

OPTN Network Operations Oversight Committee

Meeting Summary

June 5, 2020

Conference Call

Mr. Walter Herczyk, MT, CHS, Chair

Introduction

The Network Operations Oversight Committee met via Citrix GoTo teleconference on 06/05/2020 to discuss the following agenda items:

1. Welcome and Introduction
2. Donor Referrals Data Standard Project
3. NOOC Metrics

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

1. Welcome and Introduction

Walt Herczyk and Alex Tulchinsky welcomed everyone to the meeting.

2. Donor Referrals Data Standard Project

Henri Haskell, Senior Director of UNOS Organizational Excellence and Heather Neill, Scientific Technical Writer provided the Committee with an outline of the Donor Referrals Data Standard project.

CMS requires hospitals to report deaths and imminent deaths to OPOs, and even though it's a standard set of data collected, the referral process is highly manual and time consuming. A pilot has been conducted to make the transmission electronic and standardized. This has the potential to increase the number of organ donors, but there is difficulty encouraging a national standard among the different EHRs and transplant/donor related vendors.

It is proposed that this project be run under OPTN task 3.6.6 under collaborative improvement as a discovery project, though it does contain elements of a demonstration project.

The purpose is to increase understanding of the problem and determine if there is a common pathway for a potential donor referral data standard. A proposal for the establishment of Potential Donor Referrals Data Standard will be submitted to the Office of National Coordinator for Health IT.

The next steps are to implement a plan for HRSA to review, identify participants (OPOs, Donor Hospitals, EHRs, EDRs), and to continue with the design phase of project.

Alex Tulchinsky and Michael Mittelman were able to connect with Stephan Konya at ONC via phone earlier this week. Mr. Konya is one of the key contributors at ONC and his feedback as well as recommendations will be helpful for the project.

3. NOOC Metrics

Rob McTier, Business Architect provided an update on the NOOC Metrics and Monitoring Report. A copy of the report was distributed to NOOC members and advisors prior to the meeting.

Contract task 3.2.5.5 establishes the Network Operations Oversight Committee (NOOC). An annual review of the metrics must be submitted to the Contracting Officer Representative (COR) at the end of the base contract period and 180 business days from the beginning of each optional contract period. The base contract period ended on Sept 29, 2019. The report is due in June of the other contract years.

Some of the challenges include:

- Efficiency and effectiveness from the user's perspective
- More comprehensive metrics of system performance
- Metrics based upon system availability and responsiveness
- Establish baselines and SLAs for system responsiveness
- Organ offer notification based on what time user receives notification - UNOS began working with a new vendor, which 99% of all elect organ offers now flow through. There used to be delays of up to two minutes, but with the new vendor, UNOS gets a report back on when the user actually receives notifications.
- System availability at the sub-function level (i.e. Waitlist, DonorNet, TransNet)
- How vendors and members are using UNet APIs to reduce data collection burden

The NOOC is provided with quarterly metrics reports including improved metrics along the way.

Potential 2021 improvements include:

- Establish baselines
- DonorNet Health Metrics
- API Usage
- Data Quality
- Security Metrics

Upcoming Meeting

- August, 2020