



VHMA MEMBER PROFILE



Donna Bauman, CVPM

Donna Bauman was born and raised in Chicago, IL. She relocated to the lakeshore community of Saugatuck, Michigan (straight across the lake from Chicago) about 16 years ago. Donna currently lives in Saugatuck with her husband, five children, and five pets (a Great Dane, two Miniature Dachshunds and two feline friends). In her free time she enjoys photography, reading, working out and vacationing! (Is that a hobby?) She hopes to some day live somewhere bursting with palm trees and no snow.



It was her love of animals that led her to apply for a position as a receptionist at a veterinary practice in Sauk Village, IL. That job led to a passion for veterinary medicine and a career in veterinary management for the past 17 years.

Donna has been with the Ottawa Animal Hospital for the last 15 years. She began as a veterinary assistant, but her gift for gab drew her to the front desk and to a client service representative position. Needing more of a challenge she was asked to tackle the position of practice manager and that is where she has been ever since. Donna feels the diversity in her past roles has allowed her to experience the challenges that face each position.

Donna returned to school after starting a family and received an Associates Degree in Business and later went on to earn her Bachelors Degree in Business Management from Davenport University. In January 2008, she took on the task of opening and managing a dog day care center that was purchased by her employer. Donna handled every aspect of the project including the design of the center, as well as developing the start up programs, marketing, staffing, training, and more. She is very proud of the center's success and believes there is nothing better than spending a day playing with dogs!

In June 2008, Donna earned the Certified Veterinary Practice Manager (CVPM) designation which has allowed her to fulfill her long time dream of starting her own veterinary consulting business, Visions Consulting. Donna is incredibly passionate about providing excellent customer service by paying attention to every detail of their customer's visit. It was this foundation that she used to start her consulting business.