OPERATION KINDNESS

GO WITH THE FLOW:

INCREASING EFFICIENCIES USING ANIMAL DATA

www.OperationKindness.org

About
OPERATION KINDNESS

Operation Kindness is a pioneer in Texas for assisting animals in need of veterinary care, companionship and most of all, a home. We operate a lifesaving animal shelter in Carrollton, TX.

In addition to pet adoptions and lifesaving medical care, our programs provide foster care for vulnerable animals, resources for pet parents, affordable veterinary services for community pets, a pet food pantry and volunteer opportunities.

We believe in going above and beyond to give every animal the care and kindness they deserve.

Going with the Flow

01 Finding your organization's Animal Flow

- What is your organization's animal flow from intake to outcome?

02 Reporting on Stages/Statuses

- Utilizing Stages/Statuses as a way to identify potential areas for improvement with your animal flow

03 Population Management / Monitoring

- Using inventory reporting on stage/statuses to manage and monitor your animal population.

04 Monitoring LOS and In Care Days

By looking at data related to your stages/statuses in conjunction with population management you can have a better idea of what is impacting your LOS and In Care Animals.

WHERE TO START?

Population Management and its connection to the overall flow and movement of animals can be overwhelming.

LOOK AT THE FLOW OF YOUR ANIMALS IN YOUR ORGANIZATION

Start with the basics of what your general animal flow/pathways/procedures are.

What is your organization's animal flow from intake to outcome?

Animal Flow/Pathways May Differ depending on intake type.

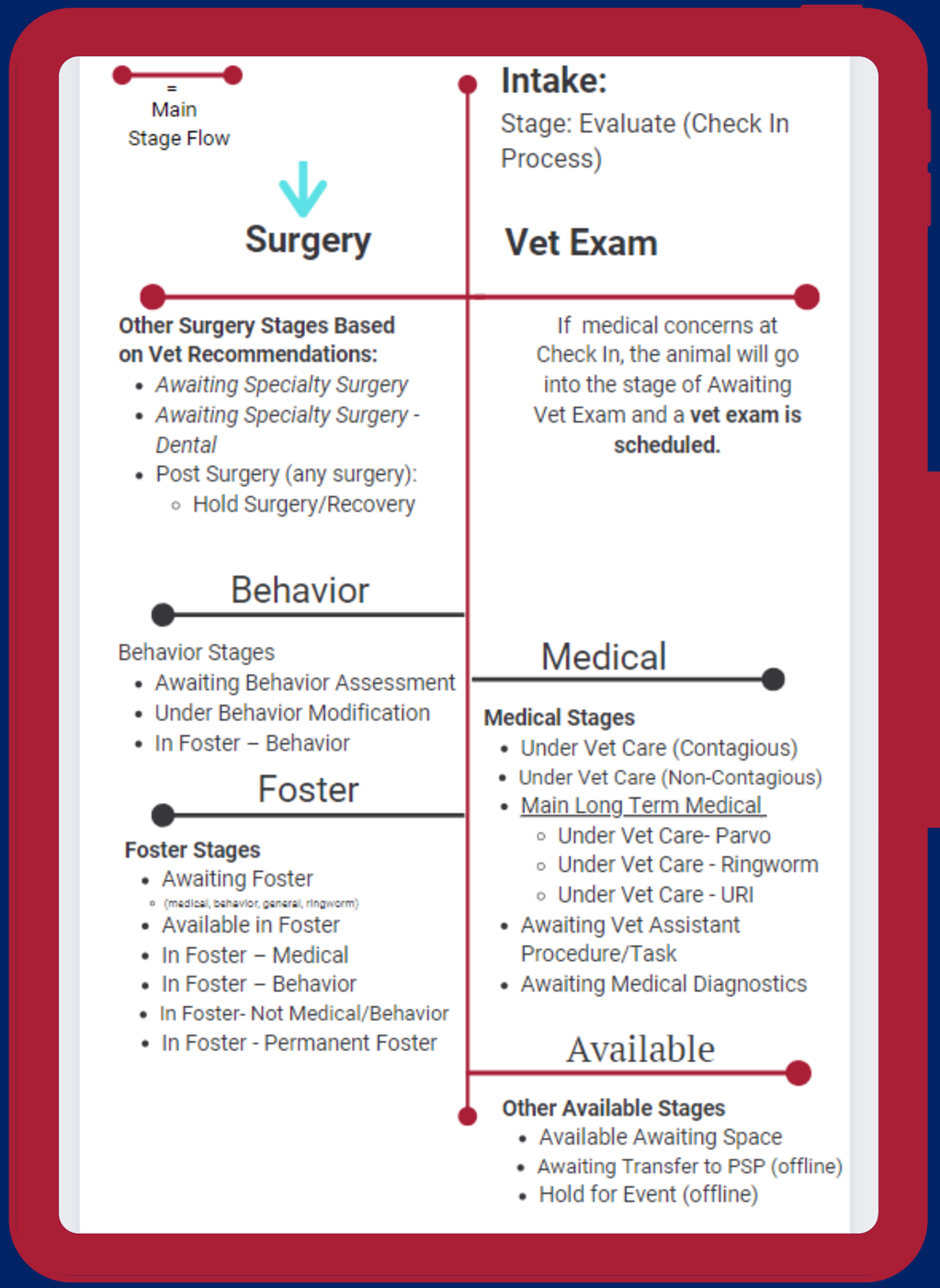
A stray animal will have a different pathway than an animal from a cruelty case.

What is your Stage/Status flow?

What stage/status does your animal go from intake and as they progress to their outcomes?

What are the items happening at each stage/status that progress them to the next steps?

Ex. Stage of Evaluate = An intake exam then they switched to surgery, vet exam or moved forward to available.



WHAT IS HAPPENING DURING EACH STEP AS THE ANIMAL IS MOVING THROUGH YOUR SYSTEM?

Intake

Intake Exam?
Behavior Exam?
Identification Process?

Medical

Alteration?
Medical Treatment?
Specialty Surgery?

Behavior

Behavior Evaluations?
Behavior Modification?
Training Plans?

Foster

Communication to Fosters
Finding Foster placement

- What are the steps for each process and each team?
- Who has ownership over each item?
- How is it the information tracked and monitored?
- Do you have general SOPs or Job Aids for each area?
- *What makes an animal available for adoption?

HOW DO YOU KNOW WHERE THE ANIMAL IS IN THE PROCESS?

How do you know what part of your flow the animal is currently in and what steps they need to move forward? How does each individual team know ?

Stage/Status

All main animal databases have a stage or status field for each animal that reporting can be pulled on.

Substatus

Most shelter databases have a field that can act as secondary tracking of the animal's main stage/status. Ex. Medical stage with a treatment substatus.

Scheduled Items

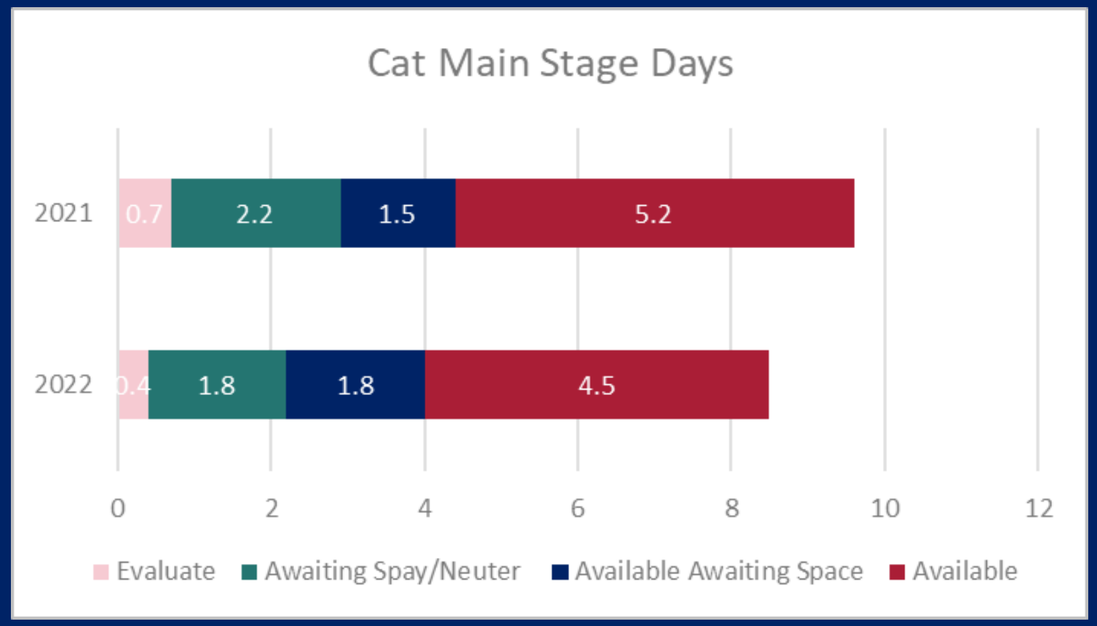
Scheduled Medical Exams
Scheduled Behavior Evaluations
Review Dates on Exams
Tasks/Procedures/Activities

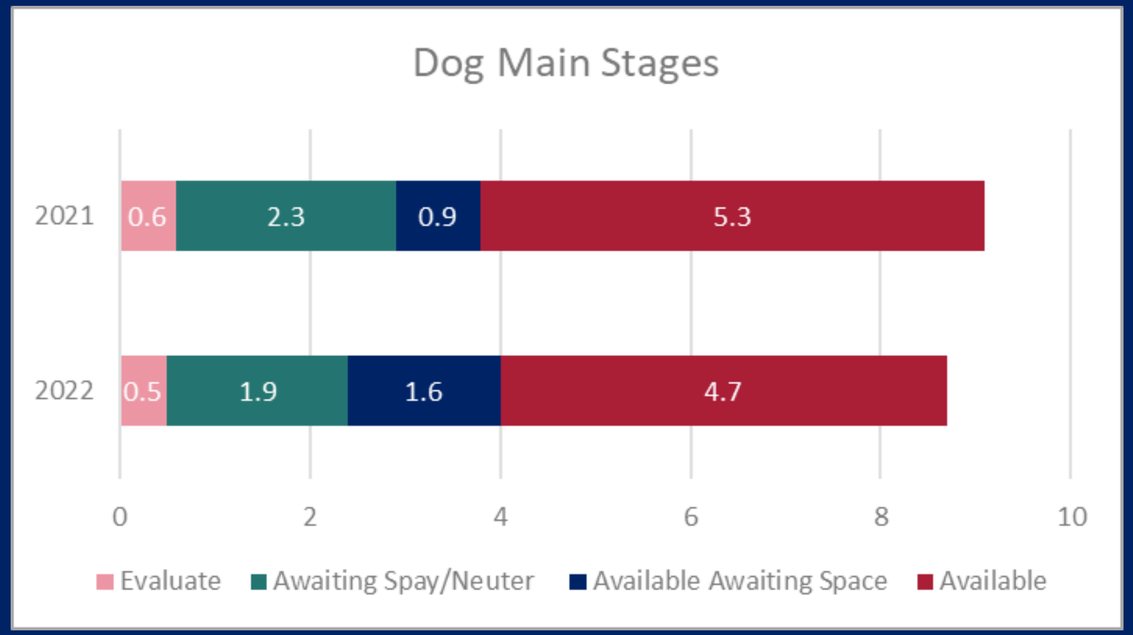
Manual Process

Written Lists
White Boards
Index Cards
Paper Animal Records

Looking at Stage/Status to find process improvement opportunities.

Most of the main shelter databases have stage/status based reporting that will look at LOS in each stage/status as well as the amount of animals that have been in those stage/statuses.





Use Stage/Status Reporting

Stage/Status based reporting can show you which stages your animals are staying in the longest to be able to see if there is a process improvement opportunity.

Important to Note

Stages/Status and sub statuses are manual fields within most shelter databases, so it is critical that staff understands stages within their processes as well as the organization's so stages/statuses are accurate and up to date.

How can you use the data?

Using data instead of what you feel might be happening in your organization. Example: Dogs are staying available for adoption longer

Review the stages/statuses with the longest LOS/Days in care and the most days

Does it match up to your organizations' expectations? What is potentially contributing to an increased overall LOS?

Do a Deeper Dive into the Data

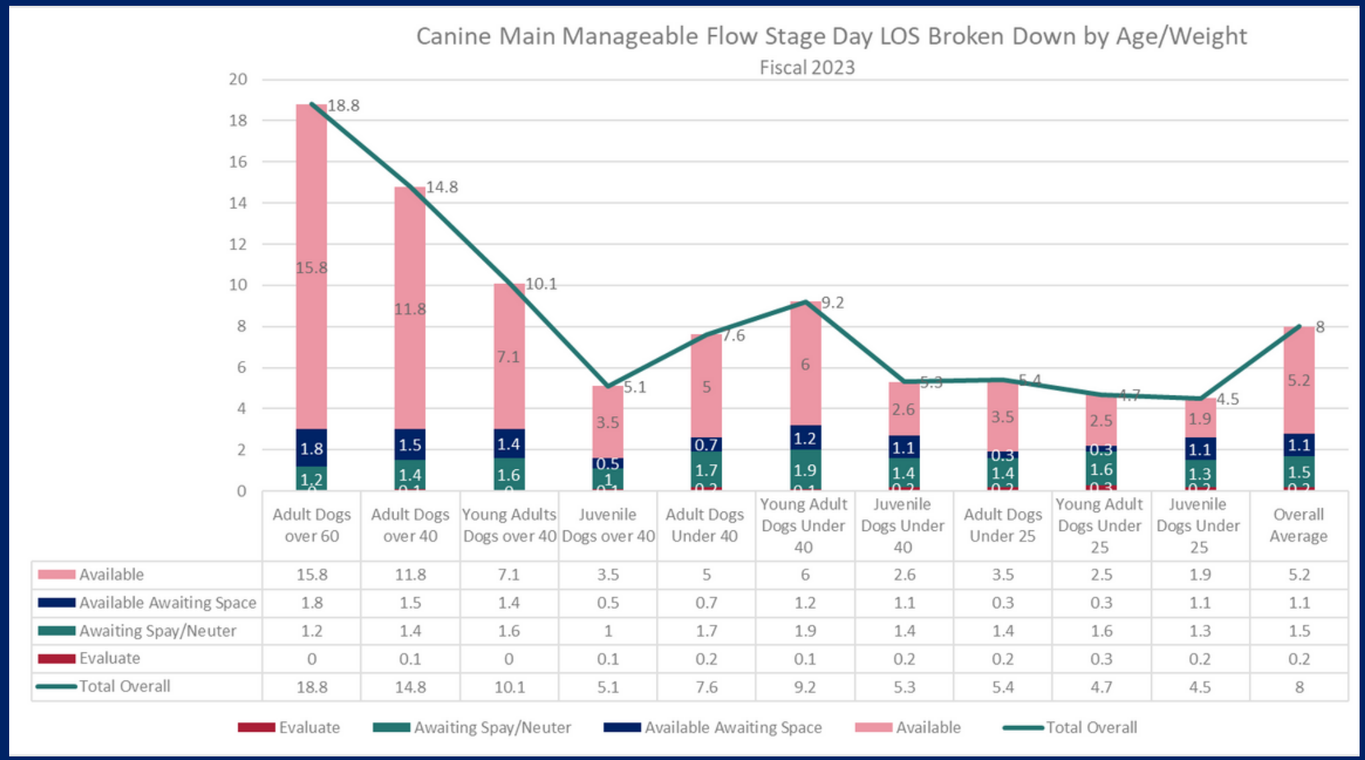
Take a look at your Stages/statues that animals are in the longest and break it down further. Look at Species and weight.

Make Stage/Status Based Goals

Use the data to make stage/status based goals, often in conjunction with process updates, to monitor progress both within that stage and overall LOS.

Review your organization's Stages/Statuses and Sub statuses

Do your stages/statues and sub statuses match your organizations need and the flow of animals? Are you using all of them? Do some need to be updated?



	Adult Dogs over 60	Adult Dogs over 40	Young Adults Dogs over 40	Juvenile Dogs over 40	Adult Dogs Under 40	Young Adult Dogs Under 40	Juvenile Dogs Under 40	Adult Dogs Under 25	Young Adult Dogs Under 25	Juvenile Dogs Under 25	Overall Average
Available	15.8	11.8	7.1	3.5	5	6	2.6	3.5	2.5	1.9	5.2
Available Awaiting Space	1.8	1.5	1.4	0.5	0.7	1.2	1.1	0.3	0.3	1.1	1.1
Awaiting Spay/Neuter	1.2	1.4	1.6	1	1.7	1.9	1.4	1.4	1.6	1.3	1.5
Evaluate	0	0.1	0	0.1	0.2	0.1	0.2	0.2	0.3	0.2	0.2
Total Overall	18.8	14.8	10.1	5.1	7.6	9.2	5.3	5.4	4.7	4.5	8

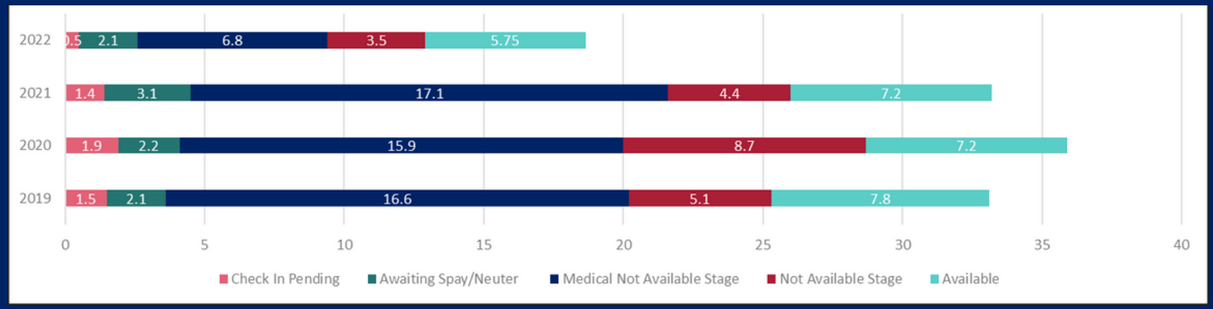
Examples

Intake Exams

If every animal coming into your organization is getting an intake exam, take a look at how long it is taking for the intake exam to be completed. If you have an expectation of it being within a day from intake but the data is showing another story, take a look at your intake processes.

Under Vet Care Inventory

If your reporting shows that animals are staying in medical stage/statuses longer, take a deeper look and see if there is anything process wise that can move them through sooner. Ex. Foster to Adopt, Medical Foster, process update to make them available with a consult, etc..



MEDICAL

- How do you track your medical population?
- How do you ensure no animal is getting stuck in a medical stage/status?

Recommendation: Have a process in place for medical cases that ensures they have their next steps planned on every exam. Ex. On examination there are two options - 1. Move forward or 2. Recheck date

FOSTER

- How do you track your foster population?
- Do you have a streamlined process to ensure they are coming back when due for boosters or to return?

Recommendation: Have a process in place for foster cases that ensures they have their next step scheduled on pick up or it is on the foster to communicate when they are ready to return. Utilize foster reporting to ensure no one is staying too long in foster care.

AVAILABLE

- What makes an animal available for adoption? Do all team members know it?
- Are you tracking how long your animals are available for adoption?
- Do you have pathway options for animals after they have been available too long?

Recommendation: Have an Available for adoption SOP that all staff are aware of. Have options based on how long an animal has been available (decrease in fee, updated photo/bios, adoption ambassador candidate, featured pet).

DAYS IN CARE

Most shelter databases offer the reporting on current inventory by stage/status. This will assist with daily population management.

STAGE BASED REPORTING

Review your stage/status based reporting to see where the animals are spending the most time while they are in your care and if improvements in processes are making a difference.

STAGE BASED GOALS

Stage based goals allow you to have measurable data goals for your staff to work towards.

OVERALL LOS

Monitor your overall Length of Stay of your animals from intake to outcome looking for trends and to see if process updates are making an impact on LOS.

Where to Start?

01 What is your organization's Animal Flow ?

1. What is your stage/status animal flow?
2. What are the items happening at each stage/status that progress the animal to the next steps?
3. How does each team know what they are doing and their part of the animal population they are in charge of?

02 Reporting on Stages/Statuses

1. Review the stages/statuses with the longest LOS/Days in care and the most days.
2. Do a Deeper Dive into the Data
3. Make Stage/Status Based Goals
4. Review your organization's Stages/Statuses and Sub statuses

03 Population Management / Monitoring

Using inventory reporting on stage/statuses to manage and monitor your animal population. This will ensure that your animals are progressing through the system efficiently and improve your flow.

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Where to Start?

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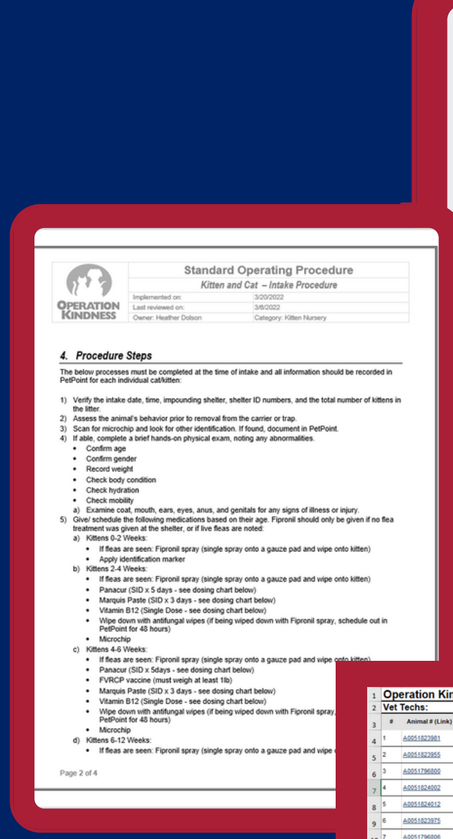
Standard Operating Procedure
Kitten and Cat – Intake Procedure

Implemented on: 3/20/2022
Last reviewed on: 3/8/2022
Owner: Heather Dolson
Category: Kitten Nursery

4. Procedure Steps

The below processes must be completed at the time of intake and all information should be recorded in PetPoint for each individual cat/kitten:

1) Verify the intake date, time, impounding shelter, shelter ID numbers, and the total number of kittens in the litter.
2) Assess the animal's behavior prior to removal from the carrier or trap.
3) Scan for microchip and look for other identification. If found, document in PetPoint.
4) If able, complete a brief hands-on physical exam, noting any abnormalities.
   - Confirm age
   - Confirm gender
   - Record weight
   - Check body condition
   - Check hydration
   - Check mobility
   a) Examine coat, mouth, ears, eyes, anus, and genitals for any signs of illness or injury.
5) Give/ schedule the following medications based on their age. Fipronil should only be given if no flea treatment was given at the shelter, or if live fleas are noted:
   a) Kittens 0-2 Weeks:
      - If fleas are seen: Fipronil spray (single spray onto a gauze pad and wipe onto kitten)
      - Apply identification marker
   b) Kittens 2-4 Weeks:
      - If fleas are seen: Fipronil spray (single spray onto a gauze pad and wipe onto kitten)
      - Panacur (SID x 5 days - see dosing chart below)
      - Marquis Paste (SID x 3 days - see dosing chart below)
      - Vitamin B12 (Single Dose - see dosing chart below)
      - Wipe down with antifungal wipes (if being wiped down with Fipronil spray, schedule out in PetPoint for 48 hours)
      - Microchip
   c) Kittens 4-6 Weeks:
      - If fleas are seen: Fipronil spray (single spray onto a gauze pad and wipe onto kitten)
      - Panacur (SID x 5days - see dosing chart below)
      - FVRCP vaccine (must weigh at least 1lb)
      - Marquis Paste (SID x 3 days - see dosing chart below)
      - Vitamin B12 (Single Dose - see dosing chart below)
      - Wipe down with antifungal wipes (if being wiped down with Fipronil spray, PetPoint for 48 hours)
      - Microchip
   d) Kittens 6-12 Weeks:
      - If fleas are seen: Fipronil spray (single spray onto a gauze pad and wipe

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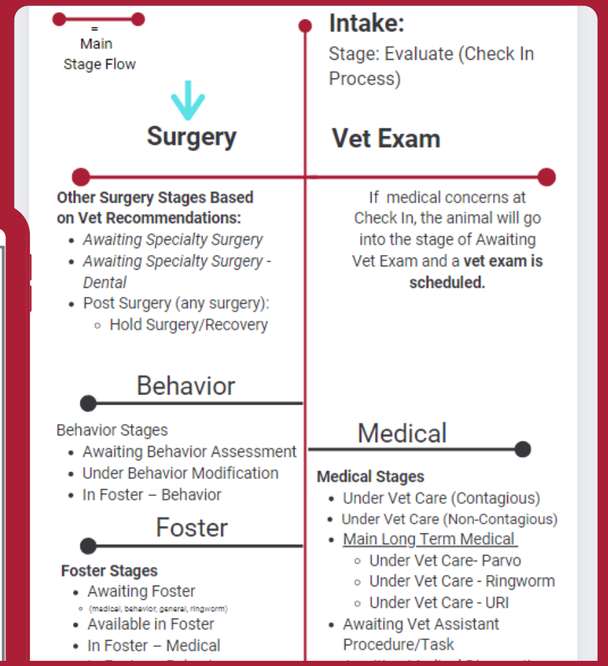

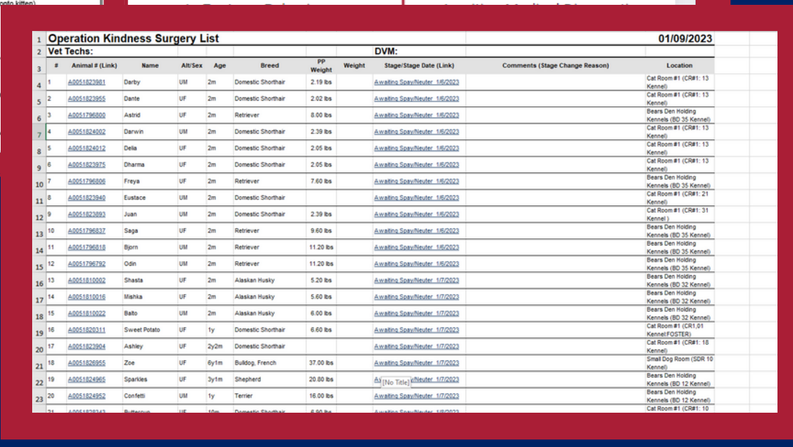
Operation Kindness Surgery List — 01/09/2023

Vet Techs: DVM:

#	Animal # (Link)	Name	Alt/Sex	Age	Breed	PP Weight	Weight	Stage/Stage Date (Link)	Comments (Stage Change Reason)	Location
1	A0051823981	Darby	UM	2m	Domestic Shorthair	2.19 lbs		Awaiting Spay/Neuter: 1/6/2023		Cat Room #1 (CR#1: 13 Kennel)
2	A0051823955	Dante	UF	2m	Domestic Shorthair	2.02 lbs		Awaiting Spay/Neuter: 1/6/2023		Cat Room #1 (CR#1: 13 Kennel)
3	A0051796800	Astrid	UF	2m	Retriever	8.00 lbs		Awaiting Spay/Neuter: 1/6/2023		Bears Den Holding Kennels (BD 35 Kennel)
4	A0051824002	Darwin	UM	2m	Domestic Shorthair	2.39 lbs		Awaiting Spay/Neuter: 1/6/2023		Cat Room #1 (CR#1: 13 Kennel)
5	A0051824012	Dela	UF	2m	Domestic Shorthair	2.05 lbs		Awaiting Spay/Neuter: 1/6/2023		Cat Room #1 (CR#1: 13 Kennel)
6	A0051823975	Dharma	UF	2m	Domestic Shorthair	2.05 lbs		Awaiting Spay/Neuter: 1/6/2023		Cat Room #1 (CR#1: 13 Kennel)
7	A0051796806	Freya	UF	2m	Retriever	7.60 lbs		Awaiting Spay/Neuter: 1/6/2023		Bears Den Holding Kennels (BD 35 Kennel)
8	A0051823940	Eustace	UM	2m	Domestic Shorthair			Awaiting Spay/Neuter: 1/6/2023		Cat Room #1 (CR#1: 21 Kennel)
9	A0051823893	Juan	UM	2m	Domestic Shorthair	2.39 lbs		Awaiting Spay/Neuter: 1/6/2023		Cat Room #1 (CR#1: 31 Kennel)
10	A0051796837	Saga	UF	2m	Retriever	9.60 lbs		Awaiting Spay/Neuter: 1/6/2023		Bears Den Holding Kennels (BD 35 Kennel)
11	A0051796818	Bjorn	UM	2m	Retriever	11.20 lbs		Awaiting Spay/Neuter: 1/6/2023		Bears Den Holding Kennels (BD 35 Kennel)
12	A0051796792	Odin	UM	2m	Retriever	11.20 lbs		Awaiting Spay/Neuter: 1/6/2023		Bears Den Holding Kennels (BD 35 Kennel)
13	A0051810002	Shasta	UF	2m	Alaskan Husky	5.20 lbs		Awaiting Spay/Neuter: 1/7/2023		Bears Den Holding Kennels (BD 32 Kennel)
14	A0051810016	Mahka	UF	2m	Alaskan Husky	5.60 lbs		Awaiting Spay/Neuter: 1/7/2023		Bears Den Holding Kennels (BD 32 Kennel)
15	A0051810022	Balto	UM	2m	Alaskan Husky	6.00 lbs		Awaiting Spay/Neuter: 1/7/2023		Bears Den Holding Kennels (BD 32 Kennel)
16	A0051820311	Sweet Potato	UF	1y	Domestic Shorthair	6.60 lbs		Awaiting Spay/Neuter: 1/7/2023		Cat Room #1 (CR1.01 Kennel FOSTER)
17	A0051823904	Ashley	UF	2y2m	Domestic Shorthair			Awaiting Spay/Neuter: 1/7/2023		Cat Room #1 (CR#1: 18 Kennel)
18	A0051826955	Zoe	UF	6y1m	Bulldog, French	37.00 lbs		Awaiting Spay/Neuter: 1/7/2023		Small Dog Room (SDR 10 Kennel)
19	A0051824965	Sparkles	UF	3y1m	Shepherd	20.80 lbs		[No Title] euter: 1/7/2023		Bears Den Holding Kennels (BD 12 Kennel)
20	A0051824952	Confetti	UM	1y	Terrier	16.00 lbs		Awaiting Spay/Neuter: 1/7/2023		Bears Den Holding Kennels (BD 12 Kennel)
21										Cat Room #1 (CR#1: 10

Where to Start?

02

Reporting on Stages/Statuses

1. Review the stages/statuses with the longest LOS/Days in care and the most days.
2. Do a Deeper Dive into the Data
3. Make Stage/Status Based Goals
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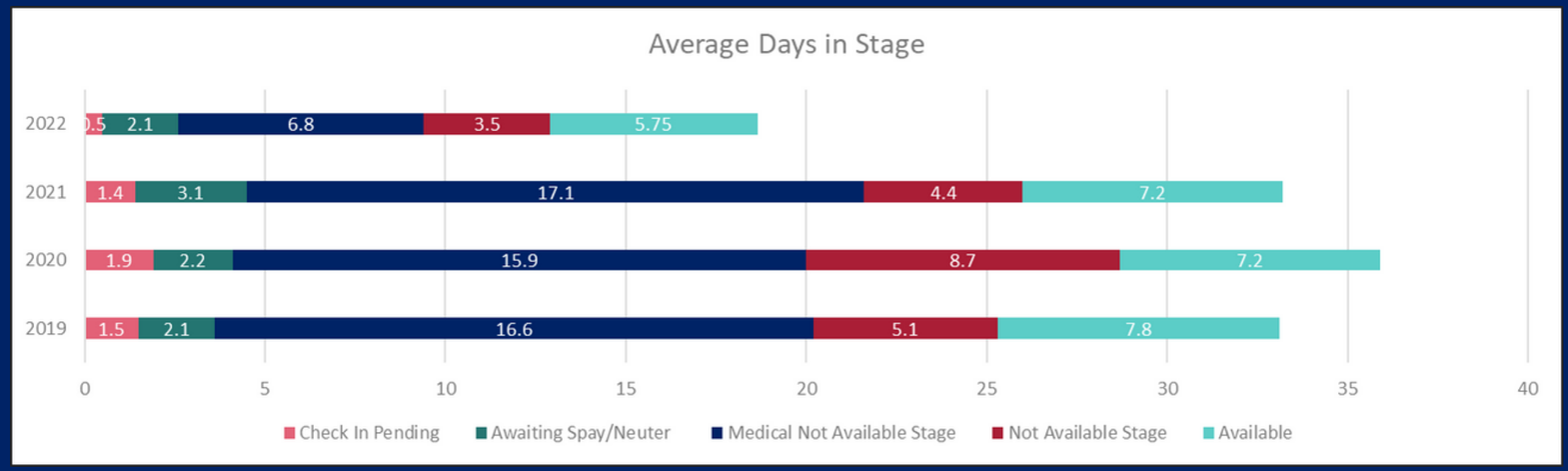
Stage Days Report

Print Date Thursday, January 5, 2023

Stage Date From	7/1/2021 12:00 AM	Animal Type	Cat
Stage Date To	12/31/2021 11:59 PM	Intake Type	All
Stage	All	Jurisdiction	All
Site	All	GroupBy	Stage

Animal# / ARN	Name / Sex	Intake Type / Intake Subtype	Intake Date / Intake Jurisdiction	Outcome Type / Outcome Subtype	Outcome Date / Location	Start Date / End Date	Stage Days
Available		Total Animals: 1785		Total Days: 9274.5		Average Days: 5.2	
Available - Awaiting Space		Total Animals: 948		Total Days: 1389.0		Average Days: 1.5	
Available - In Foster		Total Animals: 36		Total Days: 530.6		Average Days: 14.7	
Available - Offline		Total Animals: 2		Total Days: 0.1		Average Days: 0.1	
Awaiting Behavior Assessment		Total Animals: 28		Total Days: 29.6		Average Days: 1.1	
Awaiting Foster - Behavior		Total Animals: 5		Total Days: 8.4		Average Days: 1.7	
Awaiting Foster - General		Total Animals: 449		Total Days: 509.7		Average Days: 1.1	
Awaiting Foster - Medical		Total Animals: 76		Total Days: 208.5		Average Days: 2.7	
Awaiting Foster - Ringworm		Total Animals: 38		Total Days: 624.7		Average Days: 16.4	
Awaiting Medical Diagnostics		Total Animals: 24		Total Days: 139.5		Average Days: 5.8	
Awaiting Spay/Neuter		Total Animals: 1072		Total Days: 2371.7		Average Days: 2.2	
Awaiting Specialty Surgery		Total Animals: 35		Total Days: 66.3		Average Days: 1.9	
Awaiting Specialty Surgery-		Total Animals: 4		Total Days: 7.3		Average Days: 1.8	



Where to Start?

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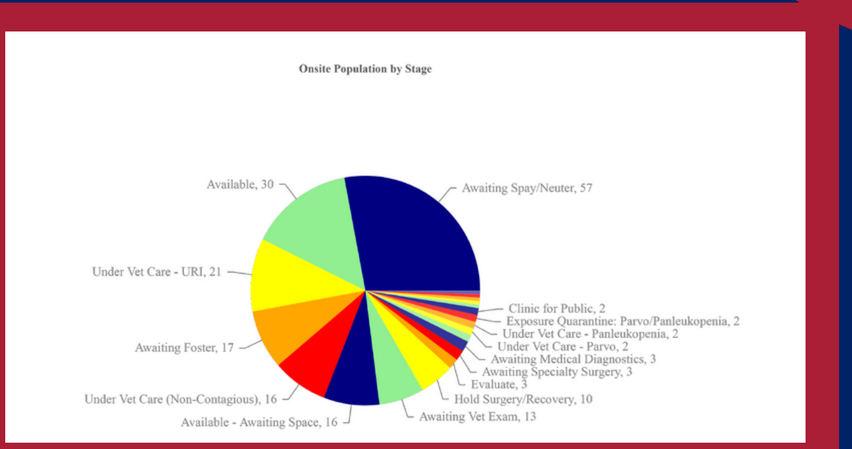
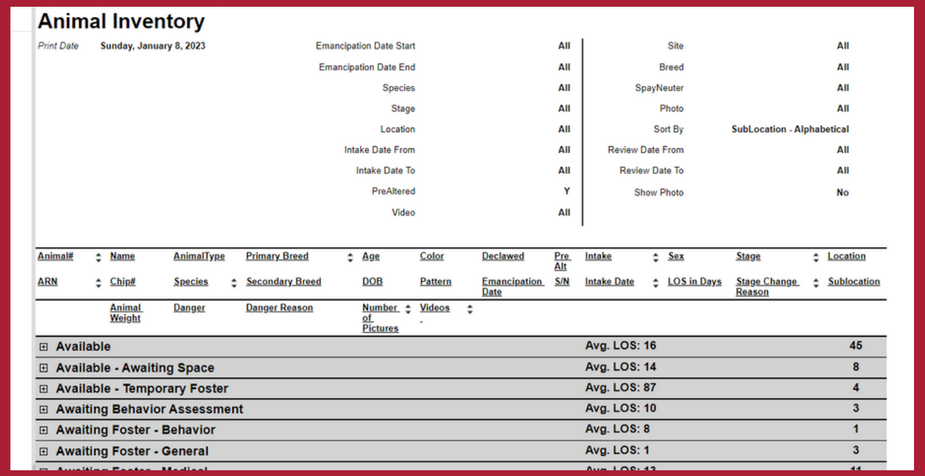
Population Management / Monitoring

Using inventory reporting on stage/statuses to manage and monitor your animal population. This will ensure that your animals are progressing through the system efficiently and improve your flow.

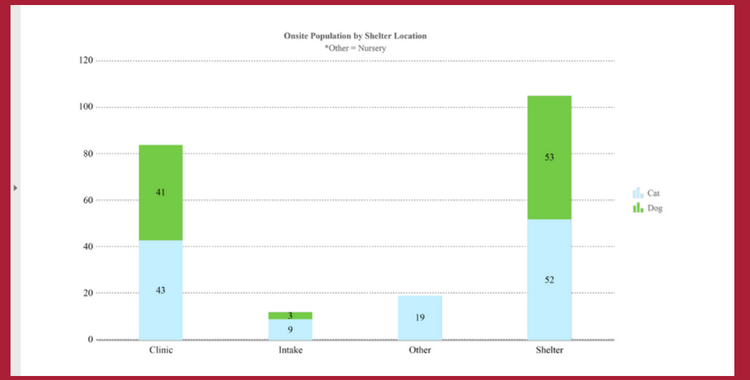




Animal Inventory

Print Date	Sunday, January 8, 2023	Emancipation Date Start	All	Site	All
		Emancipation Date End	All	Breed	All
		Species	All	SpayNeuter	All
		Stage	All	Photo	All
		Location	All	Sort By	SubLocation - Alphabetical
		Intake Date From	All	Review Date From	All
		Intake Date To	All	Review Date To	All
		PreAltered	Y	Show Photo	No
		Video	All		

Animal# / ARN	Name / Chip#	AnimalType / Species	Primary Breed / Secondary Breed	Age / DOB	Color / Pattern	Declawed / Emancipation Date	Pre Alt / S/N	Intake / Intake Date	Sex / LOS in Days	Stage / Stage Change Reason	Location / Sublocation
	Animal Weight	Danger	Danger Reason	Number of Pictures	Videos -						
⊞ Available								Avg. LOS: 16			45
⊞ Available - Awaiting Space								Avg. LOS: 14			8
⊞ Available - Temporary Foster								Avg. LOS: 87			4
⊞ Awaiting Behavior Assessment								Avg. LOS: 10			3
⊞ Awaiting Foster - Behavior								Avg. LOS: 8			1
⊞ Awaiting Foster - General								Avg. LOS: 1			3



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Monitoring LOS and In Care Days

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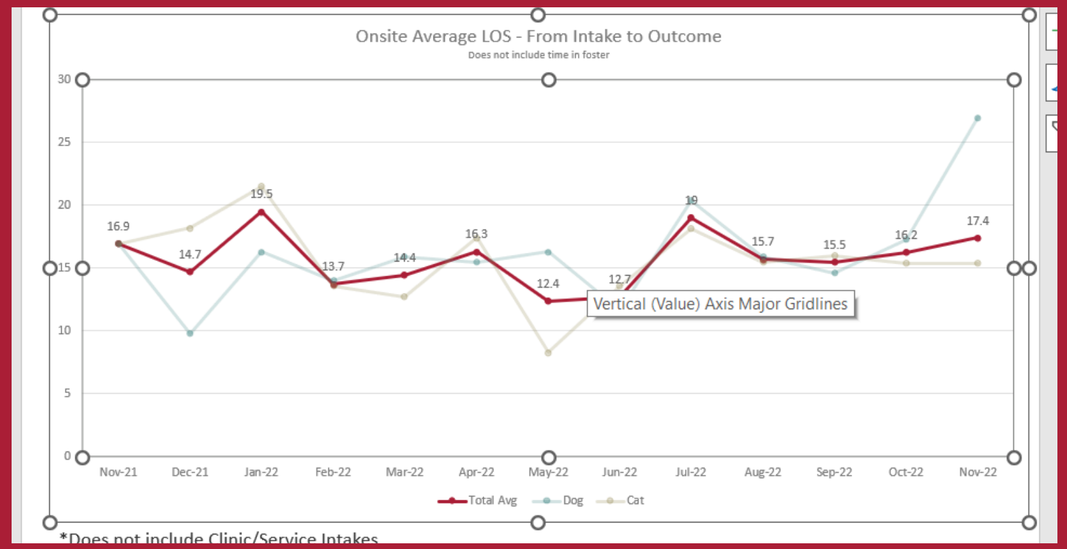
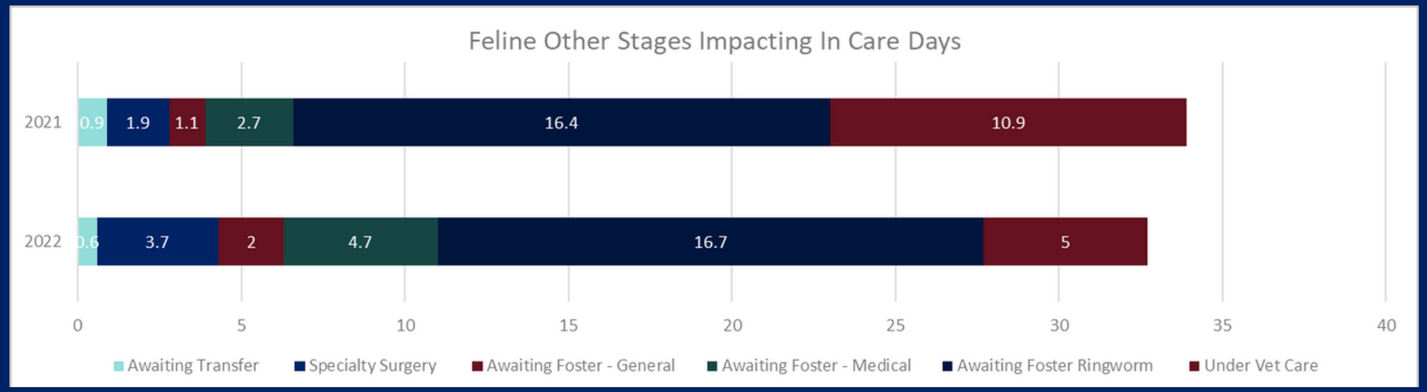




Get in touch with your shelter database support

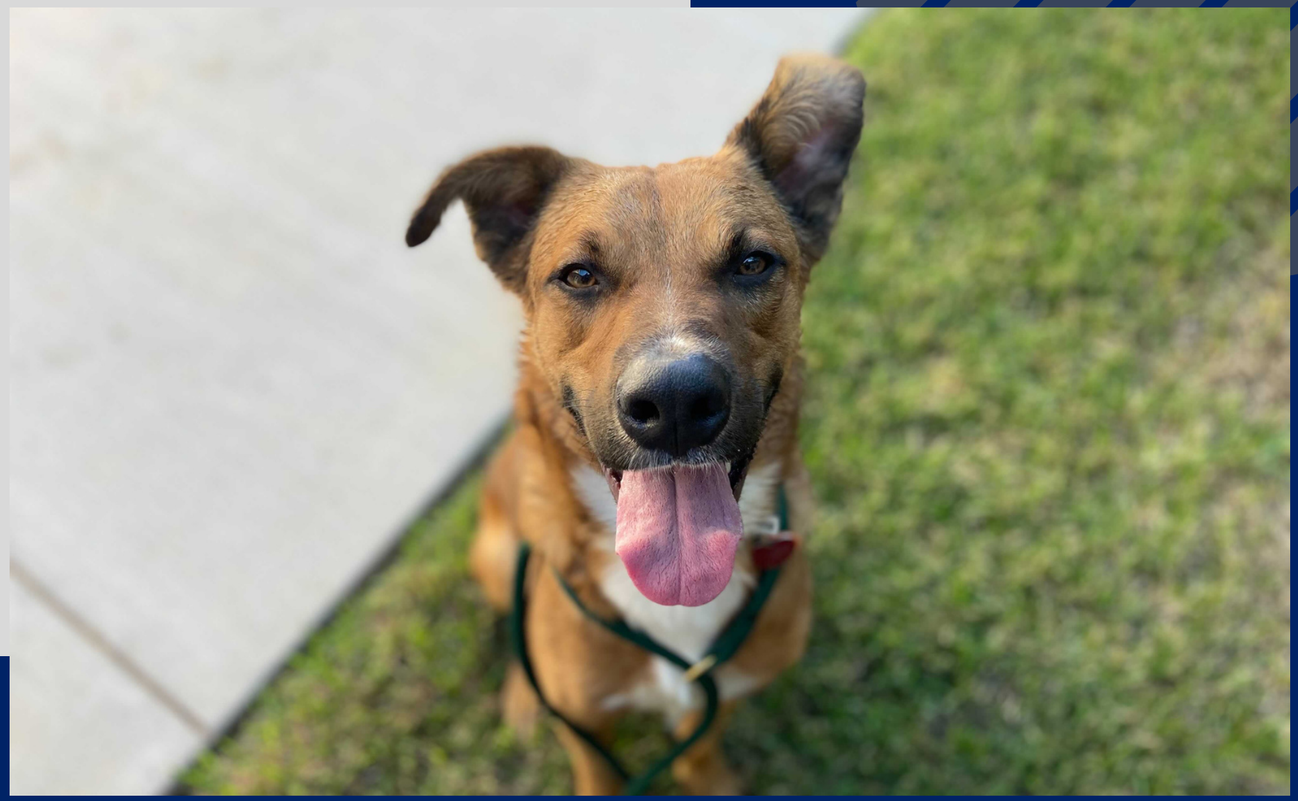
Support Contact Information

Shelter Buddy: support@shelterbuddy.com

PetPoint: Submit a ticket for support under Support> "Contact Us"

Chameleon: support@chameleonbeach.com

ShelterLuv: help@shelterluv.com



THANKS!

QUESTIONS?

mswan@operationkindness.org

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