

# DonorNet Enhancements Breakout Session

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# Agenda

- UNOS Technology Transformation
- Engage with the Community
- Definition of Enhancement Request
  - Enhancement vs. Policy Change
- DonorNet Enhancements
  - Enhancement Backlog
  - Enhancement Strategy
- Next Steps & Questions

# UNOS Technology Transformation

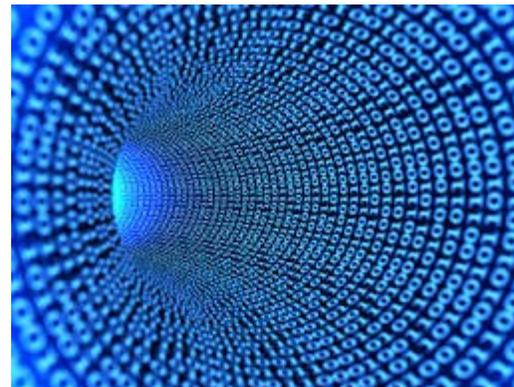
**Complexity of existing architecture**



**Changes in Customer Expectations**



**Explosion of Data**



# It's all about the Customer



# Engage with the Community



Close Relationship with the Engineering Teams	Opportunity to Influence the Roadmap	Opportunity to meet and learn from other participants
		

# Customer Council

## Mission

- ✧ Improve customer satisfaction with services UNOS provides
- ✧ Reduce the amount of rework after launch of new services
- ✧ Assist in the prioritization of enhancement requests on behalf of the transplant community

## Charter: Connect the broader customer community with IT

- Provide a channel for members/customers to suggest improvements to existing services
- Provide a venue for UNOS IT to develop a better understanding of the community needs - current and future
- Involve users in the development process
- Influence prioritization of enhancement efforts
- Identify opportunities for new services

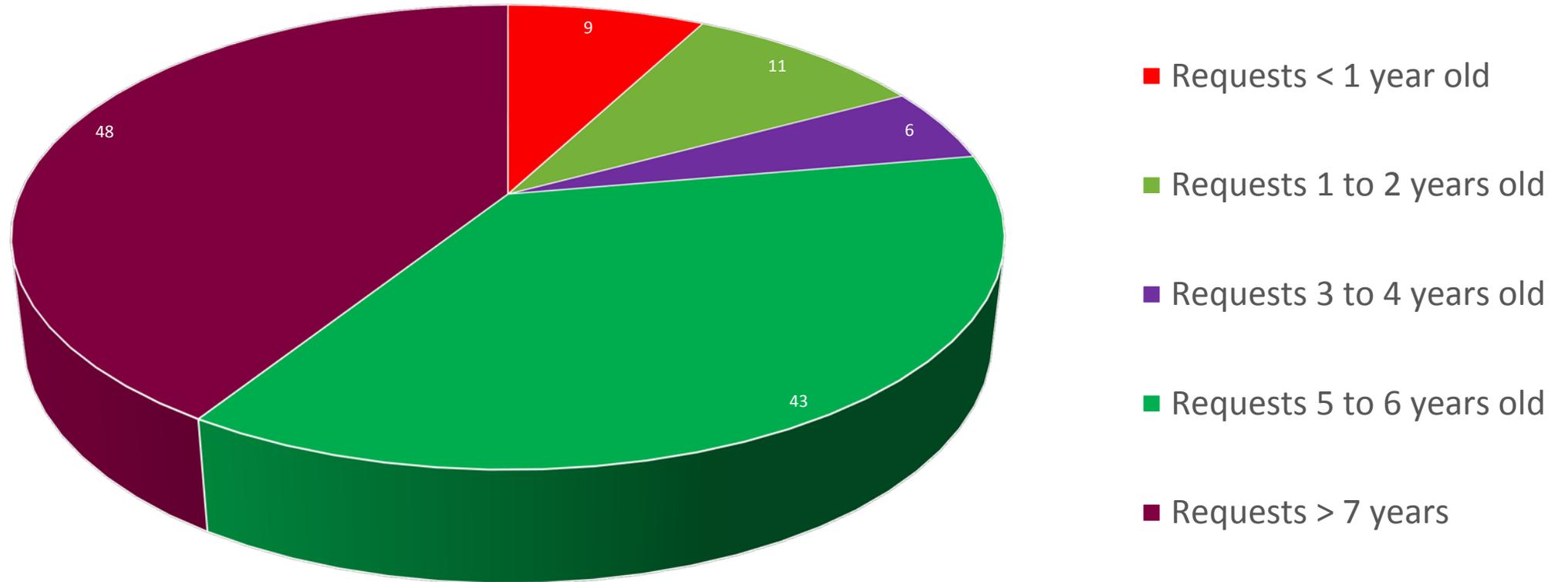
# Customer Council Members

Name	Organization	Title
<i>Angie Korsun</i>	University of Iowa Hospitals and Clinics	Chief Administrative Officer
<i>Anita Patel</i>	Henry Ford Hospital	Nephrologist
<i>Chris Curran</i>	New England Organ Center	Director of Organ Operations and Surgical Recovery
<i>Dave Gee</i>	Gift of Life Michigan	Information Services Director
<i>Dean Henderson</i>	University of Mississippi Medical Center	Transplant Administrator
<i>Dolly Tyan</i>	Stanford University HLA Laboratory	Director of HLA & Immunogenetics Lab
<i>Kevin Daub</i>	LifeNet Health	Organ Recovery Coordinator
<i>Larry Suplee</i>	Gift of Life Donor Program	Director, Transplant Information Center
<i>Leslie Gallagher</i>	MCV Hospitals	Transplant Nurse
<i>Mark Paster</i>	AOPO	Information Technology Officer
<i>Stacey Doll</i>	University of Pennsylvania Health System	Director, Quality and Regulatory Compliance
<i>Walt Nickels</i>	Arkansas Regional Organ Recovery Organization	Director of Clinical Services
<i>William Bry</i>	California Pacific Medical Center	Surgeon

# Enhancements vs Policy Changes

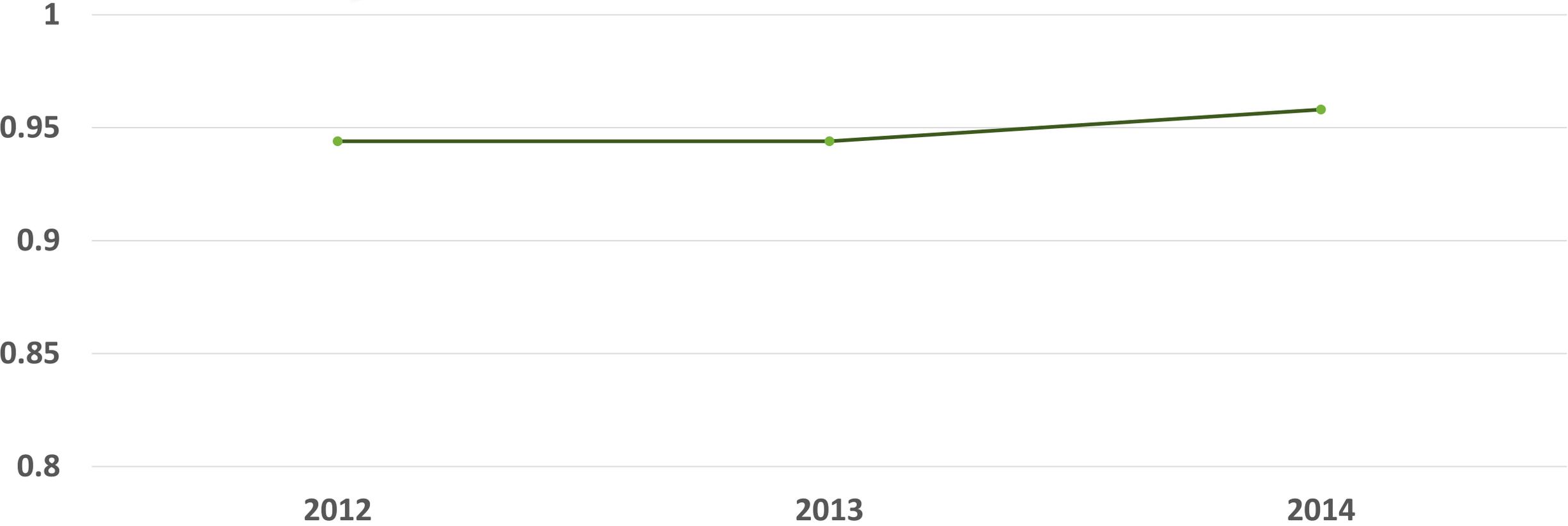


# Backlog of Enhancement Requests



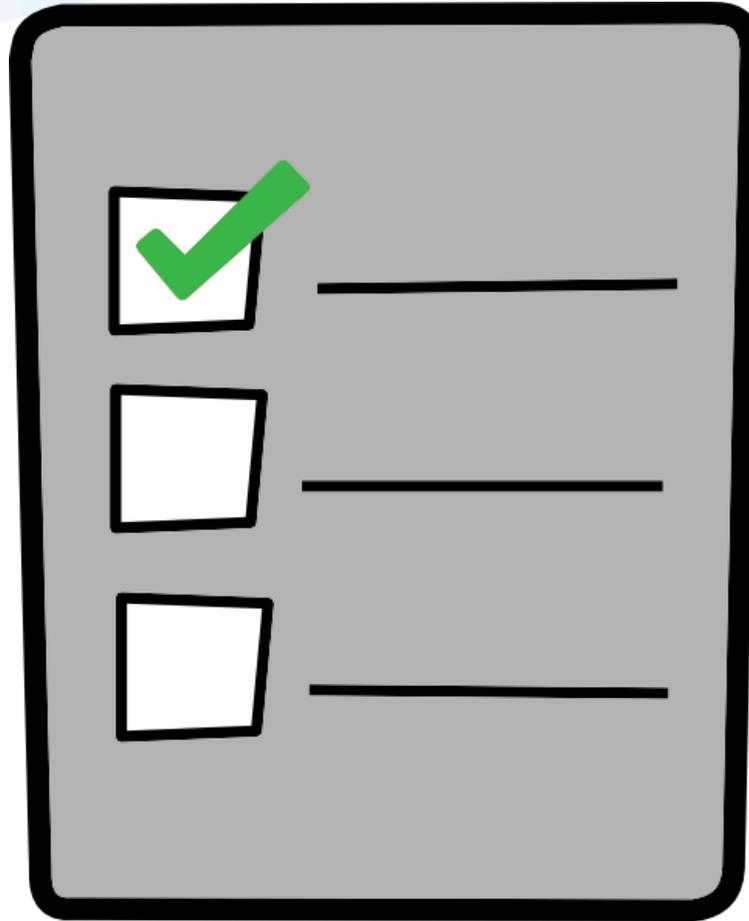
# Customer Satisfaction

## Ease of Use



—● DonorNet

# Enhancement List Discussion



# Enhancement Requests



# Enhancement Strategy



