

BACKGROUND

Spay/Neuter Alliance keeps all our patients overnight Monday – Thursday, but we do release same day on Friday. The majority of our patients arrive via the transport program (Mon-Thu) and with a mid-to-late morning arrival, it would not be practical to return the transport patients the same day. In the context of our overall clinic flow, we cannot be certain which publicly owned animals (that arrive in the morning) will have surgery early in the rotation; therefore it is most efficient to keep all the animals overnight.

Some clinics choose to release all the animals the same day or a blended approach (dogs the same day; cats next day). Clinics that take this approach should be aware of the challenges to staffing, overtime risks, and realistic daily surgical numbers. Use the following flow milestones and sample clinics to understand the dynamics of both approaches.

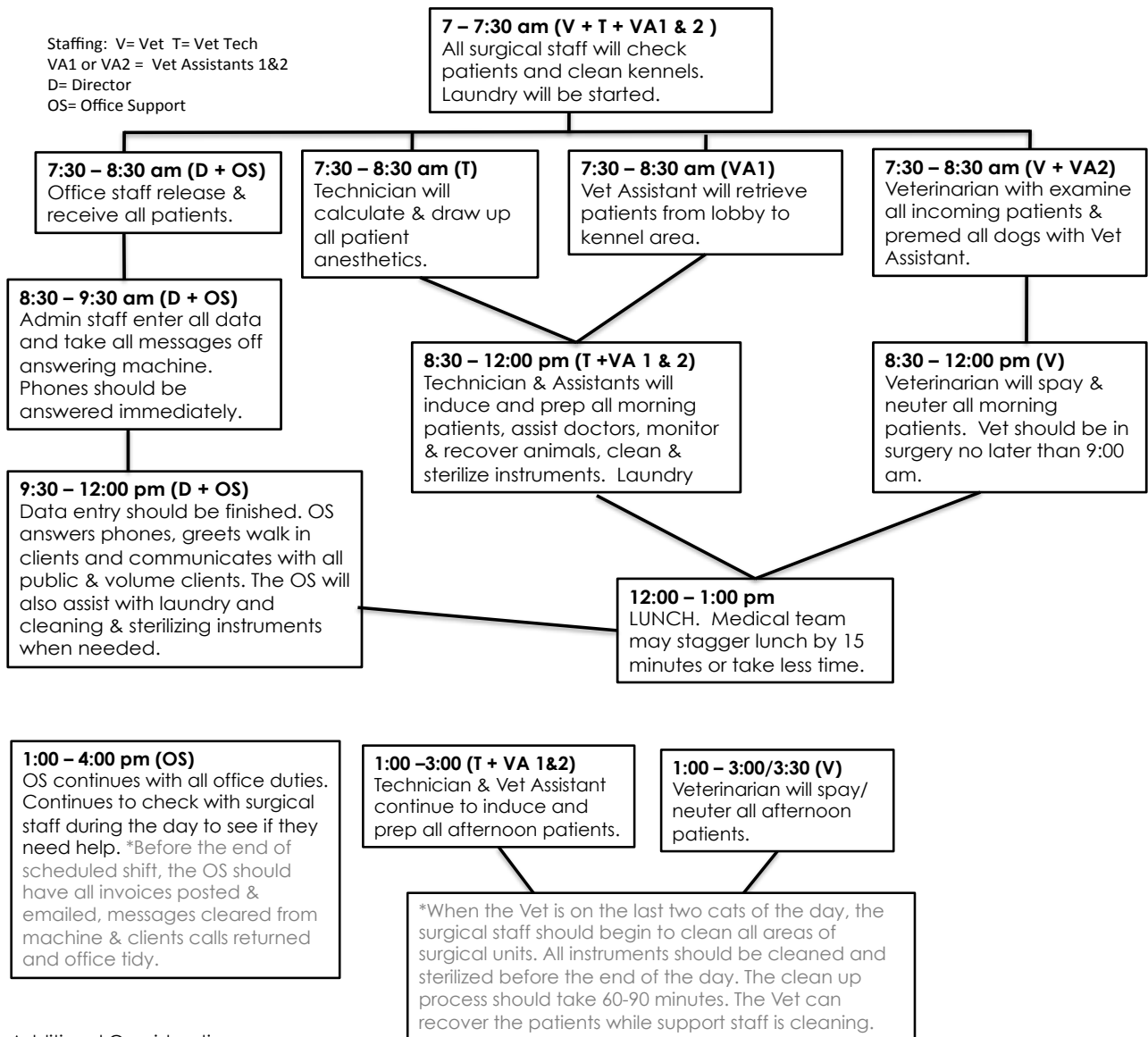
FLOW MILESTONES FOR 1-VET CLINIC (35 SURGERIES PER DAY)

1. With 25 animals, medical check-in should take 30 minutes. This includes exam and pre-meds. As you move up into the 30's, check-in time will extend to 45 minutes.
2. Goal to have first animal in surgery at 8:30-8:45 am but no later than 9:00 am (assumes an 8:00 am check-in time or 30-45 minutes after your intake time).
3. Tech should stop assisting with check-in process and start drug draws around 8:20 am. Drugs should be drawn for first 10 patients in 20 minutes so at 8:40am. Total time for all drug draws is approximately one hour.
4. Goal to have four or more surgeries completed in the first hour and continue at a pace of 5-7 animals per hour for a total of 5-1/2 to 6-1/2 hours of total surgery time. Many clinics set a goal to finish dog surgeries before breaking for lunch; with cats after lunch.
5. Good flow requires the next patient already in place on the second table, prepped for surgery, at the time the current surgery is being closed. This enables the veterinarian to change gloves, acquire suture and begin the next surgery with no downtime in between.
6. All publicly owned animals must be fully awake before release therefore a minimum of 2 hours is needed post-surgery. Three hours is a higher standard. The minimum time also depends on your drug cocktail.
7. Your surgical flow may be compromised if you do not have the correct number or type of packs available to complete your surgical day.
8. The physical layout of your clinic can affect your flow in terms of how far the staff has to go to & from the kennel rooms and to & from the laundry/pack area.

9. Develop your own chart for how long your particular pre-med cocktail is effective. You do not want to pre-med too many and have their drugs wear-off before surgery.
10. Rechecks should be scheduled either in the morning, at lunch or the end of the day to minimize interruptions to the surgical schedule.
11. Allowing late arrivals, walk-in wellness services or offering extra services (dentals, tumor removals, cherry-eye repair) will interrupt your clinic flow and lengthen the day.
12. The vet must be on site before any medications are given to the patients. At the end of the day, the vet leaves once he/she is comfortable that all patients are stable.

SAMPLE NEXT DAY RELEASE FLOW

1-Vet Clinic – Next Day Release – Daily Flow

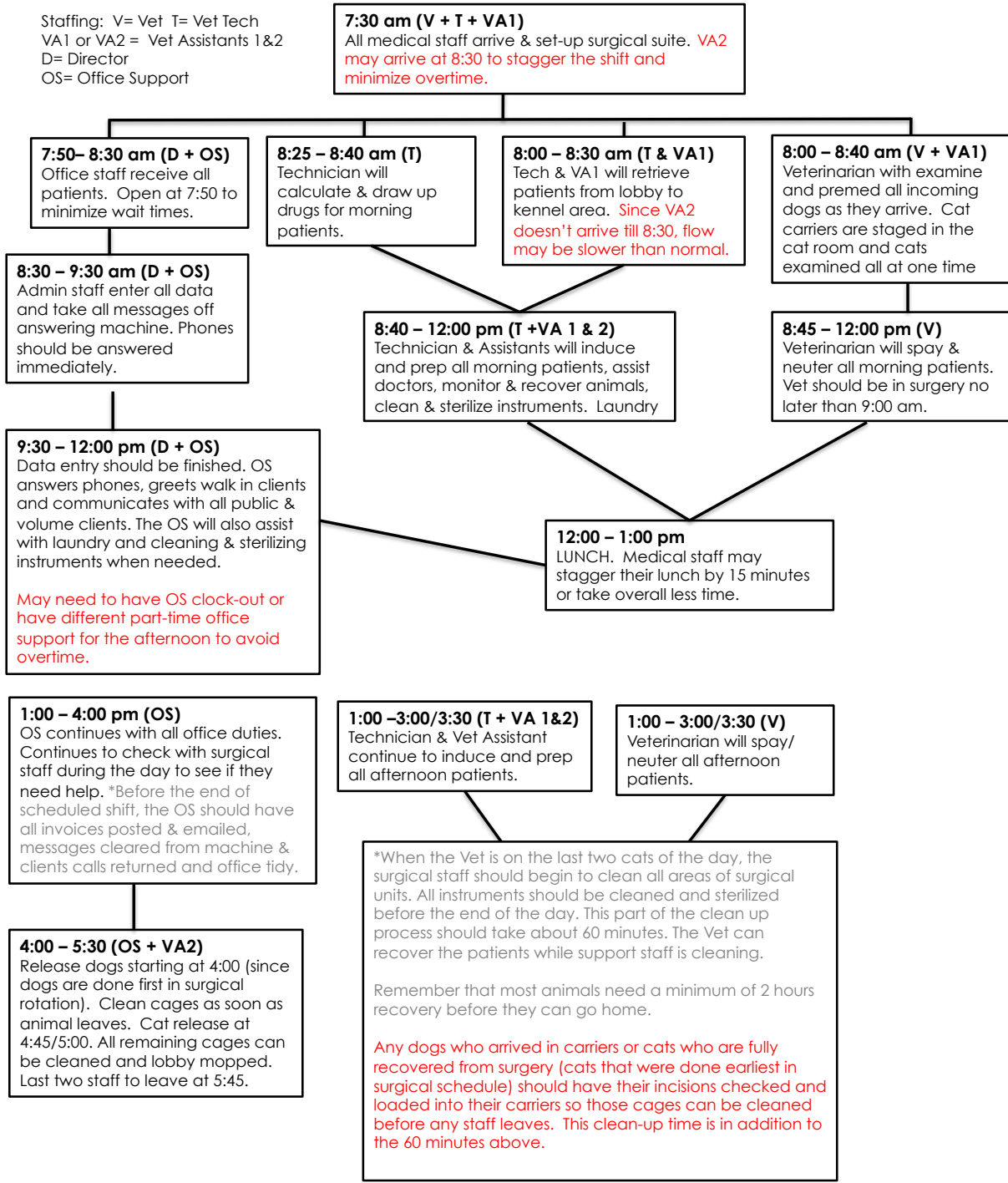


Additional Considerations:

1. On Monday, the staff can arrive at 7:45 since there are no animals to release.
2. Friday afternoons before release can be used for inventory ordering and weekly cleaning tasks. Not all staff is required to stay for release.

SAMPLE SAME DAY RELEASE FLOW

1-Vet Clinic—Same Day Release—Daily Flow



SAMPLE SAME DAY RELEASE—ONE-VET CLINIC

- Not allowed to hold animals overnight per zoning requirements.
- Operates five days per week with 60% public and 40% partner business.
- Average 30 animals per day; seven-to-nine dogs and balance cats due to higher demand for cat appointments. 35 animals/day is possible but is a stretch due to surgical speed of vet.
- Staffing is one vet + three medical support (two techs & one assistant), one-and-a-half administrative staff. Regular volunteers used in the office.

TIME	EVENT
7:15am	1 office support + 1 vet assistant start clinic set-up
7:30am	Intake begins. Vet and tech arrive and begin patient exams until approximately 8:30am
8:30am	2nd vet tech arrives
8:30 - 11:00am	Office support handles calls, data entry then clocks-out at 11:00 for 2-hour break
8:45am – 12:00pm	Medical staff in surgery and finishes dogs and starts cats
12:00 – 1:00pm	Medical staff take rotating lunch breaks of 30 mins
1:00 – 2:30pm	Medical staff finishes surgery & office staff finishes changes to data entry
2:30 - 3:30pm	Medical staff handles, cleaning, packs/laundry and drug log
3:30pm	Medical staff checks patient incisions and begin loading into carriers. 1st vet assistant goes home. Vet goes home after last recheck
4:00 - 5:30pm	Patient release with dogs first and cats later. Vet tech goes home 4:15-4:30pm
5:30pm	Close. 2nd Vet tech and office support go home after last cleaning & end of day reports/financial reconciliation

SAMPLE NEXT DAY RELEASE – ONE-VET CLINIC

- Hold animals overnight except for Friday when same day release and less animals scheduled
- Operates five days per week with 50% public and 50% partner business.
- Averages 35 animals per day: 10 dogs and remainder cats
- Staffing is one vet + three medical support (two techs & one assistant), one-and-a-half administrative staff. No volunteers.

TIME	EVENT
7:15am	2 admin + 3 medical support arrive to set-up surgery
7:30am	Intake begins and vet arrives. 2 admin doing check-in, 3 medical support running animals back and vet doing exams on dogs as they come back
8:00am	Intake slows down and tech starts to draw drugs for am patients. 1 assistant in laundry/packs
7:30 - 8:30am	Vet exam for cats with 2nd assistant. In surgery by 8:30am or 8:45am
8:30am – 12:00pm	Medical staff in surgery and finish dogs and start cats. Office staff handles calls, data entry and finishes except for changes to paperwork
12:00 – 12:30pm	Vet + 3 medical staff take 45 mins for lunch--staggered by 15 mins
12:30 – 2:30pm	Back in surgery. 1 assistant on packs/laundry throughout the day. Office staff finishes up changes to paperwork
2:30 - 4:00pm	Clean up at end of day and walking dogs as needed. Vet leaves after last patient check and rechecks. Admin & medical support leave depending on times of arrival

TROUBLESHOOTING FLOW

If you are finding inconsistencies or challenges with your daily flow, you can create a simple chart to measure different flow milestones. For example:

	FD	MD	FC	MC	Check-In Start/Finish	Surgery Start	# Surgery First Hour	# Surgery Pre-lunch	Surgery End	Comments
Mon										
Tue										
Wed										
Thu										
Fri										

A similar exercise to chart the responsibilities and total hours for your staff:

Monday Time	Who	Doing What	Comments
7:30	Medical	Suite Set-Up	
7:30	Admin	Phones	
7:45	All	Start Check-In	
7:45-8:40	Vet & Vet Asst 1	Pre-Op Exams	
8:20	Tech	Draw am drugs	
8:30	Admin	Start Data Entry	
8:35	Tech & Vet Asst 2	Induce & Prep First Dog	
8:45	Medical	In surgery	
8:45	Vet Asst 1	Mop Lobby	

Total Monday Hours:

- Vet:
- Tech:
- Vet Assistant 1:
- Vet Assistant 2:
- Admin 1:
- Admin 2: