



Monday, July 8, 2024

****Agenda times and topics subject to change****

8:00 – 8:30 am	Registration Opens & Breakfast Served
8:30 – 8:35 am	<p>Welcome! Welcome to UNOS and the 2024 UNOS Primer!</p> <p>Maureen McBride, CEO</p>
8:35 – 9:20 am	<p>UNOS History & Operations Learn about the history and evolution of UNOS</p> <p>Liz Robbins, Esq., Special Counsel, Contract Operations, Office of the CEO</p>
9:20 – 9:45 am	Group Ice Breaker
9:45 – 10:00 am	Break
10:00 – 11:30 am	<p>Policy & Community Relations (PCR) This session will provide a high-level overview of policy development process and opportunities for public engagement and legislative and regulatory framework.</p> <p>Cole Fox, MPA, Senior Policy Analyst, Policy Susan Tlusty, Manager, Policy</p>
11:30 am – 12:30 pm	<p>Organ Center: What we do and our role in organ allocation In this session, you will hear about the Organ Center and the role we play in allocation, as well as learn some best practices to improve your day-to-day operations.</p> <p>Jennifer Musick, CAPM, Manager, Patient and Member Support Rebecca Fitz Marino, Manager, Organ Center</p>
12:30 – 1:15 pm	LUNCH Enjoy a wonderful lunch and visit exhibitors and UNOS staff meet & greet opportunities.
12:45 pm	<p>Have you heard about Individual Member Focused Improvement (IMFI)? Presented by - Amy Minkler, BA, Performance Improvement Specialist, Member Quality</p>

1:15 – 2:15 pm	<p>Overview of Transplant Data</p> <p>In this session you will learn the following:</p> <ul style="list-style-type: none"> • What is transplant data? • Who manages the data? • Where, how, and when is the data collected? • Why is the quality of the data important? • How can I find help? <p>Nadine Rogers, MBA, CDMP, Director, Enterprise Data Management</p>
2:15 - 3:00 pm	<p>Peer Reviews</p> <p>In this session you will learn the following:</p> <ul style="list-style-type: none"> • How the UNOS Member Quality Department evaluates and assists members through the peer review process • High level overview of member compliance reviews, including efforts to increase transparency • High level overview of member performance reviews, including changes to the transplant program metrics <p>Karen Wooten, RN, MSN, Compliance Operations Analyst, Member Quality Robyn DiSalvo, Performance Analyst, Member Quality</p>
3:00 – 3:15 pm	Break
3:15 – 4:00 pm	<p>OPO/Transplant Hospital – Virtual Site Surveys</p> <p>This session you will learn about:</p> <ul style="list-style-type: none"> • Virtual Site Survey Model • Options for sharing medical records virtually • Focus on education and collaboration • Continuous Monitoring <p>Jon Dyer, M.S.N., RN, Site Surveyor, Continuous Monitoring, Member Quality Dawn Bitler, M.T., RN, Site Surveyor, Member Quality</p>
4:00 – 5:00 pm	<p>Optional Welcome Tours</p> <p>Join us for tours of UNOS Organ Center and the National Donor Memorial!</p>
5:00 pm	End of Day 1

Thank you to Our Sponsors!

Please visit their exhibit tables during breaks





Tuesday, July 9, 2024

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OPO Breakouts

8:00 – 8:30 am	Welcome Back & Breakfast Served Visit exhibitors and network with peers while fueling up for today’s sessions.
8:30 – 10:00 am	OPO Focus: Tips and Tricks with UNetSM In-depth and hands on instruction with our features and applications and how to use them in your OPO role. Heather Michell, Service Desk Specialist II, Service Desk Becky Harris, Organ Placement Specialist III, Organ Center
10:00 – 10:15 am	BREAK Visit exhibitors and UNOS staff meet & greet opportunities.
10:15 - 11:15 am	OPO – Site Surveys Made Easy This session you will learn about: <ul style="list-style-type: none"> • Prepping made easy for surveys • Common survey findings • Evaluations and corrective action plans Dawn Bitler, M.T., RN, Site Surveyor, Member Quality Jon Dyer, M.S.N., RN, Site Surveyor, Continuous Monitoring, Member Quality
11:15 – 11:30 am	UNOS Ambassador Program In this session, you will learn about what a UNOS Ambassador is, what they do, and how to become one or recommend someone to the program. Bernadette Jay, Communications Specialist III, Communications
11:30 am – 12:30 pm	LUNCH Visit exhibitors and UNOS staff meet & greet opportunities.
12:30 – 2:00 pm	Introduction to the Data Services Portal and a Review of OPO-Specific Reports: Leveraging the Power of the Data Portal for OPOs In this session you will learn about: <ul style="list-style-type: none"> • Get a walk-through of data services portal • Learn what reports are available, how to find them, and how to use them • When where and how to access important data to help with OPO quality and process improvement efforts Read Urban, Manager, Business Intelligence and Data Products, Data Analytics Sarah Taranto, Analytics Data Portfolio Manager, Data Analytics
2:00 – 2:05 pm	Group Reconvenes

2:05 – 2:15 pm	Wrap Up
2:15 pm	End of Conference

Contact List

Access online help documentation for specific information on UNet applications.

Call 800-292-9537 to reach the Organ Center 27 hours/7days a week.

Visit UNOS Connect to find webinars, e-learning modules, videos, and other online training resources. <https://unos.org/resources/education/>

Visit OPTN (optn.transplant.hrsa.gov/) and Transplant Living (transplantliving.org) websites for additional resources.

Email MQfeedback@unos.org with any questions about site surveys.

Email education@unos.org for questions about educational, training events and UNOS Connect.

Email unethelpdesk@unos.org or call (800) 978-4334 for UNet questions.

Email member.questions@unos.org for questions about policy and policy-related resources and education or call 844-395-4428.

Email MembershipRequests@unos.org for any membership related questions.

Email Volunteer@unos.org for questions regarding volunteer opportunities.

UNOSSM Primer
Training for Transplant and OPO Professionals

Richmond, Virginia

July 8–9, 2024



#UNOSPrimer2024

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Transplant Hospital Breakouts

8:00 – 8:30 am	Welcome Back & Breakfast Served Visit exhibitors and network with peers while fueling up for today's sessions.
8:30 – 10:30 am	<p>Introduction to the Data Services Portal and Answering Questions with the Data Services Portal</p> <p>In this session you will learn about:</p> <ul style="list-style-type: none"> • Get a walk-through of data services portal • Learn what reports are available, how to find them, and how to use them. • When, where and how to access important data to help with transplant center quality and process improvement efforts <p>Read Urban, Manager, Business Intelligence and Data Products, Data Analytics Sarah Taranto, Analytics Data Portfolio Manager, Data Analytics</p>
10:30 – 10:45 am	BREAK Visit exhibitors and UNOS staff meet & greet opportunities.
10:45 – 11:45 am	<p>Transplant Focus: Tips and Tricks with UNetsm</p> <p>In-depth and hands on instruction with our features and applications and how to use them in your TXC role.</p> <p>Heather Michell, Service Desk Specialist II, Service Desk Becky Harris, Organ Placement Specialist III, Organ Center</p>
11:45 am – 12:30 pm	LUNCH Visit exhibitors and UNOS staff meet & greet opportunities.
12:30 – 12:45 pm	<p>UNOS Ambassador Program</p> <p>In this session, you will learn about what a UNOS Ambassador is, what they do, and how to become one or recommend someone to the program.</p> <p>Bernadette Jay, Communications Specialist III, Communications</p>

12:45 – 2:00 pm	<p>Transplant Hospital – Site Surveys Made Easy</p> <p>This session you will learn about:</p> <ul style="list-style-type: none"> • Prepping made easy for surveys • Common survey findings • Evaluations and corrective action plans <p>Jon Dyer, M.S.N., RN, Site Surveyor, Continuous Monitoring, Member Quality Dawn Bitler, M.T., RN, Site Surveyor, Member Quality</p>
2:00 – 2:05 pm	Short Break
2:05 – 2:15 pm	Wrap Up
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