

Post in advance and ask for items for the agenda

**Your Animal Hospital  
Health Team meeting Agenda**

October 6, 2006      12:30pm – 1:30pm      Conference Room

Important to have and adhere to time

1. Announcements General information and news. Does not require any discussion
  
2. Customer Service Report Results of surveys, any metrics you are tracking. If discussion gets too off topic, ask a member to suggest a discussion topic for New Business Area
  
3. Old Business (Tabled from Last Meeting) This would include any reports from committees.
  
4. New Business Ideally these topics have been suggested in advance. Make sure you get through agenda items first before taking new ones from the floor. If discussion is going too long, consider tabling or having a group of members to research and make a recommendation
  
5. Educational Topic Suggest that there be some topic each meeting. It could be a procedure review, new product, even a team building exercise!
  
6. Date for next meeting:    November 6, 2006    12:30 – 1:30pm

Other Notes:

- ✦ Have someone take and publish minutes every meeting. This can be a rotating assignment or by one person.
- ✦ Make sure that it is understood that meetings are mandatory. This is an essential time to provide and hear information and acknowledge accomplishments as a group.
- ✦ Based on what needs to be addressed for each agenda item, include an estimate of how much time will be needed to cover each area. This will help you pace the meeting and support you to complete on time.
- ✦ Ask a team member to be the time keeper and let you know if discussion is exceeding the estimated durations