

Effective Practices to Improve Offer Acceptance

Patients benefit and the transplant system is more efficient when the OPTN 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 demonstrated greater-than-expected success with offer acceptance rates

These programs included representation from all organ groups across the nation, a variety of transplant volumes, and spanned both adult and pediatric

The OPTN encourages programs to consider these approaches for continuous improvement with processes and practices related to offer acceptance

Understanding offer acceptance as a metric:



Offer Acceptance compares a transplant program's observed offer acceptance rate to the program's expected offer acceptance rate

Offer Acceptance Rate Ratio, which is risk adjusted*, indicates whether a program was more or less likely to accept offers than expected

* Learn more about risk adjustment and performance evaluation in the [OPTN policy toolkit](#) or by exploring the [metrics resource document](#)

The SRTR website provides information about [risk adjustment models for offer acceptance](#)

General Keys to Success

The following keys to success support a culture of continuous improvement:

Leadership support

- Leaders set the tone for improvement and support a culture of change
- Leaders can dedicate resources which are integral to change management

Staff buy-in

- Engagement from all team members fosters ownership of improvement efforts
- Multidisciplinary teams bring valuable perspectives to improvement efforts

Quality Assurance and Performance Improvement (QAPI)

- A QAPI approach embraces process and data analysis and drives meaningful change
- Relevant data and improvement tools inform strong decision-making.

Communication

- Clear and consistent communication is fundamental to team productivity
- An inclusive culture creates open space for dialogue and the exchange of ideas

Effective Practices



Define and revise offer acceptance criteria

- Define acceptance parameters specific to each organ type
- Define standardized donor rule-in and -out criteria
- Identify, and periodically review, donor acceptance criteria per candidate



Optimize response to organ offers

- Identify and define staff roles and responsibilities for communicating offers and ensuring that the process for responding is clear, consistent, and timely
- Establish a consistent approach for evaluating donor clinical criteria
- Ensure acceptance criteria are regularly updated and communicated to on-call staff, including internal and third party associates



Perform retrospective reviews

- Review all organ acceptances and declines to validate clinical judgment and modify acceptance criteria as needed
- Review acceptance trends to evaluate the decision-making process
- Use OPTN data tools to assist with the review process, where applicable



Strengthen waitlist management practices

- Ensure each candidate is listed with appropriate donor acceptance criteria
- Ensure priority patients are maintained at a ready state for transplant
- Periodically review candidates to ensure clinical listing elements are current, including donor acceptance criteria



OPTN Visual Analytics

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 for help finding resources that may already be available.