

Additional findings

- UNet apps
- Data Services reports
- Video
- Email

INTERNAL USE ONLY

UNet apps

“

Wouldn't it be great if your [OPO] administrator on call [in the] OR and the transplant coordinator could pull up the same page?”

Not having the same view makes “it really hard to communicate [quickly].”

Actionable items:

- *Highlight tools in UNet that help users save time.*
- *Enable coordinators to see outcome for donor they followed in UNet.*
- *Enable easy jumps to UNet applications, including the Data Services portal.*
- *Provide the same view within DonorNet to both transplant coordinators and OPOs*
- *Add ability to easily look up policies, definitions and clarification of terms within DonorNet.*
- *Integrate visual tools into the match for more comprehensive understanding.*

A visual view of the match in DonorNet would help coordinators understand acuity circles better.

Data Services reports

Actionable items:

- *Communicate new tools for increased awareness of what's available within Data Services portal, such as the Organ Offer Probability Report for kidney.*
- *Share best practices and ways centers use reports to streamline processes (e.g. some centers use Organ Offer Probability Report to determine who is in range for organ offers in order to initiate evaluation of patient readiness, including finance team's verification of patient's insurance).*

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Sometimes we're not aware that an enhanced tool is available that [replaces] our older, more archaic tools.

Video

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I think a lot of our patients go to YouTube and the info they're finding may not be a validated set of information.

Short videos are often "better than trying to [...] give patients a bunch of pamphlets.

Actionable items:

Patient education

- *Keep videos brief.*
- *Create videos for segment of journey. (Patients access things based on where they are in their transplant journey.)*
- *Create a one-stop location for videos.*

Professional education

- *Create videos to help OPOs and transplant professionals better understand each other.*
- *Create videos to understand living donor procurements and transplant surgeries (also beneficial to patients), could include developments such as robotic surgeries.*

Email

Actionable items:

- *Send weekly communication*
- *Use descriptive subject line so I know what I'm opening*
- *Make text brief, to-the-point info with option to drill down on topics of interest*
- *Summarize*
- *Bullet points*
- *Attachments or links to access sites for more info*

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Policy changes should be at the beginning of subject line. I delete most e-newsletters. [...] I open up email and start deleting.