

Andrew Kaiser of Quincy: Why Listening to Clients Is the First Step in Better Animal Care

Andrew Kaiser of Quincy, Illinois, spent over 40 years in veterinary medicine and believes that better outcomes start with better communication.

Quincy, Illinois Aug 28, 2026 ([IssueWire.com](https://www.issuewire.com)) - **The Foundation of Effective Veterinary Care**

Andrew Kaiser has seen the veterinary profession from many angles. Over more than four decades, he treated companion animals, exotics, small mammals, and wildlife. He founded Katherine Road Animal Hospital in July 1984 and led it for over 30 years. He worked with the City of Quincy Animal Shelter and directed a raptor rehabilitation center. Through all of it, one principle guided his work: listen first.

"I always tried to listen first," Kaiser says. "If you don't understand the client, you can't help the patient."

That approach shaped his practice and became a core part of how he trained his team. He believes that when veterinarians take the time to hear what clients are saying, they catch details that lead to better diagnoses, stronger treatment plans, and more trust.

Why Communication Matters More Than People Think

Kaiser argues that listening is not just about being polite. It is a clinical skill. Clients spend the most time with their animals. They notice changes in behavior, appetite, energy, and mood. When veterinarians rush the conversation, they miss information that can change the course of care.

"You cannot rush conversation when someone's companion is sick or hurt," he says. "People need to know you are listening. That relationship is important."

Kaiser also points to the role communication plays in client education. When people understand what is happening with their pet and why a treatment is recommended, they are more likely to follow through. Clear explanations build confidence and reduce anxiety.

Building a Practice on Consistency and Standards

Kaiser founded Katherine Road Animal Hospital with the goal of creating a place where high standards were not optional. The hospital became the first in the region to earn accreditation from the American Animal Hospital Association and maintained that status for 20 years.

"It meant we were holding ourselves to a higher standard," Kaiser says.

That accreditation required structured protocols for everything from medication handling to diagnostic procedures to staff training. Kaiser believed consistency was essential to earning client trust and delivering reliable care.

"One thing I learned early is that consistency matters," he says. "If your standards change every day, people lose confidence."

He also emphasizes that standards start with leadership. Team members need to see accountability modeled from the top.

"You have to be clear with your team," Kaiser says. "And you have to hold yourself accountable first."

What Pet Owners Can Do Right Now

Kaiser encourages pet owners to take a more active role in their animal's health. That starts with observation. Notice changes in eating, drinking, movement, and behavior. Write them down. Bring those notes to appointments.

He also urges people to ask questions. If something is unclear, say so. A good veterinarian will take the time to explain.

"If you don't take the time to listen to clients, you miss important details," Kaiser says. "Better communication leads to better outcomes."

Kaiser also believes in the value of choosing a veterinary practice that demonstrates consistent standards and invests in continuing education. Look for practices that communicate clearly, maintain clean facilities, and show respect for both clients and animals.

Lifelong Learning and Continuous Improvement

Kaiser never stopped learning. He treated everything from household pets to injured birds of prey. Each case taught him something new. He remained committed to continuing education throughout his career because he believed medicine evolves and professionals have to keep pace.

"I never stopped learning," he says. "Medicine changes, and you have to keep up if you want to provide the best care."

He sees improvement as a daily practice, not a one-time event.

"I always believed improvement happens little by little," Kaiser says. "You just keep trying to do things better every day."

About Andrew Kaiser

[Andrew Kaiser](#) is a veterinarian from Quincy, Illinois, with over 40 years of experience in animal healthcare, practice management, and community service. He earned his Doctor of Veterinary Medicine degree from the University of Missouri in 1975. He founded Katherine Road Animal Hospital in July 1984, which became the first in the region to achieve American Animal Hospital Association accreditation, maintaining it for 20 years. He also served as the sole veterinary provider for the City of Quincy Animal Shelter and directed a raptor rehabilitation center.

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