



Length of Stay

Connie's Weekly Newsletter

We know how important Length of Stay ("LoS") is as a standard measure of efficiency for animal welfare organizations. Thus, we have been surprised to see that LoS, after falling a full day for cats amongst PetPoint users between 2010 and 2012, has jumped 2.5 days in 2013. For dogs, LoS fell 2.3 days between 2010 and 2012 but has increased 1.8 days in 2013, again reversing a two-year trend. We have some ideas, which may assist these PetPoint users, whom have seen similar trends in their organizations.

One of the big benefits to being part of the PetPoint community is access to data, which can help your organization to manage key metrics, including LoS. On the third Monday of each month we publish the PetPoint Report, which tracks significant trends in animal welfare and is available free of charge at www.petpoint.com. In addition to our monthly report, I would like to share with you some specific recommendations of how you can use PetPoint to shorten your organizations LoS.

To begin, you can determine your organization's LoS by accessing two reports in your PetPoint reports; both are labeled Animal Length of Stay. In addition, you can review how your organization stacks up to your peers by running the PetPoint Portfolio reports that are listed at the top of your report website, this report provides comparative data for your shelter, your state and all organizations using PetPoint in your country.

Why duplicate records and use spreadsheets outside of PetPoint to track information when all of these functionalities exist within PetPoint? Allow your organization to take advantage of all that PetPoint has to offer and allow for better efficiency amongst your staff, which in turn will free up time otherwise spent on countless paperwork.

"Kudos to PetPoint for offering all these fantastic and specific tips for how to use your shelter software to help make sure animals in your care are getting what they need, when they need it, so that they can get on their way as soon as possible," said Sandra Newbury, DVM and National Shelter Medicine Extension Veterinarian at the UC Davis School of Veterinary Medicine.

Below are excerpts from the team at the UC Davis Koret School of Medicine Programs vast library <http://www.sheltermedicine.com/node/47>. The document below has the work item along with the corresponding PetPoint capabilities to assist you in finding ways to help shorten your LoS. (Please refer to highlighted text.)

Assess each animal daily and ensure that all needed steps have been taken for that animal, that day, including:

- Contacting potential owner/guardians or otherwise following up on identification (e.g. tracking microchip or license information to owner information).
 - The Lost/Found module makes searching for stray animals easy!
http://www.petpoint.com/help/lost_found_search.htm
 - Record each time an animal is scanned to never miss a chip again! Go to:
Edit > Animal and click on the Identifications Tab:

Edit - Animal

Animal ID's	Animal Info	Location Info
A19480415	Active New Arrival Buddy - Dog Male - Adult Poodle, Toy - Black - Solid Altered: Yes, Size: Small, Weight: 8.00 pound Bitten: No Bite History, Danger: No	Shelter Building Dog Adoption - Cage 9

Print: -- Kennel Card -- -- Documents -- -- Medical Documents -- **Animal View Report**

Jump To: -- Outcome -- -- Edit -- -- Care/Services --

Animal Search | Express | Details | Photos / Videos | Profile | Memos | **Identifications** | Vouchers / Waivers | Holds | Stage / Location

Microchip (optional)

ID Number: Issuer: -- Select -- Issue Date:

Emergency contact

First Name: Last Name: Home Phone: Other Phone: ext.

Your pet's microchip information will be registered with 24PetWatch pet recovery database.

Yes, I consent to the release of my name and telephone number to anyone that finds my pet.

Reset Save Delete Microchip

Microchip Scans

Scan Date/Time	Scan By	Results	Comments
06/19/2013 02:32 PM Now	-- Select --	-- Select --	<input type="text"/>
Created Date/Time	By	Last Updated Date/Time	By

Clear Save Add Scan

Microchip scan saved

Scan Date/Time	Scan By	Results	Comments	Delete
06/19/2013 02:29PM	Tiffani Nolan	No Chips Found		Delete

Record Count: 1 10 / Page

- Tip: Have you tried using the Bluetooth microchip scanner to enter this information automatically without having to type the number?
- Behavioral and/or medical care to alleviate suffering and improve adoptability
 - Initiation or discontinuation of treatment
 - Both the Behavior and Medical modules can be found under the Care Tab
 - Click here for Behavior Module details: http://www.petpoint.com/help/care_behavior.htm
 - Click here for Medical Module details: http://www.petpoint.com/help/Care_Medical.htm
- Behavioral and/or medical assessment to determine adoptability
- Spay/neuter surgery or other medical procedures required before adoption
- Run a "needs spay/neuter report" every morning from PetPoint; this could be a pending/scheduled surgery list, or it could be an inventory list filtered to animals with an altered status of "No", depending on your procedures
- Rescue group contact and pick-up
 - Keep track of your Rescue Network via Edit > Agency
- Move animals from stray or intake areas to adoptable areas as soon as a required hold is completed
- Tip: Try location management. You can track current occupancy, and even map areas to specific animal types, genders and sizes. PetPoint Enterprise users can use "Find" to find the next available location that matches the animal.
- Euthanasia – decision and performance

The daily assessment should include representatives from each department of the shelter. On a daily basis, staff must be able /empowered to assess clerical issues (e.g. paperwork, owner contact process, issues with legal holds); medical issues; and behavioral issues. Perform daily rounds early in the day if possible (prior to cleaning) at a time when interruptions will be minimized. The assessment includes a consideration of the pathway for each animal, a look at the overall condition of each ward or holding area (smell, cleanliness, noise, and overall presentation to adopters), and attention to each animal's paperwork, cage/kennel, and an assessment of the animal's physical and mental condition. For group housed animals (including litters), specifically note each animal in the group and briefly assess them as described below, the same as for individually housed animals. At least every two weeks, perform a more detailed evaluation of each individual animal still in the shelter.

Paperwork/computer record: Is the paperwork current, in accord with the computer record, and does it accurately describe the animal? Are dates on the paperwork accurate? Have all needed steps been taken to contact owners/interested parties/rescue? Is there any paperwork on the cage that might unduly discourage adopters (e.g. describing behavioral or medical issues that have since been resolved?) Is there any indication on the paperwork that

the animal has a behavioral or physical condition that will present special challenges for adoption (e.g. a description that the animal was surrendered for a serious behavior problem)? If so, is there information for adopters describing what steps have been taken to mitigate the problem, or other information that might encourage the animal to be considered for adoption?

For animals housing identification, we recommend utilizing one of the seven standard PetPoint kennel cards to present the most useful information to potential adopters. PetPoint Enterprise organizations enjoy the benefits of customizing their own kennel card to meet the specific needs of their corporate image / branding while sharing the details that they choose to share, in the layout and format that works for them.

Location/status (legal, medical, behavioral): Is the animal in a location within the shelter that is recorded in the computer? Is the animal in the correct location within the shelter, based on its physical condition, behavioral and hold status? For example, is the animal past its stray hold but still in a holding area rather than an adoption area? Is it in a treatment area even though it has recovered from the illness being treated? If the animal is not housed in the appropriate location, immediately schedule steps to remedy the situation, e.g. behavioral or medical evaluation, movement to the appropriate area of the shelter.

You can check the Location View Report daily in PetPoint to ensure animals are in the correct location. Tip: The Animal Inventory Medical report can show pictures of the animal along with their medical history for easy review and auditing.

Cage/kennel: What is the condition of the animal's environment? Is there evidence of illness, such as diarrhea or sneeze marks on the walls? Are the housing conditions safe, with no damage to the kennel, water source, bed, food dishes etc. that could harm the animal? Is the environment humane for the amount of time the animal has been held? If the animal has been in that kennel for more than one month, does it have enrichment equivalent to that expected in an adoptive home (e.g. room to move about, stretch to full length, choice of hard and soft surfaces for resting, toys and access to human contact and exercise on a daily basis)?

Care Activity has been expanded to allow you to track activities. Utilizing this module, you can create items such as managing play groups, off campus exercise programs and other enrichment programs. PetPoint Enterprise organizations can set these programs up in advance with statuses of pending or scheduled, allowing for reporting, planning, and mass updating through Follow Up.

Animal: Is there any evidence of illness? Is this being treated appropriately? If the animal is on treatment, has an appropriate recheck date been scheduled? Is there evidence of kennel stress or other behavioral concerns? Is there anything about the animal's behavior or appearance that might deter adopters, such as a very dirty or matted coat, or aggressive barking at by-passers?

The Follow Up module for medical allows you to manage rechecks and update groups of animals all at once. PetPoint Enterprise can utilize Follow Up for more than medical (Intakes, Outcomes, Activity, Foster and Behavior).

Re-evaluation of Animals Held Long Term

Perform a more extensive evaluation of each animal's physical and mental condition and adoptability at least every two weeks. Take the animal out of the kennel, run your hands over the body to look for weight loss, wounds, sores or other physical problems, and reassess the animal's overall well-being. Ideally animals should also be weighed every two weeks while in the shelter, as weight loss or gain is a common problem in long-term housed animals. Schedule a full physical exam by a veterinarian at least every six months or more often if indicated (e.g. chronic medical condition, geriatric animal). Remember that you can set these exams up to auto-schedule based on your admin setup.

Don't forget to track the weight in the animal's record in PetPoint. There is no reason to enter it in a different database.

Daily Rounds Action List

Except in emergencies (e.g. a severely ill animal is identified that needs immediate action to prevent exposure to other animals or relieve suffering), action on animals should not be taken during rounds. Instead, maintain a "daily action list" noting every single animal that needs action taken to make sure it is in the right location, with current paperwork/computer record, is scheduled for any needed procedures at a definite time, all needed contacts have been made (owner reclaim, rescue etc.), the animal is housed safely and appropriately, and is receiving all required

medical and behavioral care. Most actions should be completed on the same day they are noted. Occasionally, it will be necessary to schedule the animal for an action on a defined date in the near future (e.g. spay/neuter surgery prior to release; pick up by rescue on a definite date). When scheduled, this should be noted on the animal's paperwork and in its computer record so the action does not need to be re-recorded unless it fails to take place on the day scheduled. The action list can double as a medical log for the veterinarian. Actions requiring veterinary review can be highlighted for easy identification. If the veterinarian does not come in daily, note on the action list the date that the veterinarian is expected to check the animal. Make copies as needed if several people will be working from the action list throughout the day. Review the action list at the end of each day (generally by the shelter manager). Since most actions will be completed on the same day they are noted, it may be easier to rewrite actions carried over from the previous day on a new action list. No more than 2-3 days worth of action lists should be kept at any one time. If actions routinely carry over from one day to the next simply because staff time is not adequate, this is an indication that scheduling or planning needs to be reevaluated. Delaying procedures does not save staff time, since they will ultimately have to be done and in the meantime, the animal will stay longer (increasing daily staff requirements) and will experience a delay in receiving needed care.

In your PetPoint database, you can utilize the Conditions tab or procedures (Treatments Tab) in the medical section to record these actions. Consider adding an Exam subtype of "Rounds" to further identify action items/observations for the animals. Based on your admin setup, these can be auto-triggered, and then the Follow Up functionality can be used to mark them complete.

Contact your outreach representative or any of us at PetPoint if you would like to find out more about Enterprise or have any questions on how PetPoint can enable you to become more efficient.

Did you know?

Did you know that DNA testing can decrease LoS for your dogs? Look for the published study coming soon! And, did you know you can get your dog's DNA test results delivered to you in as little as 4 business days? [Click here](#) to learn more.

Sincerely,

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