



REGISTER NOW FOR THE THIRD ANNUAL

# Transplant Quality Institute

## October 12-14, 2016

# QUALITY

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**The only transplant conference  
focused on quality, improvement,  
data, and patient safety**

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**UNOS, MPSC, SRTR, and CMS presenting**



**Basic and advanced breakout sessions offered**



**First TQI oral abstract presentations**



**Poster session**



**Ample opportunity for networking**

**SHERATON DENVER DOWNTOWN HOTEL  
DENVER, CO**

Sponsored by the American Foundation for Donation and Transplantation



## Overview

### Purpose

Building on the enormous success of the Transplant Quality Institute, the third annual TQI will provide basic 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.

### Guest Faculty

**Matt Belton, BS**

Assistant Director, Member Quality  
United Network for Organ Sharing, Richmond, VA

**Sue Dunn, RN, BSN, MBA, CPTC**

President & CEO  
Donor Alliance, Denver, CO

**Katie Evers, RN, BSN, MBA**

Director of Transplant Services  
Children's Hospital Colorado, Aurora, CO

**P. Gail Eubank, MA-CCC CPHQ**

Healthcare Quality Certification Commission Chair  
National Association for Healthcare Quality, Frankston, TX

**Henrisa Haskell, RN, MSHA, CMQ/OE**

Director, Member Quality  
United Network for Organ Sharing, Richmond, VA

**Judy Miller, MBA-HCM, RHIA, CPHQ**

Vice President, Quality & Risk Management  
Methodist Specialty & Transplant Hospital, San Antonio, TX

**Jeffrey Orłowski, MS, CPTC**

President and Chief Executive Officer of LifeShare  
Transplant Donor Services of Oklahoma,  
Chair, OPTN/UNOS MPSC, Oklahoma City, OK

**Jacqui O'Keefe, MBA**

Assistant Director, Member Quality  
United Network for Organ Sharing, Richmond, VA

**Elizabeth Pomfret, MD, PhD, FACS**

Chief, Division of Transplantation, Professor of Surgery  
University of Colorado, Denver, CO

**Brian Shepard, MBA**

CEO, United Network for Organ Sharing, Richmond, VA

**Jon J. Snyder, PhD**

Director, Transplant Epidemiology, Senior  
Epidemiologist, Scientific Registry of Transplant  
Recipients Minneapolis Medical Research Foundation,  
Minneapolis, MN

**Brigitte Sullivan, MBA**

Executive Director  
NYU Langone Transplant Institute, New York, NY

**John Tawwater**

Associate Vice President Risk, Patient Safety,  
Claims and Transfer Center  
Jackson Health System, Miami, FL

**CMS Presenters TBA**

### Program Founders & Faculty

**Anthony Dawson, RN, MSN\***

Vice President of Operations, NewYork Presbyterian  
Hospital, New York, NY

**Jennifer Milton, BSN, CCTC, MBA**

Executive Director, Clinical Assistant Professor,  
University Transplant Center, San Antonio, TX

**Linda Ohler, RN, MSN, CCTC, FAAN**

Quality and Regulatory Manager, George Washington  
University Transplant Institute, Washington, DC

**Marian O'Rourke, RN, BSN, CCTC**

Associate Director, Quality, Compliance and Outcomes  
Management, Jackson Memorial Hospital, University  
of Miami, Miller School of Medicine, 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 Spicer, RN, BSN**

Quality Manager, Kidney Transplant Services,  
Virginia Transplant Center at Henrico Doctors' Hospital,  
Richmond, VA

\*Not a Member of the 2016 Faculty



## Continuing Education Credits

Applications will be made to the American Board for Transplant Certification (ABTC) for CEPTCs as well as to the American Nephrology Nurses Association (ANNA) for nursing CEUs.

## Objectives

Following the three day Transplant Quality Institute course participants will be able to:

- Identify challenges facing transplant from the perspective of UNOS, MPSC, SRTR, and CMS;
- Develop effective strategies to effectively meet the Centers for Medicare and Medicaid Interpretive Guidelines;
- Describe the role of the Membership and Professional Standards Committee in transplant quality and compliance;
- Describe the role of the Organ Procurement and Transplantation Network in transplant center quality;
- Describe the mandate of the Scientific Registry of Transplant Recipients and its role in quality outcomes;
- Develop and implement an effective QAPI program and plan for transplant programs;
- Identify components of a meaningful scorecard;
- Discuss the implications of education on quality and improvement in the onboarding process of new employees;
- Describe effective processes and tools for collecting, analyzing and reporting quality data;
- Discuss how to leverage existing hospital quality and outcome process to improve transplant quality;
- Describe advanced use of SRTR worksheets and CUSUM tables;
- Discuss the flagging criteria used by CMS, SRTR, and OPTN for transplant outcome assessment;
- Identify the top regulatory compliance violations identified on UNOS and CMS surveys;
- Review possible adverse events in transplant and describe 'thorough analysis';
- Review strategies to prepare for and remain survey ready at all times; and
- Discuss the relationship of hospital patient safety and risk management with transplant program initiatives.

## 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

Located along the 16th Street Mall on 1550 Court Place, the Sheraton Denver Downtown Hotel makes it easy to shop and dine without having to secure transportation. A few additional attractions that sit close by include the United States Mint for learning how coins are created, the Denver Art Museum for viewing both permanent and traveling collections, and Coors Field for a Colorado Rockies game. Finish your trip with a tour of the Molly Brown House Museum, which was built back in the 1880s. For a full outline of things to do and sights to see while you are in Denver, check out [www.visitdenver.com](http://www.visitdenver.com).

Transportation options to and from the Denver Airport include: private car (\$65-\$75 - contact the hotel concierge for reservations); taxi (\$55 flat rate option); Super Shuttle (\$19 - reserve online or 800-BlueVan); and train (\$9 - takes 37 minutes to Union Station and departs every 15 minutes from the airport transportation center. From Union Station take 16th Street Free Mall Shuttle to Court Place and the hotel).

## Wednesday, October 12

7:00 – 8:00 am	<b>Registration &amp; Breakfast with Exhibitors</b>
8:00 – 8:15 am	<b>Welcome</b> <i>Marian O'Rourke, RN, BSN, CCTC</i>
8:15 – 9:45 am	<b>Predicting the Future: A Look Through the Crystal Ball from OPTN/UNOS MPSC, SRTR, CMS, UNOS</b> <i>Jeff Orłowski, MS, CPTC; Jon Snyder, PhD; Henrisa Haskell, RN, MSHA, CMQ/OE; Brian Shepard, MBA; CMS Presenter</i>
9:45 – 10:15 am	<b>Panel Discussion</b>
10:15 – 10:45 am	<b>Break with Exhibitors</b>
10:45 – 12:00 noon	<b>Thanks for the Clarity! Review of the CMS CoP Interpretive Guidelines</b> <i>Jennie Perryman, RN, PhD with CMS and Faculty Presenters</i>
12:00 – 1:15 pm	<b>Lunch</b>

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### 101 BREAKOUTS

1:15 – 1:45 pm	<b>Quality Improvement Plan: A Project Design Plan</b> <i>Marian O'Rourke, RN, BSN, CCTC</i>
1:45 – 2:15 pm	<b>Developing Meaningful Scorecards</b> <i>Linda Ohler, RN, MSN, CCTC, FAAN</i>
2:15 – 2:45 pm	<b>Data Integrity: Verifying and Validating</b> <i>Jennifer Milton, BSN, CCTC, MBA</i>
2:45 – 3:15 pm	<b>Panel Discussion and Q&amp;A</b>

### 102 BREAKOUTS

1:15 – 1:45 pm	<b>Integrating QAPI: Onboarding, Orientation, and Succession Planning</b> <i>Helen Spicer, RN, BSN</i>
1:45 – 2:15 pm	<b>Leveraging Existing Initiatives in Hospital QAPI</b> <i>Judy Miller, MBA-HCM, RHIA, CPHQ</i>
2:15 – 2:45 pm	<b>Advanced SRTR Methodology</b> <i>Jon Snyder, PhD</i>
2:45 – 3:15 pm	<b>Panel Discussion and Q&amp;A</b>

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3:15 – 3:45 pm	<b>Break with Exhibitors</b>
3:45 – 4:30 pm	<b>Playing by the Rules: Who Decides Flagging Criteria for Outcomes and Why?</b> <i>Jeff Orłowski, MS, CPTC; Jon Snyder, PhD; CMS Presenter</i>
4:30 – 5:00 pm	<b>Panel Discussion</b>
5:00 – 6:00 pm	<b>Networking Reception</b>



## Thursday, October 13

- 7:00 – 8:00 am **Breakfast with Exhibitors**
- 8:00 – 8:15 am **Q&A from the Previous Day**  
*James Pittman, RN, MSN*
- 8:15 – 8:45 am **UNOS Survey Findings: Top 10 Opportunities for Improvement**  
*Henrisa Haskell, RN, MSHA, CMQ/OE and Matt Belton, BS*
- 8:45 – 9:15 am **CMS Survey Findings: Top 10 Opportunities for Improvement**  
*CMS Presenter*
- 9:15 – 9:45 am **Panel Discussion and Q&A**
- 9:45 – 10:15 am **Break with Exhibitors**
- 10:15 – 11:15 am **Tales from The Trenches: Process Improvement through the School of Hard Knocks**  
*Abstract Presenters*
- 11:15 – 12:15 noon **What's in Your Survey "D" Day PlayBook? Strategies for 'Audit' Readiness**  
*Kathy Schwab, RN, CCTC*
- 12:15 – 1:30 pm **Lunch**

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### 101 BREAKOUTS

- 1:30 – 2:10 pm **The Ever Changing Roles and Structure of Quality Teams: Who Do They Think I Am?**  
*Helen Spicer, RN, BSN*
- 2:10 – 2:50 pm **Do You Need a Method for Selecting a Method? A Tour of Process Improvement**  
*Linda Ohler, RN, MSN, CCTC, FAAN*

### 102 BREAKOUTS

- 1:30 – 2:10 pm **Regulatory Purgatory: How to Survive the Mitigating Factors and SIA Process**  
*Brigitte Sullivan, MBA*
- 2:10 – 2:50 pm **Transplant Center Financial Process Improvement using CMS FrameWork**  
*Jennifer Milton, BSN, CCTC, MBA*

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- 2:50 – 3:15 pm **Break with Exhibitors**
- 3:15 – 4:35 pm **Navigating Unique QAPI Needs – Perspectives on Pediatrics, Contracts, Living Donation and OPO**  
*James Pittman, RN, MSN; Marian O'Rourke, RN, BSN, CCTC; Sue Dunn, RN, BSN, MBA, CPTC; Katie Evers, RN, BSN, MBA*
- 4:35 – 5:00 pm **Panel Discussion and Q&A**
- 5:00 – 6:00 pm **Poster Session**



## Friday, October 14

- 7:00 – 7:30 am **Breakfast with Exhibitors**
- 7:30 – 8:15 am **Preparing for NAHQ Certification**  
*P. Gail Eubank, MA-CCC CPHQ*
- 8:15 – 8:30 am **Smashing Silos**  
*Jennie Perryman, RN, PhD*
- 8:30 – 9:00 am **The Holy Grail: Hospital Adverse Event Management**  
*John Tawwater*
- 9:00 – 9:30 am **Trolling for Triggers: Adverse Event Surveillance**  
*Speaker TBD*
- 9:30 – 10:00 am **UNET Safety Portal Reporting and Improvement Opportunities**  
*Henrisa Hassell, RN, MSHA, CMQ/OE and Jacqui O’Keefe, MBA*
- 10:00 – 10:30 am **Thorough Analysis of CMS Expectations on Adverse Events**  
*CMS Presenter*
- 10:30 – 10:45 am **Panel Discussion**
- 10:45 – 11:15 am **Break with Exhibitors**
- 11:15 – 12:00 noon **Communications & Disaster Plan**  
*Elizabeth Pomfret, MD, PhD, FACS*
- 12:00 – 12:30 noon **Considerations in Disaster Planning**  
*Speakers TBD*
- 12:30 – 12:45 pm **Closing Remarks**  
*Marian O’Rourke, RN, BSN, CCTC*
- 12:45 – 1:00 pm **Grab and Go Lunch**

## CONCURRENT POST CONFERENCE SESSIONS

Learn how to use all the data tools available with hands-on interactive sessions with UNOS and SRTR. Registration required for either course – no additional cost.

- 1:00 – 2:30 pm **UNOS Data Reports & UNET ROO Report**  
*UNOS Staff*
- 1:00 – 2:30 pm **SRTR CUSUM, SRTR PSR**  
*SRTR Staff*





## Registration

### AFDT Meeting: Wednesday-Friday, October 12-14, 2016

\$595 per participant.

**Credit cards are accepted and online registration is available at [www.amfdt.org](http://www.amfdt.org).**

Pre-registration via fax is accepted and requested at (804) 323-1300. The course will have a limited number of registrants (250). Early registration is recommended. Payment is expected prior to the meeting. Registration fees should be in US currency.

**Fees are not refundable after August 30, 2016.**

Make all checks/money orders payable to: AFDT

8154 Forest Hill Avenue, Suite 3  
Richmond, VA 23235-3255

#### Accommodations:

Hotel reservations can be made by calling, 303-893-3333. Reserve prior to September 11, 2016 and reference your attendance at the American Foundation for Donation & Transplantation meeting (Group ID 11688) to receive the group rate of \$199, plus 14.75% tax. Complimentary in room internet access is provided.

UNOS and SRTR have graciously agreed to provide additional hand-on coaching on how to use the various data resources each has available to transplant centers. These sessions will be planned based on interest expressed on this registration for either session, space constraints, and time. Please check which session you are interested in (check both if you would attend both sessions if held sequentially). **Space for the entire conference is limited to 250 participants. No on-site registration will be available.**

More information will be shared with registrants closer to the conference. Laptops will be highly recommended to follow along with instructors.

Request registration for hands on sessions on Friday:  UNOS Data Reports and ROO  
 SRTR Data Integrity Tables, CUSUMS

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