



The Complete Pet Animal Hospital: The Valley's Gold Standard in Veterinary Care

Looking for exceptional veterinary care near Goodyear? We've found one local clinic that outshines them all: The Complete Pet Animal Hospital in nearby Litchfield Park. Under its warm, welcoming roof, this family-owned practice is showing what it truly means to care for beloved pets and their people.

We caught up with owners, Dr. Kaila Cruz (DVM) and her husband, Aaron (Operations Manager) to learn what inspires them, how they do what they do so well, and what sets them apart from everyone else.

From Service to Stewardship

Both Aaron and Kaila have served in the Army National Guard and live by a strong ethos of service. They also share a lifelong love for animals. "I grew up taking in any animal my mom would let me bring home," Kaila laughs. Though she started out following in the footsteps of the doctors in her family, she pivoted from human medicine to veterinary care during college. "I'd still get to enjoy my love for animals but also the medicine part," she says.

Born and raised in the Valley, Aaron had always wanted to be in business for himself and his family. "It was always a passion for me to call something my own," he says. "After giving 14 years to the army and growing their programs, I thought, I'd like to grow my own program and I'd love to do it with my wife."

They had the perfect combo of expertise; now they just needed a place to make their dream happen.

A Family Practice with Heart

In 2024, the duo purchased a single-doctor vet clinic in Litchfield Park. Today, they've built a team of doctors, vet

technicians, and support staff that offer cutting-edge care in a space that feels more like a home than a hospital.

From the beginning, the couple knew that they wanted to create a warm, welcoming atmosphere. Judging from her previous background in the vet field, Kaila noticed a lack of hospitality in the business. "In a lot of places, it's like walking into a dentist or an urgent care – the walls are white, everything is shiny. It's clean, but it's also kind of scary, not only for the pets but for the people too, who are there making tough decisions." Describing their hospital vibe, Kaila adds, "I always joke with people and tell them, 'When you're walking into my clinic it feels like you're walking into a day spa.'" There's a sense of lightness and ease there, and visitors feel more like family than clients.

Aaron adds that they prioritize transparency with everyone who walks in the door. "Client interaction and transparency in the consumer industry as a whole is lacking," he observes. "It is so much more than just about rendering a service for us; it's about client experience and education. Our appointment slots are 30 minutes compared to the average 15, just to afford extra time for our staff to educate the clients on what they're doing and why."

Compassion Over Cost

One thing that sets The Complete Pet Animal Hospital apart is its financial flexibility. As a privately owned clinic, they offer care that's both accessible and humane. If money is a hurdle in a serious situation, "We have very creative ways internally of assisting owners financially," Aaron says. "If there's a patient in the building and it's critical, I will always ask my doctors, 'Do we have the means, the skill, and capacity to help this patient? What is the

overall prognosis?’ If it’s great...I’m going to figure out a way to help that client financially.”

Kaila agrees: “You could be in our room with the same shirt you’ve been wearing for the last two weeks, or you could show up in a Lamborghini, and we are still going to give you the exact same quality of medicine. We’re not going to change our plan based on your financial need. We will always find a way to make it work.”

In fact, in 2025 alone, they plan to provide nearly \$250,000 in discounts, including for veterans, military members, and first responders.

Always There When You Need Them

Availability is another hallmark of their service. Kaila explains, “A lot of clinics in our area aren’t open on Saturday afternoon, or Sundays, or holidays. They won’t take on an extra emergency because their schedule is full,” which, she says, means a lot of sick patients not getting care. “We are willing to set aside the time to address those extra urgent cases.” They are open seven days a week and have a no-turn-away policy for current clients, always leaving space for same-day appointments.

Investing in Growth and Excellence

And this is one team that’s constantly learning and growing to provide patients modern, cutting-edge care. “Coming from the army space where training is key to mission success, we truly believe in training our staff. Everybody, from the technicians, to the doctors, to the assistants, to the receptionist, to myself – we go to continued education probably a couple times a month. We fully believe in personal growth. If a staff wants to go to a continued education class or course or conference, we say ‘yes!’”

Comfort and Care in Life’s Hardest Moments

For those heartbreaking moments all pet owners must face, the clinic provides a heartfelt, personalized farewell. Kaila explains, “At our clinic, we have two specific rooms designed for those end-of-life situations. They both have dim lighting, and calm music. However, we have an Alexa in there, so sometimes people don’t want calm music. They may want AC/DC because they have some funny story about their pet.” The staff ensures that each experience is

tailor-made for pet-owners. “We have a little cart that has Hershey’s Kisses because every pet deserves a kiss before they go. We have shavers for fur clippings, and we help the families do pawprints if they want to. We have a silent alert system [to let the staff know when they are ready] so they can spend as much time as they need in that room. As you might imagine, if you’re saying goodbye to your loved one, you wouldn’t want that process to be rushed.”

The Complete Pet Animal Hospital works with an aftercare facility called Aqua Crossings that provides aqua cremation, a water-based process that allows clients to do a lot more with their pets’ remains. Aaron explains, “We’re really good friends with the owner, and it’s a really beautiful process.” Ashes are delivered to families at home — never an added burden.

Importantly, the clinic doesn’t profit from this part of care. Aaron explains, “We strongly believe in not making money off of it.” While a lot of clinics make a large profit margin off of end-of-life services, he assures, “We break even.”



Eyes on the Future

The dynamic duo and their team have a future vision for their clinic: strategic growth. “Can we sustain good quality service while we grow?” Aaron ponders. “That’s our primary purpose more than the growth itself. Within the next three years, God-willing, we will have a larger footprint in the west Valley. I would love to have a 6,000-square-foot hospital that allows for intern and extern doctors. Kaila agrees: “Dr. Schirmer and I love to teach, so we definitely want to take on more vet students, more veterinary technician students, and also potentially some specialists, eventually.”

A Place Set Apart

The Complete Pet Animal Hospital is much more than a veterinary clinic—it’s a community built on compassion, education, and integrity. With a commitment to serving pets and people equally with an unwavering standard of care, Aaron and Kaila and their team have created something truly unique in the Valley. Their clinic sets a new benchmark—not just for pet care, but for how thoroughly a local business can invest in the wellbeing of its neighbors, both two-legged and four.



Call or Visit The Complete Pet Animal Hospital today!

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