

Finalv3 - SUBMITTED

Category: Administrative - Quality Assurance Process Improvement & Regulatory Issues

Author: Eric Pahl (University of Iowa)

Title: Report of Organ Offers Linked with Instant Messaging Data Provides a Basis for Quality Improvement

Background: Thousands of viable organs are discarded every year with incorrect or inappropriate reasons for declination. One limitation on the accessibility of organ transplantation is the time-sensitive, onerous, and disorganized determination of donor/recipient match quality. Misconstrued decline reasons are not helpful when analyzing retrospectively or constructing quality improvement programs for transplant centers and organ procurement organizations.

Methods: A Plan-Do-Study-Act performance improvement methodology was utilized to design and implement a dedicated mobile communication application (app). Procurement and transplant teams in Iowa and the D.C. area analyzed critical time points in the organ offer, procurement, and transplant processes on a monthly basis while implementing the app. The report of organ offers was supplemented with the documentation of real-time communication.

Outcomes: Teams reported enhanced quality of their monthly retrospective review of the report of organ offers when supplemented with real-time documentation. Transplant and procurement directors reported that they received a detailed, unbiased, and factual account of what had transpired during each organ offer. Teams highlighted that having real-time documentation was particularly useful for organ offers that were declined inappropriately or transplanted with complications. The transplant administrators substantiated the need for center-wide organ acceptance standards and processes. The extra delineation resulted in increased buy-in from clinical teams. This study is ongoing.