Instruction:

There is no right or wrong answer. Please be candid and answer what happens at your facilities using this realistic role-play or simulation. We will debrief collectively at the end.

Scenario – 3:

You are a facility manager at Great Eastern University. Researchers complained to you that their animals are not getting treated in time and that they do not get all cases reported consistently. You know that the husbandry staff are supposed to flag the cages and veterinary team is supposed to follow-up with treatments. You had several discussions in the past with your staff members. At your last major inspection several deficiencies were highlighted, so you know everything is not running as smoothly as should be. You’re now in the position where certain projects need to be tackled in order to improve a variety of processes within the vivarium (in addition to clinical cases). Considering the lack of motivation as an ongoing issue for years, how do you approach a situation like this?

Possible options:

1. Inform senior leadership and wait for direction.
2. Start discussing with team members and collectively solve one problem at a time.
3. Change in culture is not going to happen as the team is unionized and there is lack of ownership.

Your suggestions and analysis: