Improved Transplant Coordination

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Why is my clinic in the Improved Transplant QIA?

Increase Rates of Patients on the Transplant Waitlist

• Work with 30% of all facilities in the Network service area
• Cover clinics from all states in the Network
• Facilities with excellent potential for improvement
• Clinics to Improve the rate of patients on the transplant waitlist by 10 percentage points

Excluded facilities:

• With # of waitlisted patients above national, state or Network average
• With high proportion of patients greater than 70 years old
Project Goal:

• 10 % increase of the patients placed on the transplant waitlist of eligible patients from baseline data accumulative April thru October 2017

• At the completion of the project, graduation requires a 40% transplant waitlist rate

*** ineligible patients ***

• patients must have a documented medical exclusions in the medical record
• Must be reported to the Network monthly
Steps to Wait listing

Seven Steps to transplant wait listing

1. Patients suitability for transplant(no absolute contraindications)
2. Patient Interest in transplant
3. Referral call to the Transplant center
4. First Visit to the Transplant center
5. Transplant work-up
6. Successful transplant candidate
7. On waitlist or identification of a Living donor
Patient Ambassadors
Patient Ambassador

Who should we choose?

What is their role?
What is a Patient Ambassador?

- CMS believes that the patient is the most valuable player on the healthcare team. Building interventions centered around the patient is the goal of every CMS project.

- The Network will require facilities to designate a minimum of one patient, or preferably, one patient per shift to assist with the goal of that facility’s QIA.

- Healthcare that results in the best outcomes revolves around team work. We are looking for patients to become a part of the healthcare team working on the goal of that facility’s QIA.
Patient Ambassador Program
Improving the CMS Customer Experience

• Building on OY1 successes!
• Every QIA except HIE will have a Patient Ambassadors
• Provide the patient perspective to quality improvement
• Network training and coaching provided
• Planned tasks to bolster patient interest at the facility level
• Several platforms to support QIA goals will be offered
• Ambassadors will report to the facility QAPI teams
Disparity in Healthcare
What is a Disparity?

Dictionary definition is the lack of similarity or equality

A health disparity refers to a higher burden of illness injury, disability or mortality experienced by one population group relative to another.

A health care disparity refers to differences between groups in health insurance coverage, **access to and use of care**, and quality of care.

Disparities often refer to variations in health care needs, patient preferences, or treatment recommendations.

Paperwork Requirements
Project Reporting

Redcap survey via email to contact

• Progress through the seven steps
• Reporting of ineligible patients
• Update facility contact as needed
Transplant Quality Improvement Activity Survey

The Network is conducting a quality improvement activity to increase rates of patients on a transplant waitlist. The Network is conducting this survey to obtain information to select facilities for this QIA.

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
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<tbody>
<tr>
<td>CCN <strong>must provide value</strong></td>
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<tr>
<td>Name of person entering information <strong>must provide value</strong></td>
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<td>Email of person entering information <strong>must provide value</strong></td>
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<tr>
<td>Current Number of Patients <strong>must provide value</strong></td>
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<tr>
<td>Number of patients medically ineligible for transplant <strong>must provide value</strong></td>
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<tr>
<td>Do you monitor any or all of the 7 steps of the referral to training process? Select as many as applicable. <strong>must provide value</strong></td>
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<tr>
<td>☐ Step 1: Patient suitability for transplant (defined as absence of absolute contraindication identified in the medical record)</td>
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<td>☐ Step 2: Patient interest in transplant</td>
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<td>☐ Step 3: Referral call to transplant center</td>
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<td>☐ Step 4: First visit to transplant center</td>
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<td>☐ Step 5: Transplant center work-up</td>
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<td>☐ Step 6: Successful transplant candidate</td>
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<td>☐ Step 7: On waiting list or evaluate potential living donor</td>
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Any Questions?
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Thank You for you participation

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