LOGAN: Hello! Today we are here with Dr. Kamiya to discuss shelter SOPs. Dr. Kamiya completed a shelter medicine residency at UC Davis and she joined the medical team at the Humane Society of Silicone Valley in 2012. Then, she stepped into her current role as Chief of Shelter Medicine in 2014. In 2017, Dr. Kamiya led her team in being the first shelter in the country to implement all of the ASV guidelines into their daily operations, which is an incredible feat. So thank you so much for being here!

KAMIYA: Thank you for having me!

LOGAN: Yeah!

KAMIYA: And Kiki.

LOGAN: Yes! So can you share some of your challenges and struggles with creating SOPs for shelter medical operations?

KAMIYA: Yes, there’s a lot of them. I think the biggest challenge is it’s such a daunting, seemingly daunting, task that the hardest part I think is where to start, or how to start, or when to start, or just getting started. I think that’s where the biggest challenge is. It’s such a huge monumental task that just getting started can be really hard.

LOGAN: How do you feel is the best way to overcome these challenges or how did you overcome them?

KAMIYA: Yeah, so I think the way that I was able to get okay and almost, I don’t want to say enjoy, but I think the term is more appreciate SOPs and their importance. And it’s really figuring out what it is you’re trying to accomplish, like, what is your goal with this SOP? Or what do you want? And then prioritizing. What’s going to have the biggest impact to your day-to-day with the least amount of effort. I mean, that’s a good place to start. What’s- you know, picking up some of the easy stuff, the little hanging fruit, and then you just got to do it. I think setting some time to really be able to focus, but I think if you can chunk it out into smaller bite-sized pieces and if you’re using a project management tool like Asana or something just stick it in there like I’m going to do these two this week. And then it’s not so daunting. Or just setting deadlines for the most critical SOPs, things like that.

LOGAN: Yeah, no that makes a lot of sense. And you touched on some tips already, but do you have any pro-tips for shelter vets that are trying to actually write the SOPs for the first time for their staff?

KAMIYA: Yes. What was really helpful for me is to have a template. And so, using a template that you can just- that already has all the fonts and everything and the structure, and also including within the SOPs or within the template, the revision numbers. Because SOPs, it’s not one thing that you do just once and then you put it aside and you’re done. It is a living document, so you’re going to have to revisit it. And if you have multiple versions floating around, that makes it even more difficult and so having a repository where you keep all of your SOPs is also very helpful. And knowing when you did it and what revision number you are and who did it and how it was communicated to implement things like that, that makes it super easy to keep track of. And then you can cut and paste, which is pretty awesome too, and save you some time there. And also realizing with the SOPs that the whole goal of that is to have this document where a complete stranger or someone who’s not familiar with what you’re doing, they can read the SOP and understand exactly what needs to get done. And so that’s the level of detail and understanding that you are trying to relay to the reader. And so it is very helpful to have other people read what you write and especially a layperson who doesn’t know what you’re doing and having them read it and see if they understand. So that’s really helpful too. And I think once you get that template and the process down, it makes it so much easier moving forward.

LOGAN: Yeah, that makes a lot of sense. Those are really great advice for our students. So thank you so much for joining us. We really enjoyed it, and Kiki. (laughs)

KAMIYA: (laughs) She loves Zoom calls.