



UNIVERSIDAD  
COMPLUTENSE  
MADRID

Veterinary Faculty

**Interim Report – One Year Post Full Visitation**

Madrid 2025



**Veterinary Education Establishment:** Veterinary Faculty (UCM)

**VEE's Head and the head(s) of the VTH:**

Head of the establishment: Consuelo Serres Dalmau, DVM, PhD (Dean)

Head of the VTH (professional, ethical): M<sup>a</sup> Dolores Pérez Alenza, DVM, PhD

Head of the UCM University of Madrid: Joaquín Goyache Goñi (Rector) DVM, PhD

Avda. Puerta de Hierro s/n, Ciudad Universitaria. 28040 Madrid. Complutense University of Madrid

E-mail: decanato@vet.ucm.es

**Date of the completion of the Interim Report:** March 24, 2025

**Date of the previous visitation:** March 11-15, 2024

**Progress in the correction of the Minor Deficiencies:**

**Minor Deficiency 1:** *The VEE is partially compliant with Standard 4.6 because of suboptimal dirty and clean areas separation in the changing room of the isolation facilities.*

The following measures have been taken to correct the deficiency. New written biosecurity standard operating procedures for entering and exiting isolation facilities have been established, including a video explaining how to put on and remove the protective equipment systems ([link](#)). Also, a clear delimitation between dirty and clean areas has been improved as follows: a bench has been placed near the door to separate the two areas, in both isolation facilities, creating a physical barrier that requires users to follow biosecurity procedures (see pictures). Likewise, the storage systems for personal protective equipment have been improved (by adding shelves in the cabinets) to ensure that sufficient materials are available in the clean areas.

**Plans for the near future:**

The Biosecurity Committee of the establishment will continue to oversee the implementation and compliance of biosecurity protocols to ensure that deficiencies like the one identified in Standard 4.6 do not recur. To this end, regular audits of biosecurity measures will be conducted, focusing on the correct separation of clean and dirty areas, the proper use of personal protective equipment (PPE), continuous staff training and adherence to established protocols. In addition, training sessions will continue to provide the necessary education through periodical video updates and awareness campaigns to ensure that all staff and students are fully informed of best practices in biosecurity. Any necessary adjustments to protocols and infrastructure will be made based on the committee's continuous evaluation.

*Small Animal Area: separation of clean and dirty areas in the small animal isolation facility*



*Large Animal Area: separation of clean and dirty areas in the large animal isolation facility*



*QR Code: biosecurity training video*



## **Supplementary Information: VTH Status and Improvement Measures**

The Complutense Veterinary Teaching Hospital (VTH) has experienced clinical and technical staffing problems that have recently affected healthcare services and student training. Measures are being implemented to mitigate the impact on clinical activity and teaching, and a long-term plan is being developed to ensure that this situation does not arise again. This issue is linked to a wider financial context at the Complutense University of Madrid (UCM), marked by the continuation of the previous budget. We have considered appropriate to include this information in the Interim Report to reflect the work carried out to address this situation and to reaffirm the commitment to continuous improvement and the sustainability of the VTH.

In 2019, the VTH raised with the UCM Administration the need for a new veterinary and technical staff structure to ensure patient care during nights and weekends. This request included six veterinary positions and six technical positions for the small animal area and the same number for large animals. In 2021, the VTH presented to the UCM Administration the VTH Council Agreement of November 24, 2021, outlining the number of staff and the job profiles necessary for the Hospital. Consequently, the UCM Administration committed to progressively providing these resources. Four temporary veterinarians were recruited to the small animal area in 2022, but two of them resigned from their positions in 2024 (one in May and one in December). Despite initiating a selection process to recruit some of the necessary staff, these vacancies have not yet been filled, and administrative procedures will extend this situation until the end of March 2025.

As a result of this situation, clinical activity in the small animal area was suspended from December 19, 2024, to January 12, 2025. Clinical activity in the small animal area resumed on January 13 to allow the start of Clinical Rotation teaching. However, hospitalisation and emergency services could not resume until January 20. Consequently, clinical activity in the small animal area was

limited. The [VTH Council meeting on January 13, 2025](#), approved a contingency plan with external staff, enabling the resumption of clinical activity on January 13 and the reopening of hospitalisation and emergency services on January 20, allowing all teaching activities in the small animal area to fully resume from that date. To compensate for the limited clinical activity (13-17 January), the [Faculty Board approved on January 30](#) the scheduling of make-up classes for affected students from 12 to 16 May.

The impact of this situation has led to a student mobilisation, which has reinforced the actions taken by the VTH and the Faculty, resulting in several meetings with the Rectorate of the UCM where urgent concrete measures have been agreed, including the modification of the staff framework to create new veterinary and technical staff positions in the area of small animals, as well as the commitment of the Rectorate to study the reinforcement of staff in the area of large animals. In addition, the design of a sustainable management model for the VTH that does not depend solely on temporary solutions is required. [The UCM Governing Council approved the first RPT modifications on February 25, 2025](#).

The VTH is also working to improve its financial sustainability through strategies to optimise resources, increase revenue, and reduce costs. These actions aim to ensure the VTH's viability without compromising the quality of care and its role as a reference centre for veterinary education and research.

A Structural Work Plan ([link](#)) has been designed, involving all stakeholders. The Rectorate-Faculty-VTH Commission, responsible for drafting the 2025 Interim Report, has formally constituted itself as a working commission, holding regular meetings to monitor the implementation of the Work Plan.

Despite the current challenges, the financial effort that the University is undertaking provides confidence that the stability of the VTH will be maintained.

## Annex: Updated Excel table with ESEVT Indicators



### ESEVT Indicators

<b>Name of the VEE:</b>		<b>Veterinary Faculty Complutense University of Madrid</b>				
<b>Name &amp; mail of the VEE's Head:</b>		<b>Consuelo Serres Dalmau cserres@ucm.es</b>				
<b>Date of the form filling:</b>		<b>March 14th 2024</b>				
<b>Raw data from the last 3 complete academic years</b>		<b>Year -1</b>	<b>Year -2</b>	<b>Year -3</b>	<b>Mean</b>	
1	n° of FTE teaching staff involved in veterinary training	297.5	298.6	221.48	272.53	
2	n° of undergraduate students	970	991	1015	992.00	
3	n° of FTE veterinarians involved in veterinary training	179.4	169.9	174.3	174.53	
4	n° of students graduating annually	144	146	152	147.333333	
5	n° of FTE support staff involved in veterinary training	135	148	148	143.666667	
6	n° of hours of practical (non-clinical) training	747	747	747	747	
7	n° of hours of Core Clinical Training (CCT)	729	729	729	729	
8	n° of hours of VPH (including FSQ) training	341.5	341.5	341.5	341.5	
9	n° of hours of extra-mural practical training in VPH (including FSQ)	32	32	32	32	
10	n° of companion animal patients seen intra-murally	13969	12302	12101	12790.6667	
11	n° of individual ruminant and pig patients seen intra-murally	59	185	193	145.666667	
12	n° of equine patients seen intra-murally	559	415	373	449	
13	n° of rabbit, rodent, bird and exotic patients seen intra-murally	293	281	315	296.3	
14	n° of companion animal patients seen extra-murally	91	17	17	41.7	
15	n° of individual ruminants and pig patients seen extra-murally	6003	5265	6224	5830.7	
16	n° of equine patients seen extra-murally	1973	1843	2087	1967.7	
17	n° of rabbit, rodent, bird and exotic patients seen extra-murally	0	0	0	0.0	
18	n° of visits to ruminant and pig herds	121	122	124	122.3	
19	n° of visits to poultry and farmed rabbit units	40	40	38	39.3	
20	n° of companion animal necropsies	326	279	261	288.7	
21	n° of ruminant and pig necropsies	108	184	197	163.0	
22	n° of equine necropsies	21	16	27	21.3	
23	n° of rabbit, rodent, bird and exotic pet necropsies	308	350	113	257.0	
24	n° of FTE specialised veterinarians involved in veterinary training	47.62	47.62	46.62	47.3	
25	n° of PhD graduating annually	25	28	17	23.3	
<b>The boxes within the red frames must be filled in by the VEE (the other values will be automatically calculated)</b>						

#### Appendix explaining the calculation of the Indicators



### ESEVT Indicators

<b>Name of the VEE:</b>					
<b>Date of the form filling:</b>					
<b>Calculated Indicators from raw data</b>		<b>VEE values</b>	<b>Median values<sup>1</sup></b>	<b>Minimal values<sup>2</sup></b>	<b>Balance<sup>3</sup></b>
I1	n° of FTE teaching staff involved in veterinary training / n° of undergraduate students	0.275	0.15	0.13	0.149
I2	n° of FTE veterinarians involved in veterinary training / n° of students graduating annually	1.185	0.84	0.63	0.555
I3	n° of FTE support staff involved in veterinary training / n° of students graduating annually	0.975	0.88	0.54	0.435
I4	n° of hours of practical (non-clinical) training	747.000	953.50	700.59	46.410
I5	n° of hours of Core Clinical Training (CCT)	729.000	941.58	704.80	24.200
I6	n° of hours of VPH (including FSQ) training	341.500	293.50	191.80	149.700
I7	n° of hours of extra-mural practical training in VPH (including FSQ)	32.000	75.00	31.80	0.200
I8	n° of companion animal patients seen intra-murally and extra-murally / n° of students graduating annually	87.097	67.37	44.01	43.087
I9	n° of individual ruminants and pig patients seen intra-murally and extra-murally / n° of students graduating annually	40.563	18.75	9.74	30.823
I10	n° of equine patients seen intra-murally and extra-murally / n° of students graduating annually	16.403	5.96	2.15	14.253
I11	n° of rabbit, rodent, bird and exotic seen intra-murally and extra-murally / n° of students graduating annually	2.011	3.11	1.16	0.851
I12	n° of visits to ruminant and pig herds / n° of students graduating annually	0.830	1.29	0.54	0.290
I13	n° of visits of poultry and farmed rabbit units / n° of students graduating annually	0.267	0.11	0.04	0.222
I14	n° of companion animal necropsies / n° of students graduating annually	1.959	2.11	1.40	0.559
I15	n° of ruminant and pig necropsies / n° of students graduating annually	1.106	1.36	0.90	0.206
I16	n° of equine necropsies / n° of students graduating annually	0.145	0.18	0.10	0.045
I17	n° of rabbit, rodent, bird and exotic pet necropsies / n° of students graduating annually	1.744	2.65	0.88	0.864
I18	n° of FTE specialised veterinarians involved in veterinary training / n° of students graduating annually	0.321	0.27	0.06	0.261
I19	n° of PhD graduating annually / n° of students graduating annually	0.158	0.15	0.07	0.088
1	Median values defined by data from VEEs with Accreditation/Approval status in May 2019				
2	Recommended minimal values calculated as the 20th percentile of data from VEEs with Accreditation/Approval status in May 2019				
3	A negative balance indicates that the Indicator is below the recommended minimal value				
*	Indicators used only for statistical purpose				