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?

- 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?
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).
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.

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.

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

04 Monitoring LOS and In Care Days

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Where to Start?

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**Population Management / Monitoring**

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### Animal Inventory

<table>
<thead>
<tr>
<th>Animal</th>
<th>Sex</th>
<th>DOB</th>
<th>Date Spayed</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tr>
</tbody>
</table>

### Current Population by Site

<table>
<thead>
<tr>
<th>Location</th>
<th>Current Population</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

![Chart showing population by stage with percentages for different statuses.](chart)

![Chart showing animal inventory with various statuses.](chart)
Where to Start?

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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@chameleondeanbeach.com

**ShelterLuv:** help@shelterluv.com
THANKS!
QUESTIONS?

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