

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

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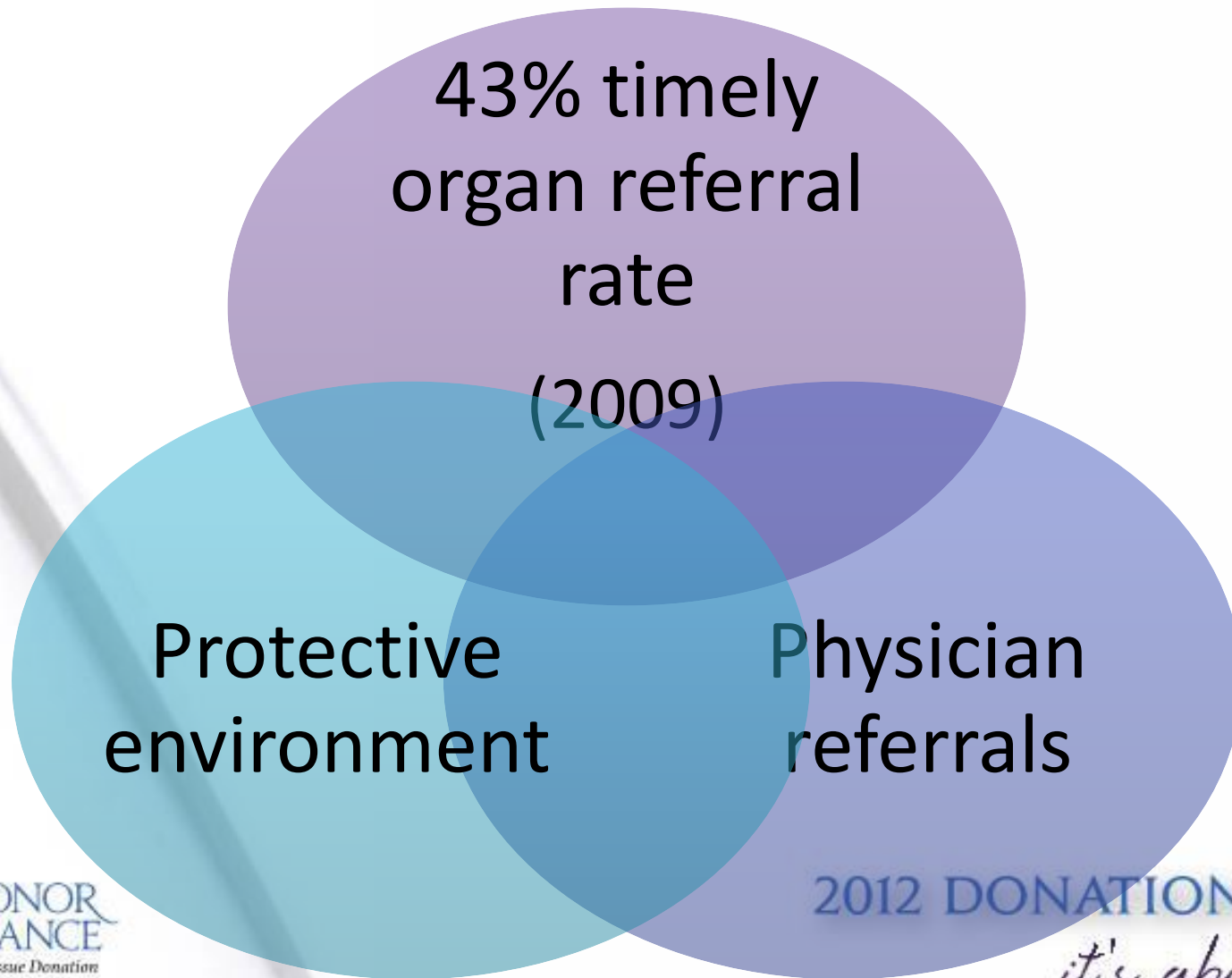
Clinical Practice Specialist

Children's Hospital Colorado

2012 DONATION SUMMIT

it's about time...

Donor Alliance: Discovering the Problem



Children's Hospital Colorado

Top five
pediatric
donor
hospitals

Average 4-8
pediatric
donors per
year

Epic
Enterprise
Organization

318-beds



Background

Prior to January 2009:

- Notifications to OPO only *after* 2nd Brain Death Exam
- Rushed approach
- Missed opportunities for donation
- ICU staff uncomfortable with notifying OPO

Process Improvement

Improve collaborative processes on organ and tissue donation



Implement comprehensive education of ICU staff to increase awareness of clinical triggers



Improve organization compliance with required reporting to Centers for Medicare and Medicaid Services (CMS)



Assembling the Team

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!

AMIT

it's about time...

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

Epic



Glasgow Coma Scale

Eye Opening	4		1
Best Verbal	4 infant	5 infant	1  
Best Motor	6 infant	6 infant	2 infant/...
 Total Glasgow Coma Scale	14		4
 Does pt meet donor criteria?			
Glasgow Comment (New)			

Objective Criteria

	4/5/12				4/9/12
	0400	0600	0800	0953	1900
Glasgow Coma Scale					
Eye Opening					1
Best Verbal					1
Best Motor					2 infant/...
Total Glasgow Coma Scale					4
Does pt meet donor criteria?					<input type="text" value=""/>
Glasgow Comment (New)					
Neurological					
Orientation/LOC					
Cry					
Pupil Reaction/Size Bilat					
Pupil Reaction/Size Left					

Selection Form [X]

No patient does not meet donor criteria
 Yes patient does meet donor criteria

Accept

Does pt meet donor criteria?

Select Single Option: (F5)

No patient does not meet donor criteria
 Yes patient does meet donor criteria

Comment (F6)

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 BPAP or CPAP)
- Not sedated or medically paralyzed
- Normothermic

Additional Documentation

Glasgow Coma Scale						
Eye Opening				4		1
Best Verbal				4 infant	5 infant	1
Best Motor				6 infant	6 infant	2 infant/...
Total Glasgow Coma Scale				14		4
Does pt meet donor criteria?						Yes pati...
Donor Alliance Notified?						
Donor Alliance Case ID #						
Donor Alliance notified by:						
Glasgow Comment (New)						

Selection Form

Yes
 No
 N/A
 Other: See comment
 No - medically paralyzed

Accept Cancel

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Best Practice Advisory (BPA)

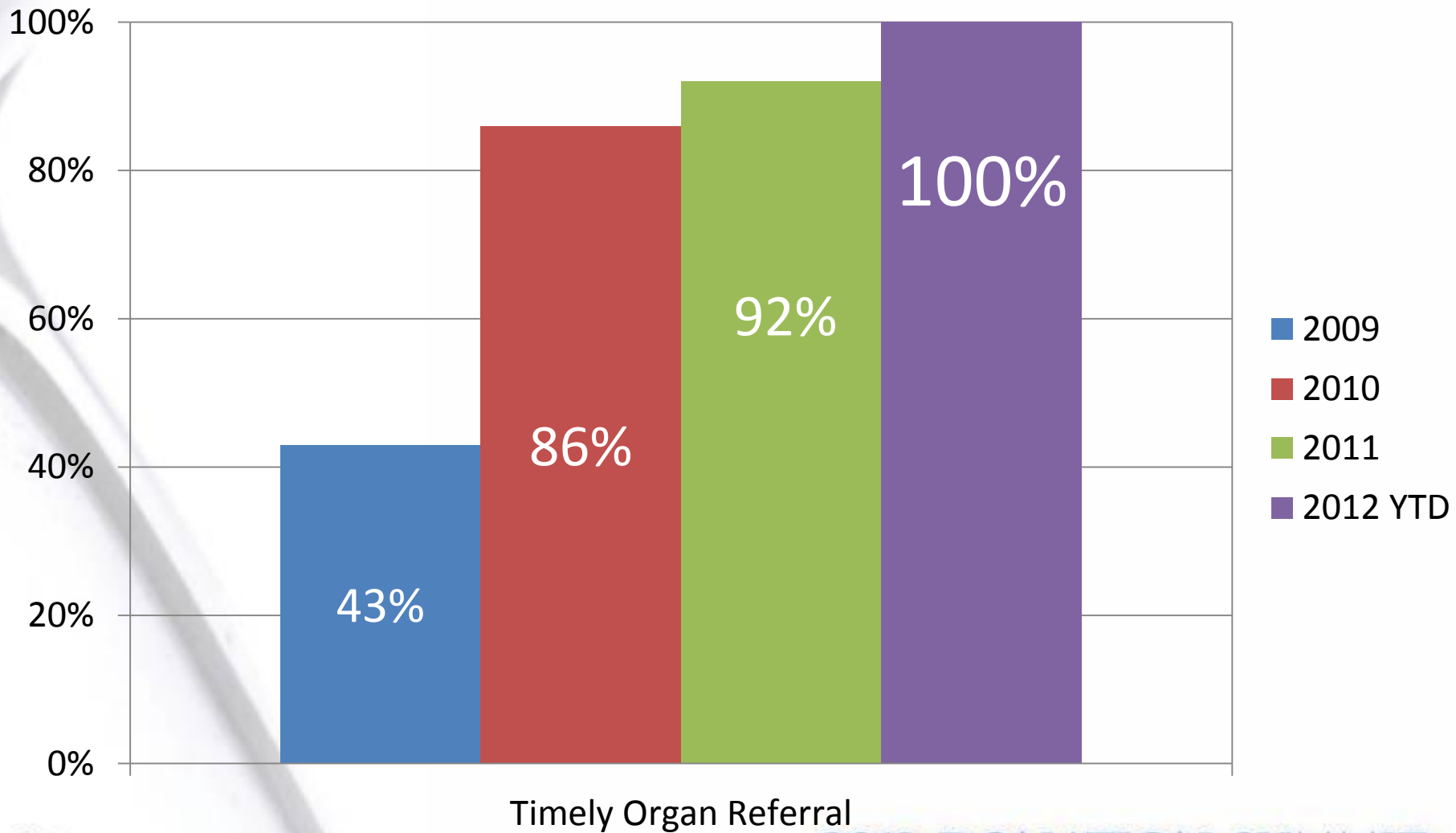
BestPractice Advisory -

▼ 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



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

	2009	2010	2011
Patients meeting clinical triggers	58	43	48
Number of Organ Donors	3	8	5
% of patients meeting clinical triggers that donated organs	5.2%	18.6%	14.3%
Number of Lives Saved	13	26	16

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!