

Mickey McDermott

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Room:

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Biography:

Mickey completed an MSc at Cornell University in 1982 entitled 'Blitz therapy using somatic cell counts in a mastitis control programme'. He then spent 30+ years in industry with marketing communications and pharmaceutical companies, before returning to postgraduate study to pursue a part-time PhD at the School of Veterinary Medicine and Science in 2010.

Degree registration:

PhD, due for completion in 2016

School research theme:

Population Health and Welfare

Research topic:

'Veterinarian-client-patient communication: Current state, relevance, and opportunities for improvement'

Summary of research:

Veterinary-client-patient communication is being increasingly recognised as a core clinical skill for veterinarians. Effective, client-centred communication has been shown to positively influence client satisfaction and is thought to be a contributing factor in the quality of care. Mickey's research aims to investigate the current state of veterinary communication skills and training and the impact of client-centred communication on client satisfaction and intent to follow veterinarian recommendations.

Research supervisors:

Dr Rachel Dean, Dr Victoria Tischler

Primary funding source:

Centre for Evidence-based Veterinary Medicine, School of Veterinary Medicine and Science

Recent publications:

McDermott M, Dean R, Tischler V (2011). *Veterinarian-Client-Patient communication: Current state, relevance, and opportunities for improvement*. Poster Presented at the 2011 International Conference on Communication in Veterinary Medicine (ICCV), 2-5 October, 2011, Niagara on the Lake, Ontario, Canada.