

Name of project being proposed for an award:

Transplant Organ Offers Workflow Migration to Epic EMR

Names of project leader(s) and team members:

Robert Laviolette

A summary (one to three sentences):

The Transplant Organ Offer Workflow Migration to Epic EMR project was initiated to improve the workflow for transplant coordinators to document and track every organ offer in UCLA's medical records system. With the completion of the project, we reduced the number of systems used by the coordinators and now house all information in one location, greatly improving communication, efficiency, and patient care coordination.

Project narrative:

The UCLA Transplant program began in 1964 and is one of the largest programs in the nation. Last year, the program had 11,301 organ offers and completed 711 successful heart, lung, liver, intestine, kidney, and pancreas transplants. The program was using a Microsoft Access database to track organ offers to potential recipients, and the servers that housed this database was set to be decommissioned at the end of 2022. This presented an opportunity to streamline and optimize the transplant coordinator workflows.

Before this project, the transplant coordinators had to use two systems to document and track organ offers. They would use the Microsoft Access database to document the organ offers and the Epic EMR to review potential recipient charts and document the organ acceptance. Shift changes between the coordinators were also not ideal since there were no standard handoff reports. The coordinators had to review every pending case by telephone, which was time consuming. The Epic EMR system did not have a built-in workflow to document all organ offers received by transplant centers. This meant that the project team would have to create an innovative solution from scratch. The goal was clear: to create custom workflows that were solely within Epic to document all organ offers, regardless of whether UCLA ended up accepting the offer. This data is very critical to transplant programs as it allows them to review why they are declining certain organs and possibly increase the number of patients who could potentially receive an organ.

Over the course of 8 months, the project team worked with the transplant coordinators to review all current state workflows to ensure every organ offer (heart, lung, liver, intestine, kidney, and pancreas) could be documented and tracked within Epic. The project team leveraged their Epic knowledge to create custom documentation tools and reports to support all organ offer workflows in a way that was easily adaptable for the transplant coordinators. This allowed the coordinators to use one system to perform their workflow and improve transplant patient care coordination.

Since the go-live date (11/15/21), the transplant coordinators have documented 5067 individual organ offers that were made to UCLA. The transplant coordinators have reported much greater efficiency since they no longer have to switch between multiple systems, and the newly created reporting tools improved coordinator to coordinator communication. Using the Epic EMR has also streamlined the communication between the coordinator and providers when making critical life-saving decisions for our patients.

This project modernized the very complicated and tedious process of tracking organ offers. Epic has since added this workflow to their roadmap for potential development in the future.