



DoveLewis[®]
Veterinary Emergency & Specialty Hospital



**IMPACT REPORT
FISCAL YEAR 2024**

Dear Friends,

As I look back on Fiscal Year 2024, I am filled with pride and gratitude for the many accomplishments we achieved throughout DoveLewis and the number of families and patients we helped during their time of need. We have upheld the highest standards of veterinary medicine while setting new benchmarks for excellence in emergency, critical, and specialty care.

DoveLewis has few peer organizations in veterinary medicine. Fewer than five large nonprofit ER/specialty hospitals exist in the United States. Our success has always been defined by a clear vision, an unwavering commitment to pets and the humans who love them, and of course, the generosity of an entire community of people like you. As one of the country's busiest veterinary emergency and specialty hospitals, we are constantly pushing the boundaries of what is possible in animal health care. As a teaching hospital, we are improving veterinary care well beyond the Pacific Northwest. Not only do we provide education to veterinary workers throughout the United States, but we also mentor veterinarians and others as far away as Africa.

In Fiscal Year 2024, we continued to build on our vision of becoming a "veterinary medical center." It has been exciting to see the construction of our second building in Northwest Portland and to know that soon, pets and their families will be able to access even more great care in not one, but two DoveLewis buildings. Recruiting more talented and compassionate people to be part of the best veterinary team around has been a priority for us this past year.

To ensure that pet families across the wider community have access to the best care available, we continue to deepen our partnerships with local and regional veterinary clinics. Our collaborative approach has allowed us to serve as a trusted resource for emergency services, critical care, and specialized treatments, cementing our place as a leader in the veterinary ecosystem.

One of the achievements I am most proud of is the growing impact of our community outreach programs, like the Velvet Assistance Fund, PACTT, the Blood Bank, Pet Loss Support, and care for wildlife, stray, and lost animals. The impact of these programs is felt not only by the animals we serve, but by the families who depend on us during some of the most challenging moments of their lives.

I am grateful for your incredible support! After 21 years leading DoveLewis, I can tell you that the thing that makes me, our Board of Directors, and staff most proud is the relationships with our donors, partners, and the broader community. Your belief in our mission has allowed us to reach new heights. DoveLewis' success over the past year is a testament to the power of philanthropy, community, and innovation.

Thank you for being part of this incredible journey.



A handwritten signature of Ron Morgan in black ink, written in a cursive style.

Ron Morgan,
President and CEO of DoveLewis

Dear Supporters,

As Chief of Staff, I am proud to share our recent accomplishments at DoveLewis. Thanks to your generous support, we continue to provide top-tier care for the animals and families who depend on us.

This year, we've seen significant growth in our Urgent Care and Emergency Room services, ensuring we can offer immediate, life-saving treatment when it matters most. Additionally, our efforts to enhance the client experience have led to improvements in triage and discharge times, helping pets and their owners get the care they need more efficiently and with greater peace of mind.

One of our toughest challenges is to rapidly assess and direct patients as they enter our hospital. The nature of emergency care means we often have waves of clients arriving in a short period of time, oversaturating our ability to treat everyone in a timely manner. Our modifications to triage have allowed us to better identify patients and clients who would be best served in our Urgent Care appointments rather than waiting in the lobby while the sickest patients are treated. This helps pets and clients stay together, spending their wait at home in a less stressful environment, while giving the clients peace of mind knowing they have an appointment within 24 hours.

One of our proudest achievements has been renewing our Level 1 accreditation through the Veterinary Emergency & Critical Care Society, a distinction held by fewer than twenty hospitals in the U.S. This recognition reflects the dedication of our team and the vital role your contributions play in supporting advanced medical care, cutting-edge technology, and comprehensive treatment options.

To help address the national shortage of skilled emergency veterinarians, DoveLewis started EmpowER, a mentorship program that parallels our rotating specialty internship for veterinarians. It is difficult for new graduates to gather the skills and experience needed to work in a busy emergency environment such as DoveLewis' ER and ICU. EmpowER pairs a veterinarian with one of our most seasoned doctors for a year of one-on-one didactic and clinical training, along with clinical shifts to build confidence and knowledge. The mentorship is a 3-year program, assimilating the mentees into the emergency DVM team gradually as they meet skill and experience benchmarks. Your support of our teaching mission directly helps the mentorship program, growing dedicated and talented emergency doctors from within our hospital.

As a 501(c)(3) nonprofit, we rely on the kindness of donors like you to make these milestones possible. Your commitment strengthens our mission and ensures that we can continue to grow and provide the highest quality of care to every animal that walks through our doors.

Thank you for your unwavering support of our hospital and our community. Together, we are making a difference in the lives of countless animals.

With gratitude,



A handwritten signature in black ink, appearing to read 'Coby Richter'.

Coby Richter, DVM, DACVS
Chief of Staff



Read about the DoveLewis Blood Bank in the New York Times

HEALTHCARE

As the only 24/7 nonprofit veterinary hospital in the Pacific Northwest, our medical expertise sets the bar for compassionate, innovative treatment.

25,786

Patients Treated

55

Veterinary Technicians

39

Staff Veterinarians and Board-Certified Specialists

Advanced Care Services

Pain Management

Urgent Care

Exotics

Hospice

Board-Certified Specialties

Emergency & Critical Care

Internal Medicine

Surgery

Cardiology

Radiology

Neurology

Blood Bank

138 Blood Bank "Superhero" Donors

587 Units of Blood Used





CHARITY CARE

We believe every animal deserves access to compassionate, high-quality care, regardless of their owner's financial situation. By providing financial assistance, we ensure that no animal is left behind due to circumstances beyond their control, fostering a healthier and more humane community for all.

\$1,181,281

funds used for financial aid, abused animals, wild animals, stray and lost animals, and more.

2,100+

patients received financial aid through the Velvet Assistance Fund.

660

wild animals treated

803

stray or lost animals treated





EDUCATION & COMMUNITY ENGAGEMENT

The demand for high-quality animal care continues to grow. As a teaching hospital, DoveLewis is uniquely positioned to address the need for well-trained veterinarians, technicians, and specialists who can provide the best care available for pets, wildlife, and exotic animals.

245

Pet Loss Support and Caregiver Support Attendees

30

Veterinary Wellbeing Events

99

Canine Therapy Teams

21

Veterinary and Technician Externs



34,000

atDove Subscribers Online Education for Veterinary Professionals

5

EmpowerER Mentorship Veterinarians

4

Rotating Veterinary Interns

Made possible by the Loacker Golden Education Program



Made Possible
by Philanthropy

OUR VISION FOR THE FUTURE

Thanks to the extraordinary generosity of our community, we are building a second hospital in Northwest Portland to house most of our specialty and elective services, which will make DoveLewis one of the largest veterinary medical campuses in the U.S. outside a university. Our vision is to be a comprehensive care center for veterinary emergency, urgent, and specialty care services. By doubling our clinical footprint and centralizing all services, we can greatly improve patient outcomes, care for more pets, and provide unparalleled convenience and peace of mind for families across the region. Whiskers is scheduled to open in early 2025.

30,000

Square Feet

12

Exam Rooms

3

Human-Grade
Surgery Suites

8

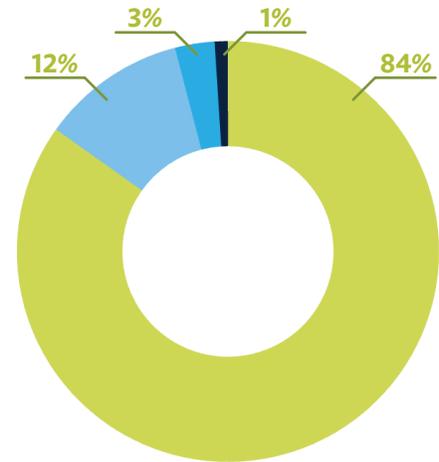
Specialty
Treatment Rooms





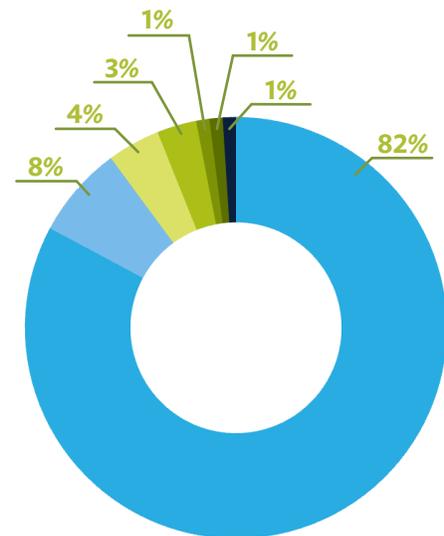
REVENUE AND SUPPORT

Hospital and Clinic Services	\$25,359,205	84%	
Philanthropy	\$3,454,937	12%	
Education Programs	\$984,012	3%	
Investment Income and Other	\$264,050	1%	
Total Revenue and Support	\$30,062,204		



OPERATING EXPENSES

Hospital and Clinic Services	\$24,989,908	82%	
General and Administrative	\$2,271,668	8%	
Development	\$1,138,716	4%	
Education	\$905,068	3%	
Financial Assistance	\$356,660	1%	
Stray Animal and Wildlife	\$344,370	1%	
Other	\$426,761	1%	
Total Operating Expenses	\$30,433,151		



THANK YOU TO OUR GENEROUS SPONSORS

