

Improving Clinical Outcomes: Utilizing the Transplant Change Package

Learning and Action Network (LAN)

March 21, 2023

Facilitator: Gayla P. McClain, MSN, MBA, RN

ESRD National Coordinating Center



Meeting Logistics



Call is being recorded



All participants are muted upon joining the call

We want to hear from you

Type questions and comments in the “Chat” section, located in the bottom-right hand corner of your screen.



Meeting materials will be posted to the ESRD NCC website

Who Is On The Call?

Dialysis Facility
and Transplant
Professionals

ESRD Network
Staff

Centers for
Medicare &
Medicaid Services
(CMS) Leadership

Patients and
Families

Key Objectives for Today

Provide an overview of the change packages.

Discuss strategies to improve key performance indicators by utilizing the change packages.

Identify primary and secondary drivers from the transplant change package to improve referrals and waitlist outcomes.

Ways to spread best practice from today's LAN

- Listen and share your approaches/experiences via Chat
- Identify how shared information could be used at your facility
- Apply at least one idea from today's LAN at your facility
- Commit to sharing what you learned with your colleagues

Learning and Action Networks (LANs) bring people together around a shared idea, opportunity, or challenge to offer and request information and experiences to improve the identified topic of discussion.

Questions To Run On

- How might my organization implement change ideas from the change packages?
- What are the possible benefits to my organization in using the change packages to improve our key performance indicators?
- How might my organization use the transplant change package ideas to improve transplant referrals and waitlist processes?

Change Packages

A Change Package To Increase Home Dialysis Use

Key Change Ideas for Dialysis
Facilities to Drive Local Action



A Change Package To Reduce Hospitalizations

Key Change Ideas for Dialysis
Facilities to Drive Local Action

Released 2022



A Change Package To Improve Patient Experience of Care (Grievances and Access to Care)

Key Change Ideas for Dialysis
Facilities to Drive Local Action

Released 2022



A Change Package To Increase Vaccinations

Key Change Ideas for Dialysis
Facilities to Drive Local Action

Released 2022



Polling Question #1

Are you familiar with the ESRD NCC change packages?



Kidney Transplantation Change Package

A Change Package To Increase Kidney Transplantation

Key Change Ideas for Dialysis
Facilities to Drive Local Action



Table 1. Primary and Secondary Drivers to Increase Kidney Transplantation

AIM: INCREASE KIDNEY TRANSPLANTS	
PRIMARY DRIVERS	SECONDARY DRIVERS
1. Create a pro-transplant culture	1a: Link the organizational mission to the work 1b: Hire team members who will support a culture of caring 1c: Designate one or two champions to drive transplant efforts 1d: Engage all facility staff in improving transplant referral rates 1e: Engage patients in the transplant referral process
2. Implement continuous quality improvement	2a: Track transplant referrals and progress 2b: Engage physicians and staff in the review of data and the development of interventions 2c: Review transplant information with patients
3. Continually follow up on transplant status	3a: Hold informal discussions about transplant with each patient at every patient clinic visit 3b: Provide patients with knowledge, tools, and support to help them move the process forward 3c: Act as a case manager to facilitate progress 3d: Maintain communications with transplant centers
4. Educate and support patients	4a: Provide education early and regularly on transplants and the transplant process 4b: Offer support throughout the referral process 4c: Facilitate patient-to-patient support
5. Provide staff education	5: Provide education to maintain staff knowledge on transplants and the transplant process



Transplant Change Package Utilization

Meagan Prock, LCSW & Rachel Simpson, LCSW
March 21, 2023



■ PDSA Cycle

Plan

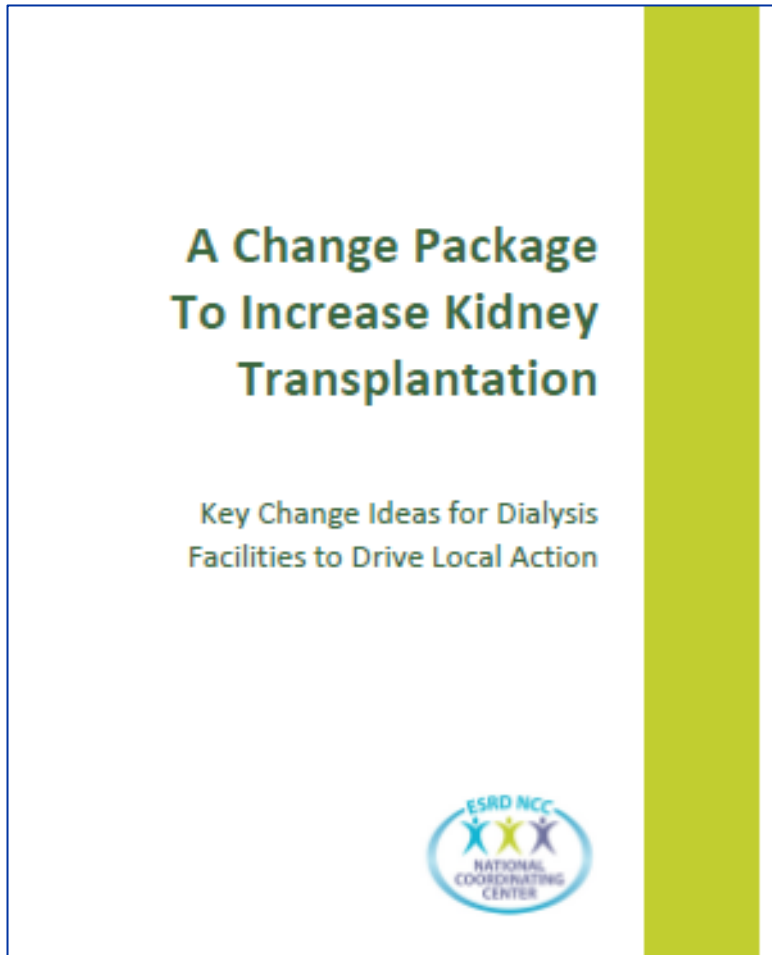
- Increase # of waitlisted pts and # of referred patients
- Improve team communication and involvement
- Simplify data into physician lists
- Carrying out the changes
- Data collection

Do

- Started with 1 physician group and 1 team huddle
- Unexpected schedule changes and staffing changes
- Implemented these action steps in September and referrals steadily increased, and number of waitlisted patients increased



■ Change Package Elements



1. Pro-transplant culture

- 1c: Designate one or two champions to drive transplant efforts

2. Continuous Quality Improvement

- 2a: Track transplant referrals and progress
- 2b: Engage physicians and staff in the review of data and the development of interventions
- 2c: Review transplant information with patients

3. Continually follow up transplant status

- 3a: Hold informal discussions about transplant with each patient at every patient clinic visit
- 3b: Provide patients with knowledge, tools, and support to help them move the process forward
- 3c: Act as a case manager to facilitate progress
- 3d: Maintain communications with transplant centers

4. Educate and support patients

- 4a: Provide education early and regularly on transplants and the transplant process
- 4b: Offer support throughout the referral process

■ Create a pro-transplant culture

1c: Designate one or two champions

Transplant Champions:

Social Worker

- Has a passion for promoting transplant
- Highly educated in listing criteria for transplant centers
- Able to discuss potential barriers with patients

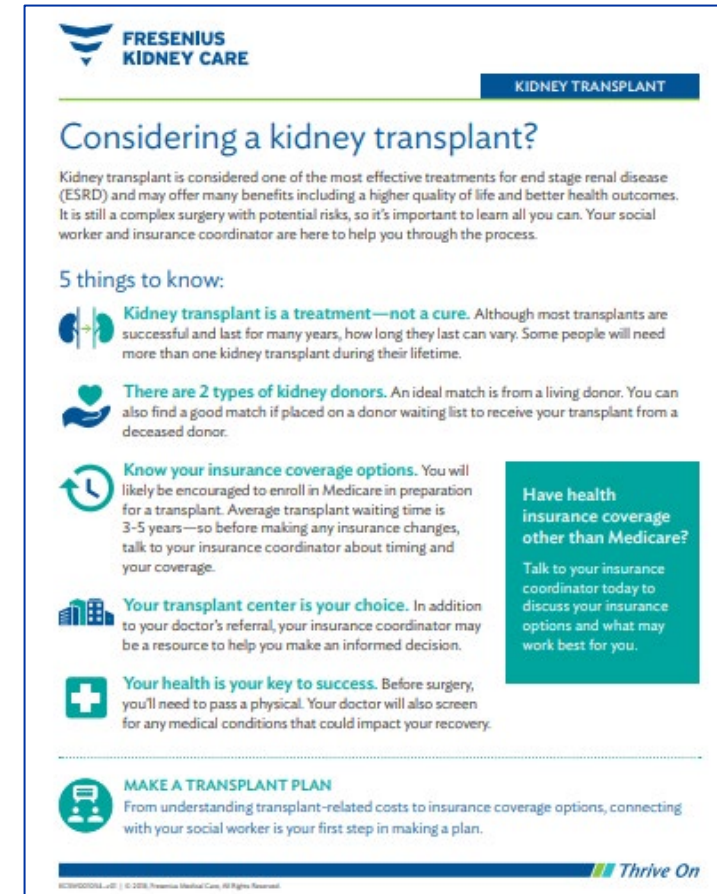
Clinic Manager

- Has an interest in promoting transplant
- Frequent interactions with patients (CM working floor often)
- Initial admission packet review with patient



■ Implement Continuous Quality Improvement

Track	Engage	Review
<p>2a: Track transplant referrals and progress</p> <ul style="list-style-type: none">•Review transplant tracker monthly•Review internal reports biweekly	<p>2b: Engage physicians and staff in the review of data and the development of interventions</p> <ul style="list-style-type: none">•Creating patient lists by physician and review lists with Dr. and NP•Created a transplant binder	<p>2c: Review transplant information with patients</p> <ul style="list-style-type: none">•Give and review Pathway to Transplant Handouts with FKC Folder•Request that patients keep their Pathway handout with them•Encourage patient to follow up with transplant center often



FRESENIUS KIDNEY CARE KIDNEY TRANSPLANT

Considering a kidney transplant?

Kidney transplant is considered one of the most effective treatments for end stage renal disease (ESRD) and may offer many benefits including a higher quality of life and better health outcomes. It is still a complex surgery with potential risks, so it's important to learn all you can. Your social worker and insurance coordinator are here to help you through the process.

5 things to know:

- Kidney transplant is a treatment—not a cure.** Although most transplants are successful and last for many years, how long they last can vary. Some people will need more than one kidney transplant during their lifetime.
- There are 2 types of kidney donors.** An ideal match is from a living donor. You can also find a good match if placed on a donor waiting list to receive your transplant from a deceased donor.
- Know your insurance coverage options.** You will likely be encouraged to enroll in Medicare in preparation for a transplant. Average transplant waiting time is 3-5 years—so before making any insurance changes, talk to your insurance coordinator about timing and your coverage.
- Your transplant center is your choice.** In addition to your doctor's referral, your insurance coordinator may be a resource to help you make an informed decision.
- Your health is your key to success.** Before surgery, you'll need to pass a physical. Your doctor will also screen for any medical conditions that could impact your recovery.

Have health insurance coverage other than Medicare?
Talk to your insurance coordinator today to discuss your insurance options and what may work best for you.

MAKE A TRANSPLANT PLAN
From understanding transplant-related costs to insurance coverage options, connecting with your social worker is your first step in making a plan.

Thrive On

Continually Follow up on Transplant Status

- **3b: Provide patients with knowledge, tools, and support to help them move the process forward**
 - Assess knowledge, and readiness
 - Provide tools to set expectations
 - Support with following up with orientations, Dr. appts, testing, etc.
- **3c: Act as a case manager to facilitate progress**
 - Frequent follow up with patients and transplant centers
- **3d: Maintain communications with transplant centers**
 - Creating and cultivating relationships with transplant center staff
 - Phone calls, emails, reports provided by centers

FRESENIUS KIDNEY CARE KIDNEY TRANSPLANT

For some, a chance for a longer, healthier life

A successful kidney transplant is closest to natural kidney function and is considered one of the most effective treatments for end stage renal disease (ESRD). New advanced technology, donor matching, and surgery have greatly increased transplant success and many people who have had kidney transplants are living longer and healthier. However, as with any major surgery, there are pros and cons to consider.

What to consider before a kidney transplant procedure

If you elect to have a kidney transplant, you should know that your best chance of success depends on:

- Your overall health**
Your doctor can help determine if you are a good candidate for a kidney transplant. To make sure you are healthy enough for surgery, you will need to have a complete physical exam and a series of tests to screen for any potential medical conditions.
- A good kidney donor match**
For a kidney transplant to be successful, the new kidney must be from a donor who has the same tissue type and a compatible blood type. An ideal match is a living donor—usually a relative with the same tissue and blood type—whose characteristics are most like your own. If getting a kidney from a living donor is not possible, you can still have a good match, but you will need to be placed on a transplant list to receive a kidney from a nonliving donor. In either case, your Fresenius Kidney Care care team can help guide you on finding a good match and connect you with appropriate resources.
- Timing**
With kidney transplants, the earlier the better. If possible, it is best to have kidney transplant surgery before you actually need dialysis. Since the average time is approximately 3 to 5 years, people waiting for a kidney donor continue to maintain their kidney function through dialysis treatments until a kidney transplant. During your waiting period, you have a number of effective dialysis treatments.

The search for a living kidney donor: asking the big question

If you become a candidate for a kidney transplant, your first reaction may be to ask a relative or friend to donate their kidney to you. Or you may find it difficult to ask such a big question. Before you make "the big ask," learn all you can about kidney transplants and find out just what it means for a living donor to give a kidney.

When you are ready to ask the big question:

- ✔ **Share your story.** You may want to privately discuss your situation with close friends and relatives or give a big shout-out via social media to spread the word. If you do go "social," play it safe and be selective about your audience.
- ✔ **Try not to take it too personally.** Some people who want to donate their kidney may not be a good match. Others may say "no" for a variety of reasons, but it doesn't mean they don't care about you.
- ✔ **Be informed.** When people ask you what it means to donate a kidney, know the facts, and help them learn more.
- ✔ **Stay positive.** Speak with a social worker or another counselor to help ease your fears.
- ✔ **Have a backup plan.** Place your name on donor waiting lists in case you can't find a living kidney donor on your own. With today's advanced donor matching technology, it is possible to find a good match with a living or nonliving donor.

Learn more about kidney transplants and finding a good donor:
Kidney.org/LivingDonation
TransplantLiving.org
AmericanTransplantFoundation.org
LivingDonorAssistance.org

MORE QUESTIONS?
Learn more about kidney transplants and dialysis treatments at FreseniusKidneyCare.com/Transplants.

Thrive On

■ Educate and Support Patients

4a: Provide education early and regularly on transplants and the transplant process

- Education on admission by CM
- Education within first 30 days by MSW

4b: Offer support throughout the referral process

- Pathway to transplant handout
- Encouraging patient to contact transplant center often, esp to notify of changes
- Educating patient about traveling and communicating with transplant centers
- Continue to discuss living donor options

■ PDSA Cycle Cont'd

Study

- Data Results
 - Increased waitlisted patients by 8% Aug 22- Feb 23.
 - Increased referrals by 88% Aug 22-Feb 23
- Exceeded expectations
- Continual Education

Act

- MSW implementing same steps at other clinic
- Increase # of waitlisted patients and # of referrals in the workup process.
- If initial PDSA cycle not successful at other clinics, reevaluate and repeat PDSA



■ Next Steps to Sustain Improvements

Continue
current action
steps

Staff Education

Improving
Communication

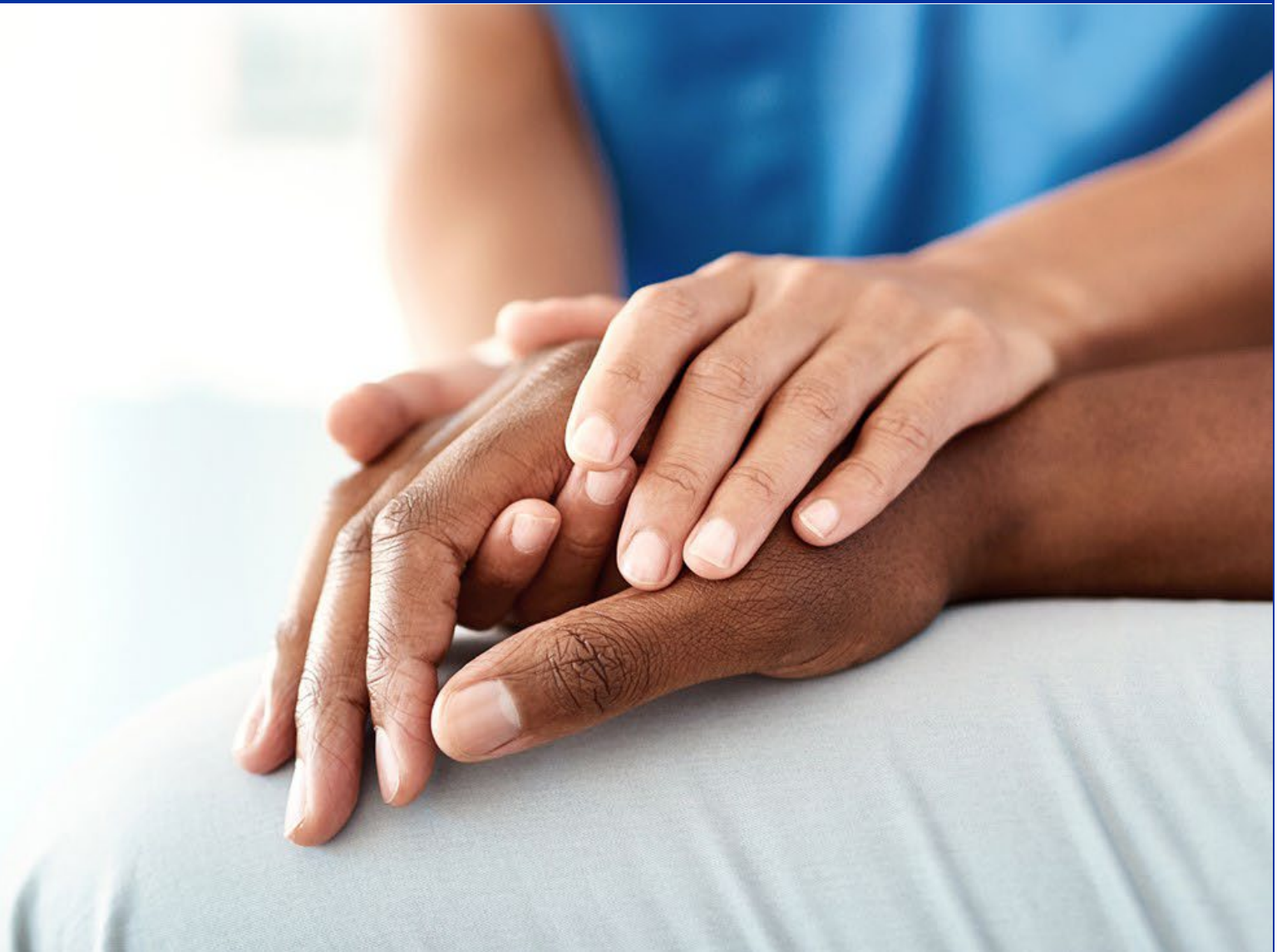
Multi-listing

OPO
Considerations



**FRESENIUS
MEDICAL CARE**

Thank you



Questions?



Polling Question #2

Now that you have heard this presentation, what is the likelihood that you will use ideas from the change packages?

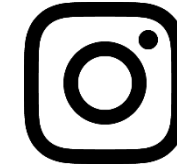
Moving from Learning to Action...

- Share best practices from this presentation with your colleagues.
- Use the changes packages (Transplant, Home, Hospital, Vaccination, and Patient Experience of Care change package) as a supplementary resource to improve your patient outcomes and overall patient experience of care.

Social Media and Website



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Thank you!

Please take a few minutes to respond to the post-call survey.

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