

Maximizing Clinical Productivity by Improving Community Collaboration

TODAY'S PANELISTS



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LIFESHARING™

Thursday, January 26, 2023, 3:00pm – 4:00pm ET

Continuing Education Information

Evaluations & Certificates

Nursing

The Organ Donation and Transplantation Alliance is offering **1.0 hours of continuing education credit** for this offering, approved by The California Board of Registered Nursing, Provider Number CEP17117. No partial credits will be awarded. CE credit will be issued upon request within 30 days post-webinar.

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- Group leaders, please share the follow-up email with all group participants who attended the webinar.



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Need Assistance?

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Meet Our Moderator



Joann Brooks RN, MSN

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Meet Our Presenters



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Maximizing Clinical Productivity by Improving Community Collaboration

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Jaclyn Russe, RN, BSN, CPTC, CCRN. Organ Procurement Coordinator & Administrator On
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Objectives

- Identify strategies to improve the working relationship between OPOs and the transplant centers
- Employ techniques shared to improve communication efforts prior to offers for both programs to address staffing issues, recipient needs, time constraints, and any other pertinent issues
- Demonstrate an understanding of how these techniques can be used by reviewing real-world examples of how the provided strategies have improved transplant recipient outcomes.

Polling Question: How would you define your program's relationship with your local OPO/Transplant Center?

- A. Love at first sight and happily married
- B. We have our ups and downs, but overall, we are committed to each other
- C. It's complicated
- D. Divorce court

Relationship Trends Between OPOs and TXCs

- TXCs and OPOs have the same goals, but both are notorious for not understanding each other's workflow
- TXCs and OPOs are passionate about the patients and the families they serve
- The transplant process is filled with emotion, adrenaline, and complicated situations
- Complicated transplant process is the perfect storm for arguments and misunderstandings
- We come together for meetings and conferences but don't always play nice
- We may “talk around” an issue instead of addressing it head-on in an honest and respectful manner
- When faced with an issue, we deal with it in the moment and do not review the issue later for improvement opportunities
- We work against each other for the same goal

OPOs' Strengths and Weaknesses

Strengths

- Experts in their field of procurement
- Passionate about their patients and families
- Can shift and adapt to fluid situations

Weaknesses

- May be primarily focused on their own patient and not the big picture
- Staffing challenges due to an increase in donors and high turnover

Transplant Centers' Strengths and Weaknesses

Strengths

- Experts in their field of transplant
- Passionate about their patients and families
- Can shift and adapt to fluid situations

Weaknesses

- May be primarily focused on their own patient and not the big picture
- Staffing challenges due to an increase in donors and increased recipient needs

Polling Question #2-What is your biggest challenge working with the OPO or TXC?

- A. Communication
- B. Scheduling OR
- C. Organ allocation issues
- D. Transparency
- E. Other (enter comments)

How Do We Work Together?

- Honesty-be transparent in your challenges and do not lie to get your way: tired surgeons, increase in activity, discuss OR times early based on OPO/TXC needs due to time constraints or multiple cases
- Discuss challenges or foreseeable challenges early when the offer is first sent/received/accepted-multiple offers/cases, other primary offers, x-clamp delays
- Promote understanding of each other's workflows and needs through TXC/OPO meetings, job shadowing, committee meetings, educational events, open houses
- Share current and real-time concerns. OPOs-inform TXCs when there is an increase in activity. TXCs-inform the OPO when there is a critical need for a specific patient
- Join forces to educate hospital staff and the community: unit-based in-services, health fairs

How Do We Work Together?

- We are all on the same team! Never forget that.
- Store name and center in your phone...helps you begin to recognize each other as colleagues and friends!
- Facilitate opportunities to get frontline OPO/TXC together to meet
- Explain the reason why you want a specific treatment or medication
- Hospital outcomes sent after each case.

Moment of Silence

- After the donor is prepped and right before the incision we pause and observe a moment of silence in honor of the donor's life
- A family written tribute to honor the donor
- Reaffirms the importance of the mission of organ donation



Case Review

- **Glioblastoma**
- **Busy DCD**
- **Arizona Donor**

Questions?



A Special Thanks to Our Presenters



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Q & A

QUESTIONS & ANSWERS