

Spring 2023

# SHELTER SUMMIT

+ FAST TRACKS 

## Fast Track – Live Meeting 1 3/29/23

### Outcome Decision-Making:

Factors & pressures that impact  
decision-making

#### TRACK COACHES:

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

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

**GUEST SPEAKER:** Kelly Bremken, MSSW, VSW, Oregon Humane  
Society



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# Maddie's Fund

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**MILLION PET**  
**CHALLENGE**

UCDAVIS KORET SHELTER MEDICINE PROGRAM



**Learniverse**

# Overview of Track Meetings

**Week 1:** LIVE MEETING – Wednesday, **3/29/23** – 12 PM PDT  
“**Factors & Pressures that Impact Decision-Making**”

*No Meetings – Week of 4/2/23 – many will be at HSUS Expo*

**Week 2:** All Welcome OFFICE HOURS – Tuesday, **4/11/23**, 10 AM PDT

**Week 3:** LIVE MEETING – Wednesday, **4/19/23** – 12 PM PDT  
“**Outcome Decisions Start at Intake**”

**Week 4:** All Welcome OFFICE HOURS – Tuesday, **4/25/23**, 10 AM PDT

**Week 5:** LIVE MEETING – Wednesday, **5/3/23** – 12 PM PDT  
“**Welfare-Focused Placement Decisions**”

**Week 6:** All Welcome OFFICE HOURS – Tuesday, **5/9/23**, 10 AM PDT

**Week 7:** LIVE MEETING – Wednesday, **5/17/23** – 12 PM PDT  
“**Communication and Tracking Tools**”

**Week 8:** All Welcome OFFICE HOURS – Tuesday, **5/23/23**, 10 AM PDT

A smartphone is shown in the foreground, displaying the Zoom logo in blue on its screen. The background is a blurred grid of video conference participants, suggesting a Zoom meeting in progress.

zoom

# 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\\_b9hldxtTKD20EbY](https://ucdavis.co1.qualtrics.com/jfe/form/SV_b9hldxtTKD20EbY)
- **Share info** on this Fast Track with your team (meeting registration link)
  - <https://sheltermedicine.zoom.us/j/8446822222>
- Check out our **other Fast Tracks** –
  - [www.sheltersummit.com](http://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](https://university.maddiesfund.org/p/MMPC_Learniverse_Spring_2023_Shelter_Summit_Outcome_Decisions)



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