

# UNOS<sup>SM</sup> Primer

Training for Transplant and OPO Professionals


May 16-17, 2022

Richmond, Virginia



#UNOSPrimer2022

## Monday, May 16, 2022

8:00 – 8:30	<b>Registration Opens &amp; Breakfast Served</b>	<b>Go to the registration desk to get your badges, visit exhibitors, eat breakfast and chat with peers.</b>
8:30 – 8:40	<b>Welcome!</b> <ul style="list-style-type: none"> <li>Brian Shepard, CEO</li> </ul>	Welcome to UNOS and the 2022 UNOS Primer!
8:40 – 9:15	<b>UNOS History &amp; Operations</b> <ul style="list-style-type: none"> <li>Maureen McBride, PhD, COO</li> </ul>	Learn about the history and evolution of UNOS
9:15 – 10:15	<b>Policy &amp; Community Relations (PCR)</b> <ul style="list-style-type: none"> <li>Rebecca Murdock, Policy Drafter, PCR</li> <li>Kim Uccellini, MS, MPH, CPHQ, Manager, PCR</li> </ul>	This session will provide a high-level overview of the <ul style="list-style-type: none"> <li>OPTN policy development process</li> <li>Legislative and regulatory framework of the OPTN, Board and Committee structure, regional meeting and public comment processes, and the different types of policies and policy proposals</li> </ul>
10:15 -10:30	<b>Quick Bio Break</b>	
10:30 – 11:30	<b>Organ Allocation: How it really works</b> <ul style="list-style-type: none"> <li>Jennifer Musick, CAPM, Manager, Organ Center Operations</li> </ul>	In this session, you will hear how organ allocation really works and the most frequently asked questions Organ Placement Specialists receive in the Organ Center.
11:30 – 11:40	<b>Remarks from CareDx</b> <ul style="list-style-type: none"> <li>Gold Sponsor of UNOS Primer 2022</li> </ul>	 <b>CareDx</b> <sup>®</sup> Your Partner in Transplant Care™
11:40 – 12:30	<b>LUNCH</b>	<b>Enjoy a wonderful lunch and visit exhibitors and UNOS staff meet &amp; greet opportunities.</b>

12:30 – 1:30	<b>UNet<sup>SM</sup> 101</b> <ul style="list-style-type: none"> <li>• Lauren Motley, Service Owner, IT Customer Advocacy</li> <li>• Heather Mitchell, Service Desk Specialist, IT Customer Advocacy</li> </ul>	This session will review how UNOS applications fit within the transplant lifecycle and your role within it. This session includes review of the following UNet applications: <ul style="list-style-type: none"> <li>• Waitlist<sup>SM</sup></li> <li>• DonorNet<sup>®</sup></li> <li>• TIEDI<sup>®</sup></li> </ul>
1:30 – 2:15	<b>Overview of OPTN Data</b> <ul style="list-style-type: none"> <li>• Nadine Hoffman, CDMP, MBA, MIS, Director, Information Governance</li> </ul>	In this session you will learn the following: <ul style="list-style-type: none"> <li>• What is OPTN data?</li> <li>• Who manages the data?</li> <li>• Where, how and when is the data collected?</li> <li>• Why is the quality of the data important?</li> <li>• How can I find help?</li> </ul>
2:15 – 2:45	<b>Introduction to the Data Services Portal</b> <ul style="list-style-type: none"> <li>• Neelam Singh, Manager, Business Intelligence and Data Products</li> <li>• Sarah Taranto, Principal Data Analyst, Solutions</li> <li>• Read Urban, Research Scientist, Research</li> </ul>	Get a walk-through of data services portal and learn about all the improvements. Learn what reports are available, how to find them, and how to use them.
2:45 – 3:15	<b>BREAK</b>	<b>Visit exhibitors and UNOS staff meet &amp; greet opportunities.</b>
3:15 – 4:30	<b>OPTN Peer Review: Member Quality and the OPTN Membership and Professional Standards Committee</b> <ul style="list-style-type: none"> <li>• Betsy Warnick, MS, Manager, Compliance &amp; Performance Monitoring, Member Quality</li> <li>• Katie Favaro, Performance Analyst, Member Quality</li> </ul>	* How the UNOS Member Quality Department evaluates and assists OPTN members through the OPTN peer review process * MPSC activities over the past year, including top policy violations and collaborative improvement efforts * High level overview of OPTN member performance reviews, including changes to the transplant program metrics
4:30 – 5:30	<b>OPO/Transplant Hospital – Hybrid Site Surveys</b> <ul style="list-style-type: none"> <li>• Brigid Burns, MSW, Site Surveyor, Member Quality</li> <li>• Jon Dyer, MSN, RN, Site Surveyor, Member Quality</li> </ul>	This session you will learn about: <ul style="list-style-type: none"> <li>• New Hybrid Site Survey Model</li> <li>• Options for sharing medical records virtually</li> <li>• Focus on education and collaboration</li> </ul>
5:30 – 6:00	<b>Reception</b>	<b>Join us for a UNOS Primer Reception! Enjoy appetizers, drinks, visit exhibitors and UNOS staff meet &amp; greet opportunities.</b>
6:00	<b>End of Day 1</b>	

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## Tuesday, May 17, 2022

**\*For Day 2 Morning Sessions, you must have UNet access.\***  
**If you do not have UNet access, please plan to come to the UNOS building at 11:30.**

### OPO Breakouts

8:00 – 8:30	<b>Welcome Back &amp; Breakfast Served</b>	<b>Visit exhibitors and network with peers while fueling up for today's sessions.</b>
8:30 – 10:00	<b>OPO Focus: Tips and Tricks with UNet<sup>SM</sup></b> <ul style="list-style-type: none"> <li>• Lauren Motley, Service Owner, IT Customer Advocacy</li> <li>• Heather Mitchell, Service Desk Specialist, IT Customer Advocacy</li> </ul>	In-depth and hands on instruction with our features and applications and how to use them in your OPO role. <b>*Must have UNet access to participate</b>
10:00 – 10:30	<b>BREAK</b>	<b>Visit exhibitors and UNOS staff meet &amp; greet opportunities.</b>
10:30 – 11:30	<b>OPO-Specific Reports: Leveraging the Power of the Data Portal for OPOs</b> <ul style="list-style-type: none"> <li>• Read Urban, Research Scientist, Research</li> <li>• Sarah Taranto, Principal Data Analyst, Solutions</li> </ul>	In this session you will learn about: <ul style="list-style-type: none"> <li>• Successful navigation of the UNOS Data Services Data Portal</li> <li>• When, where and how to access important data to help with OPO quality and process improvement efforts</li> </ul> <b>*Must have UNet to participate</b>
11:30 - 12:30	<b>LUNCH</b>	<b>Visit exhibitors and UNOS staff meet &amp; greet opportunities.</b>
12:30 – 1:30	<b>OPO – Site Surveys Made Easy</b> <ul style="list-style-type: none"> <li>• Brigid Burns, MSW, Site Surveyor, Member Quality</li> <li>• Jon Dyer, MSN, RN, Site Surveyor, Member Quality</li> </ul>	This session you will learn about: <ul style="list-style-type: none"> <li>• Prepping made easy for hybrid surveys</li> <li>• Common survey findings</li> <li>• Evaluations and corrective action plans</li> </ul>
1:30 – 2:00	<b>Tours</b>	<b>During this time, you will take guided tours of the Organ Center and the National Donor Memorial.</b>
2:00 – 2:10	<b>Short Break</b>	

2:10 – 2:40	<b>Peer Discussions/Activity</b>	Opportunity to learn from your peers. During this time, you will have the opportunity to bring up challenges you face at your OPO and discuss them with your peers. Topics do not have to relate to UNOS operations.
2:40 – 3:10	<b>PLENARY: Information about New UNOS Initiatives</b> <ul style="list-style-type: none"> <li>• Casey Humphries, Logistics Service Line Leader, UNOS Solutions</li> <li>• Lloyd Board, Service Owner, IT Customer Advocacy</li> <li>• Amanda Young, MPH, Performance Improvement Lead, Member Quality</li> <li>• Beth Overacre, MSW, Performance Improvement Lead, Member Quality</li> <li>• Anna Wall, Talent Specialist, Human Resources</li> </ul>	Learn about new UNOS Initiatives and how you can potentially get involved
3:10	<b>Wrap Up</b>	
3:15	<b>End of Conference</b>	

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## Transplant Hospital Breakouts

<b>8:00 – 8:30</b>	<b>Welcome Back &amp; Breakfast Served</b>	<b>Visit exhibitors and network with peers while fueling up for today's sessions.</b>
<b>8:30 – 9:30</b>	<b>Answering Questions with the Data Portal</b> <ul style="list-style-type: none"> <li>• Neelam Singh, Manager, Business Intelligence and Data Products</li> <li>• Read Urban, Research Scientist, Research</li> <li>• Sarah Taranto, Principal Data Analyst, Solutions</li> </ul>	* Use the data portal to help prepare for QAPI and answer operations questions * Learn about the many tools available on the data portal and how you can use those tools to help your program save time * Learn what reports are available, how to find them, and how to use them <b>*Must have UNet access to participate</b>
<b>9:30 – 10:00</b>	<b>BREAK</b>	<b>Visit exhibitors and UNOS staff meet &amp; greet opportunities.</b>
<b>10:00 – 11:30</b>	<b>Transplant Focus: Tips and Tricks with UNet<sup>SM</sup></b> <ul style="list-style-type: none"> <li>• Lauren Motley, Service Owner, IT Customer Advocacy</li> <li>• Heather Mitchell, Service Desk Specialist, IT Customer Advocacy</li> </ul>	In-depth and hands on instruction with our features and applications and how to use them in your TXC role. <b>*Must have UNet access to participate</b>
<b>11:30 – 12:30</b>	<b>LUNCH</b>	<b>Visit exhibitors and UNOS staff meet &amp; greet opportunities.</b>
<b>12:30 – 1:00</b>	<b>Tours</b>	<b>During this time, you will take guided tours of the Organ Center and the National Donor Memorial.</b>

1:00 - 1:30	<b>Peer Discussions/Activity</b>	Opportunity to learn from your peers. During this time, you will have the opportunity to bring up challenges you face at your centers and discuss them with your peers. Topics do not have to relate to UNOS operations.
<b>1:30 – 1:40</b>	<b>Short Break</b>	
1:40 – 2:40	<b>Transplant Hospital – Site Surveys Made Easy</b> <ul style="list-style-type: none"> <li>• Jon Dyer, MSN, RN, Site Surveyor, Member Quality</li> <li>• Brigid Burns, MSW, Site Surveyor, Member Quality</li> </ul>	This session you will learn about: <ul style="list-style-type: none"> <li>• Prepping made easy for hybrid surveys</li> <li>• Common survey findings</li> <li>• Evaluations and corrective action plans</li> </ul>
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