

June 1, 2023

19175 Tumalo Reservoir Road

Bend, OR 97703

Dear WASAVA Executive Board,

I am writing to ask to be considered for your open board member position. I am a Canadian veterinarian who has worked in the United States for multiple years in a number of medical leadership roles. My current role is in Quality and Patient Safety for Mars Veterinary Health. In the past three years my work has reached beyond North America to our global teams and this is one reason I am excited to possibly have an opportunity to support and work with a global association like WASAVA. My three main areas of focus in my role include Patient Safety, Antimicrobial Resistance and leading our Global Nursing team and initiatives. Patient Safety is an emerging field in veterinary medicine and I think could very much support WASAVA's strategic focus on health and wellbeing. Patient Safety focuses on medical errors or adverse events that happen to patients while receiving care. One of the key findings from human healthcare is that it is not only patients, or families that are affected by patient safety events – but that healthcare workers themselves also suffer trauma related to these events. An important current focus of mine is working to develop a strong 'culture of safety' across our hospitals, but also within the veterinary industry. This is a culture where error is openly discussed and one in which the people involved in these events are supported, not blamed for them. In many hospital and country cultures, it is hard for people to ask for help, or to admit they don't know something, because this may be seen as weakness. It can be even harder to discuss a medical error.

The patient safety field has a lot of potential in veterinary medicine – to improve patient outcomes, associate wellbeing and to highlight the critical importance of the veterinary nurse role. One global non-profit in human healthcare that I support is called 'Lifebox' which is a global group of surgeons and nurses supporting safer surgery initiatives around the world. When I think of WASAVA's global guidelines and reach to so many areas of the world, its exciting to think of the possibilities of partnership with groups like Lifebox.

I am excited about this opportunity to work with a global group of leaders whose strategic initiatives have such an important impact in all regions of the world. Please let me know if I can answer any questions or provide any more details.

Thanks very much for your consideration,

A handwritten signature in black ink that reads "Rochelle Low". The signature is written in a cursive, flowing style.

Rochelle Low, DVM, Mas, MHL

Rochelle Low DVM, MHL, MaS

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EDUCATION

- Masters of Applied Science in Patient Safety and Healthcare Quality, Johns Hopkins, Baltimore MA 2018-2020
- Masters in Healthcare Leadership, Brown University, Providence, RI 2016-2018
- Emergency/Critical Care Residency, Angell Memorial Animal Hospital, Boston MA 2003-2006
- Small Animal Medicine and Surgery Internship, VCA Vet Care, Albuquerque NM 1998-1999
- Doctor of Veterinary Medicine, University of Saskatchewan, Canada 1994-1998
- Bachelors of Science, University of Victoria, Canada 1990-1994

PROFESSIONAL EXPERIENCE

- Global Vice President Veterinary Quality and Patient Safety for Mars Veterinary Health 2020-current
 - Leadership of MVH hospitals in patient safety; patient safety culture, build and implementation of a global PSE reporting system, risk evaluation and measures of patient outcomes. Includes outreach/education to the veterinary medical field in patient safety – veterinary schools, nurse schools, conferences. Other core areas include leadership of the MVH Nurse Council and Pharmaceutical stewardship.
- Vice President of Medical Operations for VCA Inc. 2016-2020
 - Responsible for medical quality, leadership and patient safety for 1000 VCA hospitals in the US.
- Regional Medical Director for VCA in the Pacific Northwest (Alaska, WA and OR) 2012-2016
 - Responsible for medical quality, leadership, innovation and growth ideas for 58 hospitals.
- Medical Director of VCA Northwest Veterinary Specialists in Portland, OR 2008-2012
 - Responsible for medical quality, medical review, community outreach, and leadership for a veterinary specialty hospital with 36 doctors and 125 staff.
- Director of Emergency Services at VCA Northwest Veterinary Specialists in Portland, OR 2006-2008
 - Developed the Emergency service for this hospital; building an ER team, setting care standards, staff management, case review, handling client complaints, outreach and managing growth.
- Associate DVM at Pets Unlimited, a Non-Profit Veterinary Hospital and Shelter, San Francisco CA 2000-2003
 - Primary care and ER positions

UNIQUE EXPERIENCE

- Captain and member of the Canadian National Field Hockey team for 10 years
 - Olympic Games Barcelona, Spain 1992, Pan American Games, Cuba 1991, World Cup Sidney, Australia 1990
 - Member of the first international sports team to play in South Africa after apartheid was lifted.
 - Trained and competed in multiple countries around the world.
- Deckhand on a yacht in Australia, New Zealand, Indonesia and Thailand for 1 year.
- Captain and member of the University of Victoria Varsity Field Hockey team which won 4 National titles in 5 years.

VOLUNTEER WORK

- VCA Disaster Response Team, Hurricane Harvey – Medical care/triage for pets at Lake Jackson animal shelter in south Texas, 2018
- Oregon Humane Society – Instructor of Pet First Aid course for owners of newly adopted pets, 2008-2012
- Animal Assistance Fund at VCA NWVS – Started a non-profit fundraising team for pets needing emergency care.

- Veterinary Ventures – International Veterinary Volunteers based in Portland, OR providing surgical and medical services, 2008-2010
- Sloth Sanctuary Medical Volunteer, Costa Rica – provided monitoring equipment, supplies and training, 2010
- MSPCA Angell-Boston – Surgical and medical services for four shelters run by Angell Memorial.
- Member of World Vets – International Veterinary Volunteers providing surgical and medical services globally.

MEDICAL LEADERSHIP PROJECTS

- Lead the development and build of 'Halo' – the MVH Global Patient Safety Event Reporting system and associated Patient Safety Strategy
- TeamSTEPPS Program Development for MVH and veterinary field
- MVH Leadership roles: Quality and Patient Safety Council, Global Nurse Council, Antimicrobial Resistance team
- Master's thesis on Patient Safety in Brachycephalic Patients perioperatively, Johns Hopkins
- Member of Doctor and Technician Wellbeing group for VCA and Mars, 2018-2019
- Master's thesis on Development of an Emergency Response Team for MVH, Brown University
- Emergency Medicine Working Group Leader for VCA
- Medical Director Leadership Development for VCA
- Lead VCA's Doctor Mentorship Program– *VCA Academy*
- Veterinary Nurse Leader
 - Development of the Pacific Northwest Nurse/Technician Development Team "TDT" for VCA
 - Oversee National Nurse/Technician Leadership and Support for VCA, created regional nurse role for VCA
 - Started the MVH Global Nurse Council for MVH
- Urgent Care Service Development for VCA in the Pacific NW Region.
- Instructor of First Aid training for First Responders (Police, Fire Dept., Search and Rescue) in Portland, OR.
- Leader of CPR team for VCA's NW Region that offers training for veterinary clinics throughout Portland.

LECTURES

- Patient Safety lectures for multiple veterinary audiences – Nurse colleges, Veterinary schools, Conferences (VMX Western, ACVIM, SAVMA, VECCS, Calgary Academy of Medicine) 2017-current
- Team based care discussion panel – focus on the Nurse role and leveraging skills. Colorado State University, 2021
- Patient Safety Summit; first MVH summit with focus on Patient Safety Culture

OTHER EDUCATION

- CTLA Leadership Course (Collaborative and Transformational Leadership Acceleration) – 2021
- TeamSTEPPS training certificate with Johns Hopkins, May 2021
- Mars Petcare – Culture of Safety Workshop, 2021
- Lean Management Clinical Leadership Certificate, VMI and Center for Primary Care Harvard, MA, 2019
- CDN Lean Management Academy – Leveraging the medical team, Virginia Mason-Harvard, 2018
- 'Detecting Animal Abuse', Oregon Humane Society Forensics Course, 2015
- DISC profile training, 2015
- FRANK communication course at Colorado State University, 2010

AWARDS

- Canadian University Athlete of the Year 1992
- Victoria Athlete of the Year 1992
- University of Victoria and Canada West Sports Hall of Fame 2004

- Borden Ladner Gervais Award 1992 (academic + sport excellence)
- VCA Pacific NW Regional Most Inspiring Medical Director of the year, 2010
- Opal Scholarship for Emerging Field (Quality and Patient Safety), John Hopkins, 2018

RECENT PUBLICATION

- Low, R and Wu A. 'Veterinary Healthcare Needs to Talk More About Error – for the Wellbeing of our Patients and our Medical Teams'. *JVIM Sept, 2022*

REFERENCES

1. Albert Wu, MD, Director of Global Programs for Johns Hopkins; awu@jhu.edu | 410 978 1539
2. Doug Drew, President of Mars NA; Doug.Drew@effem.com | 310 702 8023
3. David Ridgley, Senior Vice President for VCA; David.Ridgley@vca.com | 970 222 9525
4. Jennie Martin, Group Vice President for VCA; Jennie.Martin@vca.com |

*Other publications, additional lecture topics and additional references available upon request.