



FOURTH ANNUAL

Transplant Quality Institute

October 11-13, 2017

QUALITY

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



UNOS, MPSC, SRTR, AST participating; CMS Invited



Basic and advanced breakout sessions offered



Oral abstract presentations



Poster session



Opportunity for networking

**THE WESTIN CHARLOTTE HOTEL
CHARLOTTE, NC**

Sponsored by the American Foundation for Donation and Transplantation



Overview

Purpose

Building on the enormous success of the Transplant Quality Institute, the fourth 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

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

Quality Manager, Kidney, Pancreas, and Liver Tp. Programs, Liver 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

Quality and Regulatory Manager, George Washington University Transplant Institute, Washington, DC

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

AFDT Board Treasurer, 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 Immediate Past President, Vice President, Tulane Transplant Center, New Orleans, LA

Guest Faculty

Anthony Bonagura, MD

National Medical Director, Transplantation & Congenital Heart Disease, Optum Health, Minneapolis, MN

Stephen Crawford, MD, CPHRM, FCCP

Medical Senior Director, Cigna LifeSource Transplant Network, San Diego, CA

Matthew Cooper, MD

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

Sheila Foster

Performance Analyst, Member Quality United Network for Organ Sharing, Richmond, VA

Lisa McCanna, RN, MHA

Vice President, Carolinas HealthCare System, Charlotte, NC

Gwen McNatt, RN, PhD, CNN, FNP-BC

Director, Operations, Kovler Organ Transplantation Center, Northwestern Memorial Hospital, Chicago, IL

Susan Moffatt-Bruce, MD, PhD, MBA, FACS

Chief Quality & Patient Safety Officer, Professor of Surgery, Professor of Biomedical Informatics, The Ohio State University Medical Center, Columbus, OH

Kevin Myer, MSHA

President and CEO, LifeGift, Houston, TX

Sara Palazzolo, BS

Transplant Accreditation Quality Analyst, UNC Center for Transplant Care, University of North Carolina Hospitals, Chapel Hill, NC

Ron Potts, MD

Chief Medical Officer, Interlink, Portland, OR

*Not a Member of the 2017 Faculty



Brian Shepard

CEO, United Network for Organ Sharing, Richmond, VA

Jon J. Snyder, PhD

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

Sarah Taranto

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

Betsy Warnick, MS

Senior Compliance Operations Analyst, Member Quality
United Network for Organ Sharing, Richmond, VA

R. Patrick Wood, MD, FACS

Chief Medical Officer, LifeGift, Houston, TX

Abstract Presenters

Emily Arnold, BSN, RN, CNN

Abdominal Transplant Program Manager,
UNC Center for Transplant Care, University of North
Carolina Hospitals, Chapel Hill, NC

Julia Boysen, MSHCA

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

Kristen Buck, BSN, RN, CCRN-K

Quality Improvement Specialist, Lead Spectrum
Health, Grand Rapids, MI

Yvette Chapman, RN, BSN, CCTC

Director, Transplant Center Development, Southwest
Transplant Alliance, Dallas, TX

Darren Flynn, MBA, LSSMBB, PMP

Senior Quality Organizational Excellence Leader,
UNC Center for Transplant Care, University of North
Carolina Hospitals, Chapel Hill, NC

Mary Gerten-Glasgow, MBA, CPHQ

Quality Senior Manager, Transplant Institute Banner
University Medical Center, Phoenix, AZ

Savitha Iyengar, MS

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

Patricia Jones, MSN, RN

Senior Director, Transplantation, University Transplant
Center, San Antonio, TX

Lauren Kearns, MSN, RN-BC

Associate Vice President - Operations, UNC Center
for Transplant Care & Clinics, VAD & ECMO Programs
University of North Carolina Hospitals, Chapel Hill, NC

Heidi Monroe, MS, RN, CNS, CCTN

CNS/Educator - Quality, University of Colorado
Hospital Transplant Center, Denver, CO

Joanne Oxman, RN, BSN

Transplant Regulatory and Performance Improvement
Coordinator, The University of Kansas Health System
Kansas City, KS

Alessandra Sanatian, MBA

Quality & Organizational Excellence Analyst,
UNC Center for Transplant Care, University of North
Carolina Hospitals, Chapel Hill, NC

Anna Sorensen, MS, RN, FNP-BC

Nurse Practitioner, Heart Transplant Coordinator,
University of Rochester Medical Center, Rochester, NY

Stephanie Thomas, BSN, RN, CPNB, CCTC

Program Manager, Quality & Compliance, Solid Organ
Transplant, Children's Medical Center, Dallas, TX

Randy Watkins, BSEE, SSBB

Senior Quality Organizational Excellence Leader,
UNC Center for Transplant Care, University of North
Carolina Hospitals, Chapel Hill, NC

Rebecca "Becky" Weisberg, RN, BSN

Quality Improvement Coordinator, University
Transplant Center, San Antonio, TX



Continuing Education Credits

Applications will be made to the American Board for Transplant Certification (ABTC) for CEPTCs.

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:

- Describe the strategic priorities of the OPTN/UNOS, SRTR, AST, and CMS and identify how the transplant community can support these priorities;
- Describe the benefits of serving on the Membership and Professional Standards Committee;
- Review components of an MPSC Peer Review;
- Identify key OPO quality strategies and their impact on transplant centers;
- Describe performance improvement methodologies, tools, and resources, and how to choose the appropriate method for your project;
- Discuss principles of data integrity in estimating expected outcomes for patient and graft survival;
- Describe effective strategies for successful change management;
- Identify the top regulatory compliance violations identified on UNOS surveys;
- Discuss effective approaches to securing physician and hospital buy-in to QAPI;
- Describe the contractual mandate of the Scientific Registry of Transplant Recipients;
- Describe use of SRTR worksheets and CUSUM tables to manage outcomes;
- Discuss the genesis of the SRTR 5-Tier program outcome grading;
- Discuss the role of QAPI from the perspective of our Managed Care partners;
- Develop and implement an effective QAPI program and plan for transplant programs;
- Review strategies to prepare for and run a successful regulatory survey;
- Discuss the Focused QAPI survey;
- Explore staffing models to support QAPI in small, medium, and large transplant programs;
- Identify sources for quality transplant benchmarks/targets;
- Describe an effective quality improvement project using tracer methodology;

- Describe a thorough analysis of a patient safety event through a tracer approach;
- Describe successful leveraging of mistakes to secure sustained improvement and support for quality work;
- Discuss successful approaches to hospital and transplant collaboration in quality improvement;
- Operationalize effective use of the SRTR worksheets to manage outcomes; and
- Practice using the UNOS ROO Report and Waitlist Management tool.

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

The Charlotte Westin is located in the heart of Charlotte's uptown cultural and entertainment district and steps away from Charlotte's most visited venues and newest attractions such as the Levine Cultural Campus, Bank of America Stadium, Time Warner Cable Arena and NASCAR® Hall of Fame. With an endless variety of things to do in Charlotte, our concierge will be delighted to assist you with directions or to book reservations.

Transportation options to and from the Charlotte airport include: private car (\$50-\$70); taxi (approx. \$25-\$40 one way) and Uber. Super Shuttle does not service the Charlotte Westin Hotel.



AGENDA

Wednesday, October 11

7:00 a.m. – 8:00 a.m.	Registration Desk Open
7:00 a.m. – 8:00 a.m.	Breakfast with Exhibitors
General Session	
8:00 a.m. - 8:15 a.m.	Welcome and Opening Remarks <i>Marian O'Rourke, RN, BSN, CCTC</i>
8:15 a.m. - 9:30 a.m.	What Are Your Priorities & How Can We Support You? Perspectives from UNOS, SRTR, and AST; CMS Invited <i>Brian Shepard, UNOS; Gwen McNatt, RN, PhD, CNN, FNP-BC, AST; Jon Snyder, PhD, SRTR; and CMS TBA</i>
9:30 a.m. - 10:15 a.m.	Lessons Learned from Serving on the MPSC <i>Matthew Cooper, MD</i>
10:15 a.m. - 10:45 a.m.	Refreshment Break with Exhibitors
10:45 a.m. - 11:45 a.m.	Four Key Quality Issues Impacting Transplant Centers: The OPO Perspective <i>Kevin Myer, MSHA</i>
11:45 a.m. - 1:00 p.m.	Lunch
1:00 p.m. – 1:45 p.m.	
Breakout 1	The Organ Utilization Tool (OUT) Collaboration & Innovation at Work <i>Yvette Chapman, RN, BSN, CCTC and Sarah Taranto</i> Quality Review of Scientific Registry of Transplant Recipients (SRTR) Center 1-Year Graft Survival Data for Liver Transplant Recipients <i>Mary Gerten-Glasgow, MBA, CPHQ</i>
Breakout 2	Methodology 101: Adapting FMEA to Conduct a Thorough Analysis <i>Darren Flynn, MBA, LSSMBB, PMP</i> Hello, May I Help You? Transplant Center Phone Intake Lean Project <i>Julia Boysen, MSHCA and Savitha Iyengar, MS</i>
Breakout 3	Effective Change Management Strategies <i>Gwen McNatt, RN, PhD, CNN, FNP-BC</i>
1:50 p.m. – 2:30 p.m.	
Breakout 1	Tracking Ureteral Stent Removal <i>Joanne Oxman, RN, BSN</i> Implementing a Multi-Modal Skin Cancer Education & Prevention Program for Heart Transplant Recipients <i>Anna Sorensen, MS, RN, FNP-BC</i>
Breakout 2	Data Integrity: How E is Born <i>Jennifer Milton, BSN, CCTC, MBA</i>



Breakout 3	Improvement Methodology 102: It's not Toyota, It's Transplant – Lean Transformation Does Work in Transplant <i>Lauren Kearns, MSN, RN-BC; Alessandra Sanatian, MBA; Darren Flynn, MBA, LSSMBB, PMP; and Randy Watkins, BSEE, SSBB</i>
2:35 p.m. – 3:15 p.m.	
Breakout 1	Impact of Top 50 Meetings on Increasing Proportion of Active Patients on the Kidney Transplant Waitlist <i>Emily Arnold, BSN, RN, CNN</i> Improving Transition of Care from Hospital to Outpatient Setting Through Standard Interdisciplinary Communication and Patient Education in Heart and Lung Transplant Patients <i>Kristen Buck, BSN, RN, CCRN-K</i>
Breakout 2	Performance Improvement 101: Resources & Tools <i>Linda Ohler, MSN, RN, CCTC, FAAN, FAST</i>
Breakout 3	MPSC Peer Visits: The What, Whys, Wherefores, and Lessons Learned <i>Sheila Foster and Jennie Perryman, RN, PhD</i>
3:15 p.m. – 3:45 p.m.	
Refreshment Break with Exhibitors	
General Session	
3:45 p.m. – 4:30 p.m.	MPSC: A Year in Review <i>Betsy Warnick, MS</i>
4:30 p.m. – 5:15 p.m.	Engaging Hospitals & Physicians in Transplant Quality – Establishing Buy-In <i>Susan Moffatt-Bruce, MD, PhD, MBA, FACS</i>
5:30 p.m. – 6:30 p.m.	Poster Reception



AGENDA

Thursday, October 12

7:00 a.m. – 8:00 a.m.	Breakfast with Exhibitors
General Session	
8:00 a.m. - 9:00 a.m.	SRTR 101 <i>Jon Snyder, PhD</i>
9:00 a.m. - 10:00 a.m.	Quality from the Managed Care Perspective; Managed Care Round Table <i>Anthony Bonagura, MD, Optum Health; Steve Crawford, MD, Cigna; Ron Potts, MD, Interlink</i>
10:00 a.m. – 10:30 a.m.	Refreshment Break with Exhibitors
10:30 a.m. – 11:10 a.m.	
Breakout 1	How to Prepare for a Successful Regulatory Survey <i>Anne Gabriel, BSN, RN, CCTC, CPHQ, CMQ/OE</i>
Breakout 2	FQAPI 101 – Using the Surveyor Worksheet to Establish and Maintain Survey Readiness <i>Kathy Schwab, RN, CCTC</i>
11:15 a.m. – 11:45 a.m.	
Breakout 1	How to Successfully Manage a Regulatory Survey <i>Jennifer Milton, BSN, CCTC, MBA</i>
Breakout 2	A Guide to Developing a QAPI Plan <i>Kristine Browning, RN</i>
11:45 a.m. – 1:00 p.m.	Lunch
General Session	
1:00 p.m. – 2:00 p.m.	Quality Staffing Models for Transplant Programs <i>Marian O'Rourke, RN, BSN, CCTC</i>
2:00 p.m. – 3:00 p.m.	Identifying Benchmarks: Perspectives from Three Programs <i>Kristine Browning, RN; Patricia Jones, MSN, RN; Helen "Gigi" Spicer, RN, BSN</i>
3:00 p.m. – 3:30 p.m.	Refreshment Break with Exhibitors
3:30 p.m. – 4:30 p.m.	Donor Disease and Malignancy Transmission: A Review of Three Case Studies <i>R. Patrick Wood, MD, FACS</i>
4:30 p.m. – 5:30 p.m.	How an Adverse Event Led to Successful Quality Program Collaboration <i>Stephanie Thomas, BSN, RN, CPNB, CCTC</i> Adverse Event Management – Creative Strategies for Success <i>Heidi Monroe, MS, RN, CNS, CCTN</i>
6:30 p.m. – 7:30 p.m.	Offsite Networking Reception



AGENDA

Friday, October 13

7:00 a.m. – 8:00 a.m.	Breakfast with Exhibitors
8:00 a.m. – 8:25 a.m.	
Breakout 1	Tracing a Quality Metric <i>Helen “Gigi” Spicer, RN, BSN</i>
Breakout 2	TransNet from a Beta Site Perspective <i>Sara Palazzolo, BS</i>
Breakout 3	Overview of Key Components of Living Donor Quality Program <i>Marian O’Rourke, RN, BSN, CCTC</i>
8:30 a.m. – 8:55 a.m.	
Breakout 1	Tracing an Adverse Event <i>Jennifer Milton, BSN, CCTC, MBA</i>
Breakout 2	Vessel Management – Different Approaches to Achieve Success <i>Marian O’Rourke, RN, BSN, CCTC</i>
Breakout 3	Writing a MPSC Outcomes Corrective Action Plan <i>Jennie Perryman, RN, PhD</i>
9:00 a.m. – 9:25 a.m.	
Breakout 1	New UNOS Tools to Increase Organ Utilization and Transplant Quality <i>Sarah Taranto</i>
Breakout 2	ABO Verification: A Review of Approaches Using Epic, Cerner and Paper <i>Marian O’Rourke, RN, BSN, CCTC; Anne Gabriel, BSN, RN, CCTC, CPHQ, CMQ/OE; Rebecca “Becky” Weisberg, RN, BSN</i>
Breakout 3	Writing a Corrective Action Plan for CMS Deficiencies <i>Kathy Schwab, RN, CCTC</i>
9:25 a.m. – 9:45 a.m.	
Refreshment Break with Exhibitors	
General Session	
9:45 a.m. – 10:45 a.m.	SRTR 102 <i>Jon Snyder, PhD</i>
10:45 a.m. – 11:30 a.m.	Strategies to Engage Physicians in Transplant and Hospital QAPI <i>Matthew Cooper, MD</i>
11:30 a.m.– 12:00 noon	
Lunch Buffet – Working Lunch Session	
12:00 noon – 1:00 p.m.	Successful Collaboration Between Hospital & Transplant Program <i>Lisa McCanna, RN, MHA</i>
1:00 p.m. – 2:00 p.m.	Hands-on Session: How to Make the SRTR Worksheets Work for You <i>Kristine Browning, RN</i>
2:00 p.m. – 3:00 p.m.	Hands-on Session: UNOS Data Services Portal in UNET <i>Sarah Taranto</i>
3:00 p.m. – 3:15 p.m.	Closing <i>Marian O’Rourke, RN, BSN, CCTC</i>



Registration

AFDT Meeting: Wednesday-Friday, October 11-13, 2017

\$650 per participant.

Credit cards are accepted and online registration is available at 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 15, 2017 and registration will close on this date.

Make all checks/money orders payable to: AFDT

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

Accommodations:

Westin guest reservations available at the following link: <https://www.starwoodmeeting.com/Book/AFDTQAPI2017> OR by calling 1-866-837-4148 and asking for the American Foundation for Donation & Transplantation (AFDT QAPI) room block. Reserve prior to September 20, 2017 to receive the group rate of \$219, plus 15.25% 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

Name _____

Institution _____

Title _____

Address _____

City _____ State _____ Zip _____

Phone (_____) _____

Fax (_____) _____

Email _____

Emergency Contact Name _____

Emergency Contact Phone (_____) _____

Please indicate any special needs _____

_____ TOTAL PAYMENT ENCLOSED