

Implementation of a Multidisciplinary Clinic for Solid Organ Transplant Patients

Introduction/Problem

The evaluation process of a Transplant candidate necessitates a multitude of tests and visits with the multidisciplinary team. Patients are required to come for many appointments, often scattered on different days and over several weeks to months. The time it takes from initial visit to listing decision can be lengthy and disadvantages those who are eligible for transplant.

Aim/Goal

In efforts to improve the overall satisfaction of our patients, it was our goal to implement a multidisciplinary clinic to decrease the length of time to listing, allow for greater involvement of multidisciplinary team at the time of initial visit to develop a more comprehensive plan, provide well coordinated office visits, decrease interruption of patient/family life, further determine the cause of delays and minimize repeat testing if > 1 year.

Results/Progress to Date

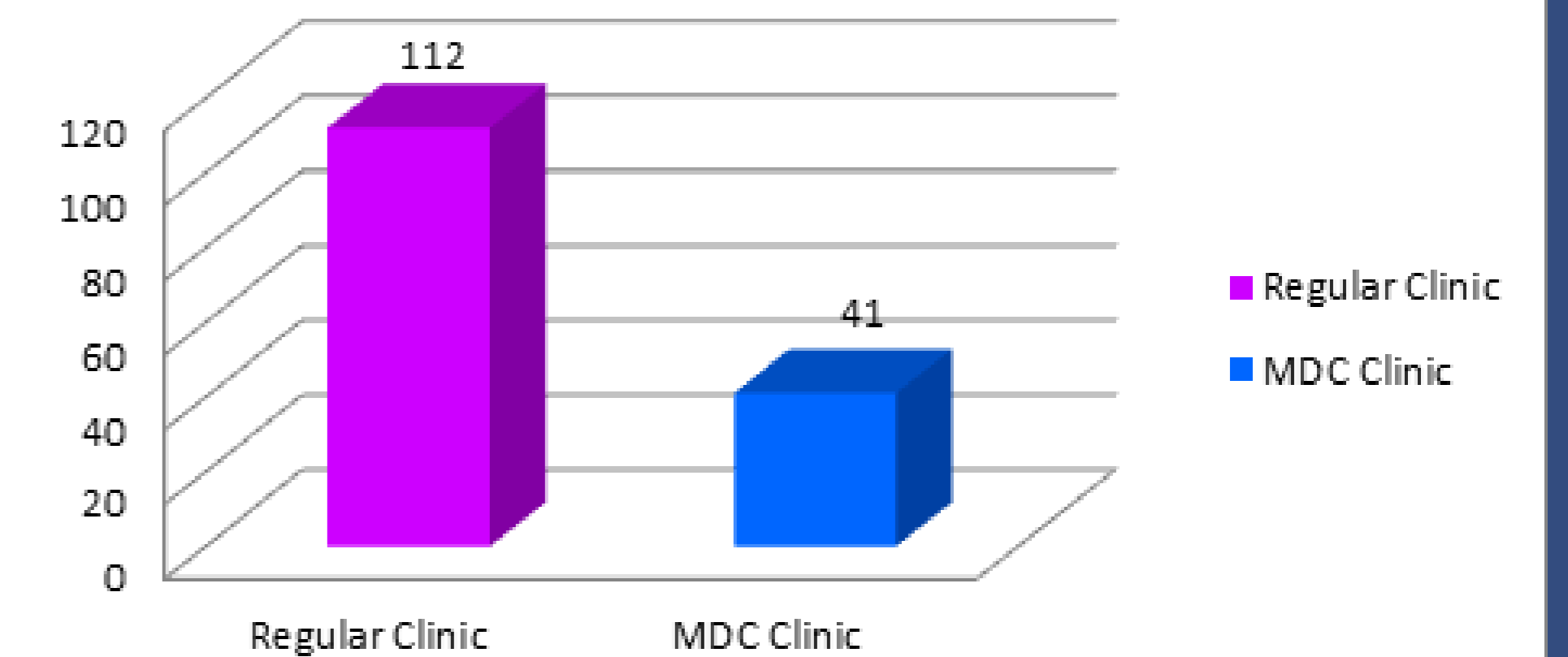
Data Collection:

- Regular clinic includes data from FY2017
- MDC Clinic includes data from December 2017 - February 2018

Results:

- Measurement of throughput from initial visit to listing decision confirmed our concern that the evaluation process wasn't efficient
- Early results indicate improvement

Average Throughput in Days - Regular Clinic vs MDC Clinic



The Team

CMS required Multidisciplinary Transplant Team

- Transplant Nurse Coordinators
- Transplant Hepatology
- Transplant Nephrology
- Transplant Surgery
- Transplant Social Work
- Transplant Pharmacy
- Transplant Dietitian
- Transplant Financial Coordinator
- Transplant Medical and Administrative Assistants



Lessons Learned

- MDC model does not fit all patients; therefore, previous model is used when needed
- Clinical space is not optimal for MDC model
- A reminder phone call on the Friday before the Monday clinic reduced "No-shows"
- MDC is 5 hours long; patients are encouraged to bring food but often forget, therefore we have snacks on hand if needed
- MDC approach has improved timely communication and collaboration between team members

The Interventions

The Team:

- Developed a 1 day, Multidisciplinary Clinic (MDC) where each patient would meet with 7 providers (Transplant Surgeon, Hepatologist/Nephrologist, Nurse Coordinator, Pharmacist, Social Work, Financial Coordinator and Dietitian) in a comprehensive morning or afternoon visit
- Developed a new telephone screening tool to determine eligibility of the potential transplant candidate
- Improved the process of obtaining outside medical records prior to patient appointment
- Updated outgoing patient letter describing the very long and information packed day
- Coordinated with Commuter Services for reduced parking rate

Next Steps

- Continue to collect and analyze data
- Continue to work with specialty departments to expedite consultations and testing
- Identify additional sessions to accommodate patients on dialysis
- Determine options to accommodate non-English speaking patients
- Identify more appropriate space for visits
- Implement patient and provider satisfaction tool to identify opportunities for improvement



For more information, contact: