



FIFTH ANNUAL

# Transplant Quality Institute

October 10-12, 2018

# QUALITY

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The only transplant conference  
focused on quality, process  
improvement, data management  
and patient safety

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**UNOS, SRTR participating; CMS Invited**



**Oral abstract presentations**



**Poster session**



**Opportunity for networking**

**THE RADISSON BLU HOTEL  
MINNEAPOLIS, MN**

Sponsored by the American Foundation for Donation and Transplantation

## Overview

### Purpose

Building on the enormous success of the Transplant Quality Institute, the fifth annual TQI will provide general and advanced breakout sessions, information, tools and resources to ensure your program's performance meets the rigorous quality expectations to remain competitive and compliant in today's transplant healthcare marketplace.

### Program Founders\* & Faculty

**Kristine Browning, RN**

Transplant Quality Coordinator, Houston Methodist J.C. Walter Jr., Transplant Center, Houston, TX

**Anthony Dawson\*†, RN, MSN**

New York, NY

**Bridgette Diedrich, RN, CCTC**

Director of Quality, Regulatory Affairs, and Education, Medstar Georgetown Transplant Institute Washington, DC

**Anne Gabriel, BSN, RN, CCTC, CPHQ, CMQ/OE**

Quality Manager, Kidney, Pancreas, and Liver Transplant Programs, Living Donor Program, Cedars Sinai Comprehensive Transplant Center, Los Angeles, CA

**Jennifer Milton\*, BSN, CCTC, MBA**

Executive Director, Clinical Assistant Professor University Transplant Center, San Antonio, TX

**Linda Ohler\*, MSN, RN, CCTC, FAAN, FAST**

Associate Director, Transplant Quality, Regulatory and Education, NYU Langone Transplant Institute New York, NY

**Marian O'Rourke\*, RN, BSN, CCTC, Course Director**

AFDT Vice President, Director, Quality, Compliance and Outcomes Management, Jackson Memorial Hospital, Miami, FL

**Jennie Perryman\*, RN, PhD**

Director, Policy and Outcomes Management, Emory Transplant Center, Atlanta, GA

**James Pittman\*†, RN, MSN**

Assistant Vice President, Transplant Services, HCA, Nashville, TN

**Kathy Schwab\*, RN, CCTC**

Transplant Integrity and Compliance, Mayo Clinic, Rochester, MN

**Helen "Gigi" Spicer\*†, RN, BSN**

AFDT Past President, Vice President, Tulane Transplant Center, New Orleans, LA

### Guest Faculty

**Matthew Cooper, MD**

AFDT Board Treasurer, Director, Kidney and Pancreas Transplantation, Professor of Surgery, Medstar Georgetown Transplant Institute, Washington, DC

**Diane Klein, BA**

Service Designer III, Mayo Clinic, Center for Innovation, Rochester, MN

**Allison Matthews, M.Arch**

Service Designer III, Mayo Clinic, Center for Innovation, Rochester, MN

**Aneesh Mehta, MD**

Assoc. Professor of Medicine, Infectious Disease and Internal Medicine, Emory University Hospital, Atlanta, GA

**Meg Rogers, RN, CPTC**

Director, Transplant Center Relations, LifeSource OPO, Minneapolis, MN

**Jon J. Snyder, PhD**

Director, Transplant Epidemiology, Senior Epidemiologist, Scientific Registry of Transplant Recipients, Minneapolis Medical Research Foundation, Minneapolis, MN

**Nicholas Salkowski, PhD**

Senior Biostatistician, Scientific Registry of Transplant Recipients, Minneapolis Medical Research Foundation, Minneapolis, MN

\*Not a Member of the 2018 Faculty

**Brian Shepard, MBA**

CEO, United Network for Organ Sharing, Richmond, VA

**David Taber, PharmD, MS, BCPS**

Associate Professor, Dept. of Surgery, Div., Transplant Surgery, Medical University of South Carolina, Charleston, SC

**Sarah Taranto**

Assistant Director, Data Quality and Analytics, UNOS Research Dept., United Network for Organ Sharing, Richmond, VA

**Andrew Wey, PhD**

Senior Biostatistician, Scientific Registry of Transplant Recipients, Minneapolis Medical Research Foundation, Minneapolis, MN

**Abstract Presenters**

**Stacey Banning, BSN, RN**

Quality Manager, Transplant Institute, University Hospitals Cleveland Medical Center, Cleveland, OH

**Kent Becker, MT(ASCP)**

Quality and Operational Improvement Engineer, University of Iowa Healthcare, Iowa City, IA

**Casey Billington, RN, CCTC**

Quality Nurse, Transplant Institute, University Hospitals Cleveland Medical Center, Cleveland, OH

**Quentin Booker, JD**

Quality Advisor II, William J. von Liebig Center for Transplantation and Clinical Regeneration, Mayo Clinic, Rochester, MN

**Catherine Kosberg, RN, CCTC**

Kidney Paired Donor Care Coordinator, William J. von Liebig Center for Transplantation and Clinical Regeneration, Mayo Clinic, Rochester, MN

**Tyson Davis, RN, BSN, MHA**

Abdominal Transplant Program, Patient Safety and Quality Improvement Specialist, Barnes-Jewish Hospital Transplant Center, St. Louis, MO

**Christopher Fowler, PhD, MBA, RN**

Executive Director, Piedmont Transplant Institute, Atlanta, GA

**Gina Gregg, RN, BSN, MHA, CPHQ**

Quality Improvement Coordinator and Patient Safety Officer, Nephrology Division, Children's Mercy Hospital, Kansas City, MO

**Savitha Iyengar, MS, MBA**

Quality & Compliance Manager, William J. von Liebig Center for Transplantation and Clinical Regeneration, Mayo Clinic, Rochester, MN

**Jenna Lawson, MS**

Quality Consultant, Vanderbilt Transplant Center, Nashville, TN

**Denise Lo, MD**

Assistant Professor of Surgery, Emory Transplant Center, Emory University School of Medicine, Atlanta, GA

**Vanessa Lopez, BSN, RN**

Liver Transplant Program Manager, University Transplant Center, San Antonio, TX

**Kristen Sisaithong, MA**

Manager, Organizational Excellence, United Network for Organ Sharing, Richmond, VA

**Theresa Trice, BSHA**

Transplant Data Quality Coordinator, Ann & Robert H. Lurie Children's Hospital of Chicago, Chicago, IL

**Demetra Tsapepas, PharmD, BCPS, FAST**

Director Quality and Research, Kidney and Pancreas Transplantation, New York Presbyterian Columbia University Hospital, New York, NY

**Jennifer Van Bever, RN, BSN, CCTC**

Transplant Quality Research Education Coordinator, New York Presbyterian Columbia University Hospital, New York, NY

**Laura Vinson, RN, MSN, CCM, CSSGB**

Management Analyst Sr. for Transplant and Kidney Center Teams, Children's Hospital Colorado, Aurora, CO

**Jessica Viste, MS, RN, ACNS-BC, CCTN**

Clinical Nurse Specialist for Inpatient and Outpatient Abdominal Transplant, University of Wisconsin Transplant, Madison, WI

**Heather Wertin, RN, BSN, MPH**

Manager, Abdominal Transplant Program, Barnes-Jewish Hospital Transplant Center, St. Louis, MO

**Melissa Williams, RN, BSN, CCTC**

QAPI Coordinator, Duke University Hospital, Durham, NC

**Regina Wilson, MSN, RN, CNS, CCRN-K Director,**

Outpatient Transplant Clinic, University Transplant Center, San Antonio, TX

**Mary Zavala, LCSW, MPP, MA**

Quality Manager, Multi-Organ Transplant Center, St. Vincent Medical Center, Los Angeles, CA

## Continuing Education Credits

Applications will be made to the American Board for Transplant Certification (ABTC) for CEPTCs and to the National Association for Healthcare Quality (NAHQ) for CPHQs.

This activity will also be submitted to American Nephrology Nurses Association for approval to award contact hours. American Nephrology Nurses Association — Approver is accredited as an approver of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

## Objectives

Following the three-day Transplant Quality Institute course participants will be able to:

- Examine the impact of the 2007 CMS Conditions of Participation for Transplant Programs;
- Describe the strategic priorities of the OPTN/UNOS, and SRTR;
- Identify strategies to ensure the integrity of data submitted to the OPTN;
- Discuss the methodology of the SRTR risk-adjusted graft and patient survival models;
- Demonstrate the use of the UNOS waitlist management tool and the Organ Offer Report (OOT);
- Explain the implications of the renewed focus on waitlist mortality and transplant rate;
- Discuss effective use of graft loss and patient death CUSUMS;
- Explore the use of the organ acceptance CUSUMS;
- Identify proven strategies to effectively manage the waiting list;
- Outline effective approaches to securing physician and hospital buy-in to QAPI;
- Evaluate OPTN policy related to disease transmission and the role of UNOS staff, DTAC, and CDC in this process;
- Describe a “best practice” PHS Increased Risk program as it relates to program development, patient consent, and disease surveillance;
- Explore donor derived malignancy transmission through tracer methodology and adverse event management;
- Examine the philosophy behind the SRTR metrics, the who, what, and why;
- Discuss unique aspects of QAPI for VAD and other device programs;
- Identify strategies to prepare and manage a Joint Commission, UNOS and CMS survey;
- Evaluate unique aspects of QAPI for Living Donor programs and describe strategies to prepare and manage a UNOS and CMS survey;
- Explain the quality components of managed care contracts to gain and maintain COE;
- Examine models to enhance engagement of staff in a team approach to quality improvement;
- Describe approaches to align hospital and transplant center emergency preparedness plans;
- Evaluate the current state of ‘big data’ in healthcare and transplant;
- Describe future directions and implications in quality management;
- Explore the evolution of the quality role in transplant programs;
- Discuss strategies to effectively lead by influence
- Analyze the implications of the updated CMS CoP’s (if released) and how centers are adapting practice to regulation; and
- Compare successful approaches to physician engagement and collaboration in quality improvement.

## Who Should Attend?

The scope of this course is focused transplant quality training making it an ideal opportunity for:

- Transplant program leadership with oversight responsibility for quality
- Transplant Physicians and Surgeons with responsibility for quality in transplant
- Transplant Clinical, Data, and Operational Managers
- Transplant Quality Coordinators/Officers
- Transplant Compliance Coordinators/Officers
- Transplant/Hospital Improvement Engineers/Staff
- Transplant/Hospital Educators with responsibility to educate and engage staff in quality
- Hospital Quality/Patient Safety/Risk Management Staff
- Hospital Administrators and Executives responsible for transplant programs
- Transplant Administrators

## Accommodations

Stylish and sophisticated, the Radisson BLU Minneapolis Downtown is home of the original flagship Radisson Hotel built in 1909. In the beating heart of downtown Minneapolis where history meets innovation and culture, come prepared to enjoy exceptional service and accommodations.



## AGENDA

**Wednesday, October 10**

7:00 a.m. – 8:00 a.m.	<b>Registration Desk Open</b>
7:00 a.m. – 8:00 a.m.	<b>Breakfast with Exhibitors</b>
<b>General Session</b>	
8:00 a.m. - 8:15 a.m.	<b>Welcome and Opening Remarks</b> <i>Marian O'Rourke, RN, BSN, CCTC</i>
8:15 a.m. - 8:45 a.m.	<b>UNOS 2018: New Initiatives for Improving Donation &amp; Transplantation</b> <i>Brian Shepard, MBA</i>
8:45 a.m. - 9:15 a.m.	<b>SRTR: Hot Topics</b> <i>Jon Snyder, PhD</i>
9:15 a.m. - 10:00 a.m.	<b>What's in a Decade? The CMS CoP's Interpretive Guidelines Then and Now</b> <i>Marian O'Rourke, RN, BSN, CCTC; Kathy Schwab, RN, CCTC; Jennie Perryman, RN, PhD; Anne Gabriel, BSN, RN, CCTC, CPHQ, CMQ/OE; Jennifer Milton, BSN, CCTC, MBA; Linda Ohler, MSN, RN, CCTC, FAAN, FAST; Kristine Browning, RN and Bridgette Diedrich, RN, CCTC</i>
10:00 a.m. - 10:30 a.m.	<b>Refreshment Break with Exhibitors</b>
10:30 a.m. - 11:15 a.m.	<b>Data Integrity: The Devil is in the Details</b> <i>Kathy Schwab, RN, CCTC</i>
11:15 a.m. - 12:00 p.m.	<b>Making Sense of SRTR Risk Adjustment Models</b> <i>Nicholas Salkowski, PhD; Andrew Wey, PhD and Jon Snyder, PhD</i>
12:00 p.m. - 1:15 p.m.	<b>Lunch</b>
1:15 p.m. - 1:45 p.m.	<b>COIIN: The Case for Collaborative Improvement in Transplantation</b> <i>Kristen Sisaithong, MA</i>
1:45 p.m. - 2:15 p.m.	<b>So Much UNOS Data! How Do I Use It?</b> <i>Sarah Taranto</i>
2:15 p.m. - 2:45 p.m.	<b>Refreshment Break with Exhibitors</b>
2:45 p.m. - 3:30 p.m.	<b>Using SRTR Data in Monitoring Program Performance</b> <i>Jon Snyder, PhD</i>
3:30 p.m. - 3:45 p.m.	<b>Strategies to Improve Multidisciplinary Waitlist Management Efforts</b> <i>Mary Zavala, LCSW, MPP, MA</i>
3:45 p.m. – 4:00 p.m.	<b>Assuring Top Wait List Candidates Are Transplant Ready</b> <i>Vanessa Lopez, BSN, RN</i>
4:15 p.m. – 6:15 p.m.	<b>Poster Reception</b>



## AGENDA

**Thursday, October 11**

7:00 a.m. – 8:00 a.m.	<b>Breakfast with Exhibitors</b>
8:00 a.m. - 8:15 a.m.	<b>It Begins with a Patient</b> <i>Jennie Perryman, RN, PhD</i>
8:15 a.m. - 8:30 a.m.	<b>The Role of UNOS Staff in Disease Transmission Event</b> <i>Marian O'Rourke, RN, BSN, CCTC</i>
8:30 a.m. - 9:00 a.m.	<b>The Art and Science of Donor Disease Transmission: DTAC</b> <i>Aneesh Mehta, MD</i>
9:00 a.m. - 9:30 a.m.	<b>Deceased Donor Cultures: How to Manage the Trees Despite the Forest</b> <i>Anne Gabriel, BSN, RN, CCTC, CPHQ, CMQ/OE</i> <i>Marian O'Rourke, RN, BSN, CCTC</i>
9:30 a.m. - 10:00 a.m.	<b>Difficult Lessons: Disease Transmission Case Studies</b> <i>Panel Discussion</i> <i>Jennifer Milton, BSN, CCTC, MBA, Moderator</i>
10:00 a.m. – 10:30 a.m.	<b>Refreshment Break with Exhibitors</b>
10:30 a.m. - 10:45 a.m.	<b>PHS Risk and Need for Surveillance</b> <i>Marian O'Rourke, RN, BSN, CCTC</i>
10:45 a.m. - 11:00 a.m.	<b>Monitoring Transformation: Real-time Data for Public Health Services</b> <i>Demetra Tsapepas, PharmD, BCPS, FAST</i>
11:00 a.m. - 11:15 a.m.	<b>Improving Care Provider Compliance with Surveillance Protocols for Liver Transplant</b> <i>Denise Lo, MD</i>
11:15 a.m. - 11:30 a.m.	<b>Transplant and Hospital Quality: Collaborating to Improve the Adverse Events Review Process</b> <i>Stacey Banning, BSN, RN and Casey Billington, RN, CCTC</i>
11:30 a.m. - 11:45 a.m.	<b>Adverse Events Management: Partnering with the Hospital to Achieve Success</b> <i>Christopher Fowler, PhD, MBA, RN</i>
11:45 a.m. - 12:00 noon	<b>Improving the Reporting and Analysis of Safety &amp; Adverse Events</b> <i>Theresa Trice, BSHA</i>
12:00 noon – 1:15 p.m.	<b>Lunch</b>

<b>Breakout Sessions</b>		
<b>1:15 p.m. – 2:15 p.m.</b>  <b>The Tin Man and Everything Mechanical</b> <i>Linda Ohler, MSN, RN, CCTC, FAAN, FAST</i>	<b>1:15 p.m. – 2:00 p.m.</b>  <b>Living Donor Programs: How to Manage Quantity of the Highest Quality</b> <i>Matthew Cooper, MD</i>	<b>1:15 p.m. – 2:15 p.m.</b>  <b>Financial Quality: The Journey Never Ends</b> <i>Jennifer Milton, BSN, CCTC, MBA</i>
	<b>2:00 p.m. – 2:15 p.m.</b>  <b>The Patient’s Voice and Integration of Electronic Living Donation Follow-up Practices</b> <i>Jennifer Van Bever, RN, BSN, CCTC</i>	
<b>2:15 p.m. – 3:00 p.m.</b>  <b>VAD Disease Specific Certification Survey Management</b> <i>Kristine Browning, RN &amp; Linda Ohler, MSN, RN, CCTC, FAAN, FAST</i>	<b>2:15 p.m. – 2:30 p.m.</b>  <b>Match Making Kidney Style: Optimizing a Single Center KPD Program</b> <i>Savitha Iyengar, MS, MBA and Catherine Kosberg, RN, CCTC</i>	<b>2:15 p.m. – 2:30 p.m.</b>  <b>Solutions to Increase Understanding and Proper Utilization of Time Studies</b> <i>Jenna Lawson, MS</i>
	<b>2:30 p.m. – 3:00 p.m.</b>  <b>Living Donor Program Survey Management</b> <i>Jennie Perryman, RN, PhD</i>	<b>2:30 p.m. – 3:00 p.m.</b>  <b>The Value of Integrating Pharmacy in Process Improvement</b> <i>David Taber, PharmD, MS, BCPS</i>
3:00 p.m. – 3:15 p.m.	<b>Refreshment Break with Exhibitors</b>	
<b>General Session</b>		
3:15 p.m. – 4:00 p.m.	<b>What Makes a Good Metric</b> <i>Jon Snyder, PhD</i>	
4:00 p.m. – 5:00 p.m.	<b>Physician Engagement in Transplant Quality: Teaching Dogs New Tricks?</b> <i>Matthew Cooper, MD and Bridgette Diedrich, RN, CCTC</i>	



## AGENDA

**Friday, October 12**

7:00 a.m. – 8:00 a.m.	<b>Breakfast with Exhibitors</b>
8:00 a.m. – 8:45 a.m.	<b>Knowing When to Innovate</b> <i>Kathy Schwab, RN, CCTC, Moderator</i> <i>Diane Klein, BA and Allison Matthews, M.Arch</i>
8:45 a.m. – 9:30 a.m.	<b>Use of SRTR's CUSUM Charts: When Should I Hit the Panic Button?</b> <i>Jon Snyder, PhD; Nicholas Salkowski, PhD and Andrew Wey, PhD</i>
9:30 a.m. – 10:00 a.m.	<b>Refreshment Break with Exhibitors</b>
10:00 a.m. – 10:15 a.m.	<b>Strengthen Discharge Communication to Improve Patient Safety for Abdominal Transplant Patients</b> <i>Jessica Viste, MS, RN, ACNS-BC, CCTN</i>
10:15 a.m. – 10:30 a.m.	<b>Discharge Medication Reconciliation Improvement in Kidney Transplant Patients</b> <i>Gina Gregg, RN, BSN, MHA, CPHQ</i>
10:30 a.m. – 10:45 a.m.	<b>Using the Hawthorne Effect to Enhance the Patient Experience</b> <i>Quentin Booker, JD</i>
10:45 a.m. – 11:00 a.m.	<b>Monthly Multidisciplinary M&amp;M Meetings: A Process for Tracking</b> <i>Melissa Williams, RN, BSN, CCTC</i>
11:00 a.m. – 11:15 a.m.	<b>A Method for Efficiently Determining &amp; Reporting Tacrolimus Time In Therapeutic Range</b> <i>Kent Becker, MT(ASCP)</i>
11:15 a.m. – 11:30 a.m.	<b>A Collaborative Care Approach to Reducing Ureteral Stent Retention</b> <i>Tyson Davis, RN, BSN, MHA and Heather Wertin, RN, BSN, MPH</i>
11:30 a.m. – 11:45 a.m.	<b>It Takes a Village to Solve an Adverse Event for a Transplant Patient</b> <i>Laura Vinson, RN, MSN, CCM, CSSGB</i>
11:45 a.m. – 12:00 noon	<b>Box Lunches</b>
12:00 noon – 12:15 p.m.	<b>Emergency Preparedness</b> <i>Anne Gabriel, BSN, RN, CCTC, CPHQ, CMQ/OE</i>
12:15 p.m. – 12:30 p.m.	<b>Disaster Planning from the OPO</b> <i>Meg Rogers, RN, CPTC</i>
12:30 p.m. – 12:45 p.m.	<b>Ensuring Patient Safety by Developing a Transplant Center Emergency Operations Plan</b> <i>Regina Wilson, MSN, RN, CNS, CCRN-K</i>



12:45 p.m. – 1:00 p.m.	<b>Houston Strong: Surviving Harvey</b> <i>Kristine Browning, RN</i>
1:00 p.m. – 1:45 p.m.	<b>The Big Bang Big Data</b> <i>David Taber, PharmD, MS, BCPS</i>
1:45 p.m. – 2:00 p.m.	<b>Starting Small: The Rothman Index</b> <i>Kristine Browning, RN</i>
2:00 p.m. – 2:45 p.m.	<b>Evolution of the Quality Role</b> <i>Marian O'Rourke, RN, BSN, CCTC; Kathy Schwab, RN, CCTC; Jennie Perryman, RN, PhD; Anne Gabriel, BSN, RN, CCTC, CPHQ, CMQ/OE; Jennifer Milton, BSN, CCTC, MBA; Linda Ohler, MSN, RN, CCTC, FAAN, FAST; Kristine Browning, RN and Bridgette Diedrich, RN, CCTC</i>
2:45 p.m. – 3:00 p.m.	<b>Closing Remarks</b> <i>Marian O'Rourke, RN, BSN, CCTC</i>

## Registration

### AFDT Meeting: Wednesday-Friday, October 10-12, 2018

\$650 per participant.

**Credit cards are accepted and online registration is available at [www.amfdt.org](http://www.amfdt.org).**

Pre-registration via fax is accepted and requested at (804) 323-1300. The course will have a limited number of registrants. Early registration is recommended. Payment is expected prior to the meeting. Registration fees should be in US currency.

**Fees are not refundable after September 14, 2018 and registration will close on this date. REGISTER ONLINE AT [WWW.AMFDT.ORG](http://WWW.AMFDT.ORG) IF YOU ARE PAYING WITH A CREDIT OR DEBIT CARD.**

Make all checks/money orders payable to: AFDT

8154 Forest Hill Avenue, Suite 3  
Richmond, VA 23235-3255

#### Accommodations:

Radisson BLU guest reservations are available toll free at 1-800-333-3333 or direct with the hotel at 1-612-339-4900. Ask for the American Foundation for Donation & Transplantation room block. Reserve prior to September 18, 2018 to receive the group rate of \$239, plus 13.15% tax. Complimentary in room internet access is provided.

**Contact for course questions: Arlene Skinner, MBA, Mgr. Cont. Edu. & Conf. Planning, 1-800-kidney9, [skinner@amfdt.org](mailto:skinner@amfdt.org)**

Name \_\_\_\_\_

Organization/Company \_\_\_\_\_

Title \_\_\_\_\_

Address \_\_\_\_\_

City\_State \_\_\_\_\_ Zip \_\_\_\_\_

Phone (\_\_\_\_\_) \_\_\_\_\_

Fax (\_\_\_\_\_) \_\_\_\_\_

Email \_\_\_\_\_

Emergency Contact Name \_\_\_\_\_

Emergency Contact Phone (\_\_\_\_\_) \_\_\_\_\_

**Date of Birth: MM/DD** \_\_\_\_\_

**RN: Yes or No** \_\_\_\_\_

**NAHQ Member: Yes or No** \_\_\_\_\_

Please indicate any special needs \_\_\_\_\_

\_\_\_\_\_ TOTAL PAYMENT ENCLOSED