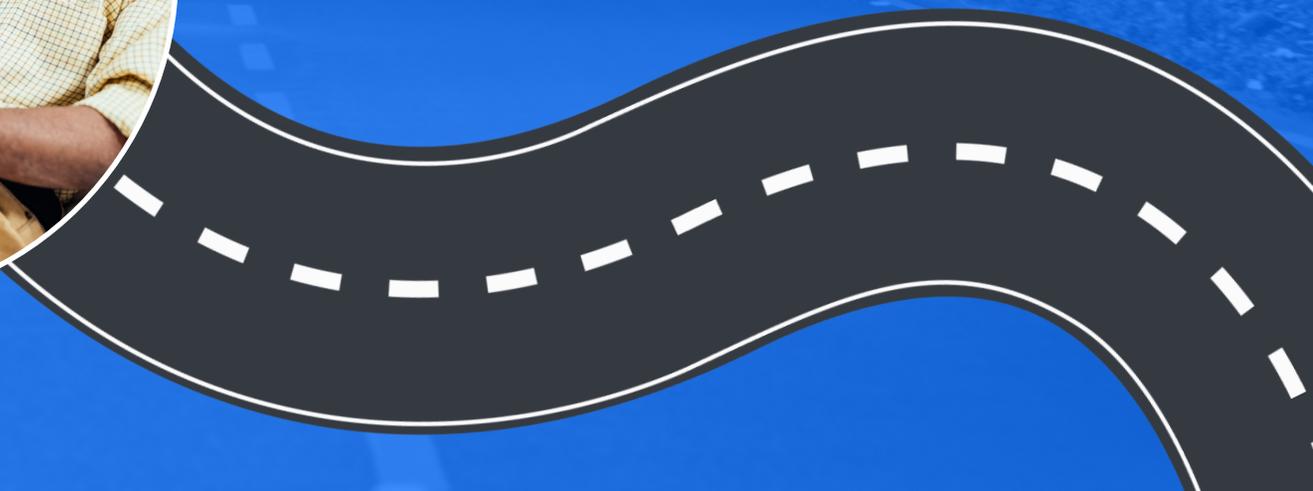




# Roadmap to Transplant Self-Assessment





## Purpose

---

Increasing kidney transplantation is a national priority. Dialysis facilities play a central role in helping more patients with ESRD understand their treatment options with a hope of a higher quality of life. The ideas presented here are taken directly from the ESRD National Coordinating Center (NCC) Transplant Change Package. These concepts are being implemented in high-performing dialysis facilities across the United States. These ideas can be tailored and adapted to fit the needs of dialysis facilities and the patients with ESRD that they serve across the country.

Your facility is in the Transplant Quality Improvement Activity (QIA), and this tool is the first step in identifying areas that you can focus on in the next several months to increase the number of patients added to the transplant waiting list and/or have received a kidney transplant.

### **Instructions:**

**Step 1:** Read through each section and rate yourself based on how well you feel you are currently doing in each of these areas.

**Step 2:** Once all sections are ranked, choose the area(s) (rated with a 1 or 2) where you feel you can make the most improvement in a short amount of time.

**Step 3:** Send the Network the area that you have chosen to focus on for this project. The Network will then send you specific action steps from the change package to implement in your clinic during this project.

**NOTE:** This is meant to assist if you are having difficulty deciding on and coming up with specific action steps. If you are already implementing something different at your clinic, please let the Network know what your action steps are.



# 1

## Create a Pro-Transplant Culture

---

Circle your rating for each statement.

**1=** Don't currently do this    **2=** Needs work, could be doing more in this area    **3=** Confident, already doing this

- |          |          |          |  |
|----------|----------|----------|--|
| <b>1</b> | <b>2</b> | <b>3</b> | <b>1a:</b> Link the organizational mission to the work: When an organization promotes transplants as part of its mission, that message filters throughout the organization, guiding staff as they perform their work and generating momentum among staff and with patients for continuous improvement.   |
| <b>1</b> | <b>2</b> | <b>3</b> | <b>1b:</b> Hire team members who will support a culture of caring: Evaluating potential new hires to see if they are a good fit will ensure everyone contributes to a culture of caring.   |
| <b>1</b> | <b>2</b> | <b>3</b> | <b>1c:</b> Designate one or two champions to drive transplant efforts: Commonly, facilities with success in referring patients for transplant had one or two persons leading the charge, whether the persons were formally designated as Transplant Designee/ Manager, or they grew into that role organically from their passion for transplants.   |
| <b>1</b> | <b>2</b> | <b>3</b> | <b>1d:</b> Engage all facility staff in improving transplant referral rates: All facility staff play a role in getting patients on the transplant waitlist. This is especially true of nurses and patient care technicians (PCTs) who have established relationships of trust with patients. These frontline staff can promote transplant, listen to patient concerns, and communicate barriers and questions to the rest of the team. |
| <b>1</b> | <b>2</b> | <b>3</b> | <b>1e:</b> Engage patients in the transplant referral process: Engaging patients in their own care enhances their understanding of the transplant process and provides them with opportunities to share their questions and concerns about transplants. Patients can then make fully informed decisions about whether or not they want a transplant.   |



# 2

## Implement Continuous Quality Improvement

---

Circle your rating for each statement.

**1**= Don't currently do this    **2**= Needs work, could be doing more in this area    **3**= Confident, already doing this

- |          |          |          |  |
|----------|----------|----------|--|
| <b>1</b> | <b>2</b> | <b>3</b> | <b>2a:</b> Track transplant referrals and progress: Quality improvement cannot occur without measurement. Facilities that are successful in referring patients for transplant track transplant metrics as well as each patient's progress with the referral process.   |
| <b>1</b> | <b>2</b> | <b>3</b> | <b>2b:</b> Engage physicians and staff in the review of data and the development of interventions: Including physicians and staff in the review of data allows for robust root cause analyses, brings real world perspectives to the development of interventions, and reinforces the philosophy that, "We are all in this together."                      |
| <b>1</b> | <b>2</b> | <b>3</b> | <b>2c:</b> Review transplant information with patients: Sharing lab results and other data with patients deepens their engagement in their own care, reinforces the importance of continual vigilance to stay healthy and transplant-ready, and gives them the information they need to actively participate in maintaining active status on the waitlist. |



# 3

## Continually Follow Up On Transplant Status

---

Circle your rating for each statement.

**1**= Don't currently do this    **2**= Needs work, could be doing more in this area    **3**= Confident, already doing this

- |          |          |          |  |
|----------|----------|----------|--|
| <b>1</b> | <b>2</b> | <b>3</b> | <b>3a:</b> Hold informal discussions about transplant with each patient at every patient clinic visit: Weaving transplant discussions into care processes provides an efficient means for staff to obtain updates from patients on transplant status (e.g., waiting for Medicare coverage), answer questions (e.g., what should be done next?), and collaborate with patients on solutions to challenges they may be experiencing (e.g., delays in evaluation by the transplant center). |
| <b>1</b> | <b>2</b> | <b>3</b> | <b>3b:</b> Provide patients with knowledge, tools, and support to help them move the process forward: When patients know what to expect and what they can do related to the transplant process, whether completing referral forms or connecting with transplant center coordinators, they take a more active role. Actively engaged patients can speed up the referral and evaluation processes, identify challenges early, and maintain their waitlist status.                          |
| <b>1</b> | <b>2</b> | <b>3</b> | <b>3c:</b> Act as a case manager to facilitate progress: Staff at successful facilities take on a role resembling case manager to assist patients and caregivers in navigating the complicated transplant process.   |
| <b>1</b> | <b>2</b> | <b>3</b> | <b>3d:</b> Maintain communications with transplant centers: Open, continuous communication between dialysis facilities and transplant centers supports collaborative efforts to get patients onto waitlists.   |



# 4

## Educate and Support Patients

---

Circle your rating for each statement.

**1**= Don't currently do this    **2**= Needs work, could be doing more in this area    **3**= Confident, already doing this

**1**

**2**

**3**

**4a:** Provide education early and regularly on transplants and the transplant process: Patients who understand what a transplant is and what to expect during the referral process and after transplant will be able to make informed decisions about whether to have a transplant. They will also be better prepared to complete all of the requirements of the referral process.

**1**

**2**

**3**

**4b:** Offer support throughout the referral process: The transplant waitlist process can be overwhelming to patients and members of their support systems. Providing support helps patients stay on track, resolve barriers, and maintain active waitlist status.

**1**

**2**

**3**

**4c:** Facilitate patient-to-patient support: Patients who have received a transplant serve as powerful and trusted advocates of transplants. They can allay other patients' fears and answer questions. Patient representatives who are receiving dialysis can also offer peer support to other patients.



5

## Provide Staff Education

---

Circle your rating for each statement.

**1=** Don't currently do this    **2=** Needs work, could be doing more in this area    **3=** Confident, already doing this

1

2

3

**5:** Educate staff to maintain their knowledge of transplants and the transplant process: Staff who are knowledgeable about transplants will be able to answer patients' questions, promote transplants, and educate peers.

## Additional Resources

---

### [ESRD NCC Transplant Change Package](#)

#### **Create a Pro-Transplant Culture**

- [Be a Transplant Champion!](#)
- [ESRD NCC Learning and Action Network Expert Teams Call](#)
- [Trailblazing Toward Transplant: A Transplant Patient Peer Program Guide](#)
- [Transplant Bulletin Board Kit](#)

#### **Implement Continuous Quality Improvement**

- [EQRS Transplant Dashboard User Tutorial](#)
- [Helping Your Patients Through Transplant Referral and Evaluation](#)

#### **Continually Follow Up on Transplant Status**

- [Kidney Transplant Checklist](#)
- [ESRD NCC Kidney Transplant Hub](#)
- [Understanding the Journey from Referral to Transplant Waitlisting](#)

#### **Educate and Support Patients**

- [Kidney Transplant Patient Handbook](#)
- [Talk Transplant: Myths vs. Facts](#)
- [Transplant Discussion Topics](#)
- [Insurance and Kidney Transplant](#)
- [Get the Facts: Kidney Transplantation](#)
- [The Kidney Transplant Waitlist-10 Steps You Can Take to Remain Active](#)

#### **Provide Staff Education**

- [Knowledge Assessment of Renal Transplantation](#)
- [Transplant Lunch and Learn Series](#)

[esrd.qsource.org](http://esrd.qsource.org)

This material was prepared by Qsource, an End-Stage Renal Disease (ESRD) Network under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services (HHS). 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. 24.ESRD.04.071