



ASSOCIATION OF ORGAN PROCUREMENT ORGANIZATIONS

Saving and improving lives through organ, eye, and tissue donation

**Quality Improvement & Education & Training
Council Collaboration Webinar Series**

Part 1 of 5 – Problem Identification

June 23, 2021 | 1:00 - 2:00PM ET

Collaboration Leadership



Tish Geftos

Vice-President and Chief Quality Officer
Kentucky Organ Donor Affiliates



Lacey Deloera

Clinical Education of Organ Operations
Gift of Hope

OPO Collaboration



Alabama's Organ & Tissue
Donation Alliance



Tennessee Donor Services
New Mexico Donor Services
Sierra Donor Services



Today's Presenters



Dustin Goad

Director of Quality Systems

Arkansas Regional Organ Recovery Agency



Cheri Moore

Quality Systems Manager

LifeCenter Organ Donor Network



PROBLEM IDENTIFICATION

Improvement Webinar Series

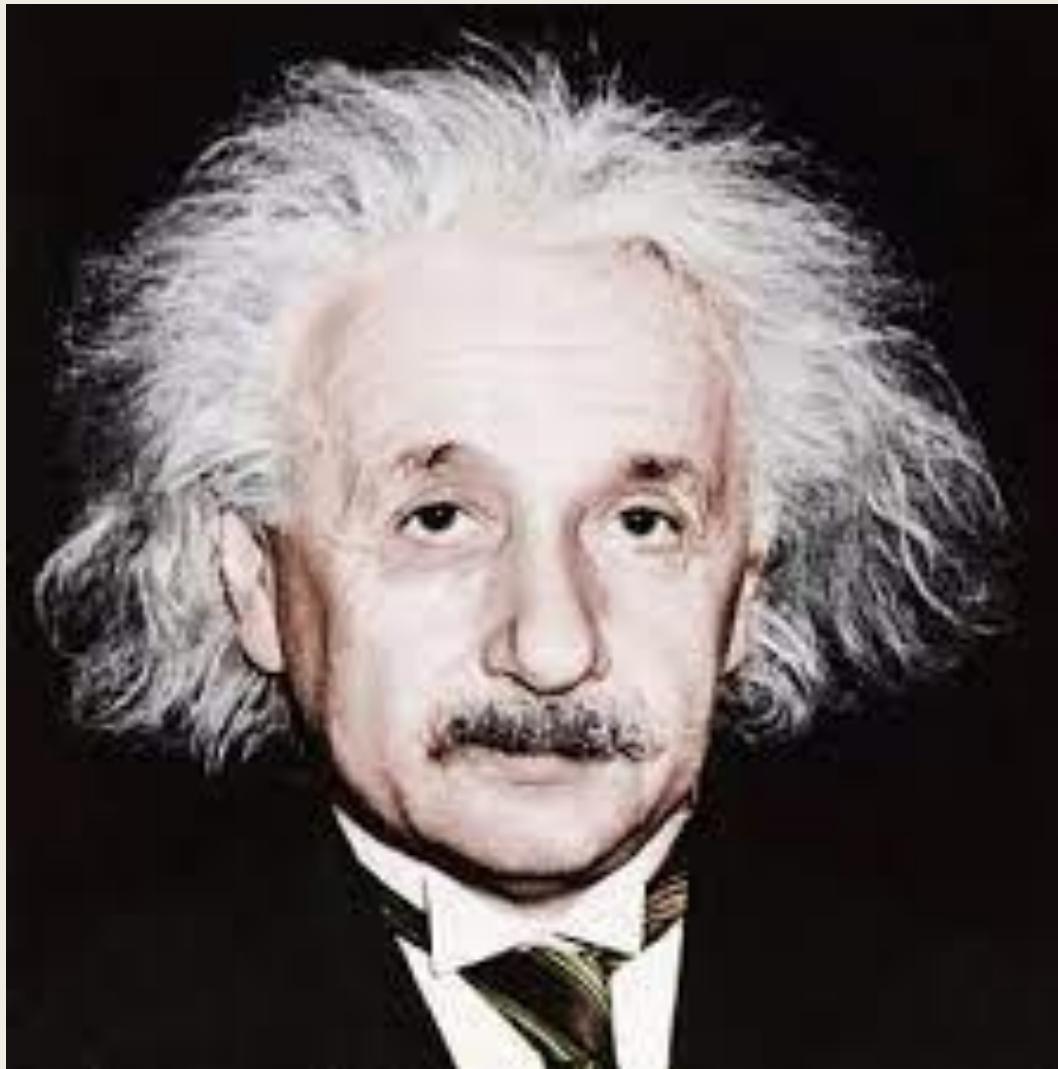
Part 1

Introduction

Objective

Webinar Series Topics

- *Problem Identification*
- *Data and Metrics*
- *Implementation and Execution*
- *Change Management*
- *Results*



The Power of a Problem

“If I were given one hour to save the planet, I would spend 59 minutes defining the problem and one minute resolving it.”

Learning Objectives

Problem Identification
Potential Sources

Define the Problem

Prioritization-
Frequency/Risk

Problem Buy-in

Potential Sources for Problem Identification



Proactive Approaches-Choose to Address

- PDSA/PDCA
- KPI's
- Surveys
- Identify waste with Lean/Kaizen concepts
 - Value Stream Map
 - Spaghetti Diagram
 - Process Flow Map
 - Process Flow Chart



Reactive Approaches-Have to Address

- Variances/deviations/Non-conformances (regulatory-driven)
- Audit (regulatory-driven)
- Complaints-internal and external
- CAPA & RCA

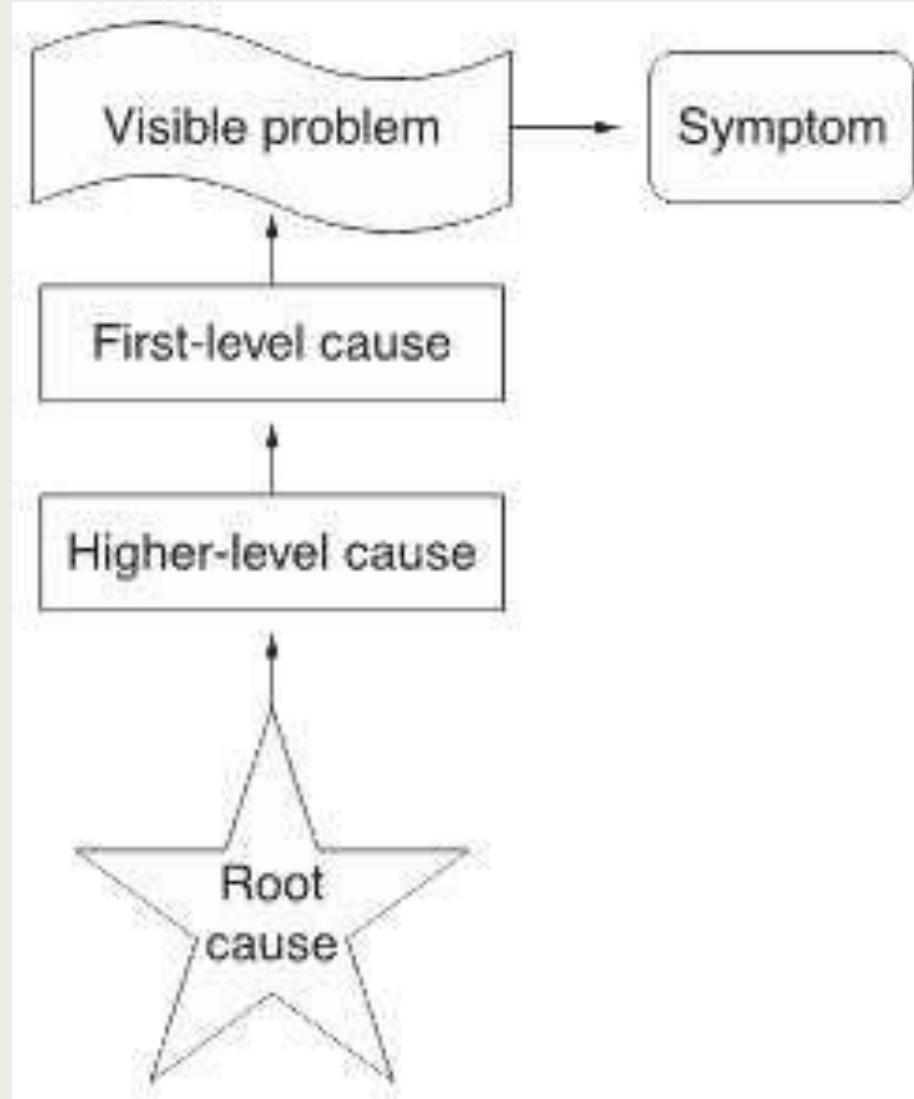


Define the Problem

- What exactly is the problem?
 - *The root cause is the core issue setting into motion the entire cause-effect reaction that ultimately leads to the problem*
- Where and when is the problem occurring?
- What are the underlying causes?

Tools to Identify

- RCA
- 5 Why's
- Fishbone Diagram
- Process Mapping/Causal Factor Diagrams



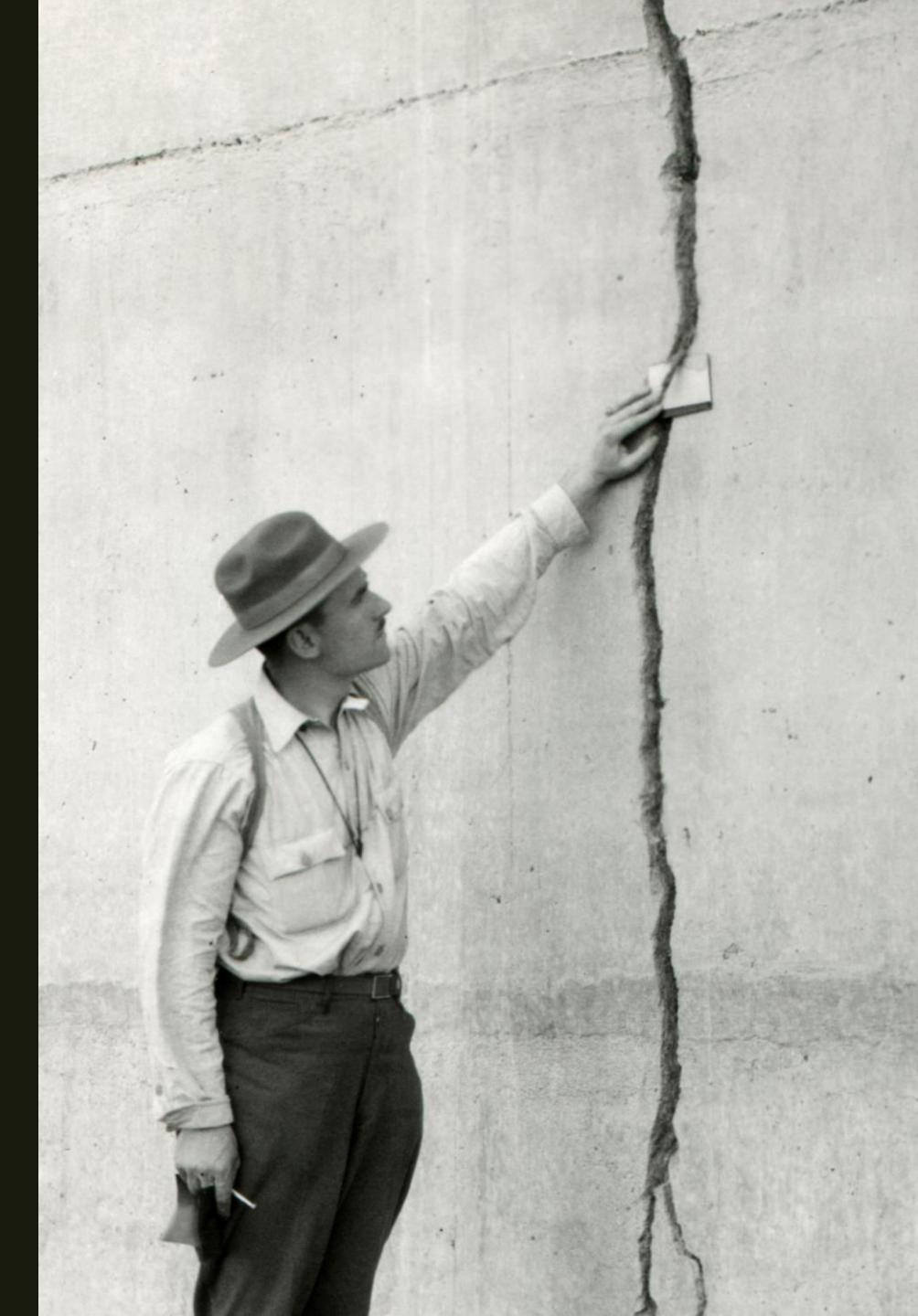
Problem Statement

- Current State, Gap, Future State
- Understand impact or effect on the customer
- Data to understand size and scope of the problem, with magnitude of the problem
- Know where you are at before you decide where you are going



Problem Prioritization

- After a problem is defined, a risk assessment should occur. HOW BIG IS YOUR PROBLEM?
 - *Probability-What is the likelihood of the problem reoccurring?*
 - *Severity-What is the effect the problem has to your organization's mission?*
 - *Detection-What controls does your organization have in place to detect the problem?*



Risk Assessment Tools

- Risk Assessment Matrix
 - *List potential risks*
 - *Rate the risk severity*
 - *Rate the probability*
 - *Focus on risks that have higher impact and probability*

Risk Priority

Legend for RPN Values	
Probability Value	Probability Value Descriptions
1	Occasionally occurs in the Donation outcome
2	Regualrily occurs in the Donation outcome
3	Expected to occur in the donation outcome
Severity Value	Severity Value Description
1	No potential to directly impact the Doantion outcome
2	Potentially impact the Doantion outcome
3	Directly impacts the doantion outcome
Detection Value	Detection Value Description
1	Required Validated (Automated) System Check
2	Dual "real-time" (Manual) Verfication Step(s)
3	No required/prompted system or process verification step(s)

Risk Priority Number (RPN) Breakdown				
Clinical Process	Probability	Severity	Detection	RPN
"Physical Assessment Process"	3	3	3	27
"Infectious Disease Process"	3	3	2	18
"Medical Examiner / Coroner Communication Process"	2	2	3	12
"Referral Traige Process"	3	3	1	9

Risk Assessment Matrix

Risk Assessment Matrix				
Severity	High	Medium	High	High
	Medium	Low	Medium	High
	Low	Low	Low	Medium
	Low	Medium	High	Probability

Risk Matrix

Risk Rating Matrix							
5	5 ACTIONABLE	10 HIGH ROI	15 HIGH ROI	20 TAKE ACTION	25 TAKE ACTION	LxL Index	
4	4 ACCEPTABLE	8 ACTIONABLE	12 HIGH ROI	16 HIGH ROI	20 TAKE ACTION	TAKE ACTION: 20-25	
3	3 ACCEPTABLE	6 ACCEPTABLE	9 ACTIONABLE	12 HIGH ROI	15 HIGH ROI	HIGH ROI: 10-16 OVER INVESTED: 1	
2	2 REVIEW	4 ACCEPTABLE	6 ACCEPTABLE	8 ACTIONABLE	10 HIGH ROI	ACTIONABLE: 5, 7-9 REVIEW: 2	
1	1 OVER INVESTED	2 REVIEW	3 ACCEPTABLE	4 ACCEPTABLE	5 ACTIONABLE	ACCEPTABLE: 3, 4, & 6	
Likelihood ▲	1	2	3	4	5	◀ Impact	

Buy In



Fun Fact: The Bird Cage Theatre in Arizona once hosted a poker game that lasted 8 years

Buy In-Sponsors



- Gain sponsor in upper leadership
 - Monetary investments
 - Other resources (time)



Fun Fact: Little League Softball® was officially launched in 1974 with the first Little League Softball World Series also being held that year.

Buy In-Gain Cheerleaders and Champions



Fun fact: Cheerleading dates back to 1860 in Great Britain and was started by men.

Buy In



■ Special Thanks

- Justin Siers
- Andy Ley



QUESTIONS



WEBINAR SERIES SCHEDULE

1:00PM ET

PART 2 - DATA & METRICS

JULY 21, 2021

PART 3 - IMPLEMENTATION/EXECUTION

AUGUST 18, 2021

PART 4 - CHANGE MANAGEMENT

SEPTEMBER 15, 2021

PART 5 - RESULTS

OCTOBER 13, 2021



IMPROVEMENT WEBINAR SERIES

A large, solid green circular button with the words 'THANK YOU!' in white, bold, sans-serif capital letters in the center. The button has a slight shadow effect.

**THANK
YOU!**