Kristy Ray

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Abstract

Overall project summary for the collaboration between ARORA and Unity Health in conjunction  
with the Palliative Care Team to improve working relationships and foster an environment to maximize the gift of donation through process improvements.

UNITY hEALTH prOCESS improvement pROJECT

Unity Health Palliative Bridging Language Project

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Project Title: Unity Health Palliative Care Bridging Language

Project Lead: Missy Hoggard, Donation Development Liaison, ARORA

Additional Members: ARORA Team: Blaire Ross, Family Service Coordinator; Justin Laffoon, Manager of Family Service Coordinators; Amelia Nabholz, Manager of Donation Development Liaisons, Kristy Ray, Quality Operations Specialist, PDSA Facilitator; Unity Health Team: Brittany Allen, APRN Palliative Care; Jamie Webb, RN Educator/Supervisor ICU; Karen Meharg, ICU Director

Intention: The intention of this project is to develop and train on language for the palliative care APRN Brittany Allen to use when discussing end of life decisions to bridge until ARORA Family Service Coordinator staff can be on-site and to also increase collaboration between the hospital care team, palliative care team, and ARORA to provide realistic expectations to potential donor families without risking the integrity of approach conversations.    ***Note: This is not to be utilized as a Designated Requestor. Palliative Care Representative will only be granted permission to disclose registry as part of this project with ARORA oversight and not request authorization for donation. For the purposes of this project, any potential donors where registry is disclosed by the Palliative Care APRN, with approval from ARORA, will not count as a pre-mention against the hospital.***

**Aim Statement (WHAT YOU ARE TRYING TO ACCOMPLISH):**

* ***Specific****- targeted population:* Palliative care team and hospital health care team at Unity Health in collaboration with ARORA for potential donors that have previously registered as an organ donor through the donor registry.
* ***Measurable****- what to measure and clearly stated goal:* Authorization Rates, timeliness of referrals, and family conversation data. Goal is to have increased authorizations and timely referrals. Debriefing opportunities will be gathered and collected about integrity of conversations.
* ***Achievable****- brief plan to accomplish it:* Develop and train on language for the Palliative Care APRN, Brittany Allen to utilize during family conversations about end-of-life decisions.
* ***Relevant****- why is it important to do now:* To help increase authorizations and work collaboratively with the palliative and health care team for a better experience for potential donor families. Increased collaboration between both facilities help to foster the ideal environment and experience for both teams to establish a shared goal of maximizing the gift of donation for awaiting recipients. Additionally, using a proactive approach with the hospital, we determined through feedback that an opportunity for improvement for ARORA is communication of donor potential or rule out in a more timely manner. By opening a streamlined line of communication with the hospital and teaching the hospital personnel appropriate bridging language, we hope to decrease the frustrations of staff and families to provide a more reasonable expectation of end-of-life decisions and timeline related to organ donation.
* ***Time Specific****- anticipated length of cycle*: 4-6 months

Methodology: ARORA will utilize the PDSA (Plan, Do, Study, Act) methodology to complete planning and analysis of the process improvement project. Results of project will be shared with Unity Health throughout and at the conclusion of the project.

Responsibilities:

* ARORA
  + Provide Unity Health with scope of project.
  + Create education for Palliative Team and Unity Health care team.
  + Create and provide resource materials for health care team to utilize.
  + Serve as a resource for health care team throughout project.
  + Collect any data related to project and report results.
  + Facilitate all meetings, education, and resources for project.
  + Communicate effectively and timely.
  + Remain as Designated Requestor per Hospital Memorandum of Agreement.
* Unity Health and Palliative Care Team
  + Agree to collaboration of process improvement project.
  + Receive education prior to implementation of process changes.
  + Actively participate and provide feedback throughout project as a shared collaborator.
  + Provide any assistance in collection of data, as needed, at the request of ARORA.
  + Act within the scope of the project, any deviations should be with the expressed consent and approval of ARORA.
  + Communicate effectively and timely.
  + Will collaborate with designated requestor to optimize established effective request process.

This project will be implemented with the understanding that only trained and approved personnel may act to disclose the registry for potential donors that have previously registered as an organ donor through the donor registry.

At any time either party can request termination of project without further consideration. If project is terminated, no further disclosures of donor registry may be performed, and each instance will be reflected in hospital metrics as a pre-mention of donation.