



Member Evaluation Plan

Updated May 14, 2019

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OPTN Member Evaluation Plan Introduction

OPTN members agree to comply with OPTN obligations, which are set forth in the National Organ Transplant Act, as amended, 42 U.S.C. 273 *et seq.*, the OPTN Final Rule, 42 CFR Part 121, OPTN bylaws, and OPTN policies. The OPTN Member Evaluation Plan is provided as guidance for members on how UNOS, as the OPTN contractor, conducts its ***routine*** reviews and evaluations of members for performance and compliance with OPTN obligations.

Members are expected to comply with all obligations, regardless of whether an obligation is specifically described in the OPTN Member Evaluation Plan as one that is “routinely” monitored. Reports of non-compliance with any OPTN obligation will be investigated by UNOS.

Routine review and evaluation activities performed by UNOS include:

1. Reviewing applications submitted for OPTN membership and designation as an organ-specific transplant program or living donor recovery hospital
2. Reviewing applications for mandatory key personnel for maintenance of organ-specific transplant program or living donor recovery hospital designation
3. Monitoring member actions associated with transplant program inactivation or re-activation, and requests for withdrawal from the OPTN
4. Monitoring member transplant program and OPO performance-related data including graft and patient survival rates, transplant rates, and organ yield
5. On-site surveys of individual member compliance with OPTN obligations
6. Reviewing all deceased donor match runs that result in a transplanted organ to ensure that allocation was carried out according to OPTN policy, and investigating potential policy violations, including when:
 - a. An organ is accepted for one candidate, but another candidate is transplanted
 - b. Candidates on a match run are skipped or bypassed in order to allocate the organ to a candidate further down the match run
 - c. An organ is transplanted into an individual who did not appear on the match run
 - d. An organ is exported to a foreign country prior to exhausting the match run
7. Investigating issues reported to UNOS or discovered during routine reviews of OPTN members, including:
 - a. Potential patient safety events
 - b. Potential donor-derived disease transmission events
 - c. Living donor events
 - d. Vessels recovered from a living donor or a donor positive for hepatitis B or hepatitis C that were transplanted into someone other than the recipient of that donor’s organ
 - e. Complaints
 - f. Reports or allegations of potential member noncompliance with OPTN obligations

For more information on OPTN member requirements and obligations, see:

- National Organ Transplant Act, as amended, 42 U.S.C. 273 *et seq.*
- OPTN Final Rule, 42 CFR Part 121
- *Article I: Membership* of the OPTN bylaws
- Appendix D of the OPTN bylaws
- Appendix L of the OPTN bylaws

Policy 2.2: OPO Responsibilities

Effective Date: 3/1/2019

At OPOs, site surveyors will:

Review a sample of deceased donor records for the following documentation:

- An authorization to donate
- Reasons for excluding any donors from the eligible death definition
- Declaration of death note, including
 - Date and time of pronouncement of death
 - Signature(s) of the person(s) required under the relevant state's laws
- Serum archival noted in the donor chart

Review a sample of deceased donors in UNetSM to verify that the following source documents were uploaded to UNetSM:

- ABO typing
- ABO subtyping (if applicable)
- Results for infectious disease tests that are required by *Policy 2.9: Required Deceased Donor Infectious Disease Testing*
- Death pronouncement
- Authorization for donation
- HLA typing

Review a sample of deceased donor records to verify that data reported through UNetSM is consistent with source documentation, including:

- Infectious disease test results

OPOs will provide:

The requested sample of deceased donor medical records

Policy 2.3: Evaluating and Screening Potential Deceased Donors

Effective Date: 2/1/2014

At OPOs, site surveyors will:

Review a sample of deceased donor records for the following documentation:

- That the OPO attempted to obtain the donor's medical and behavioral history

OPOs will provide:

The requested sample of deceased donor medical records

Policy 2.4: Deceased Donor Medical and Behavioral History

Effective Date: 9/1/2014

At OPOs, site surveyors will:

Review a sample of deceased donor records for the following documentation:

- The donor was screened for increased risk for HIV, hepatitis B, and hepatitis C transmission according to the *U.S. PHS Guideline*
- Whether or not the donor was defined by the OPO as increased risk for HIV, hepatitis B, and hepatitis C transmission
 - If the donor was defined as increased risk for HIV, hepatitis B, and hepatitis C transmission, that this information was communicated to all receiving transplant programs
- Any evidence in the medical and behavioral history that the donor was exposed to or received HPDGH
 - If the donor was exposed to or received HPDGH, that this was communicated to the receiving transplant programs

OPOs will provide:

The requested sample of deceased donor medical records

Policy 2.5: Hemodilution Assessment

Effective Date: 9/1/2015

At OPOs, site surveyors will:

Review a sample of deceased donor records for the following documentation:

- The calculations used to determine hemodilution
- The date and time of the blood draw for the blood used for the serological screening tests
- The date and time of the blood draw used to determine hemodilution
- If the donor samples are hemodiluted:
 - That the donor was designated as increased risk in UNetSM
 - That the following were communicated to the accepting transplant programs:
 - Any screening results from the hemodiluted specimens
 - The tests completed on the hemodiluted specimens
 - The hemodilution calculation used for the hemodiluted specimens, if requested

OPOs will provide:

The requested sample of deceased donor medical records

Policy 2.6: Deceased Donor Blood Type Determination and Reporting

Effective Date: 6/23/2016

At OPOs, site surveyors will:

Review the OPO's internal policies, procedures, and protocols to verify that it has a written protocol(s) that includes:

- Determining blood type by testing at least two separate blood samples with different collection times
- A process for resolving conflicting primary blood types
- A definition of the qualified health care professionals who can participate in blood type verification and reporting
- That blood type verification and reporting occurs prior to the match run
- That the two individuals performing blood type reporting each consult source documents from all blood type tests

Interview OPO staff to verify that OPO staff practices align with OPTN policy and with the OPO's policies and procedures for blood type determination and reporting.

OPOs will provide:

The OPO's internal policies, procedures and protocols for the management of deceased donors

Access to relevant staff who can answer interview questions

Additional Guidance:

A hospital's electronic medical record (EMR) can be a source document for lab results when the performing lab's results are directly uploaded into the EMR.

Policy 2.6.B: Deceased Donor Blood Subtype Determination

Effective Date: 6/23/2016

At OPOs, site surveyors will:

Review the OPO's internal policies, procedures, and protocols to verify that it has a written protocol(s) that includes:

- Determining blood subtype by testing at least two separate blood samples with different collection times
- Only using pre-red blood cell transfusion samples for subtyping
- Not reporting subtype when there are conflicting subtyping results

Interview OPO staff to verify that OPO staff practices align with OPTN policy and with the OPO's policies and procedures for blood subtype determination and reporting.

Review a sample of deceased donor records when subtype is reported, to verify that:

- Subtyping tests were completed on at least two separate blood samples
- Only pre-red blood cell transfusion samples were used for subtyping
- All samples used for the subtyping tests have different draw times
- All subtyping tests have identical results

OPOs will provide:

The requested sample of deceased donor medical records

The OPO's internal policies, procedures and protocols for the management of deceased donors

Access to relevant staff who can answer interview questions

Policy 2.8: Required Deceased Donor General Risk Assessment

Effective Date: 9/1/2014

At OPOs, site surveyors will:

Review a sample of deceased donor records for documentation that there are results or other evidence that the following were performed:

- Urinalysis within 24 hours before cross clamp

OPOs will provide:

The requested sample of deceased donor medical records

Policy 2.9: Required Deceased Donor Infectious Disease Testing

Effective Date: 4/6/2017

At OPOs, site surveyors will:

Review a sample of deceased donor records for documentation of results or other evidence that the following were performed and that results reported through UNetSM are consistent with source documentation:

- Blood and urine cultures
- Infectious disease testing for all deceased donors:
 - HIV testing using either:
 - HIV antibody (anti-HIV) donor screening test
 - HIV antigen/antibody (Ag/Ab) combination test
 - Hepatitis B surface antigen (HBsAg) screening test
 - Hepatitis B core antibody (anti-HBc) screening test
 - Hepatitis C antibody screening test (anti-HCV)
 - Hepatitis C ribonucleic acid (RNA) screening or diagnostic nucleic acid test (NAT)
 - Cytomegalovirus (CMV) antibody (anti-CMV) screening or diagnostic test
 - Epstein-Barr Virus (EBV) antibody (anti-EBV) screening or diagnostic test
 - Syphilis screening or diagnostic test
 - Toxoplasma Immunoglobulin (IgG) antibody test
- Additional infectious disease testing for any deceased donor identified as increased risk according to the U.S. PHS Guideline criteria (except donors whose only increased risk factor is receiving hemodialysis within the preceding 12 months) using *either*:
 - HIV RNA by NAT
 - HIV Ag/Ab combination test

OPOs will provide:

The requested sample of deceased donor medical records

Additional Resources:

FDA-approved screening and diagnostic tests: <http://tinyurl.com/FDA-SCREENING>

Policy 2.11.B: Required Information for Deceased Liver Donors

Effective Date: 9/1/2014

At OPOs, site surveyors will:

Review a sample of deceased liver donor records for documentation of:

- Results or other evidence that direct bilirubin was performed
- Results or other evidence that total bilirubin was performed

OPOs will provide:

The requested sample of deceased donor medical records

Policy 2.11.C: Required Information for Deceased Heart Donors

Effective Date: 3/1/2018

At OPOs, site surveyors will:

Review a sample of deceased heart donor records for documentation of:

- Results or other evidence that an echocardiogram was performed

OPOs will provide:

The requested sample of deceased donor medical records

Policy 2.11.D: Required Information for Deceased Lung Donors

Effective Date: 9/1/2014

At OPOs, site surveyors will:

Review a sample of deceased lung donor records for documentation of:

- A sputum gram stain

OPOs will provide:

The requested sample of deceased donor medical records

Policy 2.11.E: Required Information for Deceased Pancreas Donors

Effective Date: 9/29/2016

At OPOs, site surveyors will:

Review a sample of deceased pancreas donor records for documentation of:

- Serum amylase
- Serum lipase

OPOs will provide:

The requested sample of deceased donor medical records

Policy 2.12: Post Procurement Follow Up and Reporting

Effective Date: 3/1/2018

At OPOs, site surveyors will:

Review the OPO's internal policies, procedures, and protocols to verify that it has a written protocol(s) for:

- Obtaining deceased donor test results and reporting them to the OPTN Contractor
- Reporting positive test results and relevant information to receiving transplant programs and, when required, to the OPTN Improving Patient Safety Portal

Interview OPO staff to verify that OPO staff practices align with OPTN policy and with the OPO's policies and procedures for post-procurement follow-up and reporting of deceased donor test results.

OPOs will provide:

The OPO's internal policies, procedures, and protocols for the management of deceased donors

Access to relevant staff who can answer interview questions

Policy 2.13: Deceased Donor Management

Effective Date: 3/1/2018

At OPOs, site surveyors will:

Review a sample of deceased donor records for the following documentation:

- Fluid intake and output were monitored by the OPO

OPOs will provide:

The requested sample of deceased donor medical records

Policy 2.14.B: Pre-Recovery Verification

Effective Date: 3/1/2018

At OPOs, site surveyors will:

Review a sample of deceased donor records for the following documentation:

- A verification for each organ containing:
 - Donor ID
 - Organ
 - Organ laterality (if applicable)
 - Donor blood type

Review the OPO's internal policies, procedures, and protocols to verify that it has a written protocol(s) that includes:

- Definition of qualified healthcare professionals to perform the pre-recovery verification
- Verification of the following by the on-site recovering surgeon and a qualified health care professional:
 - Donor ID
 - Organ
 - Organ laterality (if applicable)
 - Donor blood type
 - Donor blood subtype (if used for allocation)

- Verification of the following by two qualified health care professionals when the intended recipient is known prior to recovery:
 - Intended recipient unique identifier
 - Intended recipient blood type
 - Donor and intended recipient are blood type compatible or intended incompatible
- Sources used for verification

Interview OPO staff to verify that OPO staff practices align with OPTN policy and with the OPO’s policies and procedures for pre-recovery verifications.

OPOs will provide:

The requested sample of deceased donor medical records

The OPO’s internal policies, procedures and protocols for the management of deceased donors

Access to relevant staff who can answer interview questions

Policy 2.14.C: Organ Procurement Procedures

Effective Date: 3/1/2018

At OPOs, site surveyors will:

Review a sample of deceased donor records for the following documentation:

- All flush solutions and additives
- All flush solution and additive lot numbers

OPOs will provide:

The requested sample of deceased donor medical records

Policy 3.2: Notifying Patients of Their Options

Effective Date: 2/1/2014

At transplant hospitals, site surveyors will:

Review a sample of medical records, and any material incorporated into the medical record by reference, for documentation that:

- The transplant recipient was notified that he or she could register at more than one transplant hospital
- This information was provided prior to registration

Transplant hospitals will provide:

The requested sample of medical records

Policy 3.3: Candidate Blood Type Determination and Reporting before Waiting List Registration

Effective Date: 6/23/2016

At transplant hospitals, site surveyors will:

Review the hospital's internal policies, procedures, and protocols to verify that it has a written protocol(s) that includes:

- Testing two candidate blood samples before waiting list registration that:
 - Are drawn on separate occasions
 - Have different collection times
 - Are submitted as separate samples
 - Indicate the same blood type
- Reporting candidate blood type:
 - By two qualified healthcare professionals
 - Using all blood type determination source documents
- Definition of qualified health care professionals who can participate in blood type verification and reporting
- A process for resolving conflicting primary blood type results

Interview transplant hospital staff to verify that hospital staff practices align with OPTN policy and with the hospital's policies and procedures for blood type determination and reporting.

Transplant hospitals will provide:

The transplant hospital's internal policies, procedures and protocols for the care of candidates and recipients

Access to relevant staff who can answer interview questions

Additional Guidance:

A hospital's electronic medical record (EMR) can be a source document for lab results when the performing lab's results are directly uploaded into the EMR.

Policy 3.5: Patient Notification

Effective Date: 2/1/2014

At transplant hospitals, site surveyors will:

Review a sample of medical records, and any material incorporated into the medical record by reference, for documentation that:

- Notification of listing letters meet the following requirements:
 - Letter sent within 10 business days of listing
 - Accurate date of listing in the letter
 - Reference to the OPTN Contractor's Patient Information Letter
- Notification of removal letters meet the following requirements:
 - Letter sent within 10 business days of removal from the waiting list
 - Reference to the OPTN Contractor's Patient Information Letter

Transplant hospitals will provide:

The requested sample of medical records

Additional Resources:

Patient Information Letter: <http://optn.transplant.hrsa.gov/resources/informing-patients>

Policy 3.6.C: Individual Waiting Time Transfers

Effective Date: 9/1/2015

At transplant hospitals, site surveyors will:

Review a sample of medical records, and any material incorporated into the medical record by reference, for documentation that:

- The transplant hospital notified the candidate within 10 days after receiving notification from the OPTN Contractor that the candidate's waiting time has been transferred to the hospital

Transplant hospitals will provide:

The requested sample of medical records

Policy 3.9: Removing Candidates from the Waiting List

Effective Date: 9/1/2015

At transplant hospitals, site surveyors will:

Review a sample of medical records, and any material incorporated into the medical record by reference, for documentation that data reported through UNetSM is consistent with source documentation, including:

- If the candidate was transplanted, that the date of first anastomosis was no more than one day before the transplant recipient was removed from the waiting list
- If the candidate was removed for death, that the date of knowledge of death was no more than one day before the transplant candidate was removed from the waiting list

Transplant hospitals will provide:

The requested sample of medical records

Policy 5.3.C: Informed Consent for Kidneys Based on KDPI Greater than 85%

Effective Date: 9/1/2016

At transplant hospitals, site surveyors will:

Review a sample of medical records, and any material incorporated into the medical record by reference, for documentation that:

- Kidney-alone transplant recipients who received a kidney with a Kidney Donor Profile Index (KDPI) score greater than 85% gave written informed consent to receive offers for kidneys with a KDPI score greater than 85%
- Multi-organ transplant recipients whose transplant included a kidney with a KDPI score greater than 85% gave written informed consent to receive the kidney before it was transplanted

Transplant hospitals will provide:

The requested sample of medical records

Additional Guidance:

Additional consent is not required to receive offers of kidneys with a KDPI greater than 85% for candidates who were registered on the kidney waiting list before December 4, 2014 and were consented to receive an ECD kidney

Policy 5.7: Organ Check-In

Effective Date: 6/23/2016

At transplant hospitals, site surveyors will:

Review the hospital's internal policies, procedures, and protocols to verify that it has a written protocol for:

- Organ check-in including the following elements:
 - Timing:
 - Upon arrival at the transplant hospital
 - Before opening external container
 - Verification using OPTN external label of:
 - Donor ID
 - Organ type
 - Organ laterality (if applicable)
 - Notifying OPO within 1 hour if it is not an expected organ

Interview transplant hospital staff to verify that hospital staff practices align with OPTN policy and with the hospital's policies and procedures for organ check-in.

Transplant hospitals will provide:

The transplant hospital's internal policies, procedures and protocols for the care of candidates and recipients

Access to relevant staff who can answer interview questions

Policy 5.8: Pre-Transplant Verification

Effective Date: 6/23/2016

At transplant hospitals, site surveyors will:

Review the hospital's internal policies, procedures, and protocols to verify that it has a written protocol(s) that includes:

- Pre-transplant verification prior to organ receipt that includes:
 - Participation by two licensed healthcare professionals
 - Timing of the pre-transplant verification
 - Recipient in the operating room
 - Either before induction of general anesthesia or before incision if the recipient is already under continuous sedation before arriving in the operating room
 - Verification of expected donor:
 - Donor ID
 - Organ
 - Lung laterality (if applicable)
 - Blood type
 - Blood subtype (if used for allocation)
 - Verification of recipient
 - Unique identifier
 - Blood type
 - Verification that the expected donor and intended recipient are blood type compatible or intended incompatible
 - Sources used for verification

- Pre-transplant verification upon organ receipt that includes:
 - Participation by the transplant surgeon and another licensed health care professional
 - Timing of the pre-transplant verification
 - Organ and recipient are in the operating room
 - Before anastomosis of the first organ
 - Verification of donor:
 - Donor ID
 - Organ
 - Organ laterality (if applicable)
 - Blood type
 - Blood subtype (if used for allocation)
 - Verification of recipient
 - Unique identifier
 - Blood type
 - Verification that the donor and intended recipient are blood type compatible or intended incompatible
 - Verification that the correct donor organ has been identified for the correct recipient
 - Sources used for verification

Interview transplant hospital staff to verify that hospital staff practices align with OPTN policy and with the hospital's policies and procedures for pre-transplant verifications.

Transplant hospitals will provide:

The transplant hospital's internal policies, procedures and protocols for the care of candidates and recipients
 Access to relevant staff who can answer interview questions

Additional Guidance:

For purposes of this policy, a living donor organ is not considered "received" until it has been recovered.

Policy 5.8.B: Pre-Transplant Verification upon Organ Receipt

Effective Date: 6/23/2016

At transplant hospitals, site surveyors will:

Review a sample of medical records, and any material incorporated into the medical record by reference, for documentation that:

- The following were verified between organ arrival and anastomosis:
 - Donor ID
 - Organ
 - Laterality (if applicable)
 - Donor blood type
 - Recipient unique identifier
 - Recipient blood type
 - Donor and recipient are blood type compatible or intended incompatible
 - Correct donor organ has been identified for the correct recipient
- The following are documented:
 - Intended recipient arrival time in the operating room (OR) or documentation showing intended recipient present at time of verification
 - Organ arrival time in the OR or documentation showing organ present at time of verification
 - Verification time
 - Anastomosis time or documentation showing verification occurred prior to anastomosis

Transplant hospitals will provide:

The requested sample of medical records

Additional Guidance:

For purposes of this policy, a living donor organ is not considered "received" until it has been recovered.

Policy 6.1.A: Adult Heart Status 1 Requirements

Effective Date: 10/18/2018

At transplant hospitals, site surveyors will:

Review a sample of medical records, and any material incorporated into the medical record by reference, to verify that the data reported in UNetSM to justify a candidate's status are consistent with documentation in the candidate's medical record, including:

- Evidence of admission to the transplant hospital that registered the candidate on the waiting list on each day registered at status 1
- Support by a required mechanical circulatory support device (MCSD), including:
 - Device type
 - Device brand (if applicable)
 - Implant/initiation date and time
 - Ventricle support (if applicable)
- Evidence that the candidate is supported by the required MCSD on each day registered at status 1
- Required lab values, including collection dates and times
- Required therapies, hemodynamic measurements, diagnoses, and clinical observations and events, including reported dates and times

Transplant hospitals will provide:

The requested sample of medical records

Policy 6.1.B: Adult Heart Status 2 Requirements

Effective Date: 10/18/2018

At transplant hospitals, site surveyors will:

Review a sample of medical records, and any material incorporated into the medical record by reference, to verify that the data reported in UNetSM to justify a candidate's status are consistent with documentation in the candidate's medical record, including:

- Evidence of admission to the transplant hospital that registered the candidate on the waiting list, if required, on each day registered at status 2
- Support by a required mechanical circulatory support device (MCSD), if applicable, including:
 - Device type
 - Device brand (if applicable)
 - Implant/initiation date and time
 - Ventricle support (if applicable)
- Evidence that the candidate is supported by the required MCSD, if applicable, on each day registered at status 2
- Required lab values, including collection dates and times
- Required therapies, hemodynamic measurements, diagnoses, and clinical observations and events, including reported dates and times

Transplant hospitals will provide:

The requested sample of medical records

Policy 6.1.C: Adult Heart Status 3 Requirements

Effective Date: 10/18/2018

At transplant hospitals, site surveyors will:

Review a sample of medical records, and any material incorporated into the medical record by reference, to verify that the data reported in UNetSM to justify a candidate's status are consistent with documentation in the candidate's medical record, including:

- Evidence of admission to the transplant hospital that registered the candidate on the waiting list, if required, on each day registered at status 3
- Support by a required mechanical circulatory support device (MCSD), if applicable, including:
 - Device type
 - Device brand (if applicable)
 - Implant/initiation date and time
 - Ventricle support (if applicable)
- Evidence that the candidate is supported by the required MCSD, if applicable, on each day registered at status 3
- Hemodynamic monitoring, if required
- Required lab values or results, including collection dates and times
- Required therapies, hemodynamic measurements, diagnoses, classifications, and clinical observations and events, including reported dates and times

Transplant hospitals will provide:

The requested sample of medical records

Policy 6.1.D: Adult Heart Status 4 Requirements

Effective Date: 10/18/2018

At transplant hospitals, site surveyors will:

Review a sample of medical records, and any material incorporated into the medical record by reference, to verify that the data reported in UNetSM to justify a candidate's status are consistent with documentation in the candidate's medical record, including:

- Support by a required mechanical circulatory support device (MCSD), if applicable, including:
 - Device type
 - Device brand (if applicable)
 - Implant/initiation date and time
 - Ventricle support (if applicable)
- Evidence that the candidate is supported by the required MCSD, if applicable, on each day registered at status 4
- Required therapies, hemodynamic measurements, diagnoses, classifications, and clinical observations and events, including reported dates and times

Transplant hospitals will provide:

The requested sample of medical records

Policy 6.2.A: Pediatric Heart Status 1A Requirements

Effective Date: 10/18/2018

At transplant hospitals, site surveyors will:

Review a sample of medical records, and any material incorporated into the medical record by reference, to verify that the data reported in UNetSM to justify a candidate's status are consistent with documentation in the candidate's medical record, including:

- Evidence of admission to the hospital that registered the candidate on each day registered at status 1A, plus at least one of the following:
 - Administration of continuous mechanical ventilation on each day registered at status 1A
 - Assistance of an intra-aortic balloon pump on each day registered at status 1A
 - Ductal dependent pulmonary or systemic circulation, with ductal patency maintained by stent or prostaglandin infusion
 - Infusion of a qualifying high-dose IV inotrope or multiple qualifying IV inotropes on each day registered at status 1A, plus a qualifying congenital heart disease diagnosis
- Assistance of a mechanical circulatory support device

Transplant hospitals will provide:

The requested sample of medical records

Policy 6.3: Status Updates

Effective Date: 10/18/2018

At transplant hospitals, site surveyors will:

Review a sample of medical records, and any material incorporated into the medical record by reference, to verify:

- That a candidate's status or criteria used to justify the current status are updated in UNetSM within 24 hours of a change in the candidate's medical condition to accurately reflect the change in condition

Transplant hospitals will provide:

The requested sample of medical records

Policy 6.4: Adult and Pediatric Status Exceptions

Effective Date: 10/18/2018

At transplant hospitals, site surveyors will:

Review a sample of medical records, and any material incorporated into the medical record by reference, to verify that the data reported in UNetSM to justify a candidate's status are consistent with documentation in the candidate's medical record, including:

- Evidence of admission to the hospital that registered the candidate on the waiting list, if required

Transplant hospitals will provide:

The requested sample of medical records

Policy 8.4.A: Waiting Time for Candidates Registered at Age 18 Years or Older

Effective Date: 12/4/2014

At transplant hospitals, site surveyors will:

Review a sample of medical records, and any material incorporated into the medical record by reference, for documentation that data reported through UNetSM is consistent with source documentation, including:

- Creatinine clearance less than or equal to 20 mL/min
- GFR less than or equal to 20 mL/min
- Start date of regularly administered dialysis for End Stage Renal Disease (ESRD)

Transplant hospitals will provide:

The requested sample of medical records

Additional Guidance:

A hospital may use discretion in defining the start date of regularly administered dialysis for ESRD as long as there is documentation (i.e., 2728 form, physician's note, dialysis center documentation) of the date entered.

The dialysis start date from the CMS database, if displayed in UNetSM, may be used as documentation supporting the start date of regularly administered dialysis for ESRD entered by the hospital. The hospital is not required to print out the information from UNetSM.

Policy 8.4.B: Waiting Time for Candidates Registered prior to Age 18

Effective Date: 12/4/2014

At transplant hospitals, site surveyors will:

Review a sample of medical records, and any material incorporated into the medical record by reference, for documentation that data reported through UNetSM is consistent with source documentation, including:

- Start date of regularly administered dialysis for End Stage Renal Disease (ESRD)

Transplant hospitals will provide:

The requested sample of medical records

Additional Guidance:

A hospital may use discretion in defining the start date of regularly administered dialysis for ESRD as long as there is documentation (i.e., 2728 form, physician's note, dialysis center documentation) of the date entered.

The dialysis start date from the CMS database, if displayed in UNetSM, may be used as documentation supporting the start date of regularly administered dialysis for ESRD entered by the hospital. The hospital is not required to print out the information from UNetSM.

Policy 8.5.A: Candidate Classifications

Effective Date: 12/4/2014

At transplant hospitals, site surveyors will:

Review a sample of medical records, and any material incorporated into the medical record by reference, for documentation that data reported through UNetSM for candidates with an Expected Post-Transplant Survival (EPTS) in the top 20% is consistent with source documentation, including:

- Date of birth
- Start date of regularly administered dialysis for End Stage Renal Disease (ESRD)
- Diabetes status
- Number of prior solid organ transplants

Transplant hospitals will provide:

The requested sample of medical records

Additional Guidance:

A hospital may use discretion in defining the start date of regularly administered dialysis for ESRD as long as there is documentation (i.e., 2728 form, physician's note, dialysis center documentation) of the date entered.

The dialysis start date from the CMS database, if displayed in UNetSM, may be used as documentation supporting the start date of regularly administered dialysis for ESRD entered by the hospital. The hospital is not required to print out the information from UNetSM.

Policy 8.5.D: Allocation of Kidneys by Blood Type

Effective Date: 9/1/2016

At transplant hospitals, site surveyors will:

Review a sample of medical records, and any material incorporated into the medical record by reference, for documentation that:

- Kidney transplant recipients with blood type B who received a kidney from a donor with blood type A, non-A₁ or blood type AB, non-A₁B provided written informed consent to accept a kidney from a donor with these blood types

Verify that the transplant program has a written policy regarding its titer threshold for transplanting blood type A, non-A₁ and blood type B, non-A₁B kidneys into candidates with blood type B

Transplant hospitals will provide:

The requested sample of medical records

The transplant hospital's internal policies, procedures and protocols for the care of candidates and recipients

Policy 8.5.F: Highly Sensitized Candidates

Effective Date: 9/1/2016

At transplant hospitals, site surveyors will:

Review a sample of medical records, and any material incorporated into the medical record by reference, for documentation that:

- For candidates receiving priority based on a Calculated Panel Reactive Antibody (CPRA) score of 99% or 100%:
 - The transplant program's HLA laboratory director and the candidate's transplant physician or surgeon has signed a written approval of the candidate's unacceptable antigens
 - The written approval was provided before the UNetSM entry of the approvers' names

Transplant hospitals will provide:

The requested sample of medical records

Additional Guidance:

The written approval in the candidate's medical record must occur on the same date or on an earlier date than the approval is documented in UNetSM.

Written approval may be in the form of a physical or electronic signature. The hospital's internal policies regarding requirements for electronic signatures apply. Entry in UNetSM does not qualify as an electronic signature.

Policy 8.5.G Prioritization for Liver Recipients on the Kidney Waiting List

Effective Date: 8/10/2017

At transplant hospitals, site surveyors will:

Review a sample of medical records, and any material incorporated into the medical record by reference, of kidney recipients who received priority for a kidney due to a prior liver transplant, for documentation that data reported through UNetSM is consistent with source documentation, including the most recent dates and results for any of the following:

- Measured or calculated creatinine clearance (CrCl)
- Glomerular filtration rate (GFR)
- Dialysis

Transplant hospitals will provide:

The requested sample of medical records

Policy 9.1.A: Adult Status 1A Requirements

Effective Date: 5/14/2019

At transplant hospitals, site surveyors will:

Review a sample of medical records, and any material incorporated into the medical record by reference, for documentation that data reported through UNetSM is consistent with source documentation, including:

- Qualifying criteria reported on the status 1A justification form for:
 - Fulminant liver failure
 - Anhepatic
 - Primary non-function
 - Hepatic arterial thrombosis (HAT)
 - Acute decompensated Wilson’s disease
 - Special case – information in the status 1A justification form narrative
- That all lab results reported for status 1A qualifying criteria were the most recent available at the time they were entered into UNetSM

Transplant hospitals will provide:

The requested sample of medical records

Policy 9.1.B: Pediatric Status 1A Requirements

Effective Date: 9/1/2015

At transplant hospitals, site surveyors will:

Review a sample of medical records, and any material incorporated into the medical record by reference, for documentation that data reported through UNetSM is consistent with source documentation, including:

- Qualifying criteria reported on the status 1A justification form for:
 - Fulminant liver failure
 - Primary non-function
 - Hepatic arterial thrombosis (HAT)
 - Acute decompensated Wilson’s disease
 - Special case – information in the status 1A justification form narrative

Transplant hospitals will provide:

The requested sample of medical records

Policy 9.1.C: Pediatric Status 1B Requirements

Effective Date: 9/1/2015

At transplant hospitals, site surveyors will:

Review a sample of medical records, and any material incorporated into the medical record by reference, for documentation that data reported through UNetSM is consistent with source documentation, including:

- Qualifying criteria reported on the status 1B justification form for:
 - Non-metastatic hepatoblastoma
 - Urea cycle defect or organic acidemia
 - Chronic liver disease

Transplant hospitals will provide:

The requested sample of medical records

Policy 9.2: Status and Laboratory Values Update Schedule

Effective Date: 2/1/2014

At transplant hospitals, site surveyors will:

Review a sample of medical records, and any material incorporated into the medical record by reference, for documentation that data reported through UNetSM is consistent with source documentation, including:

- The following lab results that affect the MELD score:
 - Creatinine
 - Serum sodium
 - Bilirubin
 - INR
 - 24 hours of CVVHD or dialysis twice in the week prior to modification date (if applicable)
- The following lab results that affect the PELD score:
 - Albumin
 - Bilirubin
 - INR
 - Growth failure variables (height, weight, gender)
 - 24 hours of CVVHD or dialysis twice in the week prior to modification date (if applicable)
- That all lab results listed above were the most recent available at the time they were entered into UNetSM

Transplant hospitals will provide:

The requested sample of medical records

Policy 9.5: Specific Standardized MELD or PELD Score Exceptions

Effective Date: 5/14/2019

At transplant hospitals, site surveyors will:

Review a sample of medical records, and any material incorporated into the medical record by reference, for documentation that data reported through UNetSM is consistent with source documentation, including:

- Qualifying criteria for standardized exceptions reported on the MELD or PELD exception or exception extension form

Transplant hospitals will provide:

The requested sample of medical records

Policy 9.9.B Liver-Kidney Candidate Eligibility for Candidates 18 Years or Older

Effective Date: 5/14/2019

At transplant hospitals, site surveyors will:

Review a sample of medical records, and any material incorporated into the medical record by reference, for documentation that data reported through UNetSM is consistent with source documentation available at the time of entry, including:

- For recipients receiving a liver-kidney transplant based on a diagnosis of CKD:
 - Regularly administered dialysis for ESRD
 - Measured or calculated creatinine clearance (CrCl) or glomerular filtration rate (GFR) less than or equal to 30 mL/min on either:
 - The date of the most recent result before registration on the kidney waiting list
 - A date after registration on the kidney waiting list
- For recipients receiving a liver-kidney transplant based on a diagnosis of sustained acute kidney injury:
 - Dates of dialysis received
 - Measured or calculated CrCl or GFR values less than or equal to 25 mL/min and the corresponding collection dates for each value
- For recipients receiving a liver-kidney transplant based on a diagnosis of metabolic disease:
 - Hyperoxaluria
 - Atypical HUS from mutations in factor H or factor I
 - Familial non-neuropathic systemic amyloidosis
 - Methylmalonic aciduria

Transplant hospitals will provide:

The requested sample of medical records

Policy 10.1: Priorities and Score Assignments for Lung Candidates

Effective Date: 2/19/2015

At transplant hospitals, site surveyors will:

Review a sample of medical records, and any material incorporated into the medical record by reference, for documentation that data reported through UNetSM is consistent with source documentation, including:

- All variables that can affect the LAS:
 - Date of birth
 - Height
 - Weight
 - Diagnosis
 - Functional status
 - Diabetes status
 - Assisted ventilation status
 - Oxygen status
 - Oxygen rate
 - Forced vital capacity (FVC)
 - 6 minute walk distance
 - Pulmonary artery systolic pressure
 - Cardiac index (CI)
 - Central venous pressure (CVP)
 - PCO₂
 - PCO₂ type
 - Serum creatinine
 - Total bilirubin

Transplant hospitals will provide:

The requested sample of medical records

Policy 10.1.G: Reporting Additional Data for Candidates with an LAS of 50 or Higher

Effective Date: 2/1/2015

At transplant hospitals, site surveyors will:

Review a sample of medical records, and any material incorporated into the medical record by reference, for documentation that data reported through UNetSM is consistent with source documentation, including:

- Variables reported within 14 days of a candidate's LAS becoming 50 or higher:
 - Assisted ventilation status
 - Oxygen rate
 - Oxygen status
 - Current PCO₂
 - PCO₂ type

Review a sample of medical records, and any material incorporated into the medical record by reference, for results or other evidence that the following were performed:

- Assessment and reporting of these variables every 14 days while a candidate's LAS remains 50 or higher

Transplant hospitals will provide:

The requested sample of medical records

Additional Guidance:

A transplant program is only required to report an updated PCO₂ type and value if the test was performed within the previous 14 days.

Policy 10.2.B: Lung Candidates with Exceptional Cases

Effective Date: 7/1/2014

At transplant hospitals, site surveyors will:

Review a sample of medical records, and any material incorporated into the medical record by reference, for documentation that data reported through UNetSM is consistent with source documentation, including:

- Data reported on the LRB exception application

Transplant hospitals will provide:

The requested sample of medical records

Policy 11.3.B: Kidney-Pancreas Waiting Time Criteria for Candidates At Least 18 Years Old

Effective Date: 9/1/2015

At transplant hospitals, site surveyors will:

Review a sample of medical records, and any material incorporated into the medical record by reference, for documentation that data reported through UNetSM is consistent with source documentation, including:

- Kidney criteria
 - Creatinine clearance less than or equal to 20 mL/min
 - GFR less than or equal to 20 mL/min
 - Start date of regularly administered dialysis for End Stage Renal Disease (ESRD)
- Pancreas criteria
 - On insulin
 - C-peptide value
 - Height used for BMI calculation (if C-peptide value is greater than 2)
 - Weight used for BMI calculation (if C-peptide value is greater than 2)

Transplant hospitals will provide:

The requested sample of medical records

Additional Guidance:

A hospital may use discretion in defining the start date of regularly administered dialysis for ESRD as long as there is documentation (i.e., 2728 form, physician's note, dialysis center documentation) of the date entered.

The dialysis start date from the CMS database, if displayed in UNetSM, may be used as documentation supporting the start date of regularly administered dialysis for ESRD entered by the hospital. The hospital is not required to print out the information from UNetSM.

Policy 13.4.A: Release of Protected Health Information (PHI)

Effective Date: 12/1/2015

At living donor recovery hospitals, site surveyors will:

Review a sample of KPD donor medical records, and any material incorporated into the medical record by reference, to verify:

- Written consent from paired donors to share protected health information (PHI) with all other transplant hospitals in the KPD exchange.

Recovery hospitals will provide:

The requested sample of living donor records

Policy 13.4.C: Additional Requirements for KPD Donors

Effective Date: 12/1/2015

At living donor recovery hospitals, site surveyors will:

Review a sample of KPD donor medical records, and any material incorporated into the medical record by reference, to verify that the transplant hospital informed the paired donor of the following:

- The KPD program's matching requirements
- KPD donors and candidates do not choose their match
- A KPD donor or a candidate may decline a match
- The possibility of helping more than one candidate receive a transplant
- The possibility that the paired donor may have to wait to find a match
- The possibility that the paired donor might have to wait longer to donate after a match has been identified because of logistical issues
- The possibility that the paired candidate might not receive a transplant because of an unexpected issue with the matched donor's kidney found during or after surgery
- The possibility that the paired donor's kidney might not be transplanted or the paired donor's matched candidate might not receive a transplant because of unexpected events
- The KPD program's remedy for failed KPD exchanges and that the remedy does not include any additional priority for the paired candidate on the deceased donor waiting list
- The possibility that the matched candidate's insurance might not cover travel costs if the paired donor travels to the matched recipient transplant hospital
- The possibility that the paired donor's paired recipient and the paired donor's matched recipient might not have equal outcomes
- The possibility of the paired donor's name appearing on the matched candidate's insurance estimation of benefits
- That the donor's kidney could be lost in transport, and other potentially negative consequences related to shipping a kidney
- That the paired donor may require additional testing, including multiple blood draws for crossmatching
- The KPD program's rules for when members are allowed to facilitate meetings between matched donors and recipients
- The paired donor has the right to withdraw from participation in the KPD program at any time, for any reason.

Recovery hospitals will provide:

The requested sample of living donor records

Policy 14.1.A: Living Donor Psychosocial Evaluation Requirements

Effective Date: 6/1/2017

At living donor recovery hospitals, site surveyors will:

Review a sample of living donor medical records, and any material incorporated into the medical record by reference, for documentation that the donor psychosocial evaluation was completed and addressed the following:

- Psychosocial issues that might complicate the living donor's recovery
- Risks for poor psychosocial outcome
- Behaviors that may increase risk for disease transmission as defined by the U.S. PHS Guideline
- The living donor's history of smoking, alcohol, and drug use, including past or present substance use disorder
- Factors that warrant educational or therapeutic intervention prior to the final donation decision
- The living donor's understanding of the short and long-term medical and psychosocial risks for both the living donor and recipient
- Whether the decision to donate is free of inducement, coercion, and other undue pressure
- The living donor's ability to make an informed decision
- The living donor's ability to cope with the major surgery and related stress
- Whether the donor has a realistic plan for donation and recovery, with social, emotional and financial support available as recommended
- The living donor's occupation, employment status, health insurance status, living arrangements, and social support
- The living donor's understanding of the potential financial implications of living donation

Interview relevant staff, and substantiate the information obtained in the interview through review of internal policies, procedures and protocols; a sample of living donor medical records; or any material incorporated into the medical record by reference to obtain evidence that the hospital's standard practice is:

- That the person performing psychosocial evaluations of living donors is someone with the role/title of psychiatrist, psychologist, masters-prepared social worker, or licensed clinical social worker

Recovery hospitals will provide:

The requested sample of living donor records

The recovery hospital's internal policies, procedures and protocols for the care of living donors

Evidence as needed to verify compliance

Access to relevant staff who can answer interview questions

Policy 14.2.A: ILDA Requirements for Living Donor Recovery Hospitals

Effective Date: 6/1/2017

At living donor recovery hospitals, site surveyors will:

Interview relevant staff, and substantiate the information obtained in the interview through review of internal policies, procedures and protocols; a sample of living donor medical records; or any material incorporated into the medical record by reference to obtain evidence that the hospital's standard practice is:

- To designate a key ILDA contact for each living kidney or living liver donor
- That the ILDA is not involved with the recipient evaluation
- That the ILDA is independent of the decision to transplant the recipient
- That the ILDA discusses with each donor, the:
 - Informed consent process
 - Evaluation process
 - Surgical procedure
 - Follow-up requirements and the benefit and need for participating in follow-up

Recovery hospitals will provide:

The requested sample of living donor records

The recovery hospital's internal policies, procedures and protocols for the care of living donors

Access to relevant staff who can answer interview questions

Additional Guidance:

Site surveyors will examine the hospital's internal policies, procedures and protocols to verify the presence of a process by which the hospital ensures that the assigned ILDA for a given potential living donor patient is not involved in the evaluation of the associated transplant candidate, and is not involved in the decision to proceed to transplantation or approve the transplant candidate for transplantation.

Policy 14.2.B: ILDA Protocols for Living Donor Recovery Hospitals

Effective Date: 2/1/2015

At living donor recovery hospitals, site surveyors will:

Review the hospital's internal policies, procedures and protocols to verify that the hospital has developed and implemented written protocols that address:

- Composition of the ILDA team, if a team is used
- Qualifications and training of the ILDA
- Duties and responsibilities of the ILDA
- Grievance process for the ILDA

Recovery hospitals will provide:

The recovery hospital's internal policies, procedures and protocols for the care of living donors

Policy 14.3: Informed Consent Requirements

Effective Date: 6/1/2017

At living donor recovery hospitals, site surveyors will:

Review a sample of living donor medical records, and any material incorporated into the medical record by reference, for a document signed by the living donor confirming that the donor:

- Is willing to donate
- Is free from inducement or coercion
- Has been informed that he/she may decline to donate at any time

Review a sample of living donor medical records, and any material incorporated into the medical record by reference, for documentation that:

- The living donor was offered an opportunity to discontinue the donor consent or evaluation process in a way that is protected and confidential
- An ILDA was available to assist the living donor during the consent process

Interview relevant staff, and substantiate the information obtained in the interview through review of internal policies, procedures and protocols; a sample of living donor medical records; or any material incorporated into the medical record by reference to obtain evidence that the hospital's standard practice is:

- To provide information to living donors in a language in which the donor is able to engage in a meaningful dialogue with the recovery program staff

Review a sample of living donor medical records, and any material incorporated into the medical record by reference, for documentation that the recovery hospital disclosed the following to the living donor:

- It is a federal crime for any person to knowingly acquire, obtain, or otherwise transfer any human organ for anything of value including, but not limited to, cash, property, and vacations
- That the hospital must (or will) provide an ILDA
- Alternate procedures or courses of treatment for the recipient, including deceased donor transplantation
- A deceased donor organ might become available for the recipient before the donor evaluation is completed or the living donor transplant occurs
- Transplant hospitals determine candidacy for transplantation based on existing hospital-specific guidelines or practices and clinical judgment
- The recovery hospital will take all reasonable precautions to provide confidentiality for the living donor and the recipient
- Any transplant candidate may have an increased likelihood of adverse outcomes (including but not limited to graft failure, complications, and mortality) that:
 - Exceed local or national averages
 - Do not necessarily prohibit transplantation
 - Are not disclosed to the living donor
- The recovery hospital can disclose to the living donor certain information about candidates only with the permission of the candidate, including:
 - The reasons for a transplant candidate's increased likelihood of adverse outcomes
 - Personal health information collected during the transplant candidate's evaluation, which is confidential and protected under privacy law
- Health information obtained during the living donor evaluation is subject to the same regulations as all medical records and could reveal conditions that must be reported to local, state or federal public health authorities
- The recovery hospital is required to report living donor follow-up information at six months, one year, and two years post-donation

- Any infectious disease or malignancy pertinent to acute recipient care discovered during the first two years of the donor's post-operative follow-up care:
 - May need to be reported to local, state or federal public health authorities
 - Will be disclosed to their recipient's transplant hospital
 - Will be reported through the OPTN Improving Patient Safety Portal
- The living donor will receive a medical evaluation
- The living donor will receive a psychosocial evaluation
- The hospital may refuse the living donor
- The following are inherent risks associated with evaluation for living donation:
 - Allergic reactions to contrast
 - Discovery of reportable infections
 - Discovery of serious medical conditions
 - Discovery of adverse genetic findings
 - Discovery of abnormalities that may require additional testing at the donor's expense or create the need for unexpected decisions by the transplant team

Review a sample of living donor medical records, and any material incorporated into the medical record by reference, for documentation that the recovery hospital provided information or disclosure to the donor addressing the risk of the following:

- Death
- Scars, hernia, wound infection, blood clots, pneumonia, nerve injury, pain, fatigue, and other consequences typical of any surgical procedure
- Abdominal symptoms such as bloating, nausea, and bowel obstruction
- The morbidity and mortality of the living donor may be impacted by age, obesity, hypertension, or other donor-specific pre-existing conditions
- Problems with body image
- Post-surgery depression or anxiety
- Feelings of emotional distress or grief if the transplant recipient experiences any recurrent disease or if the recipient dies
- Changes to the living donor's lifestyle from donation
- Personal expenses of travel, housing, child care costs, and lost wages related to donation might not be reimbursed
- Need for life-long follow-up at the living donor's expense
- Loss of employment or income
- Negative impact on the ability to obtain future employment
- Negative impact on the ability to obtain, maintain, or afford health, disability, and life insurance
- Future health problems experienced by living donors following donation may not be covered by the recipient's insurance
- Risks may be temporary or permanent
- Risks may include those listed, but are not limited to those listed

Review a sample of living donor medical records, and any material incorporated into the medical record by reference, for documentation that the recovery hospital provided the following information to the living donor regarding recipient outcome and survival data:

- When the recipient transplant hospital is known or is the same as the recovery hospital:
 - SRTR's national 1-year patient and transplanted organ survival rates for the organ being donated
 - SRTR's most recent hospital-specific 1-year patient and transplanted organ survival rates for the recipient's transplant hospital for the organ being donated
- When the recipient transplant hospital is not known:
 - SRTR's national 1-year patient and transplanted organ survival rates for the organ being donated

Review a sample of living donor medical records, and any material incorporated into the medical record by reference, for documentation that the recovery hospital provided additional information or disclosure specific to the living kidney donor regarding:

- Education about expected post-donation kidney function and the potential impact on chronic kidney disease (CKD) and end-stage renal disease (ESRD) on the living kidney donor in the future, including:
 - On average, donors will have a 25-35% permanent loss of kidney function after donation
 - Although risk of ESRD for living kidney donors does not exceed that of members of the general population with the same demographic profile, risk of ESRD for living kidney donors may exceed that of healthy non-donors with medical characteristics similar to living kidney donors
 - Living donor risks must be interpreted in light of the known epidemiology of both CKD and ESRD. When CKD or ESRD occurs, CKD generally develops in mid-life (40-50 years old) and ESRD generally develops after age 60. The medical evaluation of a young donor cannot predict lifetime risk of CKD or ESRD
 - Living donors may be at a higher risk for CKD if they sustain damage to the remaining kidney
 - The development of CKD and subsequent progression to ESRD may be faster with only one kidney
 - Dialysis is required if the living donor develops ESRD
 - Current practice is to prioritize prior living kidney donors who become kidney transplant candidates according to OPTN policy
- Potential surgical risks:
 - Decreased kidney function
 - Acute kidney failure and the need for dialysis or kidney transplant for the living donor in the immediate post-operative period
 - Risks may be temporary or permanent
 - Risks may include those listed, but are not limited to those listed

Review a sample of living donor medical records, and any material incorporated into the medical record by reference, for documentation that the recovery hospital provided additional disclosure to female living kidney donors that:

- Risks of preeclampsia or gestational hypertension may be increased in pregnancies after donation

Review a sample of living donor medical records, and any material incorporated into the medical record by reference, for documentation that the recovery hospital provided additional information or disclosure specific to the living liver donor regarding:

- Potential surgical risks:
 - Acute liver failure with need for liver transplant
 - Transient liver dysfunction with recovery
 - Risk of red cell transfusions or other blood product transfusions
 - Biliary complications, including leak or stricture, that may require additional intervention
 - Post-donation laboratory tests may result in abnormal or false positive results that may trigger additional tests that have associated risks
 - Risks may be temporary or permanent
 - Risks may include those listed, but are not limited to those listed

Recovery hospitals will provide:

The requested sample of living donor records

The recovery hospital's internal policies, procedures and protocols for the care of living donors

Evidence as needed to verify compliance

Access to relevant staff who can answer interview questions

Policy 14.4.A: Living Donor Medical Evaluation Requirements

Effective Date: 6/23/2016

At living donor recovery hospitals, site surveyors will:

Review a sample of living donor medical records, and any material incorporated into the medical record by reference, for documentation that the donor medical evaluation was completed.

Interview relevant staff, and substantiate the information obtained in the interview through review of internal policies, procedures and protocols; a sample of living donor medical records; or any material incorporated into the medical record by reference to obtain evidence that the hospital's standard practice is:

- That the medical evaluation of the living donor performed at the recovery hospital is reviewed by a physician or surgeon

Review a sample of living donor medical records, and any material incorporated into the medical record by reference, for documentation that an evaluation of the donor included assessment of:

- Personal history of:
 - Hypertension
 - Diabetes
 - Lung disease
 - Heart disease
 - Gastrointestinal disease
 - Autoimmune disease
 - Neurologic disease
 - Genitourinary disease
 - Hematologic disorders
 - Bleeding or clotting disorders
 - Cancer, including melanoma
- History of infections
- The donor's active and past medications
- The donor's allergies
- Coronary artery disease
- Whether the donor has a family history of:
 - Coronary artery disease
 - Cancer
- Occupation
- Employment status
- Health insurance status
- Living arrangements
- Social support
- Smoking, alcohol and drug use/abuse
- Psychiatric illness
- Depression
- Suicide attempts
- Increased risk behavior as defined by the U.S. PHS Guideline

Review a sample of living donor medical records, and any material incorporated into the medical record by reference, for documentation that there are results for:

- Height
- Weight
- BMI
- Vital signs
- A review of major organ systems
- Complete Blood Count (CBC) with platelet count
- Blood type (and subtype if tested)
- Prothrombin Time (PT) or International Normalized Ratio (INR)
- Partial Thromboplastin Time (PTT)
- Metabolic testing, including:
 - Electrolytes
 - BUN
 - Creatinine
 - Transaminase levels
 - Albumin
 - Calcium
 - Phosphorus
 - Alkaline phosphatase
 - Bilirubin
- HCG quantitative pregnancy test (for premenopausal women without surgical sterilization)
- Chest X-ray
- Electrocardiogram (ECG)
- CMV (Cytomegalovirus) antibody testing
- EBV (Epstein Barr Virus) antibody testing
- Syphilis testing
- Infectious disease testing performed no earlier than 28 days before organ recovery:
 - HIV antibody (anti-HIV) testing or HIV antigen/antibody (Ag/Ab) combination test
 - Hepatitis B surface antigen (HBsAg) testing
 - Hepatitis B core antibody (anti-HBc) testing
 - Hepatitis C antibody (anti-HCV) testing
 - Hepatitis C ribonucleic acid (RNA) by nucleic acid test (NAT)
- Additional infectious disease testing for any living donor identified as increased risk according to the U.S. PHS Guideline criteria (except donors whose only increased risk factor is receiving hemodialysis within the preceding 12 months) using either:
 - HIV RNA by NAT
 - HIV Ag/Ab combination test

Review the hospital's internal policies, procedures and protocols to verify that the hospital has developed and implemented written protocols that address:

- Identifying and testing donors at risk for transmissible seasonal or geographically defined endemic disease
- Cancer screening for:
 - Cervical cancer
 - Breast cancer
 - Prostate cancer
 - Colon cancer
 - Lung cancer

Recovery hospitals will provide:

The requested sample of living donor records

The recovery hospital's internal policies, procedures and protocols for the care of living donors

Evidence as needed to verify compliance

Access to relevant staff who can answer interview questions

Policy 14.4.B: Additional Requirements for the Medical Evaluation of Living Kidney Donors

Effective Date: 6/23/2016

At living donor recovery hospitals, site surveyors will:

Review a sample of living donor medical records, and any material incorporated into the medical record by reference, for documentation that an evaluation of the donor included assessment of:

- A kidney-specific personal history including:
 - Genetic renal diseases
 - Kidney disease
 - Proteinuria
 - Hematuria
 - Kidney injury
 - Diabetes, including gestational diabetes
 - Nephrolithiasis
 - Recurrent urinary tract infections
- Whether the donor has a family history of:
 - Kidney disease
 - Diabetes
 - Hypertension
 - Kidney cancer
- The donor's anatomy, including:
 - Whether kidneys are of equal size
 - Whether kidneys have masses, cysts, stones or other anatomical defects
 - Which kidney is more suitable for transplantation

Review a sample of living donor medical records, and any material incorporated into the medical record by reference, for documentation that there are results for:

- Blood pressure measured in one of the following ways:
 - Taken on two occasions
 - 24-hour monitoring
 - Overnight monitoring
- Metabolic testing, including:
 - Fasting blood glucose
 - Fasting lipid profile, including:
 - Cholesterol
 - Triglycerides
 - HDL Cholesterol
 - LDL Cholesterol
 - Glucose tolerance test or glycosylated hemoglobin, if indicated (in first degree relatives of diabetics and in high risk individuals)

- Urinalysis or urine microscopy
- Measurement of urinary protein and albumin excretion
- Measurement of glomerular filtration rate (GFR) by isotopic methods or a creatinine clearance calculated from a 24-hour urine collection
- 24-hour urine stone panel (if indicated according to policy)

Review the hospital's internal policies, procedures and protocols to verify that the hospital has developed and implemented written protocols that address:

- PKD screening

Recovery hospitals will provide:

The requested sample of living donor records

The recovery hospital's internal policies, procedures and protocols for the care of living donors

Evidence as needed to verify compliance

Policy 14.4.C: Additional Requirements for the Medical Evaluation of Living Liver Donors

Effective Date: 6/23/2016

At living donor recovery hospitals, site surveyors will:

Review a sample of living donor medical records, and any material incorporated into the medical record by reference, for documentation that an evaluation of the donor included assessment of:

- Whether the donor has a family history of:
 - Liver diseases
 - Bleeding or clotting disorders
- The donor's anatomy via radiological assessment, including:
 - Assessment of projected graft volume
 - Donor's remnant volume
 - Vascular anatomy
 - Presence of steatosis

Review a sample of living donor medical records, and any material incorporated into the medical record by reference, for documentation that there are results for:

- Hepatic function panel
- Ceruloplasmin, if indicated (in donors with a family history of Wilson's disease)
- Iron, iron binding capacity and ferritin
- Alpha-1-antitrypsin level
 - Phenotype for living donors with low alpha-1-antitrypsin levels

Review the hospital's internal policies, procedures and protocols to verify that the hospital has developed and implemented written protocols that address:

- Hypercoagulable state evaluation
- Testing for genetic diseases
- Screening for autoimmune disease
- Pre-donation liver biopsy

Recovery hospitals will provide:

The requested sample of living donor records

The recovery hospital's internal policies, procedures and protocols for the care of living donors

Evidence as needed to verify compliance

Policy 14.5: Living Donor Blood Type Determination and Reporting

Effective Date: 6/23/2016

At living donor recovery hospitals, site surveyors will:

Review the hospital's internal policies, procedures, and protocols and interview staff to verify that it has a written protocol(s) that includes:

- Testing two donor blood samples before generating the donor ID that:
 - Are drawn on separate occasions
 - Have different collection times
 - Are submitted as separate samples
 - Have results indicating the same blood type
- Reporting subtype only when:
 - Tests are completed on two separate blood samples
 - The draw times for the samples used for the two tests are at different times
 - Samples used are pre-red blood cell transfusion
 - There are no conflicting subtype results
- Reporting candidate blood type:
 - By two qualified healthcare professionals
 - Using all blood type determination source documents
- Definition of qualified health care professionals who can participate in blood type verification and reporting
- A process for resolving conflicting primary blood type results

Interview recovery hospital staff to verify that hospital staff practices align with OPTN policy and with the hospital's policies and procedures for living donor blood type determination and reporting

Recovery hospitals will provide:

The recovery hospital's internal policies, procedures and protocols for the care of living donors

Access to relevant staff who can answer interview questions

Additional Guidance:

A hospital's electronic medical record (EMR) can be a source document for lab results when the performing lab's results are directly uploaded into the EMR.

Policy 14.5.A: Living Donor Blood Type Determination

Effective Date: 6/23/2016

At living donor recovery hospitals, site surveyors will:

Review a sample of living donor medical records, and any material incorporated into the medical record by reference, for documentation that:

- Tests were completed on two separate blood samples
- The draw times for the samples used for the two tests are at different times
- The two tests returned identical results before the donor ID was generated

Recovery hospitals will provide:

The requested sample of living donor records

Policy 14.5.B: Living Donor Blood Subtype Determination

Effective Date: 6/23/2016

At living donor recovery hospitals, site surveyors will:

Review a sample of living donor medical records, and any material incorporated into the medical record by reference, when subtype is reported, to verify that:

- Tests were completed on two separate blood samples
- The draw times for the samples used for the two tests are at different times
- There are identical results for the two separate subtyping tests

Recovery hospitals will provide:

The requested sample of living donor records

Policy 14.5.C: Reporting of Living Donor Blood Type and Subtype

Effective Date: 6/23/2016

At living donor recovery hospitals, site surveyors will:

Review a sample of living donor medical records, and any material incorporated into the medical record by reference, to verify that data reported through UNetSM is consistent with source documentation, including:

- The living donor's blood type (and subtype, if applicable)

Recovery hospitals will provide:

The requested sample of living donor records

Evidence as needed to verify compliance

Policy 14.7: Living Donor Pre-Recovery Verification

Effective Date: 6/23/2016

At living donor recovery hospitals, site surveyors will:

Review the hospital's internal policies, procedures, and protocols to verify that it has a written protocol that includes:

- Participation by the recovery surgeon and another licensed health care professional
- Timing of verification:
 - Before induction of general anesthesia
 - On the day of the organ recovery
- Verification of the donor:
 - Donor ID
 - Organ
 - Organ laterality (if applicable)
 - Blood type
 - Blood subtype (if used for allocation)
- Verification of the intended recipient:
 - Unique identifier
 - Blood type
- Verification that the donor and intended recipient are blood type compatible or intended incompatible
- Verification that the correct donor organ has been identified for the correct intended recipient
- Sources used for verification

Interview recovery hospital staff to verify that hospital staff practices align with OPTN policy and with the hospital's policies and procedures for living donor pre-recovery verification.

Review a sample of living donor medical records, and any material incorporated into the medical record by reference, for documentation that:

- The following were verified:
 - Donor ID
 - Organ
 - Organ laterality (if applicable)
 - Donor blood type
 - Intended recipient unique identifier
 - Intended recipient blood type
 - Donor and intended recipient are blood type compatible or intended incompatible
 - Correct donor organ has been identified for the correct intended recipient
- The verification took place:
 - Before the induction of general anesthesia
 - On the same date as the living donor recovery

Recovery hospitals will provide:

The requested sample of living donor records

The recovery hospital's internal policies, procedures and protocols for the care of living donors

Access to relevant staff who can answer interview questions

Policy 15.3.B: Donors with Risk Identified Pre-Transplant

Effective Date: 9/1/2018

At transplant hospitals, site surveyors will:

Review a sample of medical records, and any material incorporated into the medical record by reference, for documentation that:

- The potential recipient or recipient's agent gave consent after the organ offer but before transplant when:
 - The accepted organ was from a donor who tested positive for:
 - Hepatitis B surface antigen (HBsAg)
 - Hepatitis B nucleic acid test (NAT)
 - Hepatitis C NAT
 - The accepted organ was from a donor meeting PHS increased risk criteria
 - The accepted organ was from a donor whose HIV, hepatitis B, or hepatitis C screening was performed using a hemodiluted specimen
 - The accepted kidney or liver was from an HIV positive donor, and the transplant hospital participates in an approved variance according to *Policy 15.7: Open Variance for the Recovery and Transplantation of Organs from HIV Positive Donors*

Transplant hospitals will provide:

The requested sample of medical records

Policy 15.3.C: Recipients of Organs from Donors with Increased Risk of Disease Transmission

Effective Date: 9/1/2018

At transplant hospitals, site surveyors will:

Review the hospital's internal policies, procedures, and protocols to verify that it has a written protocol for:

- Post-transplant HIV, hepatitis B, and hepatitis C testing of recipients who have received an organ from a donor meeting PHS increased risk criteria

Interview transplant hospital staff to verify that hospital staff practices align with OPTN policy and with the hospital's policies and procedures for post-transplant testing of recipients who have received an organ from a donor meeting PHS increased risk criteria.

Transplant hospitals will provide:

The transplant hospital's internal policies, procedures and protocols for the care of candidates and recipients

Access to relevant staff who can answer interview questions

Policy 15.4.A: Host OPO Requirements for Reporting Post-Procurement Donor Results and Discovery of Potential Disease Transmissions

Effective Date: 9/1/2016

At OPOs, site surveyors will:

Review a sample of deceased donor records for the following documentation:

- Evidence of follow-up on deceased donor test results post-procurement
- Evidence that positive test results and other required relevant information received post-procurement are reported to each recipient hospital via phone call or email within 24 hours of the OPO's receipt, including:
 - The date and time the OPO received the results
 - The name of the individual at the recipient hospital who received the OPO's report
 - The mode or method of the report (by either telephone or email)
- Evidence that any results received post-procurement indicating malignancy or the presence of a Pathogen of Special Interest are reported through the OPTN Improving Patient Safety Portal within 24 hours of the OPO's receipt of the results

OPOs will provide:

The requested sample of deceased donor medical records

Policy 16.5: Verification of Information before Shipping

Effective Date: 6/23/2016

At OPOs, site surveyors will:

Review a sample of deceased donor records for the following documentation:

- Someone at the OPO, other than the individual who initially performed the labeling and documentation, has verified the accuracy of each label

OPOs will provide:

The requested sample of deceased donor medical records

Policy 16.6.A: Extra Vessels Use and Sharing

Effective Date: 9/1/2018

At transplant hospitals, site surveyors will:

Interview staff members who have been designated to oversee the storage and use of vessels, to verify knowledge that:

- Extra vessels can only be used in implantation or modifications of organ transplants

Transplant hospitals will provide:

Access to relevant staff who can answer interview questions

Policy 16.6.B: Extra Vessels Storage

Effective Date: 9/1/2018

At transplant hospitals, site surveyors will:

Interview relevant staff and substantiate the information obtained in the interview through review of internal policies, procedures, and protocols to obtain evidence that the hospital's standard practice is:

- That extra vessels from a donor are not stored for later use if the donor has tested positive for:
 - HIV by antibody, antigen or nucleic acid test (NAT)
 - Hepatitis B surface antigen (HBsAg)
 - Hepatitis B (HBV) NAT
 - Hepatitis C (HCV) antibody
 - HCV NAT
- That stored extra vessels are used only for organ transplantation
- That at least one person has been designated to monitor the storage, use, destruction, and reporting of extra vessels
- To package, label, and store extra vessels according to OPTN policy requirements
- To maintain a log of stored extra vessels, as well as all records relating to the monitoring and use of extra vessels
- To monitor extra vessels daily and log security and refrigerator temperature checks
- To destroy unused extra vessels within 14 days after the recovery date

Review compliance rates for:

- Destruction of extra vessels within 14 days after recovery

Transplant hospitals will provide:

The transplant hospital's internal policies, procedures and protocols for the care of candidates and recipients

Evidence as needed to verify compliance

Access to relevant staff who can answer interview questions

Policy 16.6.C: Reporting Requirements for Extra Vessels

Effective Date: 9/1/2018

At transplant hospitals, site surveyors will:

Review compliance rates for:

- Reporting extra vessel disposition within 7 days after use, sharing, or destruction

Transplant hospitals will provide:

Evidence as needed to verify compliance

Additional Guidance:

All vessels shared between hospitals must be reported, even if they are not used.

The receiving transplant hospital is not required to report vessels as shared when it receives vessels directly from the recovering OPO.

Policy 18.1: Data Submission Requirements

Effective Date: 4/14/2016

At OPOs, site surveyors will:

Review rates of compliance with submission dates for the following forms submitted to the OPTN within the review timeframe:

- Deceased Donor Registration (DDR)
- Deceased Donor Feedback
- Potential Transplant Recipient (PTR) refusal codes

Review a sample of deceased donor medical records, and any material incorporated into the medical record by reference, to verify that data reported through UNetSM on the DDR is consistent with source documentation

OPOs will provide:

The requested sample of deceased donor medical records

Evidence as needed to verify compliance

At living donor recovery hospitals, site surveyors will:

Review a sample of living donor medical records, and any material incorporated into the medical record by reference, for documentation that:

- The date and time of the registration of the donor via UNetSM occurred before the date and time of the start of the recovery

Review a sample of living donor medical records, and any material incorporated into the medical record by reference, to verify that data reported through UNetSM is consistent with source documentation, including:

- The following donor information reported on the LDR:
 - ABO
 - Serologies
 - Height
 - Weight
 - Conversion from laparoscopic
 - Organ recovery date
 - Organ recovered
 - Recovery facility
 - Workup facility
 - Discharge date

Review rates of compliance with submission dates for LDRs submitted to the OPTN within the review timeframe.

Recovery hospitals will provide:

The requested sample of living donor records

Evidence as needed to verify compliance

Additional Guidance:

When calculating the due date for deceased donor feedback forms, the procurement date is defined as the date the donor entered the operating room for purposes of organ recovery

Policy 18.5.A: Reporting Requirements after Living Kidney Donation

Effective Date: 3/31/2015

At living donor recovery hospitals, site surveyors will:

Review a sample of living donor medical records, and any material incorporated into the medical record by reference, to verify that data reported through UNetSM is consistent with source documentation, including:

- Presence of supporting documentation in the donor chart for answers to each of the following:
 - Most recent donor status since [date of last follow-up form submission]
 - Working for income
 - Loss of insurance due to donation
- Presence of supporting documentation in the donor chart when any of the following are answered on the LDF:
 - Cause of death
 - If [not working for income], not working due to
 - If [loss of insurance due to donation], loss of:
 - Health insurance
 - Life insurance
- Presence of supporting documentation in the donor chart when any of the following are answered "yes" on the living kidney donor LDF:
 - Donor readmitted since LDR or last LDF form was submitted?
 - Kidney complications
 - Maintenance dialysis
 - Donor developed hypertension requiring medication
 - Diabetes
- The lab values entered on the living kidney donor LDF for:
 - Serum creatinine
 - Urine protein or protein-creatinine ratio

Recovery hospitals will provide:

The requested sample of living donor records

Evidence as needed to verify compliance

Policy 18.5.B: Reporting Requirements after Living Liver Donation

Effective Date: 3/31/2015

At living donor recovery hospitals, site surveyors will:

Review a sample of living donor medical records, and any material incorporated into the medical record by reference, to verify that data reported through UNetSM is consistent with source documentation, including:

- Presence of supporting documentation in the donor chart for answers to each of the following:
 - Most recent donor status since [date of last follow-up form submission]
 - Working for income
 - Loss of insurance due to donation
- Presence of supporting documentation in the donor chart when any of the following are answered on the LDF:
 - Cause of death
 - If [not working for income], not working due to
 - If [loss of insurance due to donation], loss of:
 - Health insurance
 - Life insurance

- Presence of supporting documentation in the donor chart when any of the following are answered "yes" on the living liver donor LDF:
 - Donor readmitted since LDR or last LDF form was submitted?
 - Liver complications, including:
 - Abscess
 - Bile leak
 - Hepatic resection
 - Incisional hernia due to donation surgery
 - Liver failure
 - Registration on the liver candidate waiting list
- The lab values entered on the living liver donor LDF for:
 - Alanine aminotransferase
 - Alkaline phosphatase
 - Platelet count
 - Total bilirubin

Recovery hospitals will provide:

The requested sample of living donor records

Evidence as needed to verify compliance

Bylaws Appendix B.1: OPO Compliance

Effective Date: 9/1/2012

How the OPTN contractor will evaluate member compliance with this bylaw:

The OPTN contractor will investigate and refer a member to the MPSC for review when:

- The OPTN contractor learns of a final adverse action taken by a regulatory agency against an OPO which was not reported to the OPTN contractor in writing as defined in the bylaws

OPOs must:

Notify the OPTN contractor when any regulatory agency takes action against the OPO. Notification must:

- Be in writing
- Be received by the OPTN contractor within 10 business days after the OPO receives notification of the final adverse action
- Include all documents relating to the final adverse action

Definitions:

Final adverse actions by an agency include, but are not limited to, any of the following:

- Decertification by the Center for Medicare and Medicaid Services (CMS)
- Any action by a state licensing authority that affects the organization's ability to function
- Any action by the state health department that affects the organization's ability to function
- Loss of accreditation by the Association of Organ Procurement Organizations (AOPO), American Association of Tissue Banks (AATB), or Joint Commission on Accreditation of Healthcare Organizations

Bylaws Appendix B.2: OPO Performance Requirements

Effective Date: 9/1/2012

How the OPTN contractor will evaluate member compliance with this bylaw:

The OPTN contractor will investigate and refer a member to the MPSC for review when:

- An OPO meets or falls below all of the following thresholds for a single organ or all organs taken together:
 - Expected organ yield per 100 donors - observed organ yield per 100 donors > 10
 - Ratio of observed to expected yield < 0.90
 - Two-sided p-value less than 0.05
- An OPO is noncompliant with MPSC requests or fails to adopt and implement a plan for improvement

The MPSC will review blinded data derived from UNetSM to:

- Identify whether observed organ yields fall below the expected yield, given individual OPO donor characteristics
- Evaluate overall (or aggregate) organ yield
- Evaluate organ-specific yields

Staff will send inquiries on behalf of the MPSC:

- When an OPO is identified as having experienced lower than expected yields during a specified 2.5 year cohort
- That may include a request for continued reporting until observed organ yields improve
- That may include a requirement for the OPO to promptly adopt and implement a plan for improvement
- That may lead to consideration for adverse action, if the OPO does not comply

MPSC monitoring may include:

- A request for continued reporting until observed organ yields improve
- A requirement for the OPO to promptly adopt and implement a plan for improvement

OPOs must:

Cooperate with the performance review process if yields meet or fall below thresholds. This may include:

- Responding to inquiries regarding performance
- Complying with MPSC recommendations regarding performance
- Participating in an informal discussion regarding a performance review
- Participating in a peer visit to identify opportunities for improvement
- Formulating a plan for quality improvement

Bylaws Appendix B.3: Quality Assessment and Performance Improvement (QAPI) Requirement

Effective Date: 9/1/2015

How the OPTN contractor will evaluate member compliance with this bylaw:

MPSC monitoring may include:

- Review of an OPO's QAPI program, including documentation that all elements of the program have been implemented

Additional Guidance:

This QAPI requirement will not be routinely monitored by the OPTN Contractor through site survey or other means. The MPSC may request information about an OPO's QAPI program in instances where the MPSC has a serious concern about the OPO's ability to independently improve and maintain compliance with OPTN obligations, such as repeated violations of the same or similar policies or prolonged periods of underperformance.

Bylaws Appendix B.5: OPO Personnel

Effective Date: 9/1/2015

How the OPTN contractor will evaluate member compliance with this bylaw:

The OPTN contractor will investigate and refer a member to the MPSC for review when:

- A member fails to inform the OPTN contractor of a change in key personnel within 30 days of departure
- A member fails to submit the replacement's name and curriculum vitae no less than 30 days before the change will take effect

OPOs must:

Submit written notice immediately (and within 30 days) after learning that the OPO administrative director or medical director plans to leave or otherwise change positions and no longer serve in one of these roles. Written notice of a change in key personnel must include:

- Name of new director
- Status of appointment (interim or permanent)
- Effective date of the change
- A current curriculum vitae

Notify the OPTN contractor if it has not filled a vacant administrative or medical director position permanently within six months. The notification must include the steps taken to fill the position and the timeline for completing the hiring process.

Bylaws Appendix C.1: Histocompatibility Laboratory Compliance

Effective Date: 6/12/2018

How the OPTN contractor will evaluate member compliance with this bylaw:

The OPTN contractor will investigate and refer a member to the MPSC for review when:

- The OPTN contractor learns of a final adverse action taken by a regulatory agency against a histocompatibility laboratory, and the histocompatibility laboratory did not report this action to the OPTN contractor as defined in the bylaws

Histocompatibility laboratories must:

Notify the OPTN contractor when any regulatory agency takes action against the laboratory. Notification must:

- Be in writing
- Be submitted within 10 business days after the histocompatibility laboratory receives notification of the final adverse action
- Include all documents relating to the final adverse action

Definitions:

Final adverse actions by an agency include, but are not limited to, any of the following:

- Decertification by the Center for Medicare and Medicaid Services (CMS)
- Any action by a state licensing authority that affects the organization's ability to function
- Any action by the state health department that affects the organization's ability to function
- Loss of accreditation by the Association of Organ Procurement Organizations (AOPO), American Association of Tissue Banks (AATB), or Joint Commission on Accreditation of Healthcare Organizations

Bylaws Appendix C.5: Changes in Key Laboratory Personnel

Effective Date: 3/1/2018

How the OPTN contractor will evaluate member compliance with this bylaw:

The OPTN contractor will investigate and refer a member to the MPSC for review when:

- A member fails to inform the OPTN contractor of a change in key personnel within seven business days of laboratory knowledge of the departure or extended absence
- A member fails to submit a completed personnel change application in the time and manner required
- A member fails to submit an updated laboratory coverage plan in the time and manner required

Histocompatibility laboratories must:

Notify the OPTN contractor in writing within seven business days of learning that the primary laboratory director, technical supervisor, general supervisor, or clinical consultant plans to leave or end active participation in the laboratory.

Written notice of a change in key personnel must include:

- The nature of the change
- The effective date
- If a change in laboratory director, indicate if the technical supervisor, general supervisor, and clinical consultant roles also changed
- Confirmation that either ASHI or CAP (consulting subcontractors) have also been notified

Submit an updated laboratory coverage plan at least 30 days before the effective date of the change in key personnel or coverage

Submit a completed personnel change application any time the laboratory wishes to designate a new laboratory director, technical supervisor, general supervisor, or clinical consultant. The completed application must:

- Demonstrate that the proposed individual meets the requirements for that position
- Be received by the OPTN contractor at least 30 days before the effective date of the change in key personnel

If the laboratory received less than 60 days advance notice of the key personnel's departure or need for temporary leave, the application and coverage plan must be submitted to the OPTN contractor within 30 days of the date of departure.

Definitions:

Changes in laboratory key personnel: A change in key personnel occurs when an individual in a key personnel role:

- Departs
- Is unavailable to perform responsibilities for more than 30 days (temporary basis)
- Changes position so that he/she no longer serves in a key personnel role
- Accepts additional responsibilities for more than 30 days at another histocompatibility laboratory

Bylaws Appendix D.1: Transplant Hospital Compliance

Effective Date: 9/1/2012

How the OPTN contractor will evaluate member compliance with this bylaw:

The OPTN contractor will investigate and refer a member to the MPSC for review when:

- The OPTN contractor learns of a final adverse action taken by a regulatory agency against a transplant hospital, and the transplant hospital did not report this action to the OPTN contractor as defined in the bylaws

Transplant hospitals must:

Notify the OPTN contractor when any regulatory agency takes action against the transplant hospital. Notification must be:

- In writing
- Received by the OPTN contractor within 10 business days after the transplant hospital receives notification of the final adverse action
- Include all documents relating to the final adverse action

Definitions:

Final adverse actions by an agency include, but are not limited to, any of the following:

- Decertification by the Center for Medicare and Medicaid Services (CMS)
- Any action by a state licensing authority that affects the organization's ability to function
- Any action by the state health department that affects the organization's ability to function
- Loss of accreditation by the Association of Organ Procurement Organizations (AOPO), American Association of Tissue Banks (AATB), or Joint Commission on Accreditation of Healthcare Organizations

Bylaws Appendix D.3: Quality Assessment and Performance Improvement (QAPI) Requirement

Effective Date: 9/1/2015

How the OPTN contractor will evaluate member compliance with this bylaw:

MPSC monitoring may include:

- Review of a transplant hospital's QAPI program, including documentation that all elements of the program have been implemented

Additional Guidance:

This QAPI requirement will not be routinely monitored by the OPTN Contractor through site survey or other means. The MPSC may request information about a transplant hospital's QAPI program in instances where the MPSC has a serious concern about the hospital's ability to independently improve and maintain compliance with OPTN obligations, such as repeated violations of the same or similar policies or prolonged periods of underperformance.

Bylaws Appendix D.6: Transplant Program Key Personnel

Effective Date: 9/1/2015

How the OPTN contractor will evaluate member compliance with this bylaw:

The OPTN contractor will investigate and refer a member to the MPSC for review when:

- The OPTN contractor learns of an active and approved transplant program performing organ transplants without having both a qualified primary surgeon and a qualified primary physician for the organ type in question

Transplant hospitals must:

Apply for and receive OPTN program designation and approval for any organs being transplanted. A major criterion which must be met requires the submission and approval of applications for a designated primary surgeon and physician who must meet the organ-specific criteria found in the bylaws. All approved transplant programs must:

- Obtain initial primary surgeon and physician approval through initial program application
- Replace any departing approved primary surgeon or physician with another qualified individual by submitting a key personnel change application
- Voluntarily inactivate or withdraw a transplant program with the loss or extended unavailability of its designated primary surgeon or physician until this requirement can be met with a qualified individual

Additional Resources:

Sample membership application forms: <https://unos.org/community/members/how-to-apply/>

Bylaws Appendix D.6.B: Surgeon and Physician Coverage (Program Coverage Plan)

Effective Date: 9/1/2015

How the OPTN contractor will evaluate member compliance with this bylaw:

The OPTN contractor will review materials submitted by members, including coverage plans. Coverage plans will be:

- Reviewed by an ad-hoc committee of the MPSC when submitted with an application
- Reviewed by the MPSC when requested
- Reviewed by an MPSC subcommittee when requested

Transplant hospitals must:

Submit the program's written coverage plan to the OPTN contractor when:

- There is a key personnel change
- Applying for a new transplant program
- Applying for new transplant hospital membership
- Requested by staff

Notify candidates when:

- There are significant program or personnel changes, including:
 - Change in primary transplant physician or surgeon
 - Becoming a single surgeon or single physician program
 - Previously being a single surgeon or single physician program and now are able to again provide 365/24/7 coverage
 - Any other major or substantial programmatic changes that the program feels will impact or alter patients' ability to receive transplant services

Inform patients, if staffed by a single surgeon or physician, that:

- The individual may not be available to the program at all times
- The individual's unavailability may impact patient care, including the program's ability to:
 - Accept organ offers
 - Procure organs
 - Perform transplants

Address each of the following requirements in the program coverage plan:

- The program's ability to have at least one transplant surgeon and transplant physician available 365 days a year, 24 hours a day, 7 days a week
- The program provides candidates with a written summary of the program coverage plan
 - When the candidates are listed
 - When there are significant or substantial program or key personnel changes
- That the transplant surgeons and transplant physicians on call for the program cannot be simultaneously on call for another hospital's transplant program that is more than 30 miles away (unless the circumstances have been reviewed and approved by the MPSC)
- That a transplant surgeon or transplant physician is readily available in a timely manner to:
 - Facilitate organ acceptance
 - Facilitate organ procurement
 - Facilitate organ transplantation
 - Address urgent patient issues
- That the primary transplant surgeon and primary transplant physician are not designated as the primary transplant physician or surgeon at another transplant hospital unless both hospitals have additional transplant surgeons and physicians for those programs

Bylaws Appendix D.7: Changes in Key Transplant Program Personnel

Effective Date: 9/1/2015

How the OPTN contractor will evaluate member compliance with this bylaw:

The OPTN contractor will investigate and refer a member to the MPSC for review when:

- A member fails to inform the OPTN contractor of a change in key personnel within seven business days of transplant program knowledge of the departure or extended absence
- A member fails to submit a completed personnel change application in the time and manner required
- A member fails to submit a written notification that the program plans to inactivate or withdraw

Transplant hospitals must:

Notify the OPTN contractor in writing of a change in key personnel within seven business days of transplant program knowledge of the departure or extended absence of the program's primary surgeon or physician (including primary living donor surgeons)

Submit a completed personnel change application any time they wish to designate a new primary physician or surgeon.

The completed application must:

- Demonstrate that the proposed surgeon or physician meets the primary surgeon or physician requirements for that organ
- Be received by the OPTN contractor at least 30 days before the effective date of the change in key personnel (due date will be provided by staff)

If the program received less than 60 days advance notice of a primary physician or surgeon's departure or need for temporary leave, the application must be submitted to the OPTN contractor within 30 days after the program notifies the OPTN contractor of the pending change (due date will be provided by staff).

Voluntarily inactivate or withdraw its designated transplant program status, if:

- The transplant program's primary surgeon or physician ends active involvement with the program on a permanent or temporary basis, and
- The program is unable to:
 - Submit a completed key personnel application by the due date
 - Demonstrate in the application that the proposed replacement meets the primary surgeon or physician requirements

Additional Resources:

Sample membership application forms: <https://unos.org/community/members/how-to-apply/>

Bylaws Appendix D.7.D: Reinstatement of Previously Designated Primary Surgeon or Primary Physician

Effective Date: 9/1/2015

How the OPTN contractor will evaluate member compliance with this bylaw:

The OPTN contractor will review written reinstatement requests

Transplant hospitals must:

Submit a written reinstatement request if the program wishes to reinstate a previously-designated primary surgeon or primary physician who left the hospital and returned. The request must:

- Be submitted within a year of the individual's departure from the hospital
- Include the following documents:
 - A letter from the transplant program director, department chair, or chief of the division, verifying the individual's current working knowledge and experience.
 - A letter from the individual confirming the individual's on-site availability and commitment to the program
 - A current letter from the hospital credentialing committee verifying that the individual meets the requirements and is qualified and able to resume as primary surgeon or primary physician

Bylaws Appendix D.10: Review of Transplant Program Functional Activity

Effective Date: 4/8/2019

How the OPTN contractor will evaluate member compliance with this bylaw:

The OPTN contractor will investigate and refer a member to the MPSC for review when:

- A kidney, liver, heart, or lung transplant program has been identified as functionally inactive because it has not performed a transplant during a defined period:
 - Kidney, liver or heart: 3 consecutive months
 - Lung: 6 consecutive months
- A pancreas transplant program has been identified as functionally inactive because it has not performed two transplants in 12 consecutive months *and* has one of the following:
 - A median waiting time of the program's kidney-pancreas and pancreas candidates that is above the 67th percentile of the national waiting time
 - No kidney-pancreas or pancreas candidates registered at the program
- A kidney, liver, pancreas, heart, or lung transplant program at a stand-alone pediatric hospital has not performed a transplant in 12 consecutive months
- The member does not respond to MPSC inquiries regarding functional inactivity

Transplant hospitals must:

Provide written notice when a transplant program is notified by the MPSC that the program has been identified as functionally inactive to all of the program's potential candidates and candidates registered on the waiting list

Include the following in the written notice for kidney, liver, heart, and lung transplant programs:

- The dates identified in the MPSC notification during which no transplants were performed
- The reason no transplants were performed
- The options available to the candidates, including multiple listing or transfer of accrued waiting time to another transplant hospital
- A copy of the OPTN Contractor's Patient Information Letter

Include the following in the written notice for pancreas transplant programs:

- The dates identified in the MPSC notification during which fewer than two transplants were performed
- The reason fewer than two transplants were performed
- The options available to the candidates, including multiple listing or transfer of accrued waiting time to another transplant hospital
- A copy of the OPTN Contractor's Patient Information Letter
- The names and contact information of all pancreas programs within the same state or commonwealth and all pancreas programs within 125 nautical miles of the functionally inactive program regardless of state or commonwealth boundaries
- Either or both of the following, as applicable:
 - The program's median waiting time in the consecutive 12 month period for kidney-pancreas and pancreas candidates compared to the 67th percentile of the national waiting time, if the program was identified by median waiting time
 - That the program had no kidney-pancreas or pancreas candidates on the waiting list in the consecutive 12 month period, if the program was identified for a lack of candidates on the waiting list

Respond to inquiries regarding periods of functional inactivity

Participate in informal discussion with the MPSC or a subcommittee, if requested

Additional Guidance:

Programs will not be identified for functional inactivity and referred to the MPSC during the first year after approval or reactivation of the program.

Bylaws Appendix D.11.A: Transplant Program Performance

Effective Date: 9/1/2015

How the OPTN contractor will evaluate member compliance with this bylaw:

The OPTN contractor will investigate and refer a member to the MPSC for review when:

- The member falls below the established thresholds for review of post-transplant patient or graft survival
- The member does not respond to MPSC inquiries regarding lower than expected outcomes
- The member fails to promptly adopt and implement a plan for quality improvement
- The member fails to inactivate a program or a component of a program or withdraw designated transplant program status when recommended by the MPSC

The MPSC will review blinded data derived from UNetSM to:

- Identify transplant programs for review that have performed 10 or more transplants within 2.5 years and meet either of the following criteria:
 - A probability greater than 75% that the hazard ratio is greater than 1.2
 - A probability greater than 10% that the hazard ratio is greater than 2.5
- Identify transplant programs for review that have performed nine or fewer transplants within 2.5 years and have:
 - At least one event in a 2.5-year cohort
 - At least one event in subsequent years

Staff will send inquiries on behalf of the MPSC:

- To programs identified as having experienced lower than expected outcomes during a specified 2.5-year cohort

Transplant hospitals must:

- Respond to inquiries and submit all requested documentation
- Participate in an informal discussion when requested by the MPSC
- Promptly adopt and implement a plan for quality improvement
- Participate in an on-site peer visit to identify opportunities for improvement when requested by the MPSC
- Inactivate a program or component of a program or withdraw designated transplant program status when recommended by the MPSC based on patient safety concerns

Bylaws Appendix D.11.B: Patient Notification Requirements for Waiting List Inactivation

Effective Date: 9/1/2015

At transplant hospitals, site surveyors will:

Review a sample of medical records, and any material incorporated into the medical record by reference, for documentation that:

- Transplant programs have provided written notice to candidates each time the program has reached either or both of the inactive waiting list thresholds
- Each element listed in the bylaws was addressed in the notification letter

A copy of the actual letter sent, filed in the medical record, will be sufficient for this documentation provided it contains all required elements.

Transplant hospitals will provide:

The requested sample of medical records

How the OPTN contractor will evaluate member compliance with this bylaw:

The OPTN contractor will investigate and refer a member to the MPSC for review when:

- The member fails to notify the patients in the time and manner required

Transplant hospitals must:

Respond to inquiries regarding periods of waiting list inactivity

Notify candidates when a program inactivates its waiting list for either:

- 15 or more consecutive days
- 28 or more cumulative days during a calendar year

The written notice must include:

- The reasons for the inactivity
- The expected length of time the waiting list will be inactive
- The explanation that no organs will be accepted by this program for the candidates during the inactive period
- The candidate's options (must include multiple listing and transferring to another transplant hospital)
- How the candidate will be notified of reactivation or if the period of inactivation is extended
- A copy of the OPTN Contractor's Patient Information Letter
- The dates of each instance of waiting list inactivation (if notice is based on cumulative periods of inactivation)

Document and retain the written notices

Bylaws Appendix F.7.E: Conditional Program Approval Status

Effective Date: 11/20/2018

How the OPTN contractor will evaluate member compliance with this bylaw:

The OPTN contractor will review materials submitted by members:

- The progress of each program toward meeting the requirements for full approval
- A report provided by the transplant program before the end of the first year of conditional approval
- A final report before the end of the approval period, which must document the member's ability to meet the requirements for full approval
- Key personnel change applications proposing a new surgeon that fully meets the primary living donor liver surgeon criteria if the second surgeon does not meet criteria at the end of the conditional approval

Conditionally approved programs must:

Comply with any interim operating policies and procedures required by the MPSC

Comply with all applicable policies and procedures

Demonstrate continuing progress toward full compliance with criteria for institutional membership

Have both designated surgeons present at all living donor recoveries during the period of conditional approval

Provide a report one month prior to the conclusion of the first year of conditional approval if the program is still unable to meet all requirements for full approval. The report must document:

- The surgeon's progress toward meeting the bylaw requirement, or
- That the program is making sufficient progress in recruiting a transplant surgeon who meets the criteria for a qualified living donor liver surgeon

Submit the following one month before the conclusion of the second (final) year of conditional approval:

- A report documenting that the surgeon can fully meet the primary living donor liver surgeon requirements, or
- A key personnel change application proposing a replacement surgeon who can fully meet the primary living donor liver surgeon requirements and who will be on-site and credentialed to perform living donor hepatectomies by the end of the conditional approval period

Stop performing living donor liver recoveries by inactivating or relinquishing the living donor component if the program is unable to meet the requirements for full approval at the end of the conditional approval period

Definitions:

Interim operating procedures may be required by the MPSC, and may include:

- Submission of reports describing the surgeon's progress towards meeting the requirements
- Other operating conditions to demonstrate ongoing quality and efficient patient care

Bylaws Appendix K.1.A: Program Component Cessation

Effective Date: 9/1/2012

How the OPTN contractor will evaluate member compliance with this bylaw:

The OPTN contractor will review patient notification letters and refer the matter to the MPSC for consideration when:

- The OPTN contractor is notified of transplant program cessation
- Transplant program component cessation notifications do not meet bylaw requirements

Transplant hospitals must:

Notify potential living donors and potential and waitlisted candidates who have expressed interest in living donation when a living donor component of a transplant program is stopped

Notify potential and waitlisted candidates when a deceased donor component of a transplant program is stopped

Notify potential and waitlisted pediatric candidates when a pediatric component of a transplant program is stopped

Notify potential and waitlisted adult candidates and potential and waitlisted pediatric candidates who may turn 18 during the cessation period when an adult component of a transplant program is stopped

Maintain documentation supporting patient notification occurred and provide a copy of the patient notification and a list of the patients notified when requested

The written notice must include:

- The reasons for program component cessation
- Explanation that during this period, the candidate cannot receive an organ offer
- Options for affected patients to transfer to another transplant program
- The phone number to the program's administrative office that can help with transferring to another transplant program

If a program stops transplanting a subset of patients within a program component, the affected group would be further defined to only include that specific subset (e.g., infants in a pediatric component).

Bylaws Appendix K.3.A: Notice to the OPTN Contractor of Long-term Inactive Status

Effective Date: 9/1/2012

How the OPTN contractor will evaluate member compliance with this bylaw:

The OPTN contractor will review materials submitted by members:

- Written notice to the OPTN contractor of inactivation

Transplant hospitals must:

Send written notification to the OPTN contractor, which must include:

- The reason(s) for inactivation
- The effective date of the inactivation

Bylaws Appendix K.3.B: Notice to the Patients of Long-term Inactive Status

Effective Date: 9/1/2015

How the OPTN contractor will evaluate member compliance with this bylaw:

The OPTN contractor will investigate and refer a member to the MPSC for review when:

- The member fails to submit the required information in the time and manner required
- The member fails to notify the patients in the time and manner required

The OPTN contractor will review materials submitted by members:

- Draft copies of patient notification letters

Transplant hospitals must:

Send to the OPTN Contractor:

- A sample of each type of patient notice
- A list of potential candidates, candidates, recipients, and living donors who received the notice

Send written notification to patients (including potential candidates, candidates, recipients, and living donors currently being treated by the transplant program) at least 30 days prior to the planned inactivation date, or no later than seven days after the effective inactivation date

The written notice must include:

- The reasons for inactivating the transplant program
- Explanation that although the patient is still on the waiting list, the candidate cannot receive an organ offer through this program while it is inactive
- Options for potential candidates, candidates, recipients, and living donors to transfer to another transplant program
- Prior to being registered as an active candidate at another transplant program, the accepting transplant program will complete an evaluation to determine suitability for registration
- The phone number of the inactive program's administrative office that can help with transferring to another transplant program

Additional Guidance:

If a natural disaster adversely affects the function of a transplant program, the patient notification requirements will be applied reasonably and flexibly.

Bylaws Appendix K.4.A: Notice to the OPTN Contractor

Effective Date: 9/1/2012

How the OPTN contractor will evaluate member compliance with this bylaw:

The OPTN contractor will review materials submitted by members:

- Written notice of withdrawal

Transplant hospitals must:

Send written notification to the OPTN contractor, which must include:

- The reason(s) for withdrawal
- The effective date of the withdrawal

Bylaws Appendix K.4.B: Notice to the Patients

Effective Date: 9/1/2015

How the OPTN contractor will evaluate member compliance with this bylaw:

The OPTN contractor will investigate and refer a member to the MPSC for review when:

- The member fails to submit the required information in the time and manner required
- The member fails to notify the patients in the time and manner required

The OPTN contractor will review materials submitted by members:

- Draft copies of patient notification letters

Transplant hospitals must:

Send to the OPTN Contractor:

- A sample of each type of patient notice
- A list of potential candidates, candidates, recipients, and living donors who received the notice

Send written notification to patients (including potential candidates, candidates, recipients, and living donors currently being treated by the transplant program) at least 30 days prior to the planned withdrawal/termination date, or no later than seven days after the effective withdrawal or termination date.

The written notice must include:

- The reasons for withdrawing or terminating the transplant program
- Explanation that although the patient is still on the waiting list, the candidate cannot receive an organ offer through this program while it is withdrawn
- Options for potential candidates, candidates, recipients, and living donors to transfer to another transplant program
- Prior to being registered as an active candidate at another transplant program, the accepting transplant program will complete an evaluation to determine suitability for registration
- The phone number of the withdrawing program's administrative office that can help with transferring to another transplant program

Bylaws Appendix K.5: Transition Plan during Long-term Inactivity, Termination, or Withdrawal

Effective Date: 9/1/2012

How the OPTN contractor will evaluate member compliance with this bylaw:

The OPTN contractor will investigate any allegations of noncompliance

The OPTN contractor will review materials submitted by members:

- Transition plans
- Routine reports

Transplant hospitals must:

Submit a transition plan to the OPTN contractor within seven days of the effective date (may be submitted separately from the initial notice) that must include:

- A list of candidates on the transplant hospital's waiting list, with the following information on each candidate:
 - If the candidate chose to transfer to another hospital, the hospital to which the candidate is transferring
 - If the candidate chose not to transfer to another hospital:
 - The reason why the candidate chose not to transfer
 - Whether the candidate was informed of the implications of removal from the waiting list
- A list of the most urgent candidates, including:
 - Individualized plans for transfer
 - Potential alternative transplant programs
 - Timeline for transferring those candidates according to priorities and deadlines listed in Bylaw K.5(6)

Submit routine reports to the OPTN contractor until the program has completely cleared its waiting list of both active and inactive candidates. In general, these reports are due on the 1st and 15th of each month.

Immediately stop organ transplantation.

Help potential candidates and candidates transfer to other programs.

Transfer candidates to another hospital when either:

- Requested by the candidate
- The candidate is active and currently hospitalized at the transplant program. Then the transplant program must:
 - Initiate the transfer within 14 days after inactivation, withdrawal or termination, unless any of the following:
 - Transfer would be unsafe
 - Discharge is anticipated within the 14 day time period
 - Circumstances outside the transplant hospital prevent transfer within 14 days
 - Document all efforts to transfer these candidates and submit that documentation to UNOS if a program cannot meet these deadlines

Bylaws Appendix K.6: Transferred Candidates Waiting Time

Effective Date: 9/1/2015

How the OPTN contractor will evaluate member compliance with this bylaw:

The OPTN contractor will investigate and refer a member to the MPSC for review when:

- No written progress report is received within 90 days after the actual patient transfer date
- It appears that the member has not complied with their submitted plan
- The OPTN has requested, but not received, an updated progress report

The OPTN contractor will review materials submitted by members:

- The written collective patient transfer agreement and plan submitted by the transplant programs to confirm that it contains all required elements
- Progress reports submitted by the accepting transplant program to confirm that the program is complying with the submitted plan

Transplant hospitals must:

Send to the OPTN Contractor:

- A complete written agreement with each accepting transplant program that will be receiving candidates via a collective transfer that includes:
 - Request for collective transfer of candidates' waiting times
 - List of patient names and identifiers to be transferred
 - Mutually agreed upon transfer date
 - Assurance of notification and patient consent to transfer
 - List of active candidates that the transferring program agrees to change to inactive status if requested by the accepting transplant program
 - Acknowledgement that all patient information and records available to the OPTN Contractor will be transferred without modification
 - Acknowledgement that the transplant program accepting the patients accepts responsibility for patient notification and management according to all applicable OPTN Policies and Bylaws
- A plan from each accepting transplant program for evaluation of all collectively transferred candidates that includes:
 - A timeline and procedure for reviewing each candidate's waiting list status and amending it as appropriate until the candidate has been evaluated in accordance with the program's selection and listing criteria
 - A process and timeline for notifying candidates whose status is changed from active to inactive as part of either the collective transfer agreement or the accepting program's plan
 - An expected timeline for completing the candidates' evaluations and any subsequent waiting list status adjustments needed as a result of the new evaluations
- A progress report from each accepting transplant program:
 - Updating the evaluation status of each collectively transferred candidate as of day 90 post-collective transfer
 - Submitted to the OPTN Contractor within 14 days following day 90 post-collective transfer
- Additional progress reports from each accepting transplant program as requested by the OPTN Contractor