

OPTN Network Operations Oversight Committee

Meeting Summary

February 19, 2025

Webex

Andrew Kao, MD, Chair

Introduction

The Network Operations Oversight Committee (NOOC) met via Webex on 02/19/2025 to discuss the following agenda items:

1. Welcome
2. Revise Conditions for Access to the OPTN Computer System Implementation Plan & Questions
3. Member Security Audit and Attestation Scope Update
4. NOOC Metrics Update Overview & Questions

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

1. Welcome

The Chair welcomed committee members and advisors to the meeting and presented the agenda.

2. Revise Conditions for Access to the OPTN Computer System Implementation Plan and Questions

Contractor staff shared an overview of the implementation plan for the *Revise Conditions for Access to the OPTN Computer System* proposal, recently approved by the Board of Directors in December 2024. The projected implementation timeframe presented to the committee was March of 2025.

Summary of Discussion:

HRSA's guidance was sought out to determine whether policy and bylaw changes should be implemented simultaneously or separately considering the updated membership application is pending Office of Management and Budget (OMB) approval. Concerns were raised specifically about business organizations that may lose access because they do not meet the current membership definition but would meet the updated membership definition. A HRSA representative commented that the membership application form being under review should not delay the implementation of the updated bylaw. The Committee confirmed the policy and bylaw updates should be implemented simultaneously, and business organizations will need to apply using the existing form until the new form is approved. The Chair commented that the Membership and Professional Standards Committee (MPSC) will need instruction to review business member applications under the updated bylaw definition.

The Committee discussed how to address withdrawing members with this new policy. Membership policies currently require members that are withdrawing or inactivating to transfer their patients to another accepting hospital within twelve months of withdrawal, requiring the member to have continued access to the system to be able to complete their transfer. The Committee agreed withdrawing members will maintain access to the system for the 12-month period following their withdrawal, maintain 1-2 security administrators while they complete the transfer, and will submit required forms through this period while they maintain access to the system.

The Committee discussed implementation considerations for the Permissible Reasons for Access policy which would require Site Access Administrators to review their user's access and remove access for any that do not meet policy requirements. The Committee confirmed a 90-day review period after implementation would be sufficient.

The Committee also reviewed communication and education plans for the proposal's implementation. The Committee confirmed the community should receive at least 30 days' notice prior to implementation.

The Chair asked if the Interconnection Security Agreements (ISAs) are finalized. Contractor staff commented that the ISA agreements are still under HRSA review for approval. However, the policy language states members will have 90 days to complete the ISA agreements once they are issued by the OPTN.

Next Steps:

The proposal is scheduled to be implemented in March of 2025.

3. Member Security Audit and Attestation Scope Update

Contractor staff provided an update on the recent updates regarding the planned member audits and the attestation process, highlighting key areas that require attention. The discussion included the audits goal of ensuring data accuracy around compliance with security standards. Some members did comment that their current gaps may be due to outdated reporting systems and a lack of standardized procedures across departments.

Summary of Discussion:

In order to address these challenges, members discussed the need for stronger internal controls to address these issues, emphasizing the importance of improving oversight and accountability. Suggestions included enhancing automated tracking mechanisms to reduce human error, increasing oversight through periodic internal reviews, and establishing clearer guidelines for security reporting. The importance of interdepartmental collaboration was emphasized, as better communication between finance and compliance teams could help prevent reporting inconsistencies.

Next Steps:

The committee came to an agreement on the need for a structured plan to close the identified gaps, ensuring that future audits reflect improved accuracy and compliance and the ability to prevent future discrepancies.

4. NOOC Metrics Update Overview and Questions

Contractor staff presented the latest NOOC metrics update. NOOC monitors the performance of the OPTN and computer system through a series of quarterly metrics reviews. This quarterly review of metrics analyzed data ranging from the Q1 fiscal year 2025 which covered data from October 2024 through December 2024. It was noted that these quarterly reports are not a contract deliverable, but they all feed into the annual network operations metrics and monitoring report, which is a contract deliverable that will be due in June 2025.

The overview focused on key performance indicators, user engagement trends, and areas for improvement. The data revealed positive growth in several business areas, including an increase in new user acquisitions and a rise in customer interactions.

Summary of Discussion:

Key highlights from the quarter included stable metrics, with match run times remaining under 19 seconds for kidney transplants and under five seconds for other organs. There was no organ offer notifications exceeding the 10-minute threshold, and system availability was 100% with no unplanned downtime.

During the quarter, five policy implementations were completed, along with one post-implementation programming revision. The adoption of the OPTN Donor Data and Matching System Attachments Application Programming Interface (API) increased, allowing OPOs to sync donor attachments between their systems and the OPTN Donor Data and Matching System. Additionally, four new APIs were developed, but their implementation is pending approval regarding acceptable use and data exchange policies.

The meeting adjourned.

Upcoming Meetings

- April 9, 2025

Attendance

- **Committee Members and Advisors**
 - Andrew Kao
 - Bruno Mastroianni
 - Gaurav Gupta
 - Kelley Hitchman
 - Laura Butler
 - Nadine Drumn
 - Paul Connelly
 - Sandra Amaral
 - Kristine Althaus
- **OPTN Executive Director**
 - Rexanah Wyse Morrissette
- **HRSA Representatives**
 - Christopher McLaughlin
 - Manjot Singh
 - Vinay Vuyyuru
- **UNOS Staff**
 - Bryan Carnahan
 - Kim Uccellini
 - Liz Robbins
 - Jonathan Moore
 - Krissy Laurie
 - Lindsay Larkin
 - Matt Cafarella
 - Michael Ghaffari
 - Rebecca Murdock
 - Rob McTier
 - Sara Rose Wells
 - Sarah Payamps
 - Tynisha Smith