

**The Donation and Consent Process – The Collaborative Team TOGETHER should review the Systems Approach to Organ Donation Flow Chart on the previous page and identify the CURRENT PROCESSES in place at each of your participating organizations. Specifically record the following:**

<b>1. Identification of Potential Donor:</b>
WHO?
HOW?
WHEN?
WHERE?
<b>2. Referral to the OPO</b>
WHO?
HOW?
WHEN?
WHERE?
<b>3. Family Support</b>
WHO?
HOW?
WHEN?
WHERE?
<b>4. Consent</b>
WHO?
HOW?
WHEN?
WHERE?
<b>5. Donor Management (Including Donation After Cardiac Death)</b>
WHO?
HOW?
WHEN?
WHERE?
<b>6. Organ Recovery</b>
WHO?
HOW?
WHEN?
WHERE?

**BRING THIS INFORMATION WITH YOU TO THE LEARNING SESSION**

## First Things First

To take full advantage of the Best Practices that are the basis for the changes your team will be addressing during the Learning Session, it is important that you concentrate first on the basic building blocks for success. The Collaborative Faculty and experienced teams have learned that success is assured if you do these *First Things First*. Your Team should come to the learning session with a sense of which of these 8 areas your participating hospital need to improve. Prior to coming to San Diego collectively determine, for each action, at what level each of your hospitals currently function, and grade accordingly:

**A. Fully in Action on This Item**

**C. Considered and Discussed, but Not In Place**

**B. In Place but Not Effective**

**D. Not In Action**

**1. Create OPO Hospital Presence/In House Coordinator Grade:**

**Create and maintain visual presence of OPO staff in hospitals; become part of the fabric of high potential hospitals in order to establish, maintain, and activate relationships with all individuals that participate/play a role in the donation process.**

**2. Analyze and Apply Current Hospital Specific Data, (tie the data to current system to identify where to focus initial efforts/changes) Grade:**

**Establish strong culture of accountability for results:**

**Assure that OPO & Hospital staff know and talk conversion rates and regularly review and respond to data reports of donation key indicators (conversion rates, consent rates, timely notification rates.**

**3. Identify Physician/Clinician Champion Grade:**

**Identify and support organ donation champions at various hospital levels; include leaders who are willing to be called upon to overcome barriers to organ donation in real time.**

**4. Conduct Real Time Death Record Reviews Grade:**

**Use Death Record Reviews to establish referral, consent, and donation rates, and automate process in order to monitor performance in real time.**

**5. Establish Clinical Triggers Grade:**

**Mutually establish with hospital staff appropriate clinical triggers for referrals.**

**6. Hold Donation Team Huddles Grade:**

**Work as a team with hospital staff to determine the right person(s) to suggest donation and make the request. Establish family communication plan that incorporate all members of patient care team.**

**7. Identify and Utilize Effective Requesters in Ever Case Grade:**

**Match requesters appropriately to family, ensuring effective requesters are available; special requesters should be hired and utilized by the OPO or hospital specific to the ethnicity of the OPO service are a population.**

**8. Conduct After Action Reviews Grade:**

**Maintain a formal process for comprehensive immediate follow-up communication between OPO and hospital on every organ donor referral regardless of the outcome (After Action Review); system to include guidelines for in-person follow-up, debriefing and mutual critique of process as well as written correspondence and email communication to facilitate timely feedback where access is difficult.**

BRING THIS INFORMATION WITH YOU TO THE LEARNING SESSION