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# 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



# 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 facilities 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.

<b>CCN</b> <i>* must provide value</i>	<input type="text"/>
<b>Name of person entering information</b> <i>* must provide value</i>	<input type="text"/>
<b>Email of person entering information</b> <i>* must provide value</i>	<input type="text"/>
<b>Current Number of Patients</b> <i>* must provide value</i>	<input type="text"/>
<b>Number of patients medically ineligible for transplant</b> <i>* must provide value</i>	<input type="text"/>
<b>Do you monitor any or all of the 7 steps of the referral to training process? Select as many as applicable.</b> <i>* must provide value</i>	<input type="checkbox"/> Step 1: Patient suitability for transplant (defined as absence of absolute contraindication identified in the medical record) <input type="checkbox"/> Step 2: Patient interest in transplant <input type="checkbox"/> Step 3: Referral call to transplant center <input type="checkbox"/> Step 4: First visit to transplant center <input type="checkbox"/> Step 5: Transplant center work-up <input type="checkbox"/> Step 6: Successful transplant candidate <input type="checkbox"/> Step 7: On waiting list or evaluate potential living donor

# Any Questions?



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# Thank You for you participation

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