

Good Afternoon! Happy Thursday! And Welcome to the 2020 presentation of the Wisconsin Veterinary Practice Manager of the Year Award.

As in years past, this decision is always a challenge with so many worthy applicants. You are all deserving, but we can only choose one. We are looking for strength of character, leadership, and compassion for the veterinary profession.

The individual we chose this year has demonstrated the characteristics as described by the nominator - “a bedrock of commitment, resourcefulness, dependability and hard work.”

This individual’s practice owner sites that this practice manager oversees all the staff and the operations of both the clinic and the grooming facility and is the “primary operations decision maker when the owner is absent.” He “trusts her totally and implicitly to carry out decisions according to established business philosophy.”

As Dr. Warpinski so proudly stated, “Blaire Hill-Morois oversees the human resource activities, vendor relationships, practice software management, scheduling and workflow. She has met the challenges of a high growth practice which requires constant vigilance, flexibility, adaption to new technology, and resourcefulness. She is incredibly fair and compassionate and has mentored several junior staff to higher level positions. An outstanding creative talent, Blaire has brought forth innovative marketing ideas and employee engagement programs, all while keeping in mind, the health of the bottom line.”

Dr. Warpinski continued on in his testimonial, “ Even before The Animal House Pet Clinic opened its doors to our first clients in March 2004, Blaire took a leap of faith and left a thriving career

as a practice manager to help facilitate the clinic start up. For months she worked tirelessly to secure vendors, management software, and tech communications. She procured much of the equipment and materials and oversaw much of the installation. More important however, was that she adopted and embraced very early on the vision for The Animal House business culture and became the strongest ambassador. Her loyalty and commitment has been a godsend during the lean times of the start up and the inevitable unexpected challenges that occur over the lifetime of a business.”

Dr. Warpinski articulated it well when he stated, “I will forever be profoundly grateful that Blaire took that leap of faith 16 years ago. Her work ethic, loyalty, and dedication is exceptional. Her positive can-do attitude sets the tone for veterinary staff.”

To use one more quote from Dr. Warpinski who realizes the importance of a practice manager, “Outstanding practice managers seldom receive accolades and acknowledgement; they are the unsung heroes of the veterinary profession.”

Blaire, you are a role model for all of us. You have been a member of our practice managers’ group for ten years, supporting this organization and offering your expertise to those with less experience.

Thank you, Blaire and thank you from every practice manager for your dedication, loyalty, and vision for a better veterinary profession.

Congratulations!

We are presenting you with a plaque and gift from our sponsor of this award, Midwest Cremation Service. Robert was not able to

be here today so he asked we share these thoughts with each of you.

“Adversity, “a state or instance of serious or continued difficulty or misfortune.” This may very well be the best way to sum up what 2020 has thrown our way so far. This past year has taught many of us a few lessons and the industry, as a whole, how to quickly adapt and overcome. With that said, it is with great honor that Midwest Cremation Service is able to present the award for Practice Manager of the Year to Blaire Hill-Morois. Your hard work and dedication to the profession does not go unnoticed, congratulations again.