

OPTN Network Operations Oversight Committee

Meeting Summary

August 18, 2021

Conference Call

Kimberly A. Rallis, BS, MHA, Chair

Introduction

The Network Operations Oversight Committee (NOOC) met via Cisco WebEx 8/18/2021 to discuss the following agenda items:

1. Welcome and Introductions
2. HRSA Address
3. General Orientation
4. WaitlistSM Redesign
5. VCA Projects Timing

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

1. Welcome and Introductions

Kim Rallis, Committee Chair, and Alex Tulchinsky, UNOS Chief Technology Officer, opened the meeting. NOOC members and advisors introduced themselves.

2. HRSA Address

Chris McLaughlin, Chief of Organ Transplantation for the Division of Transplantation, introduced himself and members of the HRSA contract team. Mr. McLaughlin manages the OPTN contract as well as the contract for the SRTR.

Mr. McLaughlin reviewed the charge of the NOOC and requested to have HRSA's feedback and the finalized reports shared at the following meeting to help establish a baseline to monitor advancement and/or improvement.

3. General Orientation

Alex Tulchinsky introduced the UNOS IT leadership team to the NOOC.

Rob McTier gave an overview of the NOOC charter and contract deliverables. He also provided an update on the third quarter NOOC metrics covering April - June of 2021. A copy of the metrics report was distributed prior to the meeting.

Mr. McTier provided an overview of UNetSM, the IT system that supports the UNOS mission to unite and strengthen the donation and transplant community to save lives.

4. WaitlistSM Redesign

Glenn Burton, Assistant Director of Software Engineering, and Karen Williams, Senior Service Owner discussed the WaitlistSM redesign efforts, a direct result of member feedback. The goals of the project are to improve users' experience registering and managing their patients on the waiting list and to create a consistent visual experience across all WaitlistSM features. The team is collaborating with Accenture Federal in the research and design phases and will incorporate feedback from current users.

5. VCA Projects Timing

Karen Williams, Alex Tulchinsky, and Amy Putnam, Director of IT Customer Advocacy spoke on the need to delay VCA projects and sought support from the NOOC members.

There will be eight new organs added to UNetSM, which will touch multiple applications such as WaitlistSM, DonorNet[®], TIEDI[®], and Security Administration. The Board approved in June and December of 2020 with an original implementation of June 2022. The revised commitment of March 2023 would prevent having to implement VCA twice.

James Pittman and Kim Rallis voiced their support for delaying implementation until March 2023. The next step is to take this forward to the VCA Committee, then the Policy Oversight Committee and Executive Committee.

Upcoming Meeting(s)

- October, 2021
- December, 2021

Attendance

- **Committee Members**
 - Bill Bry
 - Bruno Mastroianni
 - Clifford Miles
 - Edward Hollinger
 - James Pittman
 - Kimberly Rallis
 - Melissa McQueen
 - Michael Mittelman
- **HRSA Representatives**
 - Adriana Martinez
 - Christopher McLaughlin
 - Vanessa Arriola
- **UNOS Staff**
 - Alex Tulchinsky
 - Amy Hamner
 - Amy Putnam
 - Carrie Caumont
 - Glenn Burton
 - Karen Williams
 - Rob McTier
 - Susie Sprinson
 - Terri Helfrich
 - Tiwan Nicholson