

**From:** [Sunset Advisory Commission](#)  
**To:** [Trisha Linebarger](#)  
**Subject:** FW: Public Input Form for Agencies Under Review (Public/After Publication)  
**Date:** Wednesday, November 16, 2016 1:25:29 PM

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-----Original Message-----

From: sundrupal@capitol.local [<mailto:sundrupal@capitol.local>]  
Sent: Wednesday, November 16, 2016 12:42 PM  
To: Sunset Advisory Commission  
Subject: Public Input Form for Agencies Under Review (Public/After Publication)

Agency: STATE BOARD VETERINARY MEDICAL EXAMINERS

First Name: Judy

Last Name: Santerre

Title: Ms

Organization you are affiliated with:

Email:

City: Wimberley

State: Texas

Your Comments About the Staff Report, Including Recommendations Supported or Opposed:

My apologies to the Commission for the length of my comments, however, I just learned the fate of four of my five complaints and, therefore, was unable to speak at the prior meeting. I filed five complaints with the Board after my horse was tortured to death by five veterinarians. There is ample evidence including photos, videos, depositions pursuant to the lawsuit filed, and confirmation of malpractice from a prominent A&M veterinarian. I received notices November 16, 2016 from the Board that my complaints against four of those veterinarians are dismissed. My comments here refer to these four as I am unaware of the outcome of the fifth.

To briefly summarize, my horse was criminally attacked and suffered a vicious, gaping wound over his fetlock. At no time did any of the veterinarians involved in his care conduct standard protocols to determine whether the joint was involved. They waited two and a half months, keeping him only on SMP tablets and bute or banamine, repeatedly telling me he didn't have a joint infection as he became increasingly lame before referring him for appropriate treatment. At that point, he had a joint wash of 98% neutrophils and was grade 4.5/5 lame with a joint infection. I have video to prove that, which I provided to the Board. The A&M veterinarian was shocked that my horse had been under veterinary care from the date of his injury. He was aggressively treated at A&M, received successful arthrodesis surgery, but succumbed to off limb laminitis (his coffin bone came through the sole of his foot, an event which is enormously painful for a horse). My beautiful, beloved horse, Harvey, suffered horribly and needlessly for months before his death. He could have been saved if any reasonably competent veterinarian who wanted to save him had treated him.

I provided written responses to the first set of comments from the veterinarians, but was not given their responses to my comments. I think all comments should be provided and the opportunity to respond given to complainants.

It was very obvious to me from the responses I saw that the five veterinarians involved in the torture death of my horse were so certain this Board would do absolutely nothing to them (rightly, as it turned out) that they blatantly

lied and took blame to shield the most guilty among them.

This reflects the level of the Board's protection for the veterinarians and not citizens and their pets.

At no time was I ever interviewed during this process. The investigator called me one time and asked one question. That was it. I think any reasonable investigation would require talking to both the complainant and the licensees.

There was no conference regarding the killing of my horse. I believe when multiple veterinarians are involved in malpractice or gross malpractice that a conference should automatically be required. Involvement by multiple veterinarians at the very least suggests intent and gross malpractice.

At this writing I have not yet been told the names of the two board members who dismissed this very strong case against these veterinarians. I believe those names should be provided in all dismissal letters.

Additionally, I believe a conference should automatically be required when gross malpractice is obvious or suspected. One of the veterinarians the two Board members cleared was obviously guilty of engaging in animal cruelty in her treatment of my horse. It should be the first order of business for this Board to ensure that no veterinarian who tortures animals is allowed to remain licensed.

I am appealing these decisions, but I found no process on the Board's website to inform me of that process. If my appeals fail, I think the website should also state what further steps are available to me and other complainants.

I was told by the investigator that a third party veterinarian reviewed my case and provided "very strong comments" about the death of my horse, yet two weeks later my case was dismissed against four veterinarians. I asked for the name of the third party veterinarian and a copy of her report, and was denied. Again, this information should be provided to the complainant in all cases to allow rebuttals and additional information.

I was told not all of the information I provided to the Board was given to the third party veterinarian. Cherry picking and providing only parts of the case is unfair to the reviewer and the complainant and counter to achieving a fair and appropriate outcome. It should be required that all information provided to the Board should be given to the third party reviewer.

This closed process is not providing protection to the public. Instead, dangerously incompetent veterinarians are left to continue harming the unaware public. The veterinarians licensed in Texas already have an organization to protect them called TVMA as you know. The focus of this Board should solely be to protect Texas citizens and their pets. My case clearly proves that's not happening.

Judy Santerre

[www.harveysmemorial.com](http://www.harveysmemorial.com)

Any Alternative or New Recommendations on This Agency: When a third party veterinarian is used to investigate a case, all information provided by a claimant to the Board should be provided to that reviewer. Cherry picking and providing only parts of the case is unfair to the reviewer and the complainant and counter to achieving a fair and appropriate outcome.

My Comment Will Be Made Public: I agree