

Solid Organ Donation: Living Donor Tours

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Introduction/Problem

Living organ donors are generally healthy individuals, often with limited exposure to the acute care environment. These individuals are preparing to undergo a major surgery in an effort to help another. Based on feedback from our living donor population, we recognized that “the unknown,” or in general, not knowing what to expect during an inpatient recovery and hospital stay, was a source of pre-operative stress, anxiety and fear.

Aim/Goal

To ameliorate the living donor pre-operative distress, set realistic expectations, and better prepare for donation, our team instituted a 10 to 15 minute Tour of the inpatient unit prior to their donation surgery. During the Tour, an opportunity would be provided to visualize the environment, discuss common considerations and have questions answered.

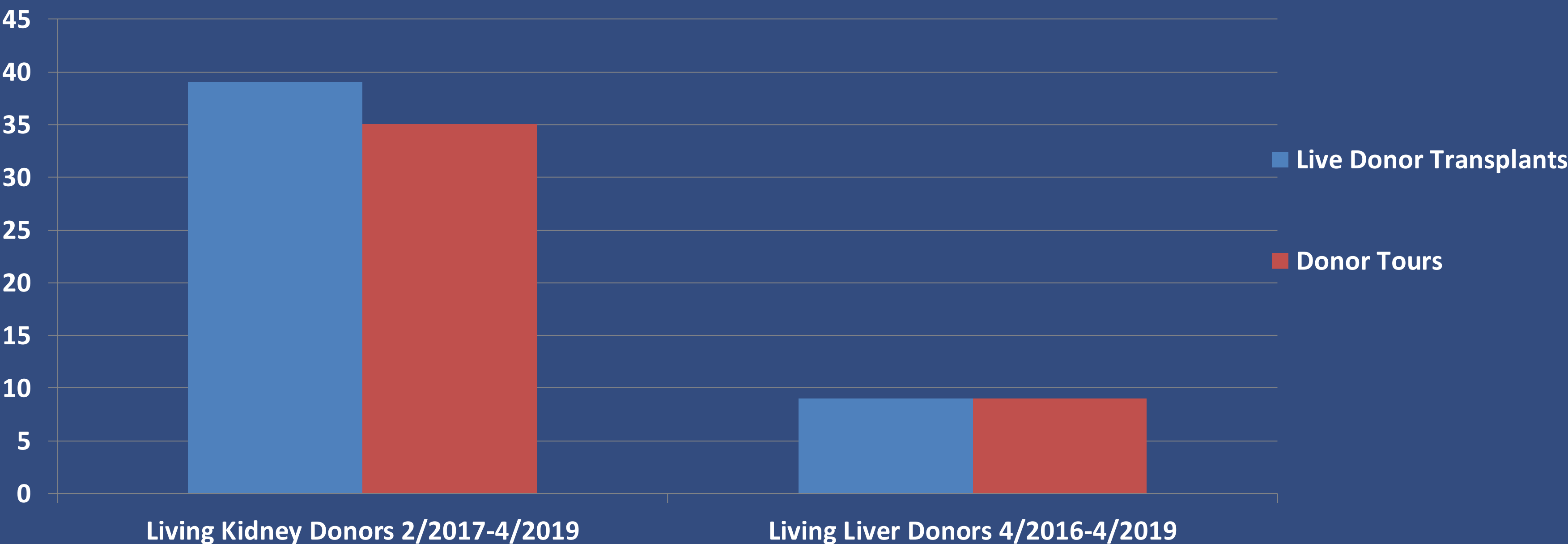
The Team

- Multidisciplinary:
 - Live Donor Outpatient Team
 - Farr 10 Inpatient Team

The Interventions

- Prepare an itinerary for Tour Guides to standardize talking points reviewed during Tour
- Identify and train staff to serve as guides for Donor Tour
- Emphasize continuity of care by involving inpatient and outpatient staff members, such as SW and RN disciplines, in Donor Tour
- Review special considerations unique to the inpatient transplant unit, such as infection control
- Discuss post-operative care considerations such as pain management
- Review what items would be ok to bring and which should be left at home
- Include key areas of unit on the tour such as solarium, kitchenette, whiteboard and introduce donor to staff
- Discuss different noises the individual may hear and how we will work to minimize noise level
- Describe roles of staff that donor will interact with often, such as unit coordinator, nurse, patient care technicians, etc.)

Results/Progress to Date



Summary of Farr 10 Donor Tour Participation to Date

Launched April 2016 With Living Liver Donors ▪ Living Kidney Donor Tours Began February 2017

Lessons Learned

- Coordination of interpreter services for Donor Tour
- Floor acuity can negatively impact Tour experience
- Empty patient room not always available to show donor
- Pre-Tour education is important in order to explain the overall purpose and benefit of the Tour
- Standardized scheduling of Tour on pre-admission testing day can improve participation/experience

Next Steps

- Train additional staff to act as “Tour Guide”
- Post-Tour survey to measure effectiveness and identify opportunities for improvement
- Include photograph of patient room to share when an empty room is not available
- Expand tour to transplant recipients with planned living donors
- Include information about inpatient stay in living donor education materials
- Encourage supports to attend tour with donor

For more information, contact:

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