UNOS Member Survey 2016—Some high-level observations

This survey measures how well we are performing as a member organization in general. Although we did get some feedback about specific areas in the open-ended comments, we did not set out to measure or rate the quality of individual UNOS services or resources.

We sent the survey to our Transplant Pro subscriber list (6916). 1780 of those subscribers opened the email and 693 of them completed the survey (this is an increase over the 614 who responded last year).

- As usual, the lion's share of responses came from transplant program clinical coordinators (166 or 26%) with the second largest respondent group being transplant administrators (80 or 13%). OPO staff, physicians (33 or 5%), surgeons (37 or 6%), quality managers, social workers and others also responded.
- Overall, the quantitative results show that UNOS is performing rather well as a membership organization. None of the responses to any of the questions were surprising and all are consistent with last year's results.
- Members continue to take full advantage of our many communication resources and there was a slight increase from last year from respondents who said they made daily and weekly visits to our enewsletters and websites.
- There is generally a high level of understanding about how policies are made, what members need to do be compliant with policy and how UNOS functions as an OPTN contractor. We had one new question where we asked members how well they understood how the MPSC monitors UNOS requirements and patient safety and the majority of the respondents had a solid understanding. Consistent with last year's results, there is less understanding of how we choose board and committee members and responses to some of the open-ended questions confirmed this as well, making this an educational opportunity we should continue to focus on.
- We added a second new compliance-related question where we asked members their impression of why the MPSC monitored compliance and safety. They could choose along a range of answers. 45 or 6.8% answered that it was exclusively to identify compliance failure and 9 or 1.36% answered exclusively to support member improvement but the majority of respondents landed in the middle (417 or 62.99%) by answering equally to identify compliance failure and to support member improvement.
- We asked three open-ended questions and received a total of 784 responses to those questions (up from the 500+ we received last year). These comments contain an abundance of useful feedback. We distributed these comments to all department directors and executive staff so they could use the information to help them prioritize or tweak existing projects and goals or to create new ones. Some of the comments help validate processes we currently employ and encourage us to continue doing things that work well. Other comments offer concrete feedback and suggestions on how to improve or expand upon existing services.
- When last year's member survey was distributed, Tech News was a brand new vehicle used to communicate UNet system changes to members--only 3 issues had been distributed. When the 2016 survey was distributed this past June, members had been receiving Tech News for over a year. Their responses to an open-ended question specifically asking about Tech News were overwhelmingly positive. Although awareness and acceptance of Tech News is high, there is less awareness of the Technology section on Transplant Pro, which also contains information about

system changes to UNet. However, the survey proved to be educational and many respondents indicated that since they were now aware of the technology section, they would access it.

- On the positive side, members clearly recognize improved communication processes overall, both in the frequency of communication and the clarity of the information presented. However, despite the documented appreciation and awareness of our improvements in communication, members are still confused about which policies are changing and when and what exactly they need to do to be in compliance with that change. This insight should encourage us to improve our existing resources and processes related to policy awareness and employ some new and innovative approaches.

- In our final open-ended question where we asked members specifically how we could improve our services, the largest category of responses relate to IT and data issues; the second largest category of responses relate to policy elements. Communication and education elements cross over into all of this feedback.