FOURTH ANNUAL
Transplant Quality Institute
October 11-13, 2017

UNOS, MPSC, SRTR, AST participating; CMS Invited
Basic and advanced breakout sessions offered
Oral abstract presentations
Poster session
Opportunity for networking

THE WESTIN CHARLOTTE HOTEL
CHARLOTTE, NC
Sponsored by the American Foundation for Donation and Transplantation
Overview

Purpose
Building on the enormous success of the Transplant Quality Institute, the fourth annual TQI will provide general and advanced breakout sessions, information, tools and resources to ensure your program’s performance meets the rigorous quality expectations to remain competitive and compliant in today’s transplant healthcare marketplace.

Program Founders†† & Faculty
Kristine Browning, RN
Transplant Quality Coordinator, Houston Methodist
J.C. Walter Jr., Transplant Center, Houston, TX

Anthony Dawson††, RN, MSN
New York, NY

Anne Gabriel, BSN, RN, CCTC, CPHQ, CMQ/OE
Quality Manager, Kidney, Pancreas, and Liver Tp.
Programs, Liver Donor Program, Cedars Sinai
Comprehensive Transplant Center, Los Angeles, CA

Jennifer Milton††, BSN, CCTC, MBA
Executive Director, Clinical Assistant Professor
University Transplant Center, San Antonio, TX

Linda Ohler††, MSN, RN, CCTC, FAAN, FAST
Quality and Regulatory Manager, George Washington
University Transplant Institute, Washington, DC

Marian O’Rourke††, RN, BSN, CCTC, Course Director
AFDT Board Treasurer, Director, Quality, Compliance
and Outcomes Management, Jackson Memorial
Hospital, Miami, FL

Jennie Perryman††, RN, PhD
Director, Policy and Outcomes Management, Emory
Transplant Center, Atlanta, GA

James Pittman††, RN, MSN
Assistant Vice President, Transplant Services, HCA,
Nashville, TN

Kathy Schwab††, RN, CCTC
Transplant Integrity and Compliance, Mayo Clinic,
Rochester, MN

Helen “Gigi” Spicer††, RN, BSN
AFDT Immediate Past President, Vice President,
Tulane Transplant Center, New Orleans, LA

Guest Faculty
Anthony Bonagura, MD
National Medical Director, Transplantation
& Congenital Heart Disease, Optum Health,
Minneapolis, MN

Stephen Crawford, MD, CPHRM, FCCP
Medical Senior Director, Cigna LifeSource Transplant
Network, San Diego, CA

Matthew Cooper, MD
AFDT Board Secretary, Director, Kidney and Pancreas
Transplantation, Professor of Surgery, Medstar
Georgetown Transplant Institute, Washington, DC

Sheila Foster
Performance Analyst, Member Quality
United Network for Organ Sharing, Richmond, VA

Lisa McCanna, RN, MHA
Vice President, Carolinas HealthCare System,
Charlotte, NC

Gwen McNatt, RN, PhD, CNN, FNP-BC
Director, Operations, Kovler Organ Transplantation
Center, Northwestern Memorial Hospital, Chicago, IL

Susan Moffatt-Bruce, MD, PhD, MBA, FACS
Chief Quality & Patient Safety Officer, Professor of
Surgery, Professor of Biomedical Informatics, The
Ohio State University Medical Center, Columbus, OH

Kevin Myer, MSHA
President and CEO, LifeGift, Houston, TX

Sara Palazzolo, BS
Transplant Accreditation Quality Analyst, UNC Center
for Transplant Care, University of North Carolina
Hospitals, Chapel Hill, NC

Ron Potts, MD
Chief Medical Officer, Interlink, Portland, OR

†Not a Member of the 2017 Faculty
Brian Shepard  
CEO, United Network for Organ Sharing, Richmond, VA

Jon J. Snyder, PhD  
Dir., Transplant Epidemiology, Senior Epidemiologist, Scientific Registry of Transplant Recipients, Minneapolis Medical Research Foundation, Minneapolis, MN

Sarah Taranto  
Assistant Director, Data Quality and Analytics, UNOS Research Department United Network for Organ Sharing, Richmond, VA

Betsy Warnick, MS  
Senior Compliance Operations Analyst, Member Quality United Network for Organ Sharing, Richmond, VA

R. Patrick Wood, MD, FACS  
Chief Medical Officer, LifeGift, Houston, TX

Mary Gerten-Glascow, MBA, CPHQ  
Quality Senior Manager, Transplant Institute Banner University Medical Center, Phoenix, AZ

Savitha Iyengar, MS  
Quality & Compliance Manager, William J. von Liebig Center for Transplantation and Clinical Regeneration, Mayo Clinic Rochester, MN

Patricia Jones, MSN, RN  
Senior Director, Transplantation, University Transplant Center, San Antonio, TX

Lauren Kearns, MSN, RN-BC  
Associate Vice President - Operations, UNC Center for Transplant Care & Clinics, VAD & ECMO Programs University of North Carolina Hospitals, Chapel Hill, NC

Heidi Monroe, MS, RN, CNS, CCTN  
CNS/Educator - Quality, University of Colorado Hospital Transplant Center, Denver, CO

Joanne Oxman, RN, BSN  
Transplant Regulatory and Performance Improvement Coordinator, The University of Kansas Health System Kansas City, KS

Alessandra Sanatian, MBA  
Quality & Organizational Excellence Analyst, UNC Center for Transplant Care, University of North Carolina Hospitals, Chapel Hill, NC

Anna Sorensen, MS, RN, FNP-BC  
Nurse Practitioner, Heart Transplant Coordinator, University of Rochester Medical Center, Rochester, NY

Stephanie Thomas, BSN, RN, CPNB, CCTC  
Program Manager, Quality & Compliance, Solid Organ Transplant, Children’s Medical Center, Dallas, TX

Randy Watkins, BSEE, SSBB  
Senior Quality Organizational Excellence Leader, UNC Center for Transplant Care, University of North Carolina Hospitals, Chapel Hill, NC

Rebecca “Becky” Weisberg, RN, BSN  
Quality Improvement Coordinator, University Transplant Center, San Antonio, TX

Abstract Presenters

Emily Arnold, BSN, RN, CNN  
Abdominal Transplant Program Manager, UNC Center for Transplant Care, University of North Carolina Hospitals, Chapel Hill, NC

Julia Boysen, MSHCA  
Operations Manager, William J. von Liebig Center for Transplantation and Clinical Regeneration, Mayo Clinic Rochester, MN

Kristen Buck, BSN, RN, CCRN-K  
Quality Improvement Specialist, Lead Spectrum Health, Grand Rapids, MI

Yvette Chapman, RN, BSN, CCTC  
Director, Transplant Center Development, Southwest Transplant Alliance, Dallas, TX

Darren Flynn, MBA, LSSMBB, PMP  
Senior Quality Organizational Excellence Leader, UNC Center for Transplant Care, University of North Carolina Hospitals, Chapel Hill, NC
Continuing Education Credits
Applications will be made to the American Board for Transplant Certification (ABTC) for CEPTCs.
This activity will also be submitted to American Nephrology Nurses Association for approval to award contact hours. American Nephrology Nurses Association - Approver is accredited as an approver of continuing nursing education by the American Nurses Credentialing Center’s Commission on Accreditation.

Objectives
Following the three-day Transplant Quality Institute course participants will be able to:
• Describe the strategic priorities of the OPTN/UNOS, SRTR, AST, and CMS and identify how the transplant community can support these priorities;
• Describe the benefits of serving on the Membership and Professional Standards Committee;
• Review components of an MPSC Peer Review;
• Identify key OPO quality strategies and their impact on transplant centers;
• Describe performance improvement methodologies, tools, and resources, and how to choose the appropriate method for your project;
• Discuss principles of data integrity in estimating expected outcomes for patient and graft survival;
• Describe effective strategies for successful change management;
• Identify the top regulatory compliance violations identified on UNOS surveys;
• Discuss effective approaches to securing physician and hospital buy-in to QAPI;
• Describe the contractual mandate of the Scientific Registry of Transplant Recipients;
• Describe use of SRTR worksheets and CUSUM tables to manage outcomes;
• Discuss the genesis of the SRTR 5-Tier program outcome grading;
• Discuss the role of QAPI from the perspective of our Managed Care partners;
• Develop and implement an effective QAPI program and plan for transplant programs;
• Review strategies to prepare for and run a successful regulatory survey;
• Discuss the Focused QAPI survey;
• Explore staffing models to support QAPI in small, medium, and large transplant programs;
• Identify sources for quality transplant benchmarks/targets;
• Describe an effective quality improvement project using tracer methodology;
• Describe a thorough analysis of a patient safety event through a tracer approach;
• Describe successful leveraging of mistakes to secure sustained improvement and support for quality work;
• Discuss successful approaches to hospital and transplant collaboration in quality improvement;
• Operationalize effective use of the SRTR worksheets to manage outcomes; and
• Practice using the UNOS ROO Report and Waitlist Management tool.

Who Should Attend?
The scope of this course is focused transplant quality training making it an ideal opportunity for:
• Transplant program leadership with oversight responsibility for quality
• Transplant Physicians and Surgeons with responsibility for quality in transplant
• Transplant Clinical, Data, and Operational Managers
• Transplant Quality Coordinators/Officers
• Transplant Compliance Coordinators/Officers
• Transplant/Hospital Improvement Engineers/Staff
• Transplant/Hospital Educators with responsibility to educate and engage staff in quality
• Hospital Quality/Patient Safety/Risk Management Staff
• Hospital Administrators and Executives responsible for transplant programs
• Transplant Administrators

Accommodations
The Charlotte Westin is located in the heart of Charlotte’s uptown cultural and entertainment district and steps away from Charlotte’s most visited venues and newest attractions such as the Levine Cultural Campus, Bank of America Stadium, Time Warner Cable Arena and NASCAR® Hall of Fame. With an endless variety of things to do in Charlotte, our concierge will be delighted to assist you with directions or to book reservations.

Transportation options to and from the Charlotte airport include: private car ($50-$70); taxi (approx. $25-$40 one way) and Uber. Super Shuttle does not service the Charlotte Westin Hotel.
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<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Speaker(s)</th>
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<tbody>
<tr>
<td>7:00 a.m. – 8:00 a.m.</td>
<td>Registration Desk Open</td>
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<tr>
<td>7:00 a.m. – 8:00 a.m.</td>
<td>Breakfast with Exhibitors</td>
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| **General Session** | 8:00 a.m. – 8:15 a.m.                                                | Welcome and Opening Remarks  
Marian O’Rourke, RN, BSN, CCTC                                               |
| 8:15 a.m. – 9:30 a.m. | What Are Your Priorities & How Can We Support You?  
Perspectives from UNOS, SRTR, and AST; CMS Invited  
Brian Shepard, UNOS; Gwen McNatt, RN, PhD, CNN, FNP-BC, AST;  
Jon Snyder, PhD, SRTR; and CMS TBA |                                                                           |
| 9:30 a.m. – 10:15 a.m. | Lessons Learned from Serving on the MPSC  
Matthew Cooper, MD                                                      |                                                                           |
| 10:15 a.m. – 10:45 a.m. | Refreshment Break with Exhibitors                                   |                                                                           |
| 10:45 a.m. – 11:45 a.m. | Four Key Quality Issues Impacting Transplant Centers: The OPO Perspective  
Kevin Myer, MSHA                                                        |                                                                           |
| 11:45 a.m. – 1:00 p.m. | Lunch                                                                |                                                                           |
| **1:00 p.m. – 1:45 p.m.**  | Breakout 1                                                           | The Organ Utilization Tool (OUT) Collaboration & Innovation at Work  
Yvette Chapman, RN, BSN, CCTC and Sarah Taranto                             |
|                 | Quality Review of Scientific Registry of Transplant Recipients (SRTR) Center  
1-Year Graft Survival Data for Liver Transplant Recipients  
Mary Gerten-Glasgow, MBA, CPHQ                      |                                                                           |
|                 | Breakout 2                                                           | Methodology 101: Adapting FMEA to Conduct a Thorough Analysis  
Darren Flynn, MBA, LSSMBB, PMP                                      |
|                 | Hello, May I Help You? Transplant Center Phone Intake Lean Project  
Julia Boysen, MSHCA and Savitha Iyengar, MS                      |                                                                           |
|                 | Breakout 3                                                           | Effective Change Management Strategies  
Gwen McNatt, RN, PhD, CNN, FNP-BC                                       |
| **1:50 p.m. – 2:30 p.m.**  | Breakout 1                                                           | Tracking Ureteral Stent Removal  
Joanne Oxman, RN, BSN                                                 |
|                 | Implementing a Multi-Modal Skin Cancer Education & Prevention Program for Heart Transplant Recipients  
Anna Sorensen, MS, RN, FNP-BC                                      |                                                                           |
|                 | Breakout 2                                                           | Data Integrity: How E is Born  
Jennifer Milton, BSN, CCTC, MBA                                         |
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<td>2:35 p.m. – 3:15 p.m.</td>
<td><strong>Breakout 1</strong>&lt;br&gt;Impact of Top 50 Meetings on Increasing Proportion of Active Patients on the Kidney Transplant Waitlist&lt;br&gt;<em>Emily Arnold, BSN, RN, CNN</em>&lt;br&gt;Improving Transition of Care from Hospital to Outpatient Setting Through Standard Interdisciplinary Communication and Patient Education in Heart and Lung Transplant Patients&lt;br&gt;<em>Kristen Buck, BSN, RN, CCRN-K</em></td>
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<td>3:15 p.m. – 3:45 p.m.</td>
<td><strong>Breakout 3</strong>&lt;br&gt;MPSC Peer Visits: The What, Whys, Wherefores, and Lessons Learned&lt;br&gt;<em>Sheila Foster and Jennie Perryman, RN, PhD</em></td>
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<td>3:45 p.m. – 4:30 p.m.</td>
<td><strong>General Session</strong>&lt;br&gt;MPSC: A Year in Review&lt;br&gt;<em>Betsy Warnick, MS</em></td>
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<td>4:30 p.m. – 5:15 p.m.</td>
<td>Engaging Hospitals &amp; Physicians in Transplant Quality – Establishing Buy-In&lt;br&gt;<em>Susan Moffatt-Bruce, MD, PhD, MBA, FACS</em></td>
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<td>5:30 p.m. – 6:30 p.m.</td>
<td><strong>Poster Reception</strong></td>
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# AGENDA

**Thursday, October 12**

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<tr>
<td>7:00 a.m. – 8:00 a.m.</td>
<td>Breakfast with Exhibitors</td>
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| 8:00 a.m. – 9:00 a.m. | SRTR 101  
Jon Snyder, PhD                                         |
| 9:00 a.m. – 10:00 a.m. | Quality from the Managed Care Perspective; Managed Care Round Table  
Anthony Bonagura, MD, Optum Health; Steve Crawford, MD, Cigna; Ron Potts, MD, Interlink |
| 10:00 a.m. – 10:30 a.m. | Refreshment Break with Exhibitors                                   |
| 10:30 a.m. – 11:10 a.m. | Breakout 1  
How to Prepare for a Successful Regulatory Survey  
Anne Gabriel, BSN, RN, CCTC, CPHQ, CMQ/OE |
| 11:15 a.m. – 11:45 a.m. | Breakout 1  
How to Successfully Manage a Regulatory Survey  
Jennifer Milton, BSN, CCTC, MBA |
| 11:45 a.m. – 1:00 p.m. | Lunch                                                                |
| **General Session** |                                                                     |
| 1:00 p.m. – 2:00 p.m. | Quality Staffing Models for Transplant Programs  
Marian O’Rourke, RN, BSN, CCTC                                  |
| 2:00 p.m. – 3:00 p.m. | Identifying Benchmarks: Perspectives from Three Programs  
Kristine Browning, RN; Patricia Jones, MSN, RN; Helen “Gigi” Spicer, RN, BSN |
| 3:00 p.m. – 3:30 p.m. | Refreshment Break with Exhibitors                                   |
| 3:30 p.m. – 4:30 p.m. | Donor Disease and Malignancy Transmission: A Review of Three Case Studies  
R. Patrick Wood, MD, FACS                                         |
| 4:30 p.m. – 5:30 p.m. | How an Adverse Event Led to Successful Quality Program Collaboration  
Stephanie Thomas, BSN, RN, CPNB, CCTC                            |
|                      | Adverse Event Management – Creative Strategies for Success  
Heidi Monroe, MS, RN, CNS, CCTN                                    |
<p>| 6:30 p.m. – 7:30 p.m. | Offsite Networking Reception                                        |</p>
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<td>8:00 a.m. – 8:25 a.m.</td>
<td>Tracing a Quality Metric</td>
<td>Helen “Gigi” Spicer, RN, BSN</td>
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<td>TransNet from a Beta Site Perspective</td>
<td>Sara Palazzolo, BS</td>
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<td>Overview of Key Components of Living Donor Quality Program</td>
<td>Marian O’Rourke, RN, BSN, CCTC</td>
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<td>8:30 a.m. – 8:55 a.m.</td>
<td>Tracing an Adverse Event</td>
<td>Jennifer Milton, BSN, CCTC, MBA</td>
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<td>Vessel Management – Different Approaches to Achieve Success</td>
<td>Marian O’Rourke, RN, BSN, CCTC</td>
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<td>Writing a MPSC Outcomes Corrective Action Plan</td>
<td>Jennie Perryman, RN, PhD</td>
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<td>9:00 a.m. – 9:25 a.m.</td>
<td>New UNOS Tools to Increase Organ Utilization and Transplant Quality</td>
<td>Sarah Taranto</td>
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<td>ABO Verification: A Review of Approaches Using Epic, Cerner and Paper</td>
<td>Marian O’Rourke, RN, BSN, CCTC; Anne Gabriel, BSN, RN, CCTC, CPHQ, CMQ/OE;</td>
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<td>Writing a Corrective Action Plan for CMS Deficiencies</td>
<td>Rebecca “Becky” Weisberg, RN, BSN</td>
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<td>9:25 a.m. – 9:45 a.m.</td>
<td>Refreshment Break with Exhibitors</td>
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<td>SRTR 102</td>
<td>Jon Snyder, PhD</td>
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<tr>
<td>10:45 a.m. – 11:30 a.m.</td>
<td>Strategies to Engage Physicians in Transplant and Hospital QAPI</td>
<td>Matthew Cooper, MD</td>
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<td>11:30 a.m. – 12:00 noon</td>
<td>Lunch Buffet – Working Lunch Session</td>
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<tr>
<td>12:00 noon – 1:00 p.m.</td>
<td>Successful Collaboration Between Hospital &amp; Transplant Program</td>
<td>Lisa McCanna, RN, MHA</td>
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<td>1:00 p.m. – 2:00 p.m.</td>
<td>Hands-on Session: How to Make the SRTR Worksheets Work for You</td>
<td>Kristine Browning, RN</td>
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<td>2:00 p.m. – 3:00 p.m.</td>
<td>Hands-on Session: UNOS Data Services Portal in UNET</td>
<td>Sarah Taranto</td>
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<tr>
<td>3:00 p.m. – 3:15 p.m.</td>
<td>Closing</td>
<td>Marian O’Rourke, RN, BSN, CCTC</td>
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Registration

AFDT Meeting: Wednesday-Friday, October 11-13, 2017

$650 per participant.

Credit cards are accepted and online registration is available at www.amfdt.org.

Pre-registration via fax is accepted and requested at (804) 323-1300. The course will have a limited number of registrants. Early registration is recommended. Payment is expected prior to the meeting. Registration fees should be in US currency. Fees are not refundable after September 15, 2017 and registration will close on this date.

Make all checks/money orders payable to: AFDT
8154 Forest Hill Avenue, Suite 3
Richmond, VA 23235-3255

Accommodations:
Westin guest reservations available at the following link: https://www.starwoodmeeting.com/Book/AFDTOAPI2017 OR by calling 1-866-837-4148 and asking for the American Foundation for Donation & Transplantation (AFDT QAPI) room block. Reserve prior to September 20, 2017 to receive the group rate of $219, plus 15.25% tax. Complimentary in room internet access is provided.

Contact for course questions: Arlene Skinner, MBA, Mgr. Cont. Edu. & Conf. Planning, 1-800-kidney9, skinner@amfdt.org

Name _________________________________________________________________________________________________________

Institution______________________________________________________________________________________________________

Title ___________________________________________________________________________________________________________

Address _______________________________________________________________________________________________________

City ______________________________________________________State ____________________Zip_________________________

Phone ( _____________________ )_________________________________________________________________________________

Fax ( ________________________ )_________________________________________________________________________________

Email__________________________________________________________________________________________________________

Emergency Contact Name ____________________________________________________________

Emergency Contact Phone ( _____________________ )_______________________________________________________________

Please indicate any special needs ________________________________________________________________________________

_______ TOTAL PAYMENT ENCLOSED