

Building a Culture of Intention and Success at Winter Park Veterinary Hospital Through EOS®

Introduction

Winter Park Veterinary Hospital (WPVH) has emerged as a shining example of how intentional leadership and the Entrepreneurial Operating System (EOS®) can transform an organization. Guided by GrowFL Trusted Advisor and Certified EOS® implementer Chad Sinness, WPVH has achieved significant operational and cultural success by aligning its practices with its core values: **Care, Compassion, Learning, Family, Respect, and Change.**

WPVH has leveraged EOS® principles to create a thriving, purpose-driven business. Central to their journey is their dedication to building an intentional culture rooted in abundance and love, core values centered decision making, genuine care and compassion, and fostering courageous leadership and management.

"At Winter Park Veterinary Hospital, we want to be our client's vet for life and provide next level animal care and service. By leading with our core values, we've not only built a stronger team but also deepened our relationships with the community and with our clients and their pets. This approach is at the heart of everything we do, and it's been a driving force behind our growth and success."

— Billy Hess, Owner & Visionary, Winter Park Veterinary Hospital

Creating a Culture of Intention

At the heart of WPVH's success is its intentional culture- a deliberate focus on cultivating an environment that embodies its core values. The team at WPVH embraces an ethos of abundance and love, ensuring every decision reflects their commitment to the well-being of animals, clients, and team members.

By clearly defining and reinforcing their values, WPVH has:

- Created consistent and authentic messaging across internal operations and client interactions.
- Fostered an environment where employees feel empowered and aligned with the vision.
- Established a foundation of trust and accountability, enabling teams to deliver exceptional care.
- Built a culture that resonates with their clients & pets.

Core Values: The Foundation of Success

WPVH's six core values serve as guiding principles that shape their organizational decisions and day-to-day operations. By living these values daily, WPVH not only sustains a high-performing team but also fosters long-lasting relationships with its clients and the broader community.

1. **Care:** Client experience matters, Patient experience matters- Gentle Pet Approach, Above and beyond, We are here

2. **Compassion:** Action is compassion, Own your step in the cycle, Show kindness
3. **Learning:** Collaboration, Education, Cutting edge
4. **Family:** Family owned and operated, One team, You matter, Supporting the local community, Your vet for life
5. **Respect:** Mutual respect, No one is perfect, Honor our differences, Live by the 4 agreements
6. **Change:** Adaptable, The cheese will move, Dream big!

Right People in the Right Seats

A critical aspect of WPVH's success is its commitment to hiring and positioning team members who align with the hospital's core values.

This strategy has:

- Increased employee satisfaction by aligning roles with individual strengths and passions.
- Reduced turnover by creating a sense of belonging and purpose.
- Enhanced efficiency and collaboration across departments.
- Built a cohesive team dedicated to delivering unparalleled care.

Intentional, Courageous, & Effective Leadership

Leadership at WPVH plays a pivotal role in the hospital's transformation. EOS® teaches leaders to embrace open, honest, and vulnerable communication. By fostering trust and accountability, the team can navigate challenges and execute the organization's vision effectively.

As a result, the leadership team is:

- Aligned around a clear vision.
- Executing priorities with discipline, accountability, and focus.
- Solving issues quickly and permanently.
- Operating as a healthy, cohesive, open & honest, and high performing team.

The Power of Abundance and Love

WPVH's philosophy of abundance and love has become a defining characteristic of their culture. By focusing on giving generously to their community, employees, and clients, they have created a ripple effect of goodwill and positivity.

WPVH has extended its mission of care, compassion, and learning through a dedicated Wildlife Program. This program reflects their commitment to respecting and protecting all forms of life, including local wildlife. By offering medical treatment and rehabilitation for injured or orphaned wild animals, WPVH serves as a vital resource for the community and plays a critical role in local conservation efforts.

This mindset has influenced every aspect of their operations, from how they handle client interactions to how they invest in their team's health and professional growth. The result is a workplace where people feel valued and a client base that trusts and champions the organization.

Client Feedback: A Testament to Success

Perhaps the most compelling evidence of WPVH's cultural success lies in the words of its clients. Many online reviews highlight themes of **compassion, care, respect, and family**—a direct reflection of the hospital's core values. What's striking is that these values are being recognized and appreciated without explicit prompting, demonstrating the authentic integration of values into every client experience.

A recent example:

"I wanted to post and say thank you to the staff at Winter Park Veterinary Hospital for their care and compassion when we had to make the tough decision to put our dog over the rainbow bridge. The facility was so clean and welcoming and they put us in a comfortable darker room with candles and soft music. I will not forget the kindness your staff shared during this tough time. I am now planning to bring my two other dogs to make this their permanent vet due to this experience." - Blake

Conclusion

Winter Park Veterinary Hospital's success story is a testament to the transformative power of EOS® and a core values centered culture. Through this culture, WPVH has achieved operational excellence and created a meaningful impact on its community.

As they continue to grow, WPVH serves as an inspiring model for organizations seeking to align their business practices with their vision. With the right tools, leadership, people and culture, businesses like WPVH can achieve not only financial success but also enduring positive change.

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