Creating A Hospital Based Certification Program for Organ Donation Management

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NSICU-MICU-Donor Advisory Group

Charleston Area Medical Center General Hospital
Charleston West Virginia
<table>
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<tr>
<th><strong>Problem Statement</strong></th>
<th>Currently no certification exam or course recognizing the special needs of organ donor patients.</th>
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<td><strong>Goal Statement</strong></td>
<td>Create a Hospital Based Certification Program. Improve the overall care for the donor patient.</td>
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<td><strong>Alignment</strong></td>
<td><strong>Strategic Goal(s):</strong> _X_Receive Patient Centered Care _X_Work _X_Practice Medicine _X_Learn _X_Referring Patients</td>
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<td><strong>Regulatory Alignment:</strong> CMS, DNV, TJC, Federal and state law. Community of Practice</td>
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<td><strong>Related Projects:</strong> Donor Champion Recognition nursing, physician, unit.</td>
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| **Team Members**      | Sande Egnor NSICU-MICU  
                        Holly Mitchell CORE  
                        Teresa Hill Quality |
| **Team Start Date**   | January 2013                                                                                   |
Defining The Problem

Knowledge Deficit:

- Certification is the benchmark for the recognition of knowledge and skills among nursing professionals.
- A nationally recognized certification does not exist for the specialized skills needed for the care and management of organ donors and their families.
- Nurses working in critical care units lack an intensive standardized education and competency validation related to the donation process.

Organizational Issues:

- CAMC is both a transplant and donor hospital. The ability to provide renal transplant services relies largely on the number of deceased vs. living related donors.
- The Centers for Medicare and Medicaid can challenge the conditions of participation for non-compliance with the Uniform Anatomical Gift Act.
- Failure to refer appropriate patients places the organization at risk for low conversion rates which are monitored by our credentialing and regulatory agencies.
Measuring The Issue

Knowledge and Competency

- Multiple certifications exist that recognize specific as well as global knowledge of critical care
- Among the certifications that are sought by critical care nurses are:
  - Trauma Nurse Core Course (TNCC)
  - Certified Neuroscience Registered Nurse (CNRN)
  - Critical Care Registered Nurse (CCRN)
  - Critical Care Registered Nurse Pediatrics (CCRNP)

Organizational Issues

- Process breakdowns (PBDs)
  - Late referrals for organ tissue and eye
  - Non-designated requestors approaching families
  - Body Releases prior to OPO notification.
- Loss of transplant potential for members of the community
- Non-Compliance with First Person Authorization
- Potential review of Conditions of Participation by CMS
- Poor outcomes for donor patients and families
Analysis

- Critical Care Nurses care for 99% of organ, tissue, and eye donors at Charleston Area Medical Center.
- Care of the potential or actual organ donor requires advanced knowledge and skills in the following:
  
  Care and management of critically ill patients

  Knowledge of traumatic and anoxic brain injury

  History of donation and transplant at CAMC

  Brain death testing and guidelines for declaration

  Donation after cardiac death guidelines (DCD)

  Spiritual and religious assessment skills

  Federally mandated guidelines and laws

  State laws and regulations related to first person consent

  Conditions of participation under Centers for Medicare and Medicaid
Analysis Continued

• Review of the nursing literature did not reveal a certification or credentialing program for the care and management of donor patients and families.

• The review of the literature did represent certification as a means to recognize and validate knowledge and skills and improved performance in the area of certification.

• Chart reviews from 2011-2013 revealed the process related breakdowns to be attributed to the following:

  ✓ Clinical management of the potential donor patient
  ✓ Lack of knowledge of the effect of loss of donor opportunity on the CAMC Transplant Center
  ✓ Potential risk of violating conditions of participation under the Centers for Medicare and Medicaid.
  ✓ Lack of understanding of best practices related to proper donor management for higher organ donation yield
CAMC - Leading the Way
Improvement and Innovation

Process

• Team members met to review the literature and issues related to donor management at CAMC
• Curriculum was developed and organized around clinical domains and represented faculty from the following disciplines:
  – Nursing
  – Quality
  – Medicine
  – Organ Procurement
  – Administration
  – Transplant Center
  – Donor Families
• A certification exam was developed with input from all disciplines

Team Members/Faculty

• Sande Egnor - CAMC MICU-NSICU
• Teresa Hill - CAMC Quality
• Holly Mitchell - CORE Hospital Development
• Rebecca Shrader - CORE Procurement
• Dr. Doug Haden - CAMC Critical Care Medicine
• Dr. Joseph Africa - CAMC Transplant Surgeon
• Alice Jones - CAMC Transplant Coordinator
• Dr. Mary Lou Lewis - CAMC Nephrologist
• 3 CAMC Donor Families
Creating the Curriculum

- Team members met weekly to create the curriculum and learning objectives
- Evidenced Based Care related to management and care of the potential and actual donor were incorporated into the learning and presentation materials.
- History of donation and history of CAMC donor and transplant program were included.
- Historical data related to process related break downs and knowledge deficits were researched for learning opportunities.
- Guidelines from regulatory agencies were included in the educational materials and presentations.
- Guidelines for transplant and allocation of anatomical gifts were incorporated utilizing information from the CAMC Transplant Center.
- Power point, lecture/discussion and learning activities including journal article review and donor family participation were included.
- Educational materials were reviewed and a certification exam was created with questions submitted from each discipline.
Improvement

Course Structure
- Didactic learning
- Lectures
- Personal Stories
- Evidence Based/Studies
- Quality Review
- Data
- Pre/Post Test
- Evidenced based care journal articles
- Study Guides

Certification Exam
- Clinical Domains
- Brain Death
- Guidelines for Pronouncement
- Clinical management of the patient
- Donation after Cardiac Death
- Federal Law/State Law
- Regulatory Requirements
- History of Donation
- Spiritual and Religious Aspects
- Allocation-Organs-Tissue-Eyes
- Transplant
Maintaining the Certification

- Score of eighty-eight percent on exam
- Identified as unit champion for donation
- Sharing of best practice and CAMC guidelines
- Attendance at one donation/transplant event annually
Outcomes

**Measured**

- 33 nurses representing 8 critical care units have taken the certification review.
- 17 have successfully completed the certifying exam.
- Overall increase in timely referrals over 2012 data.
- Overall decrease in number of missed opportunities.

**Immeasurable-but Impactful**

- The “in” certification to obtain.
- Nurses from critical care units requesting to take the exam
- Overall improved understanding of the process.
- Improved accountability
- Organizational cultural change – viewing donation as part of the care process in critical care
Outcome Statistics Continued

**Donor Management Improvement**

- **2013 data**: Organs transplanted per donor donor: 2.58
- **2014 data**: Organs transplanted per donor: 3.0
- **2015 data**: On track to meet or exceed 2014 organs transplanted per donor.

**Staff Engagement**

- Four classes have been offered during 2014-2015.
- Waiting list for participants
- Participation from staff nurses in the organizational Donor Advisory Group.
Next Steps

- Offer the course and certifying exam twice per year.

- Provide follow-up on individual units related to compliance with hospital, state and federal guidelines.

- Follow improvement data related to timely referrals and organs transplanted per donor.

- Continue recognition program for RN’s obtaining the certification