A Quality Improvement Initiative to Improve Compliance with Referrals to an OPO

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Clinical Practice Specialist
Children’s Hospital Colorado
Donor Alliance: Discovering the Problem

43% timely organ referral rate (2009)

Protective environment  Physician referrals

2012 Donation Summit
it's about time...
Children’s Hospital Colorado

Top five pediatric donor hospitals

Average 4-8 pediatric donors per year

318-beds

Epic Enterprise Organization
Background

Prior to January 2009:

- Notifications to OPO only *after* 2\textsuperscript{nd} Brain Death Exam
- Rushed approach
- Missed opportunities for donation
- ICU staff uncomfortable with notifying OPO
Process Improvement

1. Improve collaborative processes on organ and tissue donation
2. Implement comprehensive education of ICU staff to increase awareness of clinical triggers
3. Improve organization compliance with required reporting to Centers for Medicare and Medicaid Services (CMS)
Assembling the Project Team

- Multi-disciplinary team:
  - Emily Dobyns, MD – Critical Care Medicine
  - Beth Wathen, RN – Clinical Practice Specialist, PICU
2009 Project Initiative

Collaborative Effort with Hospital and OPO

- Identify and define ‘Clinical Triggers’
- Promote timely notification of OPO of potential organ donors

Set goal of **one hour** to notify OPO once patient meets clinical triggers

Incorporate triggers into Epic

Documentation of Clinical Criteria triggers Best Practice Advisory (BPA)
July 2010 Project Progression

Education of ED and ICU staff

- What designates a ‘Clinical Trigger’
- Who can make the call to the OPO
- Timeliness of referral call to OPO

Changes in clinical workflow

Go-live 3-month trial

Feedback gathered and process tweaked!
Identifying Clinical Triggers

Inclusion criteria for a ventilated patient with:

- Glasgow Coma Scale Score ≤ 5 or
- Withdrawal of support planned or discussed or
- Family initiates discussion about donation
Challenges from Hospital

Difficult to capture all clinical triggers electronically

Empowering nurses to make the call

Alert fatigue
<table>
<thead>
<tr>
<th>Glasgow Coma Scale</th>
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<tbody>
<tr>
<td>Eye Opening</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Best Verbal</td>
<td>4 infant</td>
<td>5 infant</td>
<td>1</td>
</tr>
<tr>
<td>Best Motor</td>
<td>6 infant</td>
<td>6 infant</td>
<td>2 infant/...</td>
</tr>
<tr>
<td>Total Glasgow Coma Scale</td>
<td>14</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Does pt meet donor criteria?</td>
<td></td>
<td></td>
<td>4</td>
</tr>
<tr>
<td>Glasgow Comment (New)</td>
<td></td>
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</tbody>
</table>
### Objective Criteria

- **Glasgow Coma Scale**
  - Eye Opening
  - Best Verbal
  - Best Motor
  - Total Glasgow Coma Scale
  - Does pt meet donor criteria?
  - Glasgow Comment (New)

- **Neurological**
  - Orientation/LOC
  - Cry
  - Pupil Reaction/Size Bilat
  - Pupil Reaction/Size Left

#### Does pt meet donor criteria?
- Select Single Option: (F5)
- No patient does not meet donor criteria
- Yes patient does meet donor criteria
- Comment (F5)

#### Row Information
- Donor Alliance requires notification within 1 hour if the patient meets the following FOUR criteria:
  - Glasgow Coma Scale less than or equal to 5
  - Mechanically Ventilated (no BIPAP or CPAP)
  - Not sedated or medically paralyzed
  - Normothermic
# Additional Documentation

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<td>Does pt meet donor criteria?</td>
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<tr>
<td>Donor Alliance Notified?</td>
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<td>Donor Alliance notified by:</td>
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**Selection Form**

- Yes
- No
- N/A
- Other: See comment
- No - medically paralyzed
Best Practice Advisory (BPA)

Critical Red Alert (1 Advisory)

Patient may meet clinical criteria for Donor Alliance notification (GCS less than or equal to 5, normothermic, not sedated or paralyzed AND on mechanical ventilation). Document whether or not patient meets donor criteria in Glasgow group on Assessment flowsheet and contact Donor Alliance if appropriate (303-321-0060) for further evaluation.

Document if patient meets donor criteria in PICU Assessment
OPO Dashboard Compliance

Timely Organ Referral

- 2009: 43%
- 2010: 86%
- 2011: 92%
- 2012 YTD: 100%

2012 Donation Summit
It's About Time...
Results

The 2010 implementation of the Clinical Triggers and BPA, coupled with education of all staff, has improved compliance with many facets of the organ donation process.

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<thead>
<tr>
<th></th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
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<tbody>
<tr>
<td>Patients meeting clinical triggers</td>
<td>58</td>
<td>43</td>
<td>48</td>
</tr>
<tr>
<td>Number of Organ Donors</td>
<td>3</td>
<td>8</td>
<td>5</td>
</tr>
<tr>
<td>% of patients meeting clinical triggers that donated organs</td>
<td>5.2%</td>
<td>18.6%</td>
<td>14.3%</td>
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<tr>
<td>Number of Lives Saved</td>
<td>13</td>
<td>26</td>
<td>16</td>
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A PLUS CARE Package that details the workflow and build featured in this presentation is now available on the UserWeb!

UserWeb > Epic Library > Browse, Search, and Download Documents > PLUS Feature Packages > Check Out the New PLUS CARE Packages!
Thank You!