinary license in numerous other states and the Louisiana specific requirement for so many in person CE hours is dated. There are so many online CE courses that are highly valuable and costly, that cover topics less likely to be available locally. I know numerous colleagues that have not pursued certain online coursework and CE specifically because they know it will only go so far with the Louisiana in person requirements.
- 9 great
- 10 Go back to offering the options for renewals. I don't like your current system of doing renewals online. I did my renewals by mail for 45 years and I never had problems with the process. Whoever came up with this idea of doing renewals online should be removed plain and simple. If you're going to charge us \$250.00 a year for renewals then get rid of the existing system. The board's funding comes from the practicing veterinarians and we are not getting our money's worth.
- 11 Ever since the addition of Jared Granier to the LBVM director position, the improvements to DVM web access and information dissemination has been outstanding. My interaction with the board office over the last few years has been no less than absolutely professional, precise, and prompt. Well done.
- 12 15-17 CE hours per year is more than enough to line up with other states' requirements. Most of the meetings I go to are only 17 hours due to that fact. It's time Louisiana caught up.