

OPO-Hospital Joint Accountability: Exploring Effective Strategies to Address Missed Donation Opportunities

TODAY'S PRESENTERS



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Need Assistance?

Contact Us via Zoom Chat, or
info@organdonationalliance.org
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Meet Our Moderator



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In-House Donation Systems
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Meet Our Presenters



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*be a **hero.** be an organ donor.*

OPO-Hospital Joint Accountability

Exploring Effective Strategies to Address Missed Donation Opportunities

be a *hero*. be an organ donor.



MISSION

To *Save* and *Heal* lives
through donation.

VISION

Every potential donor will make
A Pledge for Life.

VALUES

Compassion, Education, Innovation,
Integrity, Life, Quality, Respect,
Responsiveness.

What is Joint Accountability?

- The OPO and Hospital are equally responsible for success and failure.
- Joint accountability ensures both institutions work together towards a shared goal of increasing donation and transplantation rates.



How do we Identify Opportunities for Improvement?



- Process Breakdowns
- Hospital Dashboards
- After Action Reviews
- CAPA
- Routine Rounding
- Donor Advisory Group Meetings

Language Matters

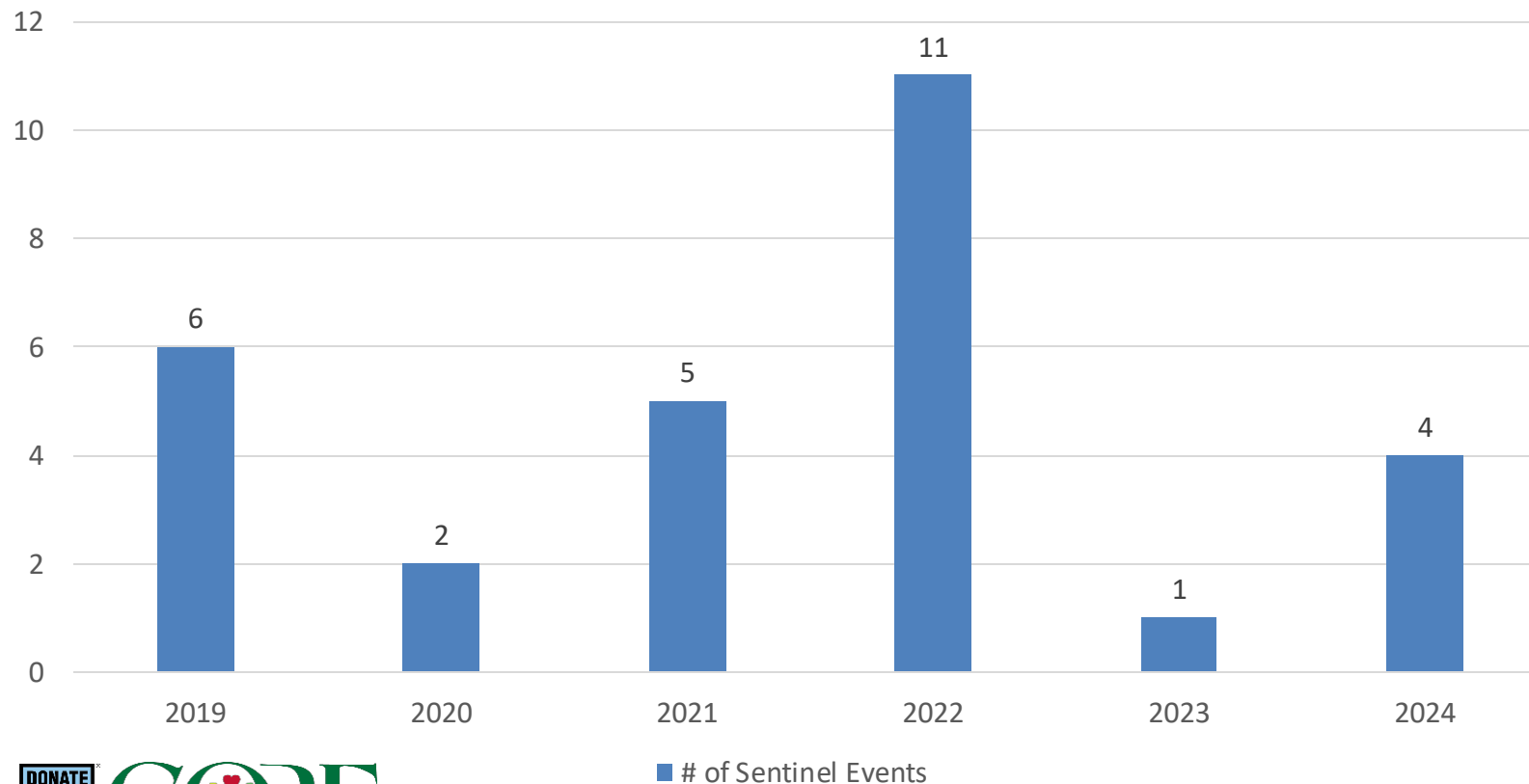


Holding Hospitals Accountable: A Case Study

- Imminent referral made by nursing team and instructed not to de-escalate/extubate until evaluation completed by on-site OPO team
- Resident instructed by Attending to move forward with extubation anyway
- Immediate escalation to hospital leadership

Holding Hospitals Accountable: Sentinel Event and Process Breakdown Tiered Letters

Number of Sentinel Events from 2019-2024



- In 2020, CORE implemented the 'Sentinel Event Letter' process
- In 2022, CORE began sending letters to hospital C-Suite once the hospital had four organ process breakdowns

Creating an Actionable Plan



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- Hospital-owned action plan with support provided by OPO
- Multidisciplinary team including hospital leadership
- Addresses both education and process gaps
- Action items with identified owner and deliverable dates

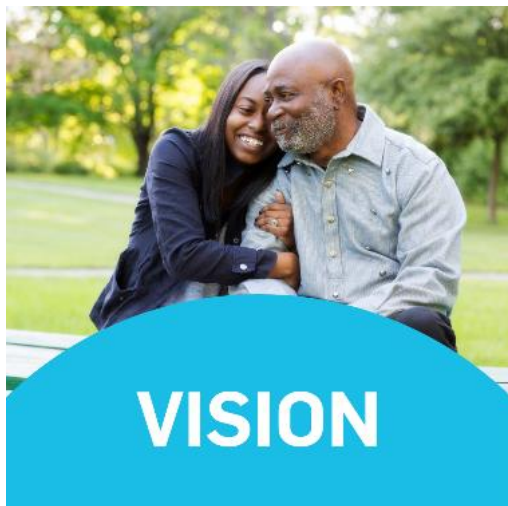
Key Takeaways

- Joint accountability ensures both institutions work together towards a shared goal of increasing donation and transplantation rates
- Use multiple modalities to identify opportunities for improvement
- Escalate breakdowns to leadership to hold staff accountable
- Provide resources and support to hospital as they create and execute action plan

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VISION

Organs and tissues
are always available to
those in need



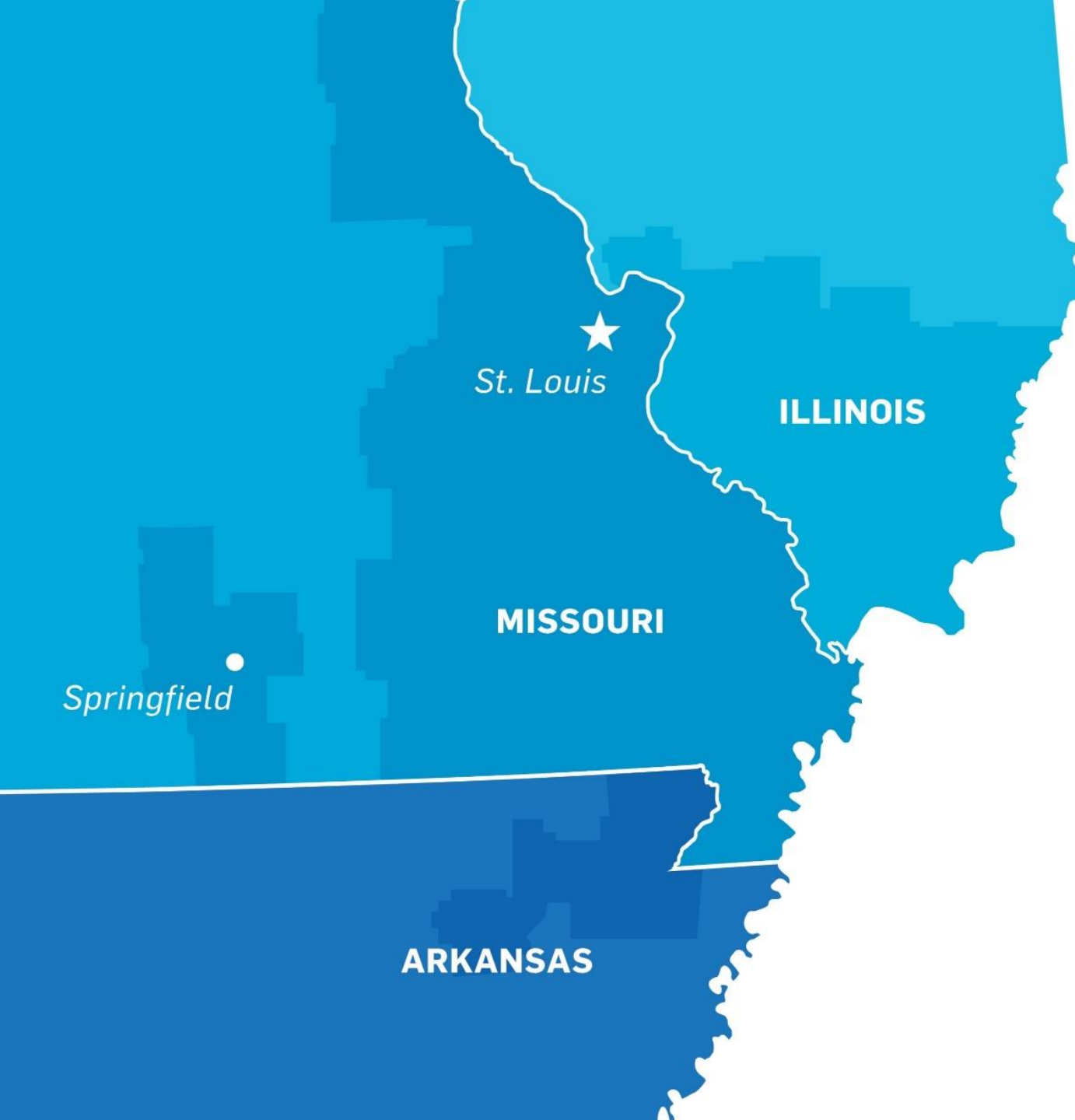
MISSION

We save lives
through excellence
in organ and
tissue donation



CORE VALUES

Collaboration
Compassion
Innovation
Integrity
Excellence
Stewardship



WE SERVE

4.7

MILLION
PEOPLE

124

HOSPITAL
PARTNERS

84

COUNTIES
throughout Illinois,
Missouri & Arkansas

3

Customer
Groups

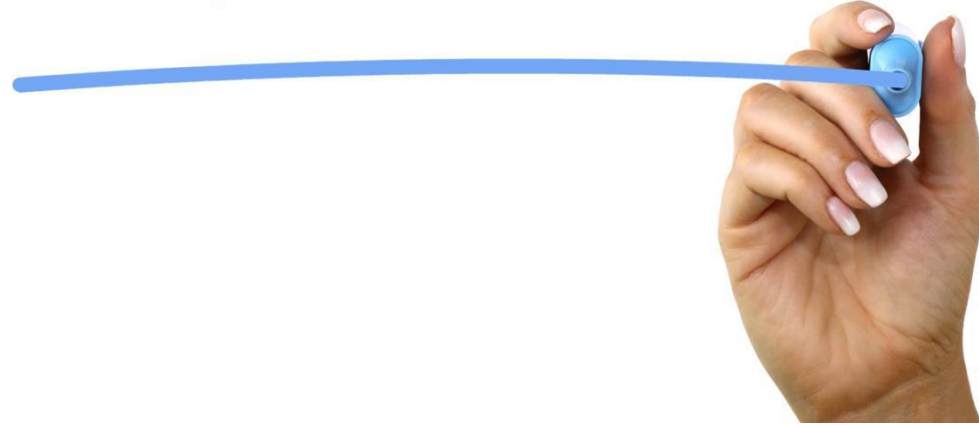
Why is the Hospital and OPO relationship critical?



- Over 100,000 people are on the national transplant waiting list
- Every 8-10 minutes, a new person is added to the list
- Over 7500+ Americans die annually waiting while on the list

How to address missed donation opportunities?

PREVENTION



Back to the Basics



inspired by life

Relationships

- Why?
- What's in it for me/them?
- Invite hospital team to tour OPO
- Hospital stakeholders (know them and interact often)
- OPO Scorecard, our response times and



Staffing Model

- Presence
- Staffing Model
- Dual Approaching



Standard Work

- Compliance
- Debrief together, in the moment
- Huddle, huddle, huddle
- Input on standard work/ process improvement

Mid-America TRANSPLANT		Standard Work Sheet		
PURPOSE: CLARIFY VARIOUS PURPOSES OF ROUNDING		PROCESS: ROUNDING HS		
REV. #1, DATE: 3/9/23		DOCUMENT OWNER:		
Process Step	Description:	Key Point / Image / Reason	Who	Process Step Time
Note: Rounding includes the following categories				
1	Referral (Obtain) • Pt name • Rm # • DOB • RN • Brain stem reflexes • Family readiness • Treatment plan • Sedation • Pressors • Average UOP • Vitals • Chief complaint/ why brought in • PMH (CX, HIV, HEP, <u>Alz</u>, COVID) Log activity in Salesforce: Subject line: "Rounding" Category: "Rounding" Note details in comments box.	Building relationships Obtaining new potential donors  Ensuring compliance metrics	HS (Entire HS hospital team)	
2	Referral (Follow-Up) • Utilizing <i>Case Note Update Template</i> (TN <"?> <Local Line) Log activity in Salesforce: Subject line: "Rounding" Category: "Rounding" Note details in comments box.	Obtaining current information on active referrals  Ensuring compliance metrics	HS (Entire HS hospital team)	
4	Providing Real-Time Education • Speak with key contact (obtain DN or	Building relationships	HS (Entire HS hospital team)	

Referral Management

- eReferral
- Auto referral
- Auto import information
- Responsibilities by role



Education



Re-dose frequently



New nurse/staff
orientation



Pre-mention ongoing
education



Education: non-profit
status, CMS regulates
both OPO and Hospital,
roles in the OPO

Donor Councils

- Leadership, frequency and membership
- Goal setting
- Champions/ go to people (multidisciplinary)



Hospital Development

- Frequent data sharing with hospital partners
- Quarterly assessments
- Goal tracking
- In the moment follow-up with missed referrals and missed opportunities
- Standard work for after action reviews



Organ Donation Funnel by Hospital

Latest Month of Data: 3/2025





Standardized Donor Hero Follow-up for Hospital Partners



**Thank you for making
donation possible!**

By working together, we can save lives!



AMCJ259

On March 11, 2025, a patient in the ICU gave the gift of life through organ donation. Through the generosity of this patient, their family, and the dedication of the medical team, the successful recovery of the following gifts was possible:



Left Kidney: 54/Female



Right Kidney: 38/Female

Additional lives will be enhanced through the following gifts of tissue donation:



Skin, Bone

For questions or concerns:

Hospital Services Coordinator:

Lacey Ebert

Phone: 314.901.6671

Email: lebert@midamericatransplant.org



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TOGETHER WE SAVE LIVES



inspired by life

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Q&A

QUESTIONS & ANSWERS