# 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.
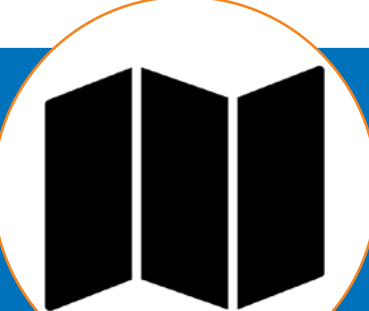
Transplant Roadmap

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, a panel of medical professionals, patients, and partner organizations, 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.
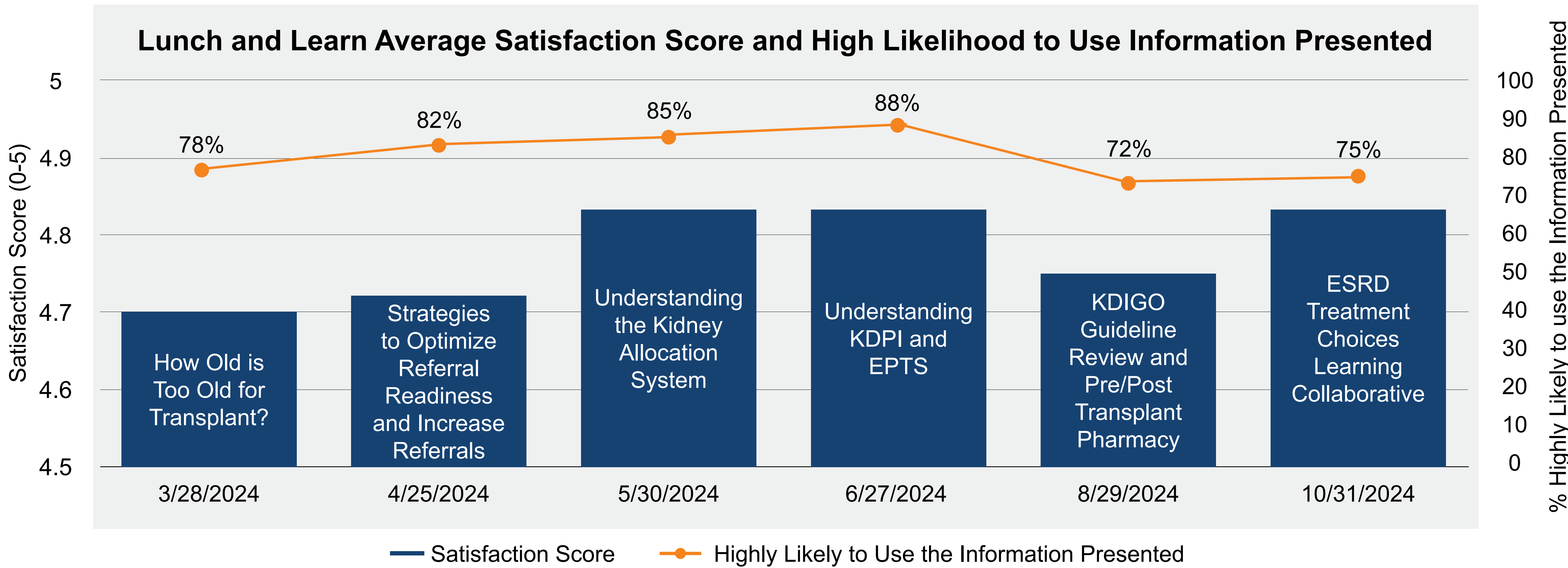
Solution

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 facility Plan, Do, Study, Act (PDSA) results.

To view the Transplant Lunch and Learn series, please visit esrd.qsource.org/webinars or scan the QR code.
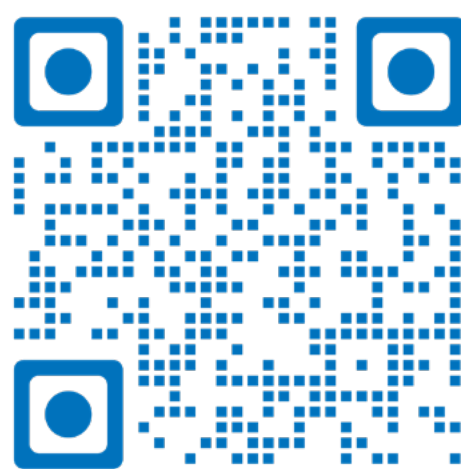
Results

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. Series averaged 159 participants per live event.

Lunch and Learn Average Satisfaction Score and High Likelihood to Use Information Presented

Date	Topic	Satisfaction Score	Highly Likely to Use
3/28/2024	How Old is Too Old for Transplant?	4.70	78%
4/25/2024	Strategies to Optimize Referral Readiness and Increase Referrals	4.72	82%
5/30/2024	Understanding the Kidney Allocation System	4.83	85%
6/27/2024	Understanding KDPI and EPTS	4.83	88%
8/29/2024	KDIGO Guideline Review and Pre/Post Transplant Pharmacy	4.75	72%
10/31/2024	ESRD Treatment Choices Learning Collaborative	4.83	75%

— Satisfaction Score — Highly Likely to Use the Information Presented

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[1].

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

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Qsource ESRD Networks