Index

academics, 152
Accreditation of Prior Experiential Learning (APEL), 146
American Animal Hospital Association, 89, 102, 109
attitude, 140, 185
audit cycle, 80
avoidance coping, 43
balance in professional life, 16–18, 21, 45
Bartram, David, 42–3
beliefs, 55–5, 185
benchmarking, 79, 88, 92
Berwick, Donald, 11–12, 19
best practice, 2, 91
Birks, Yvonne, 36
Bloom’s taxonomy, 170
Boniwell, Illona, 31–3, 49
brainstorming, 154
British Small Animal Association, 90
Brown, Peter, 90
Buddhist philosophy, 59
calling, 4
Cambridge Infectious Diseases Consortium, 161
caring, 185
Carnall, Colin, 127
change management, 126–9
client-centred practice, 10–11, 18
client expectations, 14–15
client survey, 79
clinical ability, 16–17
clinical audit, 78, 79–93
barriers, 83
issues raised, 91–2
outcome, 85
process, 84–5
reasons, 82–3
and research, 86
team involvement, 85–6
topics, 84
cognitive dissonance, 137

cognitive therapy, 29

communication skills, 8, 96–102, 109, 148–9, 186

collections, 104

compliance, 102, 109

concordance, 92, 101–2, 186

conflict of interest, 57

constructivism, 135–6

Continuing Education (CE), 153, 155–7, 161

Continuing Professional Development (CPD), 105, 134, 153, 155–7, 161

criteria (audit), 82

critical incident review, 79, 85

Csikszentmihalyi, Mihaly, 4, 34–5

Deci, Edward, 64
deductive reasoning, 145

Dembkowski, Sabine, 121

DEMONS, 117

Dreyfus and Dreyfus, 142–4, 146

postgraduate, 140–41, 180

undergraduate, 139, 188

education, 139–41

emails, 107–8

emotion focused coping, 43–4

emotional intelligence, 36–9, 48, 125–6, 165, 186

empathy, 37, 95, 110, 125, 186

Erout, Michael, 146, 161

Ethics, 57–8, 189

ethos, 6

Evidence-based Medicine (EBM), 70, 76, 105

Evidence-based Veterinary Medicine (EBVM), 70, 88, 93

experience, 136–7

expert, 143–4

Feline Advisory Bureau, 90

Fleck, Ludwik, 72–3

flow, 34

Ford, Martin, 61, 63

Frankel, Richard, 96

Fredrickson, Barbara, 27

Freud, Sigmund, 59

Fromm, Erich, 60

Gardner, Dianne, 43

Gardner, Howard, 4–6, 19, 21, 189

Goleman, Daniel, 36, 118, 125, 171, 176, 186

Good Work Project, 5–6, 19, 21

hallmarks of excellence, 7, 19

Happy Veterinary Practice, 30, 190

Hierarchy of Needs, 24–5, 27, 168

Holmes, Mark, 70, 161

Honey and Mumford, 157, 166–7

Hope, 65

human/companion animal bond, 186

Husserl, Edmund, 74

Hutcheson, Francis, 62
Index

201

information management, 105–8
interpersonal skills, 17
Ioannidis, John, 152
Jefferson, Tom, 105–6
Jevring-Bäck, Caroline, 115
Johari window, 122–4
journals, 105–7, 150–52, 161

kaizen, 13
key skills, 146
knowledge, 134–5, 139, 141, 146, 148, 189
implicit, 171
propositional, 134, 140, 158
tacit, 134, 144, 171
Kurtz, Suzanne, 98, 110

leadership, 112–25, 149, 186–7
charismatic, 130
devolved, 130
distributive, 115
qualities, 117–18
styles, 118–21, 187
transformational, 113–14
learning, 127, 136–50, 153, 157, 159–60, 188–9
action, 154, 157, 162, 189
awareness-based, 156–7
experiential, 136–7, 150, 156, 161, 165
introjected, 64
passive, 140
peer, 153
problem-based (PBL), 139
technical skills, 134, 140

work-based (WBL), 128, 161, 188
practice principal, 115–16
practitioners, 152–3
problem-focused coping, 43
problem-orientated medicine, 145
professional competence, 17, 142–3, 188
Professional Development Foundation (PDF), 146
Professionalism, 56–7
qualitative research, 159, 161
Quality Assurance Agency (QAA), 169
quality of practice, 9–10, 18, 185
assurance, 19–20
costs, 13–14
reflective practice, 163–83, 188
resonance, 125
Rogers, Carl, 62
Royal College of Veterinary Surgeons (RCVS), 150, 169
Ryan, Richard, 64
Saunders, John, 74–5
Schön, Donald, 165
Schwartz, Shalom, 53
scientific uncertainty, 72–4, 93
self-actualisation, 24–6, 48, 168
self-audit, 180
self-awareness, 5, 8, 188
self-directed learning, 180
Index

self-image, 4–5
self-validation, 180

Seligman, Martin, 30–31, 61, 183

Senge, Peter, 127–8, 131, 188
Shuttleworth, Sue, 56, 145, 148–9, 180
significant event audit, 79
Silverman, Jonathan, 98, 110

SMART objectives, 15–16, 62, 121, 129, 154
Smith, Richard, 150

SPVS Clinical Audit MSc group, 77, 94

SPVS Masters Group, 46

standards, 6

statistical significance, 86–7
Storey, John, 112, 132
stress, 41–4, 184
subjective well-being (SWB), 30–34, 48

targets, 82, 88
technical rationality, 165

Theory of Bad Apples, 13

Theory of Continuous Improvement, 13
time management, 39–41, 149
timespells, 179
total quality management (TQM), 11–12, 19

uncertainty in veterinary practice 74–6, 102–3, 109, 148

arising from ignorance, 75

in application, 75

interpersonal, 74–5

moral, 75

Weinstein, Krystyna, 154, 161, 183
William, Damon, 4

work culture, 6

Work-Life Balance (WLB), 45–7, 185

World Small Animal Veterinary Association, 89

zero-sum theory of happiness, 31