



# Customer-Focused Interventions for Transplant Learning

Increasing kidney transplantation is a national priority. Dialysis facilities play a central role in helping more patients with End-Stage Renal Disease understand their treatment options with the hope of a higher quality of life. Qsource ESRD Networks 10 and 12 are committed to bridging gaps in transplant knowledge at the dialysis facility level by providing customer-focused interventions, including our Roadmap to Transplant Self-Assessment, which is available to all facilities in the network service area.



## Transplant Roadmap

The ideas presented in the Roadmap to Transplant Self-Assessment are taken directly from the ESRD National Coordinating Center (NCC) Transplant Change Package. These concepts were identified by and are being implemented in high-performing dialysis facilities across the U.S. Our self-assessment, based on the trusted concepts in the change package, allows facilities to focus on and identify areas where additional guidance and resources are needed to improve a particular driver.



## Challenge

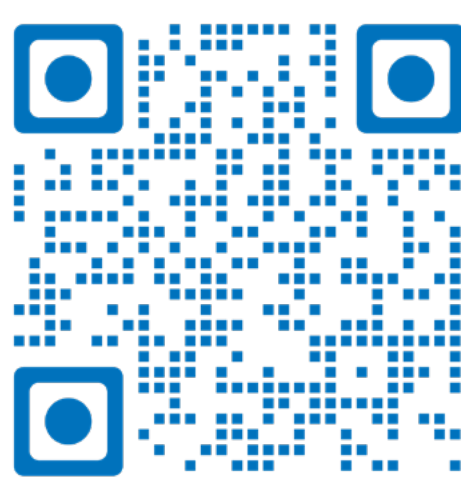
Review of aggregated facility self-assessments with our Transplant Community Coalition revealed knowledge gaps in areas of basic transplant knowledge among dialysis facility staff. In order to drive transplant education, referral, and waitlist support for patients, staff members must possess a basic understanding of some key topics related to transplant.



## Solution

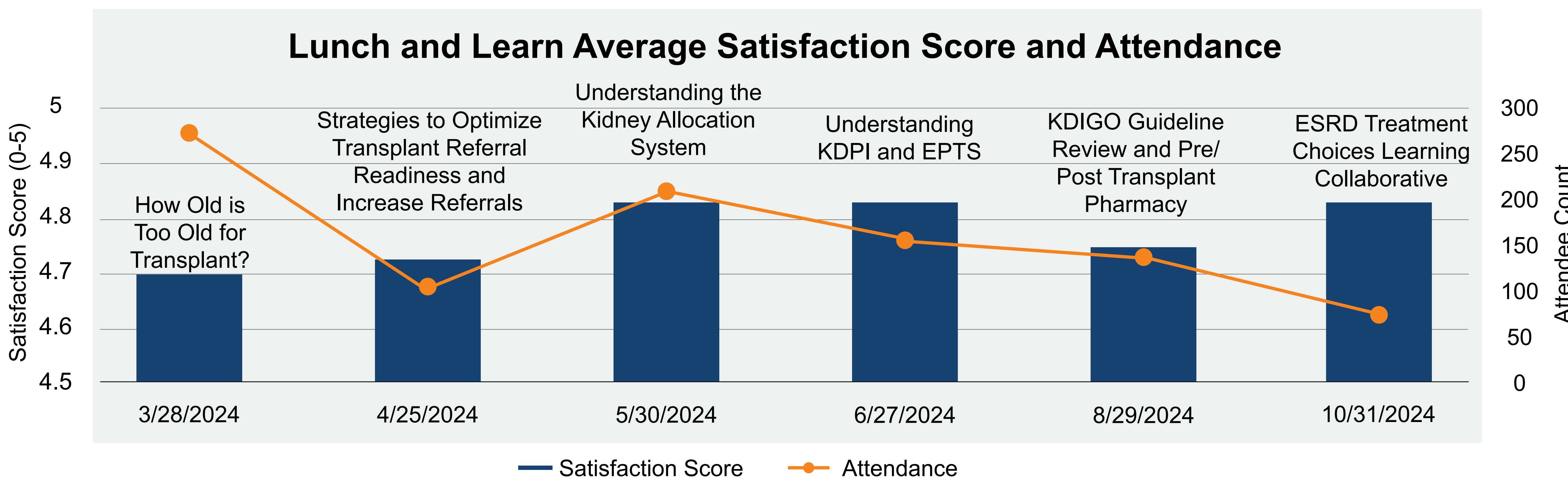
In collaboration with our Transplant Community Coalition, Qsource ESRD Networks 10 and 12 began providing a Transplant Lunch and Learn series to increase transplant knowledge for dialysis providers. Topics were tailored to promote increased confidence in each of the 5 primary drivers for change. Additional areas of need were identified through data from focus facilities' PDSA results.

To view the Transplant Lunch and Learn series, please visit [esrd.qsource.org/webinars](https://esrd.qsource.org/webinars) or scan the QR code.



## Results

The Lunch and Learn series has been well received among providers in our Networks with an average overall post-presentation satisfaction score of 4.75 out of 5.



## Drivers and Interventions

Interventions discussed in the Transplant Lunch and Learn series can be tied back to Primary and Secondary Drivers identified in the ESRD NCC Change Package to Increase Kidney Transplantation<sup>1</sup>.

Primary Driver	Secondary Driver	Intervention
Implement continuous quality improvement	Engage physicians and staff in the review of data and the development of interventions	Ensure facility-level understanding of parameters to prevent ageism in referral patterns
Create a pro-transplant culture	Engage all facility staff in improving transplant referral rates	Utilize interdisciplinary team to determine transplant referral readiness
Provide staff education	Educate staff to maintain their knowledge of transplants and the transplant process	Increase staff familiarity with Kidney Allocation System
Continually follow up on transplant status	Provide patients with knowledge, tools, and support to help them move the process forward	Raise patient comfort level related to KDPI and EPTS scores to expand options
Educate and support patients	Provide education early and regularly on transplants and the transplant process	Increase patient awareness of medications and post-transplant expectations
Provide staff education	Educate staff to maintain their knowledge of transplants and the transplant process	Employ key strategies from the ETCLC to drive transplantation

References  
1. [A Change Package to Increase Kidney Transplantation](https://esrdncc.org/globalassets/professionals/ncc-changepkg-transplant-508.pdf). <https://esrdncc.org/globalassets/professionals/ncc-changepkg-transplant-508.pdf>  
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