

# Healing from Errors: A Roadmap for Veterinary Professionals

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Thank you for joining us for today's presentation. Below are some key takeaways and a QR code linking to a recap of the presentation and additional resources that can be helpful to you.



## Steps to recovering from mistakes:

- \* Recognize what is happening in your body
  - Body language
  - Emotions
- \* Pause and try to find your center — this gives your body time for your prefrontal cortex to respond
- \* Research what may have gone wrong in the path to that error
- \* Report and root cause analysis
- \* Apologize
- \* Reach out to your support team: colleagues, friends, family, etc.

## Provocative thoughts from IndeVets' veterinary social worker, Dave Shuey, LMSW, DMA, RVT (ret.):

- \* Performance does not determine outcomes.
- \* Outcomes cannot be planned. They can only be made possible.
- \* An individual mistake is a team mistake.

## How do you grow your own skills in receiving feedback and accepting errors?

- \* Intentionally develop your sense of self-compassion
- \* Mindfulness-Based Stress Reduction training (MBSR)
  - Structured program that utilizes mindfulness practices to help you be more aware of the present moment and the state of your body and mind
  - Can range from breathing exercises and body scans to movement and meditation
  - Benefits include:
    - Reduction of stress and anxiety
    - Increased emotional resilience
- \* Build your power skills
  - NOMV peer-to-peer support
  - Emotional intelligence assessments and training
  - Therapy

Get a recap of the presentation and access a library of related resources



## Love what you heard and want to learn more?

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