

Member Quality Update: Performance and Member Collaborative Projects

Winter 2021 Regional Meetings

Performance Monitoring Enhancement

Performance Monitoring Enhancement

- The Membership and Professional Standards Committee (MPSC) Performance Monitoring Enhancement project focuses on creating a balanced scorecard (metrics) and revising the MPSC's review process
 - Follow-up to OPTN Ad Hoc Systems Performance Committee (SPC) recommendations:
 - Eliminate reliance on a single metric as measure of overall member performance
 - Implement holistic review with multiple metrics from various phases of transplant
- Additional MPSC objectives:
 - Utilize current data to identify real time patient safety issues
 - Identify opportunities for improvement and collaborate with members to improve
 - Support efforts that increase transplants, promote equitable access to transplant and promote innovation

Performance Monitoring Enhancement

- **Metrics:**
 - Identified metrics that focus on different dimensions of care (e.g., waitlist management, post-transplant outcomes)
 - Considering waitlist mortality, offer acceptance, 90-day survival, 1-year survival conditional on 90-day survival
 - Considering organ specific differences and other future metrics that could replace/complement currently available metrics
- **MPSC Review Process:**
 - Want to limit frequency of MPSC intervention
 - Considering different review options based on situation
 - Initial notice to program will include offer of assistance through collaborative improvement projects
 - More involved MPSC review process will be reserved for real time patient safety issues

Individual Member Focused Improvement

Individual Member Focused Improvement (IMFI)

- **Project Goal:**
 - Help members improve by providing quality improvement support and expertise, including custom-designed engagements to address a member's unique needs and opportunities
- **Discovery Phase:**
 - Completed 6 key informant interviews with members
 - Obtained MPSC feedback at in-person meetings
 - Created core IMFI team – representation from Member Quality staff in different functional areas with a particular interest in quality improvement activities

IMFI Pilot

- First pilot project with an OPTN member is underway; all activities have had to be virtual.
- Completed:
 - 2 UNET Data Portal Education sessions led by UNOS Member Quality Staff
 - 1 customized coaching session with data analysis of pilot member's baseline data and identification of areas for improvement
 - Regular check-in with pilot member to ensure planning, implementation and evaluation of improvement projects
- Ongoing:
 - Peer mentoring
 - Process mapping



IMFI – Next Steps

- Continue first pilot
- Complete 2 additional, smaller pilot projects
- **Evaluate** effectiveness of pilots
- **Refine** services offered, processes and UNOS staffing model
- **Expand** IMFI program to all OPTN members in the future

Encouraging Self-Reporting

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- OPTN Contract Task: “... develop a plan, with input from the OPTN MPSC, to encourage OPTN member self-reporting of potential patient safety issues, provide incentives to report issues by assisting members in identifying root causes of issues and developing appropriate corrective actions.”
- Objectives:
 - Identify potential patient safety issues, help mitigate risks through Root Cause Analyses (RCA) and Corrective Action Plans (CAP)
 - Collect and share data with the community about trends and issues
 - Provide additional education, guidance and/or policy in response to trends and issues

Encouraging Self-Reporting – First Steps

- MPSC implemented new procedure to **close with no action** any case that meets the following criteria:
 - The case was self-reported
 - There was an appropriate and robust response by the member using tools, such as a RCA and a CAP
 - There is no likelihood of recurrence/there is no ongoing patient safety concern
- MPSC closed 34 self reports with no action in 2020
- Continue to consider changes to:
 - Other MPSC processes
 - Reporting mechanisms (UNet Improving Patient Safety Portal)
- Recognized importance of obtaining member feedback to understand how to incentivize self-reporting

Encouraging Self-Reporting – Discovery

- Began obtaining member feedback during Fall 2020
- Phase 1: Conducted key informant interviews by phone
 - What would incentivize you to self-report patient safety issues to the OPTN?
 - Do you see benefit in OPTN assisting members with imp?
- Completed interviews with 7 OPOs, 4 Transplant Hospitals, 1 Histo Lab
- Analyzing member responses to inform next steps

Questions or feedback?