

# Effective Practices to Improve Pre-transplant Outcomes

Patients benefit when the OPTN member community adopts a culture of continuous improvement and shares effective practices related to donation and transplant.

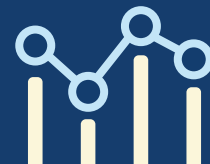


The practices outlined in this document were collected from transplant programs that have greater-than-expected success for the pre-transplant mortality rate ratio, which is risk-adjusted.\*

The programs varied in terms of the types of organs transplanted, volume of transplants performed, and whether the data was based on pediatric or adult recipient outcomes.

The OPTN encourages you to consider if any or all of these approaches could support continuous improvement at your program.

## Understanding pre-transplant mortality as a performance metric:



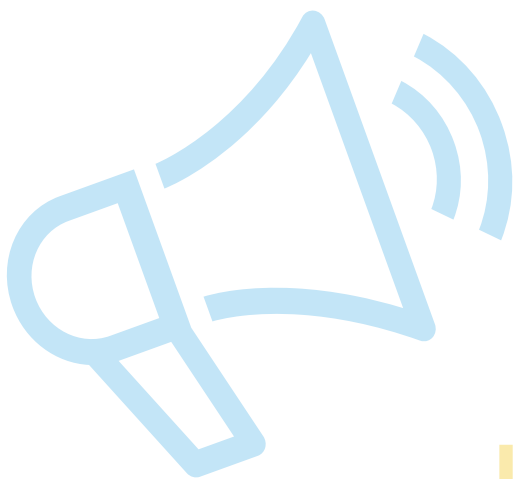
### **Pre-transplant mortality rate ratio:**

This performance metric, which is risk adjusted\*, indicates whether a program's candidates, once listed, were more or less likely to die prior to receiving a transplant than expected.

\*Learn more about risk adjustment and performance evaluation in the OPTN policy toolkit. The SRTR also has information about the pre-transplant mortality rate ratio model on its website.

# Key Themes

Programs with better-than-expected rate ratios for pre-transplant mortality shared some effective practices that they believe enabled effective pre-transplant quality efforts at their program:



## Communication

Effective communication was the most common theme shared that members believed contributed to their success in the pre-transplant phase.

Members specifically highlighted the use of innovative practices with communication tools and applications for real-time problem solving, keeping all parties informed, and as a training mechanism for new staff.

In addition to communication, key informants expressed the importance of including the entire multidisciplinary team in each part of the pre-transplant phase from listing to transplant.

Key informants also shared that having a **robust offer acceptance process contributed to success** in the pre-transplant mortality metric. Find effective practices to improve offer acceptance in our Enhancing Transplant Program Performance Monitoring toolkit, on the OPTN website.

# Standardize Pre-transplant Practices

Developing, standardizing, maintaining, and evaluating pre-transplant processes is important to program success.

- Standardize and adhere to listing criteria, and revisit listing criteria with multidisciplinary teams on a regular basis.
- Develop and document standardized evaluation protocols.
- Complete morbidity and mortality reviews for any pre-transplant mortality.
- Review pre-transplant data, policies, and protocols regularly to make changes as needed.
- Maintain consistent and standardized communication amongst team members (i.e., daily huddles, physical proximity, the use of messaging either through third party platforms or the EHR, etc.).
- Develop and document standardized offer acceptance practices to optimize offer acceptance processes (i.e. donor acceptance criteria per candidate, offer filters, etc.).

# Waitlist Management

Transplant programs with better-than-expected rate ratios for pre-transplant mortality have shared what they consider to be effective practices for managing and maintaining their waitlist :



Review listed patients regularly with multidisciplinary teams to assess patients' status and update donor acceptance criteria when needed.

Utilize technology such as the OPTN tools in the OPTN Computer System, and EHR checklists to optimize waitlist practices and maintain waitlisted patients.

Identify patients who are more likely to receive an offer. Create hotlists to prevent turndowns and ensure patient readiness.

Communicate regularly with candidates on the waitlist to ensure their health status is up to date, they know who at the program to contact with any questions or health status changes, and to reinforce education.

# Relationships with Referring Partners

Programs with better-than-expected rate ratios for pre-transplant mortality shared that they have found success when working closely with referring partners:



## **Meet and engage:**

Maintain partnerships with referring providers by meeting regularly. Programs mentioned success in using set monthly or quarterly meetings or huddles to meet with referral partners.



## **Provide updates:**

Share updates on a patient's evaluation, listing and transplant status with referring partners.



## **Collaborate and educate:**

Transplant professionals and referring partners should work together to start patient education and establish patient expectations for the transplant process.

# Patient Education

Programs with better-than-expected rate ratios for pre-transplant mortality have shared the following ways to educate patients:



Interact with patients and caregivers on a regular basis to provide ongoing support.



Provide continuing education in a variety of formats. This could be in person, virtual, recorded videos, etc.



Use multidisciplinary providers to provide education. A few examples include social workers, pharmacy professionals, dietitians, etc.



## **OPTN Visual Analytics**

Kidney Waiting List Management Tool

Offer Filters Explorer

Organ Offers Report (ROO)

Recovery and Usage Maps (RUM)

## **OPTN Data Files**

Kidney Offer Potential Tool

Report of Organ Offers (ROO)

Report of Organ Offers Outcomes Report

## **SRTR**

Interactive Reports

Program-Specific Reports (PSR)

# OPTN

Led by the Organ Procurement and Transplantation Network (OPTN), the U.S. donation and transplant system continuously improves by focusing on collaboration and sharing of effective practices.

Contact Member Quality at [MQFeedback@unos.org](mailto:MQFeedback@unos.org) for help finding resources that may already be available.