



**Randall L. Acker, DVM**  
Sun Valley Animal Center - Ketchum, ID

Dr. Randy Acker, moved to Sun Valley, Idaho and became the owner of the Sun Valley Animal Center after graduating from Colorado State University in 1979. Dr. Randy Acker's focus has been in dog surgery with a particular emphasis on orthopedics. By attending multiple orthopedic courses over the years, Dr. Randy Acker has obtained the skills to achieve excellence in orthopedic surgeries. Courses attended by Dr. Randy Acker include cruciate ligament repair (TPLO, TTA, and others), Total Hip Replacement (BioMedtrix THR, Kyon THR, Micro and Nano Hip Systems), bone plating, arthroscopy, external fixation, and many others.

Dr. Randy Acker's interest in orthopedics has led him to multiple orthopedic patents, invitations to lecture worldwide, and the development of the TATE Elbow, as well as an ankle replacement system. Dr. Randy Acker has taught numerous TATE Elbow courses. The TATE Elbow was developed and named after the Acker Family's yellow lab, Tate, who suffered from severe elbow arthritis.

Dr. Randy Acker, Veterinarian, Owner, and Medical Director at Sun Valley Animal Center, has many long-term employees, including two DVM brothers and two DVM daughters making the veterinary practice a family business.

### **Orthopedic Update**

Current Innovations in hip, elbow, and ankle Arthroplasty will be discussed. Common Orthopedic conditions will be discussed with suggestions for diagnosis and surgical tips.



**Katherine Block, VMD, DAVDC**  
WestVet 24/7 Animal Emergency and Specialty Center - Garden City, ID

Dr. Kate Block is a board certified specialist in veterinary dentistry and oral surgery and a Diplomate of the American Veterinary Dental College. She received her undergraduate degree in 2004 from Yale University and her veterinary degree in 2010 from the University of Pennsylvania School of Veterinary Medicine. Most recently, Dr. Block was awarded the "Up and Coming Award" from the Foundation of Veterinary Dentistry and Virbac at the 2018 Veterinary Dental Forum.

Dr. Block worked for several years as a large animal and companion animal general practitioner in Oregon. Once she decided to pursue an advanced education in oral disease and pain management, Dr. Block was selected to train in a full time dentistry residency program in Portland, Oregon. Upon successful completion of three years of rigorous training and qualifying and certifying examinations, Dr. Block received her specialty board certification in 2017.

In her free time, Dr. Block enjoys travel, cooking, fly fishing, and hiking with her family and two German Wirehaired Pointers, Darwin and Gaucho.

***Periodontal disease and other indications for extractions***

***Extraction techniques and managing complications***

***Avoid toothanasia: what teeth can be saved with referral?***

***Constant pain: malocclusions and management***



**Valerie A. Fadok, DVM, PhD, DACVD**  
Zoetis - Bellaire, TX

Dr. Valerie Fadok received her DVM from Washington State University in 1978, after which she did an internship in small animal medicine and surgery at the West Los Angeles Veterinary Medical Group. A residency in veterinary dermatology followed at the University of Florida College of Veterinary Medicine, and Dr. Fadok became board-certified in 1982. She earned a PhD in Experimental Pathology at the University of Colorado Health Sciences center in 1991. Dr. Fadok has worked on faculty at University of Tennessee, the University of Florida, Texas A & M University, and National Jewish Medical and Research Center. Prior to joining Zoetis in January of 2016, she worked in private specialty practices in Denver and Houston. Dr. Fadok has lectured internationally, nationally, and locally on subjects relating to veterinary skin disease, immunology, and inflammation, and was a dermatology consultant on the Veterinary Information Network (VIN).

Sessions 1 and 2: ***What's New in Veterinary Dermatology: Working Up the Itchy Dog and Cat***

In these sessions we will discuss how the veterinary team, with the pet owner, can discover, why their dog or cat itches. Getting to the cause is critical for management, especially when we are dealing with a chronic inflammatory disease such as atopic dermatitis. The four major areas to consider include ectoparasites, infections, food allergy (adverse reactions to food), and atopy. We will discuss the diagnosis and treatment of these disorders and how to help our clients cope with chronic atopic dermatitis; suggestions for when to refer will be included! Real patients will be shown to illustrate these approaches.

Session 3: ***Pyoderma Management in the 21st Century***

Managing pyoderma is not as simple as it was in the 80's and 90's. The scourge of methicillin resistant Staphylococcus spp. affects our pets as well as ourselves. We will discuss the most effective ways to manage pyoderma, particularly in allergic dogs, and why topical therapy is so critical.

Session 4: ***A Deeper Dive into Food Allergy: What Do We Know.***

In the last few years, a series of critical appraisals on food allergy have been published. The authors reviewed nearly everything published on food allergy in dogs and cats. We will review the nuggets in each of these papers to develop an approach to diagnosing and managing food allergy in dogs and cats.



**Alicia Konsella, DVM**  
Intermountain Pet Hospital - Meridian, ID

Dr. Alicia Konsella is a 1995 graduate of Iowa State University. She has worked with a multitude of exotic pet species and is a member of AEMV, AAV & ARAV and been owned by ferrets the last 30 years. She is currently practicing at Intermountain Pet Hospital in Meridian, ID.

***Practical Exotics Information for the Non-Exotics Practitioner***

This lecture will cover more commonly seen pocket pet and exotic pet species as to husbandry needs, common disease concerns and treatments. Included will be small mammals, birds and reptile species, covered over 2 lecture periods.

## 3 Large Animal



IVMA



**Christi Calhoun, Ph.D.**  
Food Chain Relations, Zoetis Public Affairs

Christi Calhoun leads Food Chain Relations for Zoetis. In this role she interacts in all sectors of the food chain, most extensively with grocery retailers, food service, and affiliated organizations. She serves as resource to address questions and guides dialogue on technical and social issues related to food animal health and production, drawing upon Zoetis' farm to fork portfolio to provide insights on production products, practices and protocols utilized in animal agriculture today. Prior to joining Zoetis in 2011, Christi spent her career in research and development of cereal, ice cream and processed meats. She is a member of the American Meat Science Association, serving on various committees, and member of several local community organizations including the LeMars School District Learning and Instructional Impact Team. Originally from a diversified livestock and crop farm in Nebraska, she now resides in Northwest Iowa. Christi earned her B.S degree in Food Science, M.S and Ph.D. in Meat Science, all from the University of Nebraska-Lincoln.

***Building Links Along the Food Chain: Healthy Animals, Healthy Food***

Understanding the influences and pressures placed upon each link in the food chain is critical for ultimately working together for collaboration in keeping livestock and meat production a thriving industry. This session will explore how sharing technical information about animal health and production is also important in order to solve problems and advance solutions to challenges in food animal production. The important role of veterinarians will also be discussed.



**Bruce Matthew Dredge, DVM, Dipl. ACT**  
Brigham Young University - Idaho

Dr. B. Matt Dredge earned his DVM from Washington State University in 2003. Upon graduation he entered private practice in Pocatello, ID, at Alpine Animal Hospital. Most of his time was spent dealing with large animal cases, with a strong emphasis on equine reproduction and medicine. Seasonal cattle work occupied much of his time performing Brucellosis vaccinations, pregnancy exams, bull breeding soundness exams, and assistance with calving. He also spent some time with small animal cases dealing with fracture repair, soft tissue surgery, and stifle stabilization (extracapsular and tibial plateau leveling osteotomy).

In 2010, he became the director of the Veterinary Technology Program at Brigham Young University – Idaho. Although the university cancelled the Veterinary Technology Program in 2013 due to program cutbacks, he stayed on and has been actively teaching in the university's Animal and Food Science Department. In his spare time and while not watching his kids compete in various sporting events and activities, he has continued to practice equine reproduction. In 2017, he became board certified by the American College of Theriogenologists by completing the Alternate Candidate Route toward board certification.

***Clinical relevance of follicular dynamics for optimal reproductive management of cycling mares.***

Veterinarians are often faced with situations where decisions need to be made to best help clients obtain their reproductive objectives with cycling mares. This review of the literature can help us make educated decisions to best help our clients.

***Case studies in equine reproduction.***

Multiple scenarios and images will be discussed with some review of the literature to help make diagnostic, treatment, and case management decisions.

## 4 Large Animal



**IVMA**



**Mark Drew, D.V.M., M.S., Dipl. A.C.Z.M.**  
Idaho Department of Fish and Game - Caldwell, ID  
*Wildlife Diseases in Idaho & Wildlife Anesthesia*

Dr. Drew earned his B.S. in Wildlife Biology from the University of Wisconsin-Stevens Point in 1981, his M.S. in Zoology & Animal Biology from the University of Alberta in 1984, and his D.V.M. from the University of Minnesota College of Veterinary Medicine in 1987. He has been a diplomat of the American College of Zoological Medicine (ACZM) since 1992. Mark has held numerous positions with AAWV over the past 25 years. Mark currently serves as Wildlife Veterinarian for the Idaho Department of Fish & Game, a position he has held since 1999. His previous professional experiences include appointments as a Clinical Instructor at the UC Davis School of Veterinary Medicine, Wildlife Veterinarian with the California Department of Fish & Wildlife, and Associate Professor in Zoological Medicine at Texas A&M University.



**Earl Gaughan, D.V.M., DACVS**  
Merck Animal Health - Sedalia, CO  
*Merck Veterinary Wellness Study and Horses Assisting Resilience*  
*Equine Cases: Reviewing Diagnoses and Treatment*

Dr. Earl Gaughan has extensive career experience in the field and classroom. Gaughan has worked for several equine practices, including Littleton Equine Medical Center where he was a clinical equine surgeon. His academic career started at Kansas State University. During his 14 years at Kansas State, he served in many roles including the equine section head for the College of Veterinary Medicine. After leaving Kansas State, Gaughan's career path took him to Auburn University, where he was a professor and equine section chief for the College of Veterinary Medicine. His most recent academic role was at the Virginia-Maryland Regional College of Veterinary Medicine, Virginia Tech, where he served as a clinical professor. Gaughan received his doctorate of veterinary medicine from the University of Georgia and his equine surgery residency at New York State College of Veterinary Medicine, Cornell University. He joined the Merck Animal Health team as an equine technical services veterinarian in 2013.



**Kevin Hill, DVM**  
Merck Animal Health - Kaysville, UT  
*New Research in Bovine Vaccinology*

Dr. Hill directs the technical service support for beef cattle biologics marketing. He interfaces with R&D and field sales to provide input for development of enteric, ocular, reproductive, and respiratory disease prevention products. He is active in research related to neonatal immunology focused on respiratory and enteric pathogen protection. Other interests are nutrition and reproduction, with application to both beef and dairy production systems. Dr. Hill has authored or co-authored peer reviewed articles on mucosal immunology, mucosal disease, NSAID use in dairy cows, and reproductive performance in implanted heifers. He has written numerous articles for producer journals on nutrition, disease prevention, and judicious use of antibiotics. Dr. Hill lectures to producer and veterinary groups 20-30 times annually on topics related to applied animal health. Dr. Hill also leads the project for development of herd based management programs for web-based and mobile computerized applications.

## 5 Practice Management/Other



IVMA



**Charles Stith Keiser, BA**  
**Blue Heron Consulting - Danville, KY**

Stith is the CEO for Blue Heron Consulting (BHC) - <http://bhcteam.com>. His team of coaches collaborates with new and seasoned practices owners alike to improve their lives and the lives of their team members while simultaneously enhancing client experience, building sustainable practice profitability and elevating the quality of care for pets. Stith currently collaborates on the development and delivery of professional development curriculum at several veterinary schools where he serves as an Adjunct Faculty Member. He is also part of a team through Colorado State University College of Veterinary Medicine & Biomedical Sciences working under a federal grant to explore and design strategies for successful rural veterinary practice ownership. In his free time, Stith enjoys spending time with his wife, a small animal practitioner, adventuring in the outdoors with their dogs and horses.

### Session 1 (1:00 – 1:50): *Tips for Recruiting & Retaining Today's Workforce*

Abstract: Love'em or hate'em, the millennial generation is quickly making up the majority of the hiring pool. In this session, attendees will discuss answers to the following:

- Hiring millennials – What's in it for us?
- What does the millennial generation seek in a job?
- How do we recruit top-performing millennials?
- How do we effectively manage millennials?
- What are strategies for retaining millennials?

### Session 2 (2:00 – 3:40): *Financial Statements: Interpreting the Story in the Numbers*

Dive into the financial components of practice management in this interactive session by learning to interpret profit and loss statements, understand revenue centers and expense categories, and explore strategies to improve these, and other, key performance indicators all with a focus on creating sustainable profitability.

### *Practice Management Consultations*

Been too busy working IN your hospital to have time to work ON it? Maybe you're starting to think about retirement or maybe you're tired of worrying about paying bills each month. Maybe you're wondering if you can afford to bring on a new associate or feel like you feel you're not getting the financial return from your hospital that you should. Whatever stage you're in, there is almost always the opportunity to improve the financial health of our hospitals.

Join practice owner Stith Keiser for a complimentary 30 minute, one-on-one dive into your hospital's financial health. In this 30 minute consultation, Stith will review the financial health of your hospital, identify low hanging fruit ripe for positively impacting your bottom line and discuss broad strategies to attain sustainable, ethical results. RSVP for your time slot at registration or sign up immediately following Stith's Thursday presentation. Spots are limited and are first come, first serve.

To make the most of your time, please bring the following financial documents:

1. Profit & Loss Statement for year-end 2018, 2019 and 2020 year to date
2. Production by Provider Report for year-end 2018, 2019 and 2020 year to date  
Period Total Report for year-end 2018, 2019 and 2020 year to date

If you have any questions about reports or how to run them, feel free to contact Stith directly at [skeiser@bhcteam.com](mailto:skeiser@bhcteam.com).

## 6 Veterinary Technician



IVMA



**Erica Mattox CVT, VTS (ECC)**

WestVet Animal Emergency and Specialty Hospital - Garden City, ID

Erica is a Clinical Manager at WestVet Animal Emergency and Specialty Hospital in Boise Idaho. Erica passed her VTS exam in 2009 to become one of the first VTS (ECC) in Idaho. She served as the president of the Idaho Society of Veterinary Technicians and Assistants for ten years. She is very passionate about anesthesia, emergency medicine, feline medicine, and the profession of Veterinary Technology in general. When not working, teaching, or arranging continuing education she enjoys anything outdoors and her two children Sean and Alexandra.

**The Art of Patient Care** - Veterinary medicine is a combination of science and art. Science uses research evidence and data to guide it, while the art of healing relies on clinical experience, observation, and interpretation of the patient's response to treatment. Patient Care can be defined as any interaction between the patient and the veterinary team that promotes wellness or recovery from illness or injury and addresses the patient's physical and emotional wellbeing.

Patient care technicians should apply both the art and science of patient care to deliver optimal healthcare to the patient. Providing excellent patient care for the critical patient may be the difference between the patient surviving and thriving. The best technicians are the ones who are proactive and have forward thinking skills. They have the ability to diligently monitor their patient and observe subtle changes. This presentation discuss both the science and art of patient care.

**Anesthetic Emergencies** - The most important skills an anesthetist must possess are the ability to recognize changes in the anesthetized patient, troubleshoot the changes and be prepared to respond quickly and efficiently. This is especially true when anesthetizing a critical patient. To ensure this a veterinary technician must have not only knowledge of physiology and pathophysiology but that of patients experiencing an emergency, but knowledge of anesthesia including the systemic effects and anesthetic pharmacology. These traits paired with teamwork are required for successful anesthesia of critical veterinary patients. This presentation discusses what causes anesthetic emergencies and how we can attempt to prevent them.



**Brooke Quesnell, CVT**

WestVet Animal Emergency and Specialty Center - Garden City, ID

Brooke Quesnell is a CVT currently working as an Oncology specialty technician at WestVet Emergency and Specialty Center. She graduated in 2009 with her associates degree in veterinary technology and in 2012 with a Bachelors of Science in Biology. She successfully obtained her VTS certification in oncology in 2017. She serves as the oncology director at large for the AIMVT and the Veterinary Technician Liaison for the Veterinary Cancer Society. Brooke's particular interests in veterinary medicine include oncology, palliative and hospice care, and cannabis therapy.

***Introduction to Oncology*** - This course will cover the basics of oncology including types of cancers, diagnostics and staging, and chemotherapy basics.

***End of life care and communication*** -This course will discuss various palliative and hospice care options as well as how to have the very difficult conversation with the client regarding end of life care after being diagnosed with cancer.

# 7 Veterinary Technician



**IVMA**



**Pam Knowles CVT, VTS(ECC)**  
Idaho Veterinary Hospital - Nampa, ID

Pam Knowles CVT, VTS(ECC) started her career as a veterinary technician in 1997 with her first job as an assistant in an emergency hospital. She became a CVT in 1999 and achieved the distinction of VTS in emergency and critical care in 2009. Throughout her career she has worked in several different types of practices, but has always maintained her love of emergency medicine. Her latest position is as a full-time technician at Idaho Veterinary Hospital in Nampa.

When not at work Pam is a full-time "cheer mom" traveling extensively with her daughter's nationally ranked cheer team. She is also the mother to a spoiled chihuahua, a handicapped cat, a one-eyed hamster and a beautiful golden retriever who is the apple of her eye.

### ***Transfusion Medicine for Technicians***

Practical advice for technicians focusing on the most up to date methods and equipment used for small animal transfusions from collection to administration. We will delve into blood types and reactions that can occur when those types may not match. Component therapy will also be addressed.

### ***Client Communications: Don't Sugar Coat It***

We will start with a review of the physiology and pathophysiology around the pancreas and diabetes. The majority of this lecture will focus on effectively communicating the intricacies of diabetic treatment with the diabetic owner and establishing a relationship with that client. A technician can truly establish a niche for themselves in practice by becoming proficient with these skills.



**IVMA**