Natalie Fairbanks

Veterinary Medical Director

Veterinary medical director with 12 years in small animal practice and 5 years running medical operations, now overseeing 3 hospitals with 14 doctors and $9.8M in annual revenue. Sets medical quality standards, recruits veterinarians, provides mentorship, and keeps controlled substance logs and client communication audit-ready.

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EXPERIENCE

Veterinary Medical Director

03/2023 - Present

Cumberland Veterinary Partners — Nashville, TN

Group of 3 general practice and urgent care hospitals in Middle Tennessee.

- Direct medical operations for 3 hospitals, 14 veterinarians and 60 support staff handling 52,000 visits a year.
- Recruited 6 associate veterinarians in 2 years and cut doctor turnover from 30% to 11% through structured mentorship.
- Grew combined revenue 18% to $9.8M by adding urgent care hours and dental capacity.
- Run quarterly controlled substance and medical record audits, passing 2 state board inspections with zero findings.

Medical Director

06/2021 - 02/2023

Franklin Pet Hospital — Franklin, TN

Five-doctor general practice with an in-house surgery and dental suite.

- Managed a $3.6M hospital budget, holding medical supply costs at 21% of revenue.
- Set dentistry and anesthesia protocols used by all 5 doctors across 1,100 dental cases a year.
- Introduced client communication training for 18 front desk and technician staff, lifting the review score to 4.8.
- Chaired a monthly quality meeting that tracked surgical complications and callbacks for 2 years.

Associate Veterinarian

06/2014 - 05/2021

Green Hills Animal Clinic — Nashville, TN

Three-doctor small animal practice.

- Saw 20+ patients daily and performed soft tissue surgery 2 days a week for 7 years.
- Coordinated the clinic's leadership rotation for new associate onboarding, training 4 doctors.
- Completed 250 dentistry cases a year with full-mouth radiographs and nerve blocks.
- Managed the controlled substance log for 3 years with zero count discrepancies.

SKILLS

Medical Operations
Medical Quality Standards
Veterinary Recruitment
Budget Management
Controlled Substance Compliance
Dentistry
Soft Tissue Surgery
Client Communication
Mentorship
Leadership

EDUCATION

Doctor of Veterinary Medicine (DVM)

05/2014

University of Tennessee

Knoxville, TN

Veterinary Medicine

CERTIFICATES

Tennessee Veterinary License

06/2014

Tennessee Board of Veterinary Medical Examiners

DEA Controlled Substance Registration

07/2014

U.S. Drug Enforcement Administration