

# Healing the Healers:

## Reducing Staff Burnout in Veterinary Clinics

A deep dive into streamlining complex medical workflows for a next-gen management system.

**60%**

Fewer Manual Steps

**3X**

Faster Core Workflows

**90%**

Better Communication

# The Motivation For The Project

After spending four years managing high-pressure veterinary clinics, I didn't just see the flaws in existing management software—I lived them.

My motivation for VETS was born out of a professional necessity to bridge the gap between complex clinical data and intuitive design. I redesigned the veterinary experience to be fast, automated, and truly user-centric, ensuring that the technology finally supports the staff instead of slowing them down.



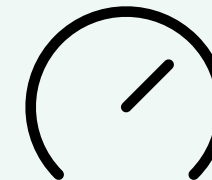
## Enhance Patient Safety:

To ensure life-saving information like medical alerts and allergies remains permanently visible, preventing errors caused by the "loss of context" in existing software.



## Eliminate Staff Burnout:

To replace antiquated, high-density legacy interfaces that caused significant eye strain and required redundant manual tasks during long shifts.



## Resolve Operational Bottlenecks:

To fix system "freezes" and 5-7 step discharge processes that prevented multitasking and led to long client delays.

# Discovery & Research



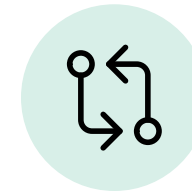
## Professional Insight:

Research began with contextual inquiry and my professional experience as a veterinary assistant and clinic manager.



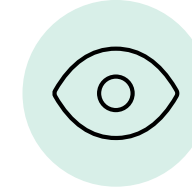
## Structural Task Mapping:

Task analysis identified critical structural failures, including fragmented workflows and the dangerous loss of patient context.



## Competitive Benchmarking:

A detailed competitive analysis benchmarked legacy systems against modern alternatives like Rapid Vet and Clinica Online.



## Observational Analysis:

Hands-on observations revealed that operational "slowness" was caused by flawed workflow design and excessive manual steps rather than just technical issues.

# Who Is The User?

VETS is specifically designed for the "Front-Line" staff of busy veterinary clinics



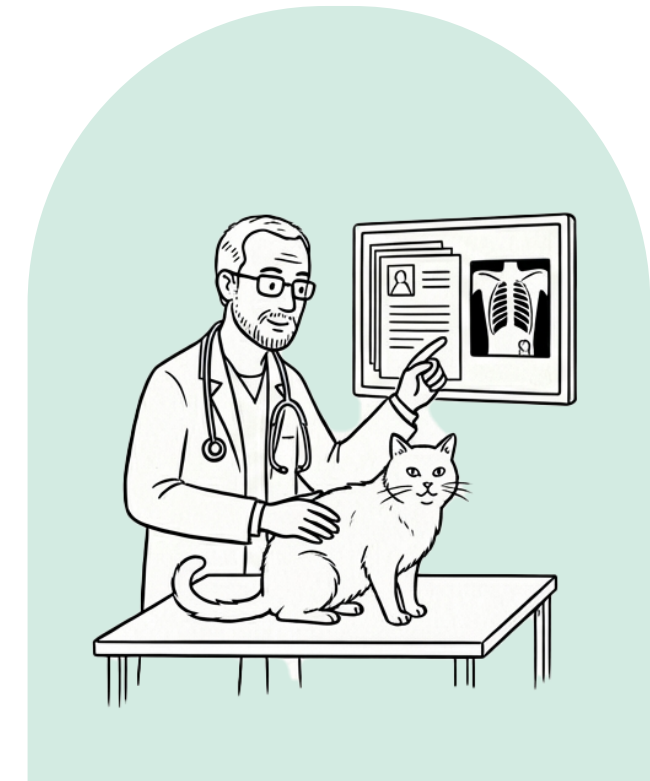
**Lora**  
**Clinic Operations Manager**  
Level- 1

Manages vet and assistant scheduling, generates monthly financial reports, coordinates with suppliers, and oversees the overall client relationship management to ensure clinic profitability.



**Alon**  
**Veterinary Assistant**  
Level- 2

Supports veterinarians during exams and surgeries, manages patient restraint and blood work, and handles real-time data entry for medical records and billing while in the treatment room.



**Dr. Jonathan**  
**Lead Veterinarian**  
Level- 3

Conducts clinical examinations and surgical procedures; often works independently and requires a seamless, "zero-friction" workflow to document medical records and manage patient cases effectively.

# Research Findings: Pain Points

1



## Critical Information Loss

A lack of visual hierarchy causes life-saving data (such as medical alerts and allergies) to disappear during scrolling or navigation, significantly increasing the risk of critical medical errors.

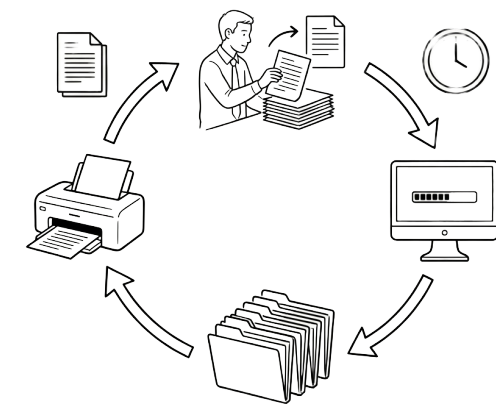
2



## High Cognitive Load & Burnout

Legacy interfaces are cluttered and data-dense, causing significant eye strain and mental exhaustion for staff during long, high-pressure shifts.

3



## Operational Bottlenecks

Routine workflows (like client discharge) are fragmented into 5–7 manual steps. Frequent system "freezes" during background tasks prevent multitasking and lead to frustrating delays in the clinic lobby.

# Legacy Interface Audit

Analyzing cognitive load, visual hierarchy, and accessibility gaps in the existing veterinary management system

## Multi-colored Tabs

Lack of Semantic Color System. A "rainbow" palette for navigation lacks functional meaning. This creates visual noise and makes it harder for users to build a mental map of the system's structure.

## Top Header (The purple bar)

Poor Visual Hierarchy. The use of a high-contrast, dominant color for static information (client details) creates unnecessary visual weight, distracting the user from the primary task-oriented data.

The screenshot shows a complex interface with a purple top header, a multi-colored navigation bar, and a data table. Annotations with arrows point to the purple header, the multi-colored tabs, and the bottom action bar.

חיוב	ימים	הרופא המטפל	עבור	שעה	תאריך
1.0	624	עמדת קבלה	טיפול	15:25:08	21/05/2024
1.0	595	ד		10:55:13	19/06/2024
228.0	534	ד		19:17:04	19/08/2024
0.0	533	ד		08:12:09	20/08/2024
0.0	533	ד		08:12:09	20/08/2024
90.0	481	ע		13:09:01	11/10/2024
53.0	447	ע		15:37:27	14/11/2024
200.0	443	ע		18:49:21	18/11/2024
30.0	441	ע		15:40:06	20/11/2024
0.0	418	ע		11:08:19	13/12/2024
17.0	330	ע		15:46:31	11/03/2025
220.0	290	ד	6.2 ק"ג	21:08:04	20/04/2025
0.0	86	ד		13:08:44	10/11/2025

## Critical Warning Placement

High-priority medical warnings are buried behind multiple clicks instead of being persistently visible. This fragmentation forces users to "hunt" for vital data, increasing the risk of oversight during urgent clinical decisions.

## Bottom Action Bar

Action Overload. Presenting over 15 unprioritized actions in a single row leads to "Decision Paralysis." The lack of logical grouping increases cognitive load and the risk of user error.

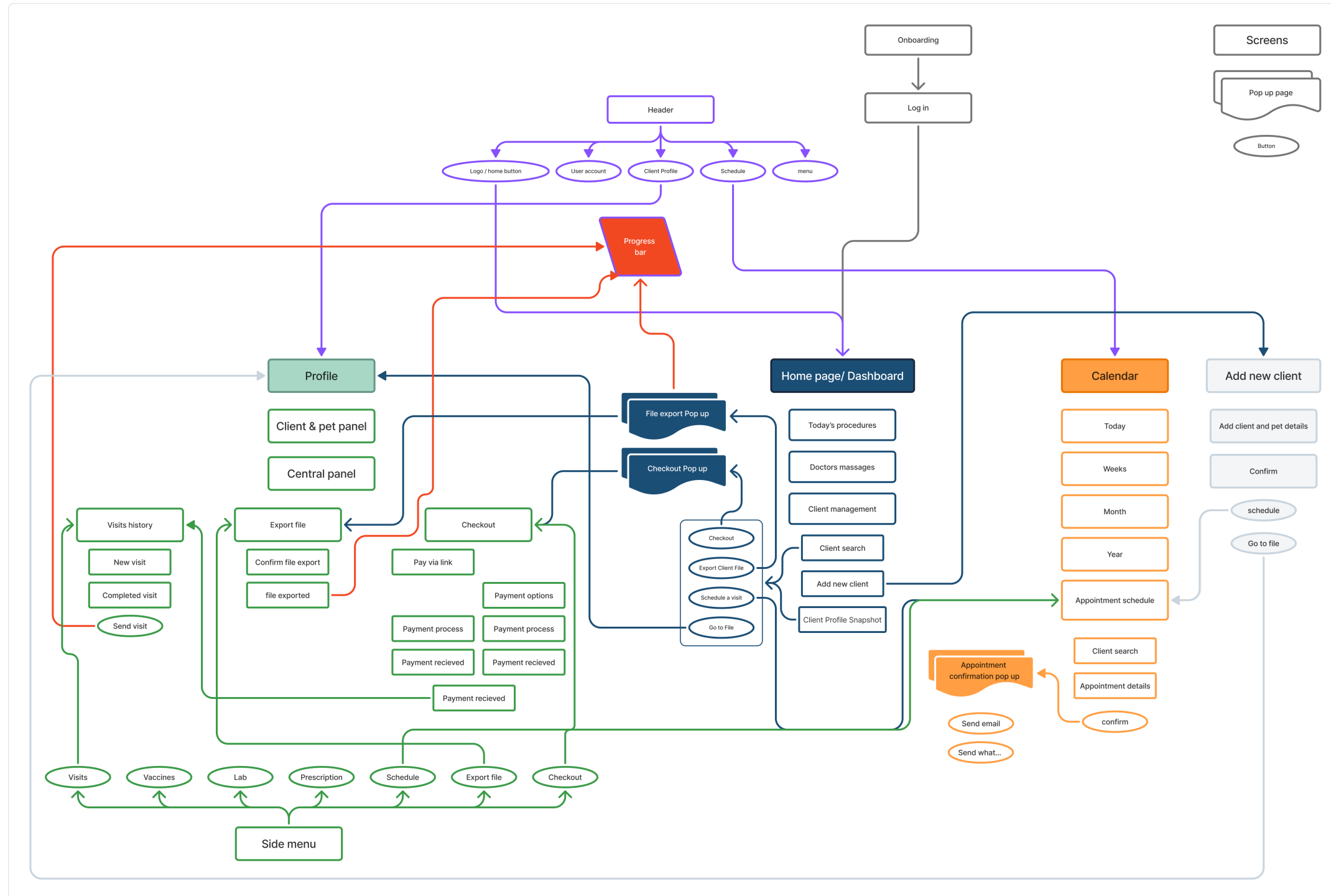
## Data Table:

Low Data Scannability. High density, minimal whitespace, and inconsistent text alignment significantly hinder the user's ability to parse critical medical history quickly during high-pressure moments.

# Exploration & Prototyping

# Defining User Flows

Tools used: Figma ,Figjam



# From Sketch to Solution: The Design Evolution

Refining complex Cliniclinal data into a streamlined, three-panel architecture through iterative prototyping

The image illustrates the design evolution of a veterinary clinic interface, showing the transition from a hand-drawn sketch to a polished, three-panel architecture.

**Hand-drawn Sketch (Bottom Left):**

- User Profile:** Includes fields for "user name", "owner phone", "owner address", "owner email", "owner I.D.", "pets name", and "pets age" (with options for CANINE, SPAYED, AGE: 7.3 YO, BROWN).
- Visit History Table:** Columns include "Date", "Purpose of visit", "Files", and "Sum". Rows include:
  - 5/1/23: vaccinations (Sum: 123\$)
  - 10/1/23: blood test visit (Sum: 95\$)
  - Review (Sum: 123\$)
  - Follow ups (Sum: 123\$)
  - Vaccinations 9/5 (Sum: 123\$)

**Wireframe (Middle):**

- Owner Information:** Jane Doe, 045-220367, Long st. 23, Rannana, Email@gmail.com, Client I.D.
- Pets Information:** SNOOPY, Male, AGE: 7.3 YO.
- Visit History Table:**

DATE	Visit Type	Files	Cost
11/12/2025	Medical Exam	☑	325\$
Comprehensive exam for lethargy. Mild fever, stage 1 dental disease, and annual vaccines due. Treatments prescribed: Metacam & Amoxicillin.			
<a href="#">Preview</a>			
05/11/2025	Annual Exam	☑	185\$
Comprehensive physical exam, weight check, and routine blood panel for baseline health assessment.			
<a href="#">Preview</a>			

**Final UI Design (Right):**

- Owner Information:** Jane Doe, 045-220367, Long st. 23, Rannana, Email@gmail.com, Client I.D.
- Pets Information:** SNOOPY, Male, AGE: 7.3 YO.
- Visit History Table:**

DATE	Visit Type	Files	Cost
11/12/2025	Medical Exam	☑	325\$
Comprehensive exam for lethargy. Mild fever, stage 1 dental disease, and annual vaccines due. Treatments prescribed: Metacam & Amoxicillin.			
<a href="#">Preview</a>			
05/11/2025	Annual Exam	☑	185\$
Comprehensive physical exam, weight check, and routine blood panel for baseline health assessment.			
<a href="#">Preview</a>			

# The Heart Of The System: Seamless Client Management

## Center Panel (Dynamic Content):

The primary workspace that updates based on your selection without refreshing the whole page. Available views include: Visit History (Default), Medical Exams and Lab Results, Billing Summaries and Payment Interfaces, Export Patient Records.

## The Header:

serves as a permanent navigation bar across all modules, providing quick access to the Calendar, User Account, Main Menu, and the Home Dashboard (via the logo).

## Left Panel (Fixed/Sticky):

A permanent panel displaying owner details, pet vitals, and high-priority alerts (Safety Alerts, Notes, Medication/Diet). This ensures life-saving information never scrolls out of sight, preventing medical errors.

## Right Panel (Quick Action Sidebar):

A vertical "Quick Rail" consolidating high-frequency shortcuts like Visits, Labs, Prescriptions, Check-out, and File Export into a single column.

The screenshot displays a mobile application interface for a veterinary management system. At the top, there is a header with the word "VETS" and a user profile icon. Below the header, the interface is divided into three main sections: a left panel, a center panel, and a right panel. The left panel, which is fixed and sticky, contains the following information for Jane Doe: contact details (phone number 045-220367, email Email@gmail.com, address Long st. 23, Rannana, ID: 12345678), a pet name "SNOOPY" with a dropdown arrow, a pet profile card (Male, AGE: 7.3 YO, CANINE, SPAYED, Border coli, Black & White, Chip no: 918882700018), an "ALERTS" section with two critical alerts: "Penicillin Allergy - Strictly avoid all Penicillin-based antibiotics" and "High Bite Risk When Stressed - in pain, or highly stressed. Use a muzzle immediately if procedures cause distress.", a "NOTES" section with two entries: "Owner (Jane) requests an immediate phone update after any procedure requiring sedation. Prefers text for routine matters (appointments, reminders)." and "Noise Sensitive: Extremely anxious around loud noises", and a "Medication & Diet" section with "Previcox" listed under "Diet". The center panel displays a "Medical Exam" record for 11/12/2025 with a cost of 325\$. It includes sections for "S - Subjective" (Client reports Snoopy has been slightly lethargic...), "O - Objective" (Temp: 102.1°F (38.9°C). HR: 110 bpm, strong and regular. RR: 24 bpm. Mucous membranes pink, CRT < 2 sec. Body Condition Score (BCS): 5/9. Mild dental tartar noted. Abdomen soft and non-painful on palpation. No obvious lameness. Hydration appears adequate), "Tests" (ab work drawn from jugular vein. Sample looks clear. Sent to external lab for urgent analysis.), "A - Assessment" (1. Mild fever (rule out low-grade infection). 2. Dental disease (Stage 1). 3. No acute distress observed. 4. Due for annual vaccines), and "Medical treatments" (1. Metacam Oral Suspension (5mg/ml) with dose 0.2 ml, route Oral (PO), frequency Once daily (SID), duration 3 days, instructions Give with food for pain relief. Stop if diarrhea occurs. 2. Amoxicillin (250mg) with dose 1 tablet, route Oral (PO), frequency Twice daily (BID), duration 7 days, instructions Give until finished. Keep refrigerated.). The right panel is a vertical "Quick Rail" containing icons for various actions: a document icon, a bottle icon, a microscope icon, a pill icon, a calendar icon, an upload icon, and a folder icon. Arrows from the surrounding text boxes point to these specific UI elements.

# The Big Picture: A Comprehensive Veterinary Ecosystem

While the Client Profile is the core of the management experience, the VETS prototype covers the entire end-to-end clinical workflow.

**The full interactive prototype includes:**

- **End-to-End Workflow:** From patient check-in to automated billing and follow-up.

- **Smart Calendar:** Seamless appointment scheduling and staff rotation management.

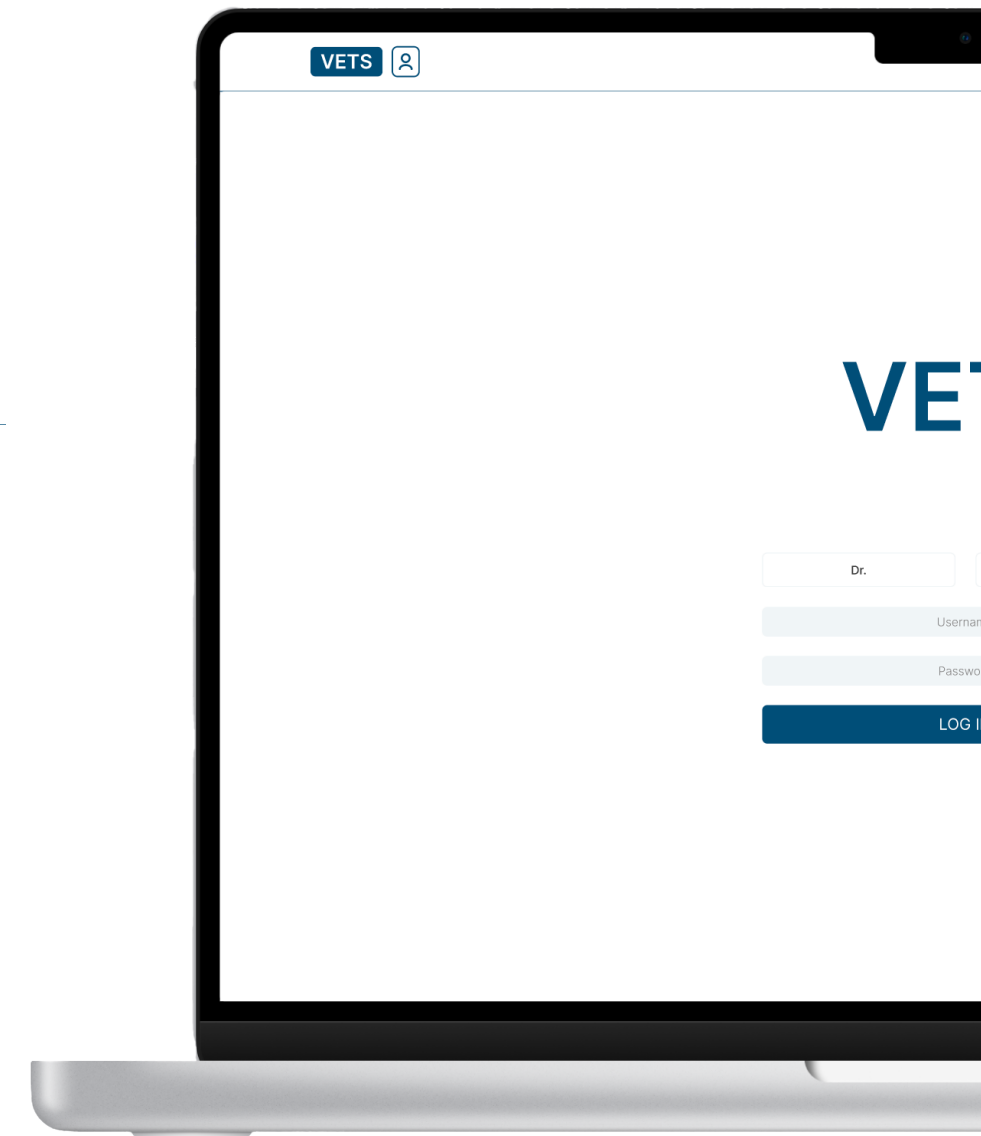
- **Dynamic Dashboard:** High-level overview of daily clinic performance and urgent tasks.

The screenshot shows the 'Client Profile' for Jane Doe. It includes contact information (phone, email, address), a 'SNOOPY' status indicator, and pet details (gender, age, breed, spay status, and chip number). There are sections for 'ALERTS' (Penicillin Allergy, High Bite Risk) and 'NOTES' (Owner requests immediate phone update, Noise Sensitive). A 'Billing Summary' section shows an unpaid invoice for 325\$ for a medical examination and treatment on 11/12/2025. A 'Pricing info' table is also visible.

Date	Service	Quantity	Plan
11/12/2025	Medical consultation and examination	1	Yearly
11/12/2025	Routine Blood Test	1	
11/12/2025	Prescription Medication	2	

The screenshot shows the 'Smart Calendar' for Thursday, 11/22/3333. It displays a grid of appointments with columns for 'DR Last Name' and 'Owners Name Pet's Name'. The appointments include: 09:00 (Dog scratching and redness, Dental Cleaning), 09:10 (Skin Allergy Treatment, Blood Test), 09:20 (Vaccination, Excessive licking and chewing), 09:30 (Vaccination), 09:40 (Jane Doe 'Snoopy', Pre-surgery blood work, Blood Test), and 09:50 (Excessive licking and chewing, Medical Exam, Vaccination).

The screenshot shows the 'Dynamic Dashboard' with three main sections: 'CLIENT MANAGEMENT' (Client Search, Add New Client, Client Profile Snapshot), 'Today's Procedures' (09:00-10:00: Inbal Mor 'Mittens', 10:30-11:00: Lior Golan 'Jack'), and 'Doctor Messages' (Sarah Cohen 'Toy', David Bar 'Phoebe', It's Levy 'Bobo', Alex Green 'Mia', Rina Zadok 'Shadow').

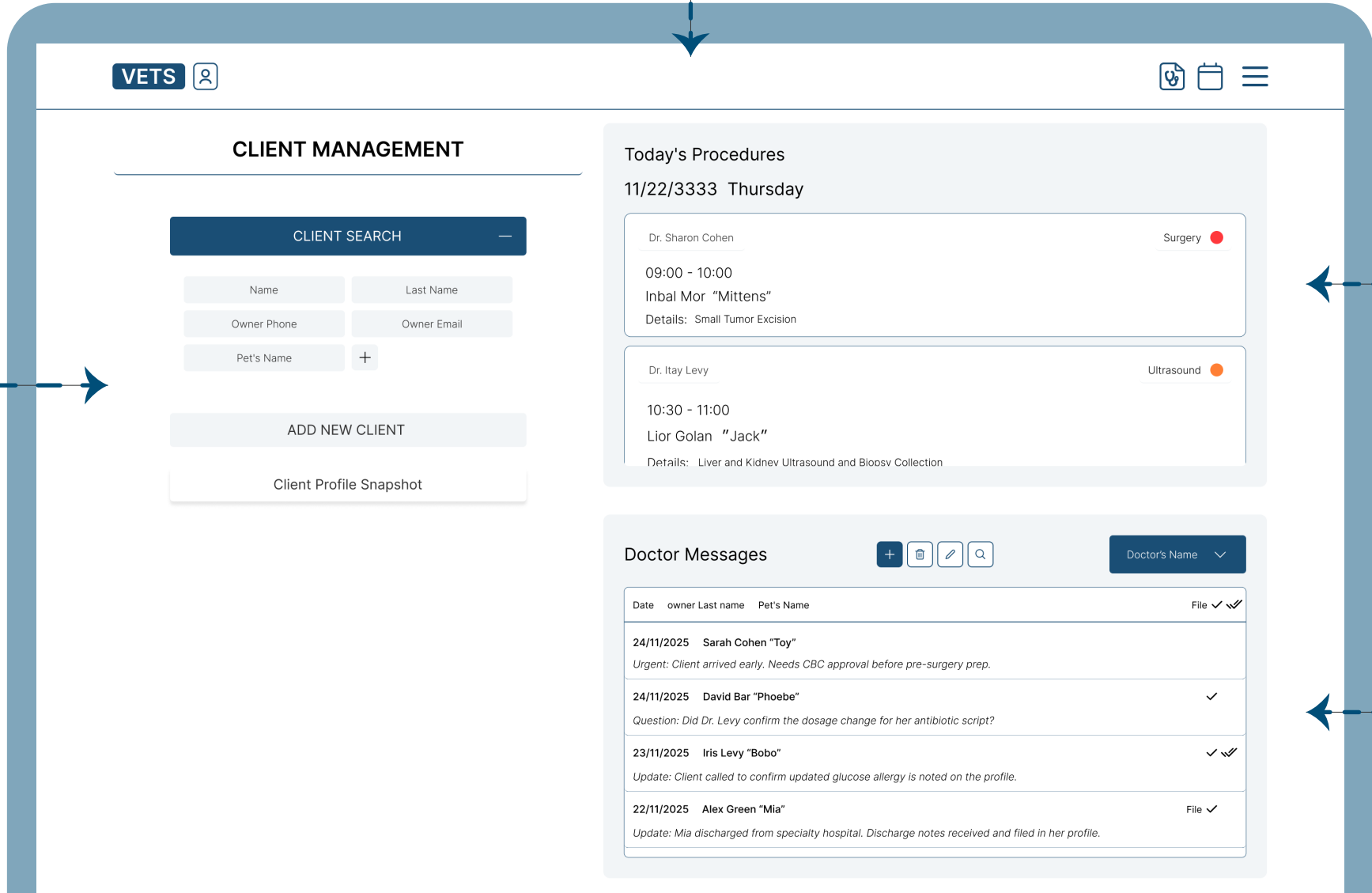


# Home Page Architecture

**Header:**

Standardized search & background processing for seamless multitasking. Ensures the UI remains active while handling heavy tasks like billing or exports.

**Client Management Panel and Quick Action Buttons:** Streamline workflows by providing immediate access to recent profiles and high-frequency tasks. By enabling one-click actions-like appointments and discharges-directly from the dashboard, The design eliminates "software clumsiness" and the need to navigate through complex patient records for every interaction.



**The Daily Procedures** Uses color-coding to centralize all scheduled treatments and staff assignments for instant tracking. This high-level visibility streamlines clinic workflows and minimizes medical errors by eliminating the need for manual file lookups.

**Digital Messaging:** Centralized communication to eliminate manual handwriting errors. Replaces fragmented paper notes with a clear, legible digital trail for the entire staff.

# Usability Insights: Refining The Experience

Validated Through High-Fidelity Prototype Testing

- 1. System Status & Progress:** Users found the Progress Bar too subtle and were unsure if the system was "locked" during background tasks.
- 2. Action Confirmation:** Participants expressed uncertainty during checkout, often wondering: "Did the receipt actually send?".
- 3. Search & Consistency Friction:** Participants struggled to locate the Search Button on the homepage and reported that inconsistent search flows between the Home and Calendar pages hindered their speed.
- 4. Discoverability of Critical Actions:** During billing, users failed to notice the payment button, stating they didn't realize they needed to scroll down.
- 5. Icon Interpretation:** Several testers struggled to identify complex system icons, leading to trial-and-error navigation.

# From Chaos to Clarity

## The Transformation

### Before

The 'Before' screenshot shows a highly cluttered and multi-colored software interface. It features a top navigation bar with various icons and text, a central workspace with multiple overlapping windows and data tables, and a bottom toolbar with numerous icons. The overall appearance is chaotic and difficult to navigate.

### After

The 'After' screenshot shows a clean, modern, and organized software interface. It features a clear patient profile card, a detailed visit history table, and a sidebar with navigation icons. The overall appearance is professional and easy to use.

**Jane Doe**

045-220367 | Long st. 23, Rannana

Email@gmail.com | Client I.D.

**SNOOPY**

Male | AGE : 7.3 YO

CANINE | SPAYED

Border coli | Black & White

Chip no: 9188827000018

**ALERTS**

- Penicillin Allergy - Strictly avoid all Penicillin-based antibiotics
- High Bite Risk When Stressed - in pain, or highly stressed. Use a muzzle immediately if procedures cause distress.

**NOTES**

- Owner (Jane) requests an immediate phone update after any procedure requiring sedation. Prefers text for routine matters (appointments, reminders).
- Noise Sensitive: Extremely anxious around loud noises

Medication & Diet

**VISIT HISTORY**

DATE	Visit Type	Files	Cost
11/12/2025	Medical Exam	<input checked="" type="checkbox"/>	325\$
Comprehensive exam for lethargy. Mild fever, stage 1 dental disease, and annual vaccines due. Treatments prescribed: Metacam & Amoxicillin.			
<a href="#">Preview</a>			
05/11/2025	Annual Exam	<input checked="" type="checkbox"/>	185\$
Comprehensive physical exam, weight check, and routine blood panel for baseline health assessment.			
<a href="#">Preview</a>			
20/09/2025	Vaccinations		95\$
Annual DHPP and Bordetella boosters administered. Rabies due next month.			
<a href="#">Preview</a>			
01/08/2025	Nail Trim Only		25\$
Routine quick nail trimming appointment with technician.			
<a href="#">Preview</a>			
15/07/2025	Dental Prophylaxis	<input checked="" type="checkbox"/>	750\$
Full anesthesia for dental cleaning, polishing, and two minor extractions (see X-Ray file).			
<a href="#">Preview</a>			
01/06/2025	Medical Exam	<input checked="" type="checkbox"/>	123\$
Exam and pain management for mild sprain following mark visit. Instructions sent for rest and monitored activity.			

# Impact

This redesign elevates Vets far beyond legacy systems like Rapid Vet and Clinica Online. By replacing fragmented workflows with a high-velocity ecosystem, the project delivers a measurable leap in efficiency and sets a new industry standard.

## 60% Fewer Manual Steps

Eliminated "software clumsiness" by cutting 4 unnecessary steps from every patient flow.

## +20 Min Daily Productivity

Background processing reclaims 20 minutes of "dead time" per staff member daily.

## 90% Better Communication

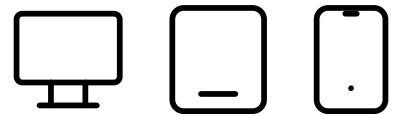
Digital messaging replaced paper notes, achieving 90% better communication clarity.

## 3X Faster Core Workflows

High-frequency tasks (Discharges & Appointments) are now performed 3x faster.

# The Next Steps

1



## Multi-Device Expansion:

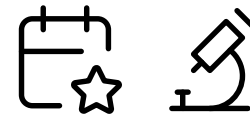
### Tablet Integration:

Completing mockups and activating the prototype for tablets to provide the full range of PC-based clinical actions on a mobile screen.

### Mobile "Last Resort" Version:

Defining a limited mobile interface specifically for field use or emergencies. This version will be read-only, allowing veterinarians to view critical data like safety alerts, medical history, blood tests, and allergies without the ability to add appointments or process payments.

2



## Medical Content Depth and Scheduling Intelligence:

To make the software more robust for medical professionals, the following features will be added:

### Enhanced Medical Profiles:

The client profile will be upgraded to include dedicated categories for Vaccinations and Laboratory Files, providing a more comprehensive view of the patient's health.

### Calendar Density Indicators:

To improve time management, the weekly and monthly calendar views will be enhanced with a density indicator (similar to a progress bar). This will allow staff to see at a glance how full a specific day or week is (e.g. "90% full"), aiding in more efficient booking.