# Fast Track – Live Meeting 1 3/29/23 Outcome Decision-Making:

Factors & pressures that impact decision-making

#### TRACK COACHES:

**LEAD COACH:** <u>Chumkee Aziz</u>, DVM, DABVP (Shelter Medicine) Outreach Veterinarian, at the UC Davis Koret Shelter Medicine Program

**CO-COACH:** <u>Cindi Delany</u>, DVM, Maddie's Million Pet Challenge Director of Online Learning at the UC Davis Koret Shelter Medicine Program

**GUEST SPEAKER:** <u>Kelly Bremken</u>, MSSW, VSW, Oregon Humane Society





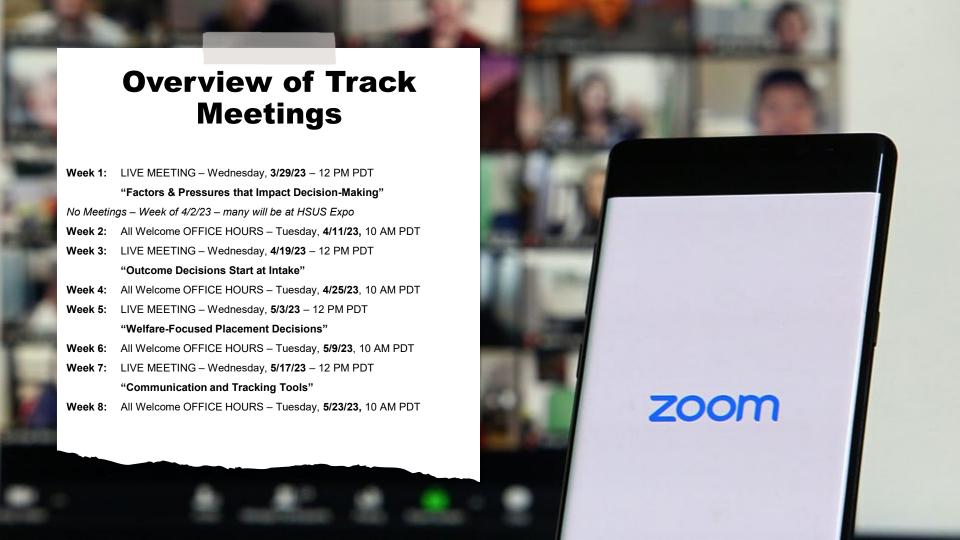


### Maddie's Fund

#ThanksToMaddie



# Learniverse Medicine Program



# **Community Guidelines**

- Learners of all abilities, identities, and roles in the animal welfare field are welcome here.
- We all know something; none of us knows everything.
- We don't all start or end at the same place.
- Identify problems but give your power and energy to solutions.
- Come if/when it's useful to you. Don't when it's not (feedback is most welcome!).
- Be brave. We can't help if you don't ask.
- Feedback, feedback, feedback!

#### In Our Zoom Meetings:

- We prefer to see your face when possible, but turning your video on is optional.
- Update your name & org in Zoom, consider adding your pronouns



## Science of Decision-Making

Decisions use up mental resources and reduce executive functioning.

#### **Decisions are difficult to make because:**

- We seem to have many options
- Making a choice comes with risk risk of regret, fear or disappointment – and it's hard to regulate our emotions around this risk
- It's hard to make sense of complex, important, abstract tasks



#### Decision-Making in Complex, Strained Systems

Complicated & ethical decisions

**LEAD TO** 

Risk avoidance

- Decision fatigue
- Decision paralysis
- Moral distress

- Increased misunderstanding of each other
- Increased flawed conclusions

#### What We May Default To

- Accepting status quo
- Delaying decisions while waiting for perfect option, consensus, or a decision is made for you (illness or kennel crazy)
- **Simplifying** things
- Avoid taking risks
- Relying on intuition



#### **Red Flags**

- Prolonged length of stay to euthanasia
- Increased died in kennel cases
- Deterioration in condition before euthanasia
- Periodic outbreaks triggering euthanasia



### Internal & Individual Factors

- Life experience
- Beliefs
- Bias
- Trauma
- Fears
- Doubts



## **Deep Dive into Cognitive Biases**

- Confirmation bias
- Hindsight bias
- Sunken cost fallacy/ Escalation of Commitment
- Survivorship bias
- Experience bias
- Safety bias



### External & Organizational Factors

- Long work hours
- Understaffing
- Traumatic cases
- Unpredictable days

- Public image and scrutiny/reputation
- Community advocates
- Cyberbullying
- Culture
- Values/Mission

#### **How to Improve Decision-Making**

- Guardrails
- Systems
- Collaborative decision-making
- Dedicate time to talking about decision-making
- Dedicate time to talk about the decisions you have made
  - What went well
  - What was a struggle
  - What you learned

#### **But wait...there's more.**

- Want more coaching and help?
  - Consider applying to be in this Fast Track's "Track Pack"
  - https://ucdavis.co1.qualtrics.com/jfe/form/SV\_b9hldxtTKD2O EbY
- Share info on this Fast Track with your team (meeting registration link)
  - https://sheltermedicine.zoom.us/meeting/register/tZlkcOyrqD 4qG9Qn8jMPEgrOT3mXIRZe1Rvc
- Check out our other Fast Tracks
  - > www.sheltersummit.com
- ➤ Visit this Fast Track's **home base at Maddie's University** to access meeting schedules, meeting recordings, resources, slide decks, etc.
  - https://university.maddiesfund.org/p/MMPC Learniverse Spring 2023 Shelter Summit Outcome Decisions

