

OPTN Network Operations Oversight Committee

Meeting Summary

August 24, 2020

Conference Call

Kimberly A. Rallis, BS, MHA, Chair

Introduction

The Network Operations Oversight Committee met via Citrix GoTo teleconference on 08/24/2020 to discuss the following agenda items:

1. Welcome
2. NOOC Charge from OPTN Contract
3. NOOC Metrics
4. Relationship to DAC
5. Policy and COVID-19
6. UNetSM – Beneath the Surface
7. IT Innovation
8. Recap

The following is a summary of the Committee's discussions.

1. Welcome

Kim Rallis and Alex Tulchinsky welcomed everyone to the meeting.

2. NOOC Charge from OPTN Contract

Rob McTier, Business Architect, reviewed the NOOC Charter. Contract task 3.2.5.5 establishes the Network Operations Oversight Committee (NOOC). It also states that the contract will support the committee in developing objective metrics to monitor four areas:

- The efficiency and effectiveness of the OPTN matching function, including conformance of the matching function to OPTN BOD approved policies
- Timeframes for implementing BOD approved policies
- Frequency of policy programming revisions occurring post-implementation
- Progress toward direct electronic data submission from electronic medical record systems

Also reviewed were contract tasks 3.2.5.5 and 3.4.1.

3. NOOC Metrics

Rob McTier provided an update on the third quarter NOOC metrics covering April - June of 2020. A copy of the metrics report was made available in the meeting materials prior to today's meeting.

4. Relationship to DAC

Kimberly Uccellini, Data Governance Manager, reported on the NOOC's relationship with the Data Advisory Committee. The contractor works with the OPTN BOD to establish, support, and maintain a Network Operations Oversight Committee to assist the OPTN BOD in its oversight of the OPTN

operations, including the OPTN matching function, the process of official OPTN data collection, including data from potential donors, deceased donors, living donors, transplant candidates, and transplant recipients required for the OPTN matching function and other OPTN activities. The DAC is an operating committee of the OPTN. It oversees all recommendations regarding collection of all OPTN data and supports analytic work of the OPTN contractor or the SRTR contractor.

The NOOC has the macro/system-level perspective, and is looking at data collection from the application and collection data quality management functions. DAC is more micro, looking for opportunities around improved collection:

- Opportunities for consistency, standardization, currency
- Data policies (18 and 19)
- Support process and procedure: collaborating with committees and actually facilitating the work

The DAC played an active role in collaborating with committees on what data would be used to answer the questions that arose during the pandemic. There was a lot of collaboration on what data was going to be the most precise. The NOOC was there to help sort and prioritize the data collection.

5. Policy and COVID-19

Lauren Mauk, Service Owner Manager, discussed the role UNOS IT plays in policy development and the four phases of the development process. At the point of BOD approval, all projects have 12 months to reach production.

Ms. Mauk also walked through the different changes made in response to COVID-19. There were many different parts put into the COVID changes. The process included beginning a daily stand up to determine where the impacts would be and assign resources to make these changes on the fly. A cross department internal workgroup was created for decision-making and to determine next steps.

6. UNETSM – Beneath the Surface

This topic was put on hold until the next meeting due to time constraints.

7. IT Innovation

An API update was provided by Dean Wilson, Healthcare Integration Program Manager:

UNOS, as the OPTN contractor, collects thousands of data elements necessary to support the community. A large number of these data elements also exist as source data within other information systems, including electronic health record systems (EHRs) used by member organizations. In an effort to reduce member burden and improve information security and data quality, UNOS continues to build new data exchange functionality. Currently, UNOS is utilizing secure web based application programming interfaces or 'APIs'. APIs are technology interfaces that allow information systems to speak with one another. When APIs are built according to industry best practice, these APIs are secure, robust, and offer flexibility and scalability to meet the varying needs of many different users.

An update on UNetSM Image Sharing was provided by Rob McTier, Business Architect:

UNet Image Sharing seamlessly integrates DonorNet with Ambra Health. Ambra Health stores the uploaded image studies and provides APIs. Rob McTier shared a mockup of what UNet image sharing looks like from an OPO's point of view.

A DonorNet® Mobile update was provided by Michael Ghaffari, Software Engineering Manager:

Mr. Ghaffari showcased some innovations and successes and how UNOS has opened up the DonorNet Mobile pilot to respond to offers. DonorNet Mobile was built with the purpose to function on any device. The team worked with external users and also internal business partners to ensure it is within the branding guidelines and is responsive to users. Within the first three weeks, there were 57 users consisting of 14 surgeons/physicians, 36 coordinators and 7 others (administrators, quality, unknown, etc.). Initial feedback was positive, and the constructive suggestions from users will be helpful as steps are taken toward rolling out DonorNet Mobile nationwide.

A TransNetSM update was provided by Michael Ghaffari, Software Engineering Manager:

Mr. Ghaffari also showed what the new iOS application looks like. This is an upgrade to the TransNet service, with an enhanced user interface and enhanced user experience on smaller devices. The team has been working closely with both users as well as the UNOS Communications department to ensure the users' best interests are at the forefront. A new user interface will be coming for Android devices.

Brian Sullivan asked if two-factor authentication is being used and Terri Helfrich, Director of Information Security, confirmed that it is.

8. Recap

Kim Rallis and Alex Tulchinsky thanked attendees for joining. UNet – Beneath the Surface will be reviewed at the next meeting in December.

Upcoming Meeting

- December, 2020 (date TBD)

Attendance

- **Committee Members**
 - Brian Sullivan
 - James Pittman
 - Joseph Hillenburg
 - Kelly Ranum
 - Kimberly Rallis, Chair
 - Merry Smith
 - Michael Mittelman
- **HRSA Representatives**
 - Shannon Taitt
 - Vanessa Arriola
- **UNOS Staff**
 - Alex Tulchinsky
 - Amy Hamner
 - Bill Wooten
 - Bonnie Felice
 - Brian Shepard
 - Catherine Monstello
 - Dean Wilson
 - Erin Parkhurst
 - Frances Rives
 - Henri Haskell
 - Jason Livingston
 - Kimberly Uccellini
 - Lauren Mauk
 - Liz Robbins Callahan
 - Marty Wilson
 - Maureen McBride
 - Michael Ghaffari
 - Rob McTier
 - Terri Helfrich
 - Tiwan Nicholson
 - Tynisha Smith