

Hospital Development On Demand Orientation Program Outline

About Hospital Development (aka Hospital Services)

Hospital Development (HD) is a specialized role within the Organ Procurement Organization (OPO). This role is crucial to the implementation and refinement of the organ, eye, and tissue donation process in the hospitals. A robust foundational knowledge of the regulatory framework and standards of practice of organ, eye and tissue donation and transplantation, coupled with the soft skills to perform the role are crucial to the success of creating hospital ownership of the donation process and to help them reach their donation potential.

About the On Demand Orientation Program

The program equips the newly hired HD coordinator or manager with no OPO background, by providing them with fundamental knowledge, the ability to assess needs, establish and implement process improvements, effectively communicate with hospital partners, and the skills to be able to build strong relationships and trust throughout the hospital with an ultimate goal to improve donation processes and rates.

The program is available on demand when OPOs hire new HD coordinators or managers. The program is designed to be coupled with the OPO's local practices by having the employee attend the curriculum training while being partnered with an OPO preceptor to observe in practice what they are learning during the online sessions. The basic recommended minimum utilization of the course is to subscribe to the 10 foundational sessions. Each session is 3 hours in length, resulting in 30 hours of orientation training. A pre and post-program assessment is conducted in order to assess the orientee's progress and learning and to provide orientation training documentation for the employee file.

- Orientation curriculum is led by highly experienced instructors, ensuring a consistent baseline training for all new hires.
- Receive documentation for the new hire's employee file and identify progress made after the completion of the orientation through a pre and post-assessment.
- Trainings are conducted online via video-conferencing, allowing for sessions to be scheduled around the orientee's availability without the need to travel.
- Free-up OPO staff from having to invest the time to develop and conduct the orientation trainings.

Hospital Development On Demand Orientation Curriculum

The 30 hours of orientation training is divided into 10 sessions. The first 9 sessions are spread over the first 4-6 weeks of orientation. The last session is taken prior to the orientee's completion of their OPO's determined orientation period.

Add-on customized sessions can be requested based on the orientees needs.

Review the curriculum outline on the following pages:

LAYING THE FOUNDATIONS:

Session 1	History & Clinical Aspects of Organ & Tissue Donation	History of donation and transplantation Donation after Brain Death vs. Donation after Circulatory Death Overview of the Donation Process
<p>By the end of the session the orientee should be able to</p> <ul style="list-style-type: none"> * Recount the history of donation and transplantation * Identify key historic occurrences in donation and transplantation * Describe the purpose of the National Breakthrough Collaboratives * List the types of causes of brain death (BD) * Describe the physiological process resulting in BD * Identify the BD declaration process and the elements of testing * Identify patient which might have the potential to be a donor after circulatory death (DCD) * Provide an overview of the referral to recovery process of a potential donor 		
Session 2	Regulatory Framework for Donation	Federal regulations and state laws pertaining to donation National policies guiding donation and transplantation practices Accrediting organizations and their standards impacting OPOs and hospitals
<p>By the end of the session the orientee should be able to</p> <ul style="list-style-type: none"> * Identify the Conditions of Participation related to hospitals and OPOs * Describe the genesis of various federal regulations that lead to the Final Rule * Define the difference between CMS regulations and UNOS policies * Discuss the genesis and status of the UAGA and UDDA and its relevance to donation * Describe the impact of a registered donor in relation to the donation process * Identify accrediting organizations setting standards for OPO and hospitals * Describe the differentiation between organ and tissue regulatory requirements. * Identify and describe the entire regulatory framework for donation. 		
Session 3	Introduction to HD (Services)	The hospital structure, hierarchy, and environment Etiquette in the hospital environment Where to start with HD - champions, policies and affiliation agreements (MOUs)
<p>By the end of the session the orientee should be able to</p> <ul style="list-style-type: none"> * Identify the hospital departments most likely to be involved in the donation process * Outline the hospital hierarchy structure and the individuals who may be involved in the donation process * Describe the common culture and shift schedules of the units involved in donation and appropriate etiquette when interacting with these units * Identify the first things first and conduct a basic analysis of what is and what is not working? * Identify roles in the hospital that could be instrumental as donation champions * Discuss how to identify and develop these donation champions * List the hospital policies required to support the donation process * Explain the rationale and necessity for an Affiliation Agreement (Memorandum of Understanding) between the hospital and OPO 		

CREATING THE FRAMEWORK FOR THE HD/HS ROLE:

Session 4	Key Components of the HD Role	Leveraging meetings and creating donor councils Formal and informal educational activities Developing hospital strategic plans Process improvement through after action reviews and medical record reviews
<p>By the end of the session the orientee should be able to</p> <ul style="list-style-type: none"> * Identify the meetings needed in the hospital to institute and improve the donation process * List various types of approaches to educate the hospital team about the donation process * Identify the purpose of a hospital strategic plan * Describe how to create a strategic plan * Discuss how to utilize a hospital strategic plan to improve outcomes * Describe the purpose and how to engage hospitals in Donate Life activities * Identify the meaning and describe the value of real-time HD/HS * Discuss the purpose of and how to conduct After Action Reviews * Identify how to utilize After Action Review findings * Discuss the purpose of Medical Record Reviews * Describe how to address Medical Record Review findings 		

Session 5	Clinical Aspects of Donation	Clinical process of donation after brain death Clinical process of donation after circulatory death The role of medical examiner / coroner in donation
<p>By the end of the session the orientee should be able to</p> <ul style="list-style-type: none"> * Outline in detail the DBD process and identify both the OPO and hospital's roles within the process. * Outline in detail the DCD process and identify both the OPO and hospital's roles within the process. * Discuss the role of the ME/Coroner in relation to donation and identify the related regulations 		

Session 6	Applying the Key HD Responsibilities to the Process	Instituting and refining the donation process, identifying and exploring the HD coordinator's responsibilities Basic communication principles with various hospital roles
<p>By the end of the session the orientee should be able to</p> <ul style="list-style-type: none"> * Explain the role of HD/HS in relation to instituting the donation process, from referrals to recovery and follow-up * Describe HD strategies to accomplish the institution of these processes * Describe basic principles for communicating with various roles within the hospital <ul style="list-style-type: none"> * C-Suite * Middle-management * Frontline staff in various units * Physicians 		

SKILLS FOR SUCCESS IN HD/HS:

Session 7	Data Interpretation and Analysis	Data definitions Data analysis and correlation to the process Value and utilization of the SRTR and OPTN data
<p>By the end of the session the orientee should be able to</p> <ul style="list-style-type: none"> * Identify which definitions are set and which ones may be defined differently among OPOs and why * Identify the definition of donor potential * Define Eligible death * Define Imminent Neurological Death * Define the traditional vs. the collaborative conversion rate * Discuss referral rate, timely referral rate, effective requestor rate, etc. * Identify OTPD and the O:E measure and explain the difference * Discuss the correlation of data to processes (including MRR findings, dashboard data, and other data available) * Demonstrate how to use data creatively to increase hospital performance * Identify where to find other relevant data available on the OPTN and SRTR websites. 		

Session 8	Dealing with Complex Situations	Data and regulatory-based process assessment and improvement Navigating complicated cases, such as FPA, objections to FPA Tips and tricks for engaging hospitals The OPOs role in working with transplant programs Survey-preparedness
<p>By the end of the session the orientee should be able to</p> <ul style="list-style-type: none"> * Correlate the data, regulations, and standards to the various portions of the donation process * Identify other resources available for assessing process improvement opportunities * Discuss complex donation process situations, such as John Doe, objections to FPA, and administrative authorization cases and identify the regulations that create the framework for navigating them * Identify the goals of OPO-Transplant center relationships * List activities that could be employed to engage hospitals * Identify the AOPO requirements for the role of HD/HS and how they correlate to the work of HD/HS * Explain how to help the hospitals to be prepared for their surveys (in relation to donation) 		

Session 9	Soft Skills Valuable in HD	Developing effective collaboration with the hospitals Negotiating hospital-OPO communication Conflict resolution techniques Applying soft skills to some case scenarios
<p>By the end of the session the orientee should be able to</p> <ul style="list-style-type: none"> * Describe strategies for collaborating with the hospital * Identify the role of HD/HS when negotiating and bridging OPO and hospital communication * Explain the importance of representing the mission of donation while actively listening to the hospital and navigating their concerns * Discuss techniques for diffusing potential conflict scenarios * Describe how to navigate a conflict scenario * Demonstrate the navigation of some scenarios 		

SUMMARY & WRAP-UP

Session 10	Summary & Wrap-Up	Questions of and answers to orientees Review of resources available
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