

# Objective Key Result 3 | Transplant

*Learning and Action Network (LAN)*

October 19, 2023

Facilitator: Sara Eve Schaeffer, MBA, MA, RD

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

# Ways to Spread Best Practices from Today's LAN

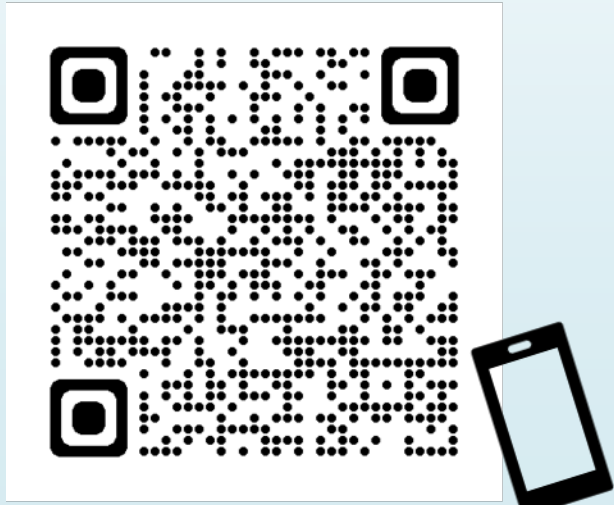
- Share your approaches and experiences via Chat
- Identify how today's information could be used at your facility
- Apply at least one idea from today's LAN at your facility
- Commit to sharing your learnings and ideas with other colleagues

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.

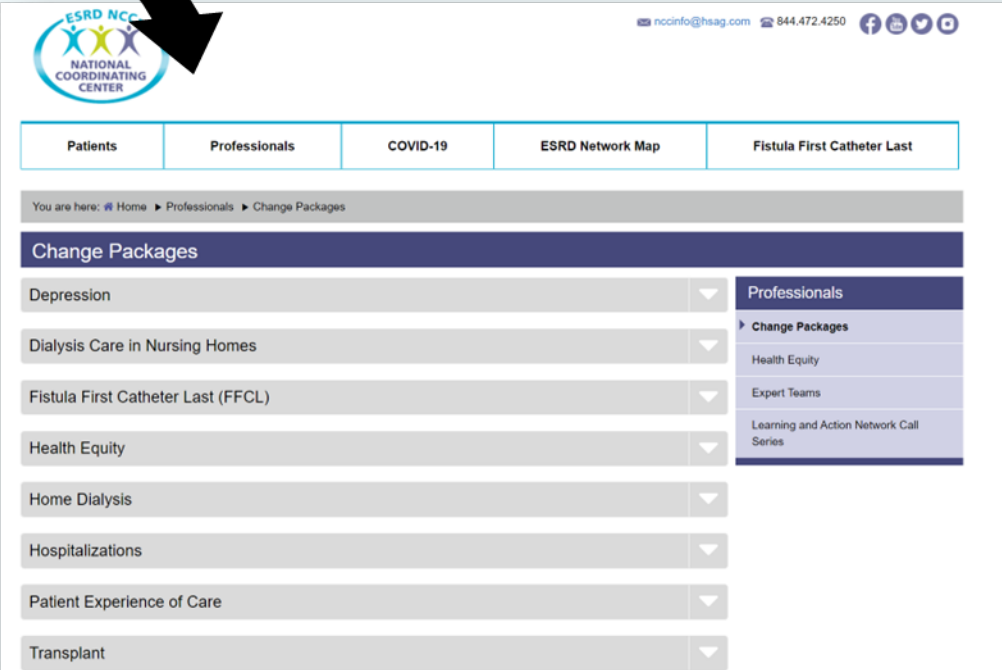
# Answer using *Chat*

## Make sure it's set *To: Everyone*

Have you previously applied best practices from the change packages to improve outcomes?



A large QR code is displayed on the left side of the slide, with a black smartphone icon positioned below it. A thick black curved arrow points from the QR code towards the right, indicating that scanning the code leads to the website interface shown on the right.



The screenshot shows the ESRD NCC National Coordinating Center website. The header includes the ESRD NCC logo, contact information (nccinfo@hsag.com, 844.472.4250), and social media icons. A navigation menu at the top has tabs for Patients, Professionals, COVID-19, ESRD Network Map, and Fistula First Catheter Last. Below the navigation, a breadcrumb trail reads "You are here: Home > Professionals > Change Packages". The main content area is titled "Change Packages" and features a list of dropdown menus for various topics: Depression, Dialysis Care in Nursing Homes, Fistula First Catheter Last (FFCL), Health Equity, Home Dialysis, Hospitalizations, Patient Experience of Care, and Transplant. On the right side of this list, a sidebar menu is open, showing "Professionals" and "Change Packages" as the selected options, with other items like "Health Equity", "Expert Teams", and "Learning and Action Network Call Series" visible below.

# Presentations – ESRD Network 7



# Transplant Learning and Action Network (LAN)

## Network 7 Case Study

October 19, 2023

# One Patient: Multiple Projects

- Case study presented on the Depression Expert Teams call
- Network team review of patient story encompasses barriers across several QI projects
- Goal: Holistic approach based on patient experience

# The Patient

- 60-year-old single African American female
- Unstable family support
- Sleeps in her car
- Multiple readmissions to the hospital
- Failed transplant after 7 years,
- On "hold" status for second transplant >5 years



# Barriers to Transplant

- Depression
  - Making it difficult to follow through with lengthy/complex process required for evaluation and waitlisting
- Hospitalizations
  - Lack of primary care support for required testing and evaluation
- Social Determinants of Health
  - Lack of family support required by transplant centers
  - Lack of stable housing

# Holistic Approach to Transplant

## Addressing barriers to transplant

### –Housing stability

- Community resources/programs

### –Depression

- Referral to mental health providers

### –Access to primary care and trusted medical home

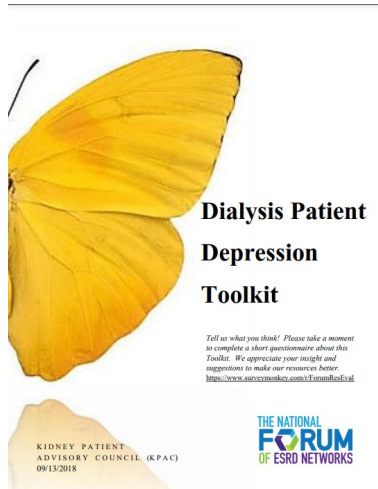
- Company's Integrated Kidney Care program

# Holistic Approach to Transplant

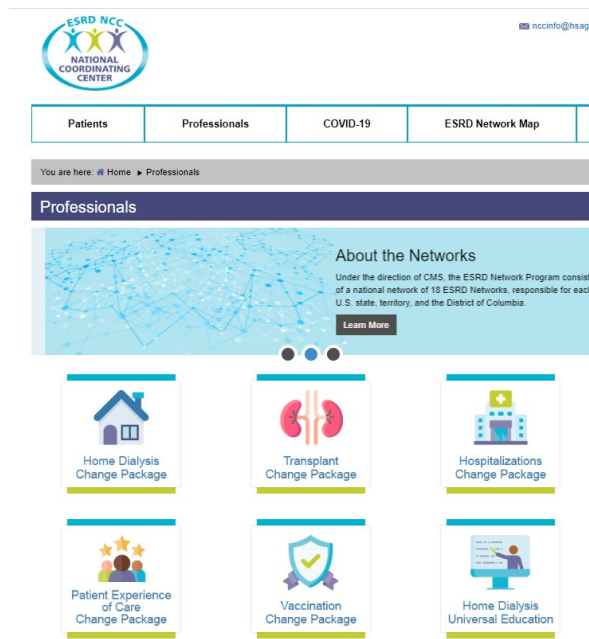
## Additional interventions

- Motivational interviewing
  - Focus on what matters to the patient
- Peer mentoring
  - Support from transplanted patients
  - Support from others going through the transplant process

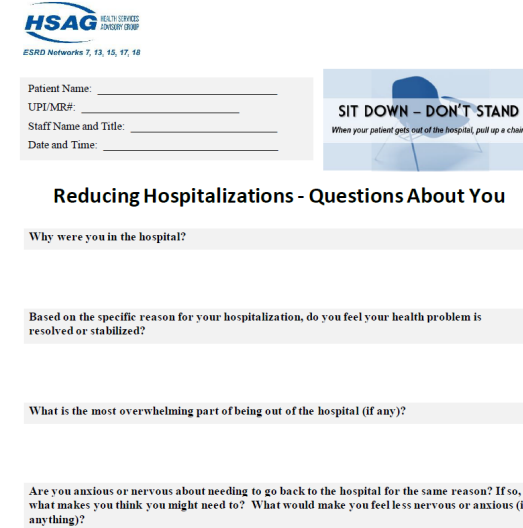
# Resources



## [Dialysis Patient Depression Toolkit](#)



## [ESRD NCC Change Packages](#)



## Reducing Hospitalizations: Questions About You



*ESRD Networks 7, 13, 15, 17, 18*

Thank you!

Allison Boutwell  
[aboutwell@hsag.com](mailto:aboutwell@hsag.com)

Susan Waldron  
[swaldron@hsag.com](mailto:swaldron@hsag.com)

# Presentations – ESRD Network 8





# Fresenius Kidney Care South Airways

Transplant Learning and Action Network Presentation

Celia Beckworth, LMSW Incenter  
Taji Valentine, LMSW Home Therapy

# Organizational Overview

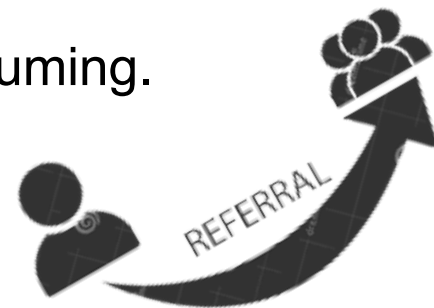
- ❑ Fresenius Kidney Care-South Airways
- ❑ Located at 5484 Airways Blvd, Memphis, TN 38116
- ❑ Incenter Census: Currently has 106 of 120 patients
  - Open 6 days a week
  - 3 shifts for MWF and TTS
- ❑ Home Therapy Census: 55 patients
  - Patients come to clinic 2 days out the month for labs/clinic





# Transplant Referral Process

- SW discuss/assess patients for transplant referral:
  - With ESRD patients within 30 days of admission
  - Quarterly (every 3 months) after initial discussion/assessment
- Designate at least one day a week to:
  - Focus on transplants
    - Referrals
      - » communicating with patients & assessing for any potential delays or concerns.
    - Updating evaluation status
  - Collaborating with transplant providers
  - Advocating for patients.
- Referrals process has evolved and is now less time-consuming. MSW can send referrals via e-fax.



# Barriers/Challenges



Past Delays Covid Pandemic (2020-2022) Transplant Evaluation, Listing, COVID Vaccination Requirements; Increased Disconnect within the Kidney Care Community



## **Financial/Policy:**

Uninsurable / Immigration Issues, Insurance Network Restrictions



## **Psychosocial Barriers:**

Lack of adequate social support; Mental Health, Transportation, Financial Resources



## **Missed Transplant Appointments:**

Lengthy turnaround to reschedule

# Barriers/Challenges cont.



Patient delay consent for referral hoping for kidney recovery.



## **Suitability**

- BMI
- Health Status
- Poor Treatment Adherence
- Mental Health

# Successes



## **Compliance with FKC Policies**

Timely and Scheduled Transplant Assessments on all patients.



**Early Education** Patients are introduced to Kidney Transplant as a treatment option usually within the first week of admission. Information provided verbally and written.



## **Interdisciplinary Team Approach:**

Utilizing every team member that “Touch” the patient. MSW lead Inservice during staff meeting and individually encouraging staff to engage patient in conversation related to interest in kidney transplant as a treatment option.

# Successes cont.



## Relationship with Transplant Centers

Maintain frequent contact with Transplant Liaison and coordinators. Provide patients with any information LMSW receives from transplant providers related to scheduled appointments or status updates.



**Motivational Interviewing:** Keep patients engaged in the process by having frequent conversations particularly regarding seeking a Living Donor and keeping track of transplant process.

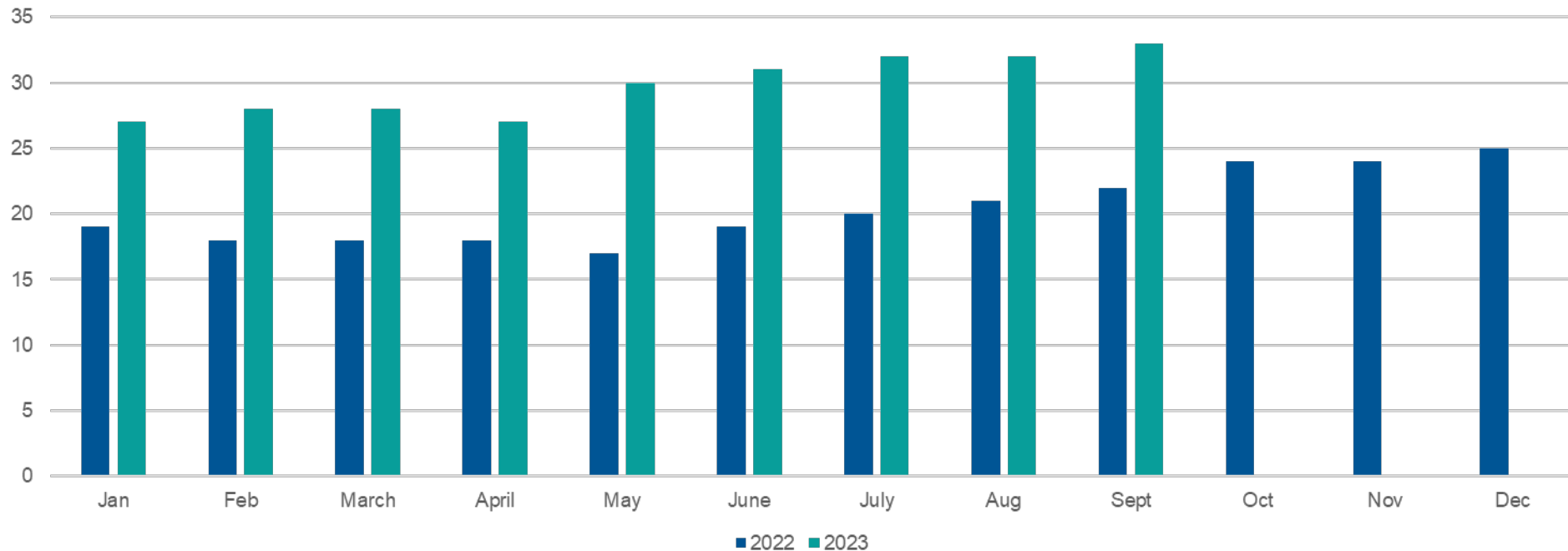


## Advertisement

Flyers/Posters Displays in Lobby and Treatment Areas

# 2 SUCCESSFUL KIDNEY TRANSPLANTS THIS YEAR

Transplant Waitlist Growth



# Next Steps

- Maximize the utilization of the recent development of FKC E-Referral Process.
- Continue current transplant processes.

**Questions?**  
**Comments?**



# Presentations – ESRD Network 9





End-Stage Renal Disease  
Network Program

# Transplant Learning and Action Network

Victoria Cash, MBA, RN, BSN, CPHQ  
Executive Director, Network 9  
October 19, 2023

*This material was prepared by the IPRO ESRD Network Program, comprising the ESRD Networks of New York, New England, the South Atlantic and the Ohio River Valley, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. Views expressed in this material do not necessarily reflect the official views or policy of CMS or HHS, and any reference to a specific product or entity herein does not constitute endorsement of that product or entity by CMS or HHS. Publication #*



# Agenda



- Demographics
- Kidney Transplant Compare
  - Development
  - Launch
  - Marketing and Metrics
- 3-Month Quick Wins/Early Successes
- Future Work

# Demographics

## Network 9



- Ohio, Indiana, Kentucky
  - Patients: 32,506
  - Dialysis Facilities: 615
  - Transplant Centers: 10



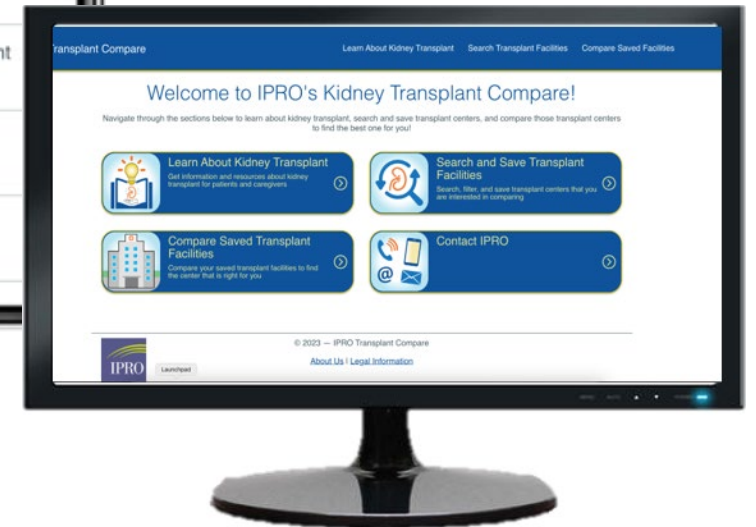
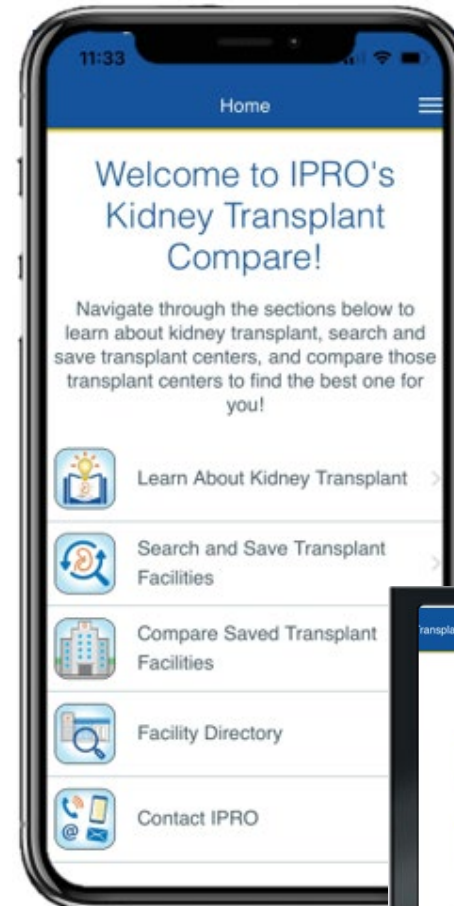
# Kidney Transplant Compare

## What is it?

IPRO ESRD Networks new patient facing mobile and desktop application!

Includes:

1. Education pathway to learn about kidney transplant, hear and read patient stories, and access vital Network and community resources
2. Ability to search and save transplant centers
3. Ability to compare saved transplant centers to allow patients to find the best transplant center for them



# Kidney Transplant Compare Development

- Idea began in the Ohio River Valley Transplant Coalition, 2018
- PDFs of every transplant center in Network 9 housed on IPRO ESRD Website
  - Medical Selection Criteria
  - SRTR Data
  - Support Programs
- 2022- Data collection expanded across 4 Networks/13 states/ increased to 120 data points for each transplant center
- 2023- Application built in-house



Pre-Transplant Coordinator: (216) 444-8996  
Outreach Coordinator: (216) 337-9034

## TRANSPLANT SELECTION AND LIVING DONOR CRITERIA

### TRANSPLANT SELECTION CRITERIA

Every transplant center has a list of criteria to determine your eligibility for a transplant.

**If You Have or Meet One of the Following Criteria or Conditions...**

**The Transplant Center will not proceed to do a work-up if you have:**

- Dementia/Neurological Deficit
- Unstable Psychiatric Disease
- Vascular Risk Factors

**You will have to go through additional tests and screening if you have:**

- Physical Disability with Severe Limitation
- Lung Disease
- Tobacco Use
- Age
- Cancer
- Hepatitis B
- Non-compliance with Medical Treatment
- Malnutrition
- HIV
- Active Infection
- Cardiac Disease
- Financial Barriers
- History of Cancer
- Undocumented Legal Status
- Cirrhosis/Liver Disease
- Body Mass Index (BMI)
- Substance Abuse
- Tuberculosis
- Refusal to accept Blood or Blood Products

### TRANSPLANT CRITERIA FOR LIVING DONORS

Every Transplant Center provides a minimum health standard a potential organ donor must meet to be considered as a living donor candidate.

**A Potential Living Donor Candidate Must Be...**

- In Good Physical and Mental Health
- 18 years of age or older

- Free of the Following:
  - Uncontrolled High Blood Pressure
  - Diabetes
  - Cancer
  - Hepatitis B
  - Organ Disease
  - Infectious Diseases

### ADDITIONAL TRANSPLANT PROGRAM INFORMATION

Average Number of Patients added to the Transplant Wait List for Kidneys Each Year <b>277**</b>	<b>Does the Transplant Center have Outreach Facilities that May be Closer to my Home?</b> <b>Yes*</b> *See coordinator for additional information	Average Number of Transplants Performed Every Year <b>254*</b>
Want To Get On Multiple Wait Lists? Consider a transplant center that is 250 miles outside of Cleveland	Can I refer myself to the transplant center for consideration? <b>Yes</b>	
Average Number of Appointments Needed to Complete Transplant Work Up <b>2</b>	Average Wait Time for a Transplant <b>21.4 Months*</b> *Dependent on blood type; see coordinator for additional information	

\*As reported by Publicly Available Registry of Transplant Recipients Program Summary  
\*\*As reported by United Network for Organ Sharing - Patient average 2015-2019

### AVAILABLE SUPPORT PROGRAMS

✓ Assistance with Scheduling Work-up Appointments

Living Donor Support: Social Media Campaign - Champion Program

✓ Pre-Work Up Transplant Education

✓ Parking Reimbursement - Reduced State Parking Charges around medical campus

Peer Mentors for Support Through the Process

✓ Free or Low Cost Housing for Overnight Procedures

✓ Information/education on donor options i.e. living donation, donor registries and paired exchange

Cleveland Clinic Transplant Center | 9500 Euclid Avenue | Cleveland, Ohio 44195 | (800) 223-2273  
Website: <https://my.clevelandclinic.org/departments/transplant>

# Kidney Transplant Compare

## Launch



- Soft launch 6/10/2023
- Hard launch 7/5/2023
- Launched with 37 transplant centers reaching 125,000 ESRD patients

### Dialysis Facilities (July)

- Action items: print and post flyers around clinics, use for upcoming QAPI and lobby days

### Patients (August)

- Action items: print and post flyers around clinics, share with other patients and community

The image shows a promotional flyer for the 'Kidney Transplant Compare' website and mobile app. At the top, it says 'Introducing... Kidney Transplant Compare' with the URL 'transplantcompare.org'. Below this, there's a smartphone displaying the app's home screen. The app screen says 'Welcome to IPRO's Kidney Transplant Compare!' and lists five menu items: 'Learn About Kidney Transplant', 'Search and Save Transplant Facilities', 'Compare Saved Transplant Facilities', 'Facility Directory', and 'Contact IPRO'. To the right of the phone, there are three buttons: 'DOWNLOAD FOR IPHONE', 'DOWNLOAD FOR ANDROID', and 'USE YOUR WEB BROWSER', each with its respective icon. Below these buttons, the text reads 'Putting patients and family members in the driver's seat of their transplant journey'. Further down, it says 'Choose the Best Transplant Center For YOU.' followed by a three-step process: 1. Learn the basics of kidney transplant and find FREE patient resources. Consider your life plan and decide if kidney transplant is the best treatment option for you. 2. Search, filter, and save transplant centers that you are interested in based on their location, patient selection criteria, support services, and results. 3. Compare the transplant centers you are interested in to choose the best option for you! At the bottom right, there is a QR code and a note: 'Use the camera on your mobile phone or tablet to scan this image code to learn more about Kidney Transplant Compare or visit [esrd.ipro.org](http://esrd.ipro.org)'.

# Kidney Transplant Compare

## Marketing and Metrics



### Marketing

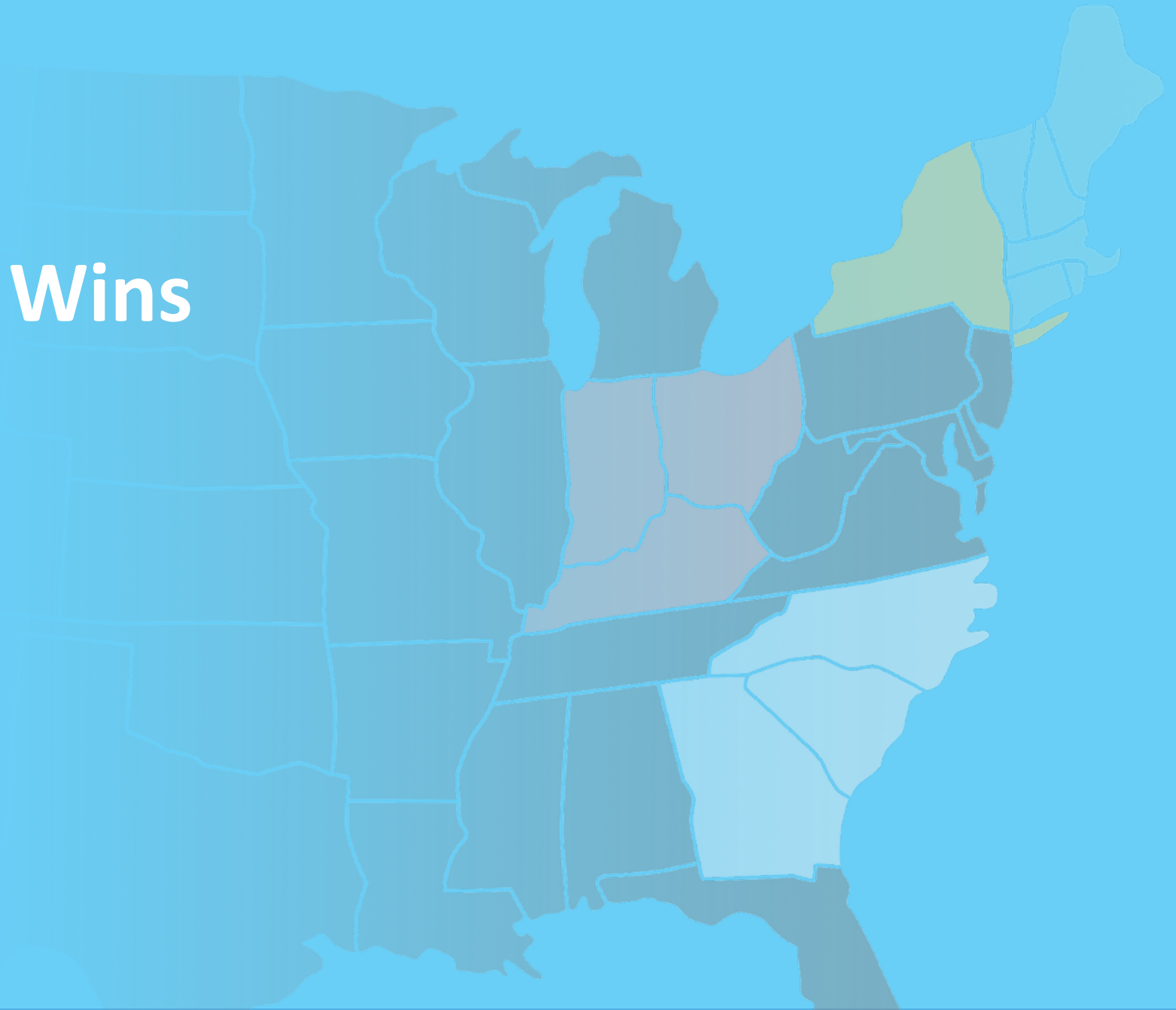
- Social Media Campaign
- 3-part Demo Series
- Quality Watch Podcast segment
- Shared with affiliated transplant coalitions, PFR Alliance, and shared as a required QI focus for 1,900 dialysis facilities
- Commercial/ Promotional Video - November 2023

### Metrics (June 10- October 2)

- App Downloads: 280
- Desktop Users: 534\*
  - Events: 7k events



# 3-Month Quick Wins



# IPRO Learn Intervention - August

- 3-months post launch
- Re-shared flyers, reminded of action items to post flyers in clinic and share with staff
- Feedback questionnaire about quick wins and early successes
  
- 487 facilities (80%) responded in Network 9
- When asked if resource would become a regular tool used to guide patients through transplant, 86% (418) said **Yes**
- Quick wins and notable early successes noted on the following slides

# Best Practices and Early Successes

## Generates Initial Interest



*182529 DaVita Crestview Hills Dialysis, Kentucky*

After flyer was hung in clinic, “a patient mentioned the application and a referral was sent in for transplant”

*362323 The Toledo Hospital Dialysis, Ohio*

“Using the app helped convince a patient to begin the transplant evaluation process.”

*362624 US Renal Care Wildwood Dialysis, Ohio*

After introduction to the application, “one patient is actively pursuing transplant that otherwise would not be”

*362854 DaVita Heart of New Albany Dialysis, Ohio*

“The patient gained a better understanding on the kidney transplant process and now has an appointment scheduled for consultation for transplant”

# Best Practices and Early Successes

## Encourages Multi-Listing



*152574 DaVita Tell City Center, Indiana*

After sharing flyers and educating about application “one patient chose to be referred to another center as an additional transplant option”

*182626 DaVita Owensboro Home Dialysis, Ohio*

“Patient asked for referral about [listing] at a third transplant center” after reviewing the application

# Best Practices and Early Successes

## Provider Engagement and Education



*362583 FMC- Crawford County Kidney Center, Ohio*

“the NCC Resource showcased on application “Getting the Facts: Kidney Transplantation” was printed and put into referral bundle for social worker use” linking providers and patients to existing transplant resources

*362613 DaVita Summit Renal Center, Ohio*

“I have application on my phone so that I can use it chairside with patients. I typically use it to search for secondary centers out-of-state. I see great value in knowing BMI, marijuana restrictions, smoking, vaccination requirements, etc..

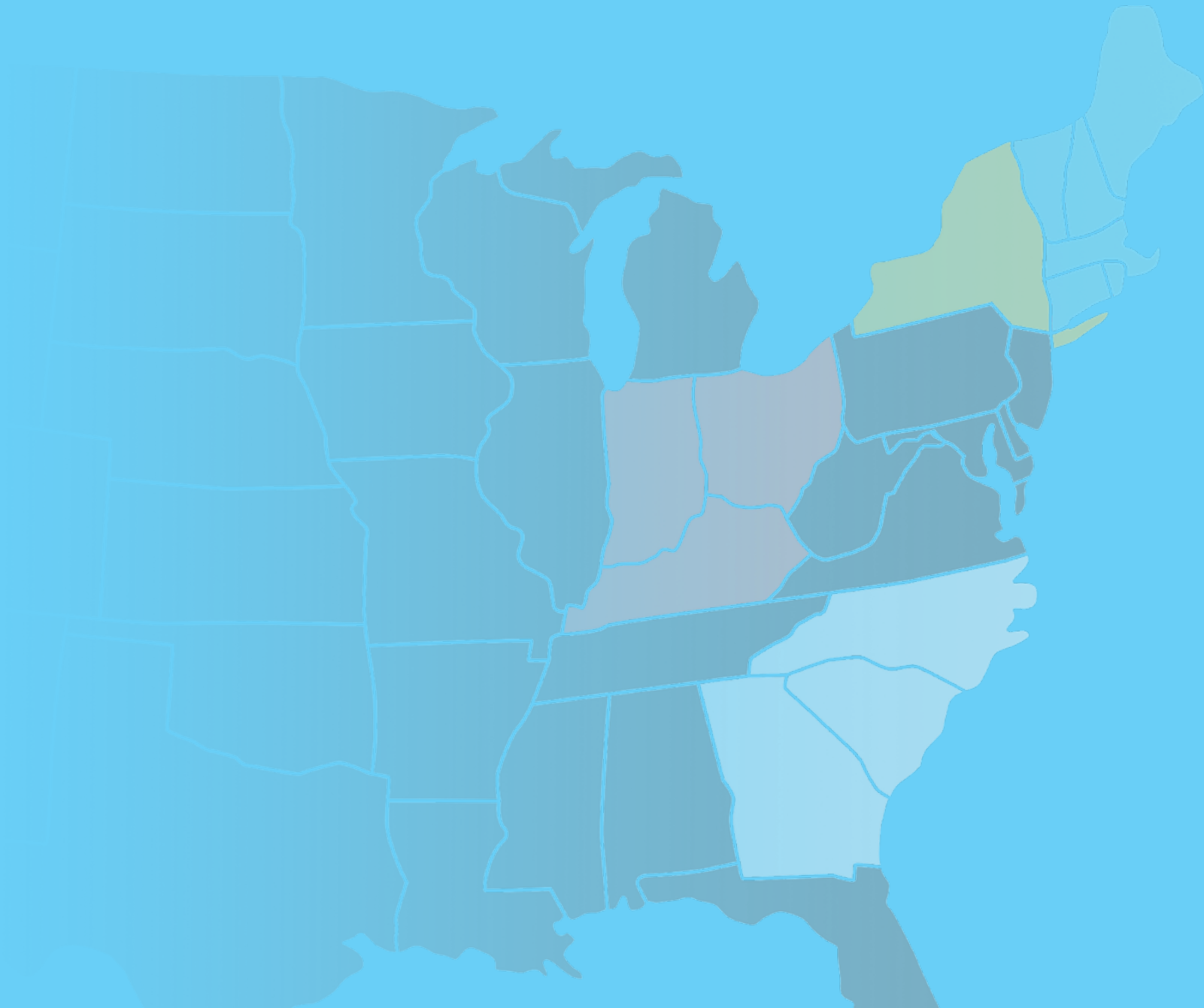
*362831 Center for Dialysis Care at Eliza Bryant Village, Ohio*

“I was able to sit down with a patient, use the application, and compare centers who would evaluate a patient over 75 years of age. We located a transplant center that they can be referred to”

*362845 Liberty Dialysis North College Hill, Ohio*

We are able to “identify transplant centers who were willing to accept patient's BMI without using 'trial and error' and wasting precious time while on dialysis.”

# Future Work



# Kidney Transplant Compare



## Future Work

1. Recruit remaining centers in our Networks to join
  - a. Add accepted insurance information to compare feature
2. 6-month sustainability analysis
3. Release of Marketing Promo Video
4. Alignment of Kidney Transplant Compare with Transplant Change Packet P/S drivers for future coalitions

# Future Work

## Alignment with the Transplant Change Packet

**Table 1. Primary and Secondary Drivers to Increase Kidney Transplantation**

AIM: INCREASE KIDNEY TRANSPLANTS	
PRIMARY DRIVERS	SECONDARY DRIVERS
<b>1. Create a pro-transplant culture</b>	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
<b>2. Implement continuous quality improvement</b>	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
<b>3. Continually follow up on transplant status</b>	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
<b>4. Educate and support patients</b>	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
<b>5. Provide staff education</b>	5: Educate staff to maintain their knowledge of transplants and the transplant process



# Questions



## End-Stage Renal Disease Network Program

**IPRO End-Stage Renal Disease  
Network Program Corporate Office:**  
1979 Marcus Avenue, Lake Success, NY 11042-1072  
**Patient Toll-Free:** (800) 238-3773 • **Main:** (516) 231-9767  
**E-mail:** [esrdnetworkprogram@ipro.org](mailto:esrdnetworkprogram@ipro.org) • **Web:** [esrd.ipro.org](http://esrd.ipro.org)

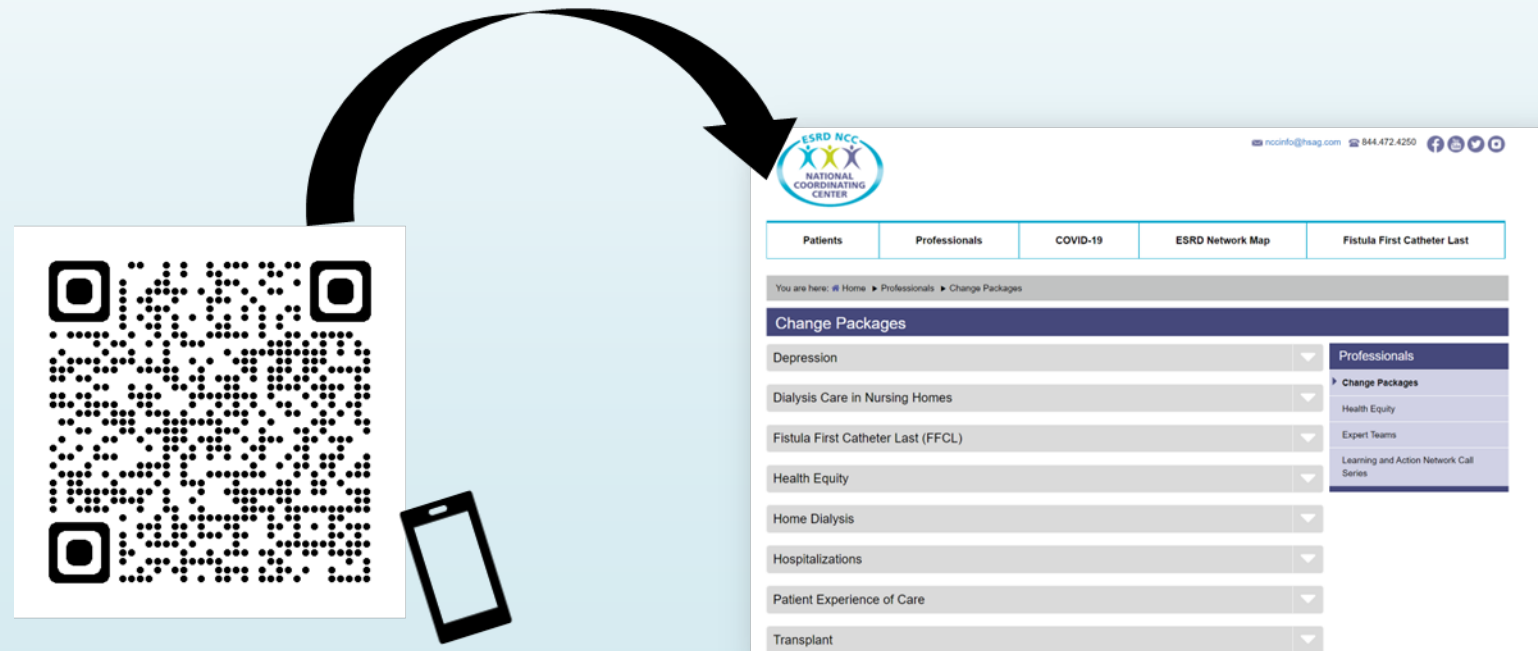
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# Moving from Learning to Action

Share best practices from this presentation with your colleagues.

Use the ESRD NCC Changes Packages to improve patient outcomes and overall patient experience of care.

*Please complete the post-event survey.*



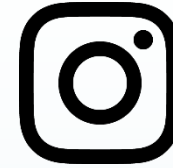
The diagram illustrates the transition from learning to action. On the left, a smartphone displays a QR code. A large black arrow points from the QR code to a screenshot of the ESRD NCC website. The website screenshot shows the 'Change Packages' page, which includes a navigation menu with options like 'Patients', 'Professionals', 'COVID-19', 'ESRD Network Map', and 'Fistula First Catheter Last'. The main content area lists various topics such as 'Depression', 'Dialysis Care in Nursing Homes', 'Fistula First Catheter Last (FFCL)', 'Health Equity', 'Home Dialysis', 'Hospitalizations', 'Patient Experience of Care', and 'Transplant'. A dropdown menu is open on the right side of the page, showing options like 'Professionals', 'Change Packages', 'Health Equity', 'Expert Teams', and 'Learning and Action Network Call Series'.

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# Thank you!

Please take a one moment to complete the post-call survey.

