

Iowa Veterinary Specialties Summer Mentorship Program

8-Week Program | Late May – Mid August | 36 Hours/Week | Paid by ISU

The IVS Summer Mentorship Program provides ISU veterinary students with hands-on experience in a 24/7 emergency and specialty hospital. Students rotate through clinical, client service, and operational roles to gain practical skills, observe advanced cases, and engage directly with experienced DVMs and technicians. Each student participates in an **Observe → Do → Do model**: Observe, Do (Supervised), and Do (Independent). Students are encouraged to be proactive learners and take initiative in their experience.

Hospital Operations Orientation

Session	Instructor	Duration	Focus
IVS Overview & Core Values	Operations director	1 hr.	Hospital operations, leadership, and core values
Inventory Management	Tara	30 min	Ordering, stock rotation, and inventory tracking
HR & Accounting Operations	Kandy	30 min	Payroll, staffing, and financial processes overview
CSR Rotation	Front Desk Team	1 shift	Client check-in/out, phones, estimates, client interaction
Blank Park Zoo	TBD	½ day	Observe how teams communicate, manage risk, coordinate care, ask questions
Tour IVS	TBD	1 hr.	Logistical layout, paying attention to flow, triage, treatment and teamwork

Program Timeline & Weekly Goals

Weeks	Focus Areas	Primary Activities
1-2 *The order of weeks may vary**	Foundations	Hospital operations, CSR rotation, restraint, vitals, patient care, lab skills, blood draws
3-4 *The order of weeks may vary**	Overnight DVM Exposure	Emergency flow, critical patient monitoring, triage assessment, overnight communication
5-8 *The order of weeks may vary**	Day DVM Mentorship	Case follow-ups, surgery observation, client updates, lab and care skills

Student Name: _____

Dates onsite: _____

It's the student's responsibility to fill out and to complete.

A. Hospital Orientation & Communication

Session	Instructor	Completed Date
IVS Overview & Core Values	Operations director	
Inventory Management	Tara	
HR & Accounting Operations	Kandy	

B. CSR – Front Desk Operations

Skill / Task	Observe	Do (Supervised)	Do (Independent)	Mentor Initials
Phone etiquette	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Client Checking In/Out Process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
EzyVet navigation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Vet Radar patient tracking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
EMR communication flow (CSR-Tech-DVM)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Triage Process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Euthanasia Process / Compassionate Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

C. Patient Handling & Safety

Skill / Task	Observe	Do (Supervised)	Do (Independent)	Mentor Initials
Canine restraint (standing/lateral)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Feline restraint (towel wrap/burrito)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Exotic handling observation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Use of safety aids (cones, gloves, muzzles)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Patient demeanor assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

D. Patient Care & Monitoring

Skill / Task	Observe	Do (Supervised)	Do (Independent)	Mentor Initials
Obtain and interpret TPRs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Blood pressure measurement (Doppler/Oscillometric)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
ECG setup and reading	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pain scoring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Oxygen flow meter and delivery system operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Snyder syringe pump use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Client communication for history taking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

E. Laboratory Skills

Skill / Task	Observe	Do (Supervised)	Do (Independent)	Mentor Initials
Sample labeling (blood, urine, feces, cytology)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Perform ProCyte CBC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Perform Catalyst Chem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Run SNAP 4Dx / FeLV-FIV / CPL / Parvo tests	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Prepare and stain blood smears	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Interpret lab results	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

F. Medical Procedures (Observation Focused)

Skill / Task	Observe	Do (Supervised)	Do (Independent)	Mentor Initials
Venipuncture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
IV catheter placement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Wound cleaning and bandaging	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
SQ/IM/IV injection observation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Imaging (radiographs, ultrasound - observe only)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Review radiographs for positioning, clarity, markers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

G. EMR & Documentation (EzyVet / Vet Radar)

Skill / Task	Observe	Do (Supervised)	Do (Independent)	Mentor Initials
CSR functions (check-in, estimates)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Tech documentation (flow sheets, TPRs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
DVM documentation (orders, results, SOAP notes)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Radiograph and diagnostic review	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

H. Client Interaction

Skill / Task	Observe	Do (Supervised)	Do (Independent)	Mentor Initials
Gather medical history	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Participate in client updates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Review discharge instructions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

H. Hospital Maintenance & Inventory

Skill / Task	Observe	Do (Supervised)	Do (Independent)	Mentor Initials
Cleaning and disinfection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Isolation protocols	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Supply restocking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Controlled waste disposal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Inventory tracking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

I. DVM Rounds & Case Studies

Skill / Task	Observe	Do (Supervised)	Do (Independent)	Mentor Initials
Attend morning/evening rounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Review two case studies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Observe DVM communication and planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

J. Other things observed and hands on experience

Skill / Task	Observe/ Hands on Experience

Week 2 Self-Reflection

Reflect on your first two weeks at IVS. What have you learned? Which skills have you practiced? What areas do you want to focus on next?

Week 2 Review with Hospital Administration

Schedule a time with:

Operations Director or Dr. April Blong- Medical Director

Signatures

Student Name:		Date:
Mentor Name:		Date:
Mentor Comments:		

Week 6 Self-Reflection

Reflect on your progress and confidence. How have your skills improved? How comfortable are you communicating with clients and team members?

Week 6 Review with Hospital Administration

Schedule a time with:

Sam Patterson -Operations Director or Dr. April Blong- Medical Director

Signatures

Student Name:		Date:
Mentor Name:		Date:
Mentor Comments:		

Turn in final check lists and above paperwork to:

Mentorship Coordinator or front desk CSR

IVS Mentorship Program – Final Project Instructions

At the conclusion of the eight-week Emergency & Specialty Clinical Mentorship Program, each student will complete a **Final Evidence-Based Case Project**. This project demonstrates your growth in clinical reasoning, communication, and professional presentation skills. **Due by September 15th to: Mentorship@ivsdsm.com**

Project Overview

During your mentorship, you will identify **one (1) case** that you observed or assisted with at Iowa Veterinary Specialties. You will use these cases as the foundation of your final project.

Your project will include:

1. **A written evidence-based report**
2. **A digital case presentation for veterinary professionals (ISU-CVM)**
3. **A simplified public-facing version for the IVS website**

1. Evidence-Based Written Report (1 Page)

Your written report should demonstrate your ability to research and apply current scientific literature.

Requirements:

- Perform a **literature search** (peer-reviewed journals, textbooks, VIN, etc.).
- Summarize the **best available evidence** for the diagnosis, treatment, and prognosis of your selected case.
- Clearly connect the research to the **clinical decisions** made during the case.
- Use **APA or AVMA-style citations**.

Purpose:

To strengthen your ability to make clinical decisions using research, not anecdote.

2. Public-Facing Educational Version (For IVS Website)

Create a simplified, community-friendly version of your case presentation that can be shared with the general public.

Requirements:

- 3–5 slides or a short infographic-style summary
- Use plain language suitable for pet owners
- No medical jargon
- Focus on:
 - What the condition was
 - Why emergency care was needed
 - How veterinary teams diagnose and treat the condition
 - What owners should look for at home
- Include one key educational takeaway for the public.

Purpose:

To build communication skills and help IVS strengthen public education and outreach.

Both projects will be evaluated using the rubric below. This is intended to provide the student with personalized feedback. It will not count towards GPA or be used in any other manner.

2. Final Project Scoring Rubric (Total: 100 points)

Category	Excellent (10-9)	Proficient (8-7)	Developing (6-5)	Needs Improvement (4-0)	Points
Case Selection & Accuracy (10)	Case is clinically appropriate, well-documented, and accurately described.	Minor omissions; strong overall accuracy.	Some gaps or unclear details.	Case inaccurately described; key details missing.	/10
Evidence-Based Medicine Report (25)	Clear synthesis of literature, excellent citations, strong application to case.	Good literature use; mostly clear connections.	Limited evidence; moderate clarity issues.	Weak or incorrect evidence; minimal effort.	/25
Clinical Reasoning & Insight (20)	Demonstrates deep understanding of pathophysiology and decisions.	Solid reasoning; few gaps.	Reasoning present but shallow.	Little to no clinical reasoning.	/20
Visual appeal	Highly organized; clear visuals; strong flow and free from grammatical/spelling errors	Good structure and visuals; minor issues.	Some organization problems; limited clarity.	Disorganized or unclear; missing components.	/10
Public-Facing Presentation (15)	Engaging, easy to understand, highly educational.	Clear and appropriate for general audience.	Some jargon or unclear explanations.	Not understandable for lay audience.	/15
Professionalism & Compliance (10)	On time, formatted correctly, polished, follows all instructions.	On time with minor polish issues.	Some formatting or professionalism lapses.	Late, incomplete, or poorly presented.	/10
Overall Impact (10)	Project is outstanding and could be used externally as-is.	Strong educational value.	Moderate educational value.	Does not meet expected standard.	/10

TOTAL: /100

Project Due: September 15th

Send all documents and project power points / documents to: mentorship@ivsds.com