






November 4, 2019
UNOS Headquarters
 700 N. 4th Street
 Richmond, VA

<h2 style="margin: 0;">AGENDA</h2> <p style="margin: 0;">Tommy Thompson Room 110</p>	
8:00 a.m.	<p>Registration & Networking with Exhibitors and Peers *Breakfast provided</p> <p>Sponsored by Transplant Solutions, LLC</p> 
8:25 a.m.	<p>Opening Remarks from our Gold Level Sponsor</p> 
8:30 a.m.	<p>Welcome</p> <p>Brian Shepard UNOS CEO</p>
8:45 a.m.	<p>UNOS History & Operations</p> <ul style="list-style-type: none"> • History of UNOS and development over the years • Functions and structure of UNOS <p>Joel Newman Senior Communications Strategist, Communications Department</p>
9:30 a.m.	<p>OPTN Oversight and Peer Review: Member Quality and the OPTN Membership and Professional Standards Committee</p> <p>This session will provide an overview of how the UNOS Member Quality Department evaluates and assists OPTN members and facilitates the OPTN peer review process through the OPTN Membership and Professional Standards Committee. We will discuss key metrics regarding MQ and MPSC activities over the past year, including top policy violations, and collaborative improvement efforts. We will also spend some time soliciting information from attendees, such as issues that they would like MQ/the MPSC to assist members with and data that members would like to know more about.</p>

	<p>Ann-Marie Leary, M.B.A. Manager, MPSC Operations and Patient Safety, Member Quality Department</p> <p>Anne McPherson Compliance Operation Analyst</p>
10:30 a.m.	Break and Networking with Exhibitors, Peers, and UNOS Staff
10:45 a.m.	<p>Policy and Community Relations</p> <p>A high-level overview of the OPTN policy development process. This includes the 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.</p> <p>Craig Connors, BE, M.B.A. Director, Policy & Community Relations Department</p>
11:45 a.m.	<p>Organ Allocation: How it really works</p> <p>As an Organ Placement Specialist in the Organ Center, Lori has a hands on understanding of organ allocation policies and has had the opportunity to work on a daily basis with OPOs and transplant hospitals to coordinate transplants. In this session she will share some of the frequently asked questions about how organ allocation really works.</p> <p>Lori Gore, B.A. Organ Placement Specialist II, Organ Center</p>
12:30 p.m.	<p>Lunch and Networking with Exhibitors, Peers, and UNOS Staff *Lunch provided</p> <p>Sponsored by Transplant Solutions, LLC</p>  <p>Consultants to the Transplant Community</p>
1:30 p.m.	<p>OPTN Data Collection</p> <ul style="list-style-type: none"> • What data are collected? • When are the data due? • How are the data used? (Will include an explanation of the differences between the OPTN and SRTR.) • An introduction to the Data Services portal. <p>Sarah Taranto Principal Data Analyst, Research Department</p>
2:30 p.m.	<p>UNetSM 101</p> <p>Learn about UNet applications including WaitlistSM, DonorNet®, and TIEDI®. This session will help attendees understand how our applications fit within the transplant lifecycle and your role within it.</p> <p>Lauren Parker Service Owner Manager, IT Customer Advocacy Department</p> <p>Bonnie Felice Business Architect, Office of the CTO</p>

✦ Collaboration ✦ Equality ✦ Teamwork ✦ Commitment ✦
✦ Communication ✦ Sharing ✦ Responsibility ✦ Love for the Job ✦

	<p>Dean Wilson, B.S. Healthcare Integration Program Manager, IT Customer Advocacy Department</p>
3:30 p.m.	<p>Break and Networking with Exhibitors, Peers, and UNOS Staff *Beverages provided</p>
3:45 p.m.	<p>Professional Education</p> <p>UNOS Connect – your connection to UNOS’ professional education</p> <ul style="list-style-type: none"> • How to access education • Manager Feature & Education Liaison <p>Daryl Chesley, Ed.D. Director, Professional Education Department</p>
4:10 p.m.	<p>In the Know: Navigating the Sea of UNOS Resources</p> <ul style="list-style-type: none"> • Your role in the transplant community • What you need to know and where to find it <p>Erin Parkhurst Manager, Corporate Communications, Communications Department</p> <p>Anne Paschke Media Specialist, Communications Department</p>
4:30 p.m.	<p>Information Sharing</p> <ul style="list-style-type: none"> • Talk with peers • Ask UNOS staff questions you’ve always wanted the answers to <p>Daryl Chesley, Ed.D. Director, Professional Education Department</p>
5:00 p.m.	<p>Wrap Up</p> <p>Daryl Chesley, Ed.D. Director, Professional Education Department</p>
5:15 p.m.	<p>Reception and Tours</p> <p>Enjoy delicious hors d’oeuvres and beverages!</p> <ul style="list-style-type: none"> • Network with peers and exhibitors • Meet UNOS staff and ask them questions • Tours of the National Donor Memorial and Organ Center
6:30 p.m.	<p>Reception Concludes</p>



November 5, 2019

AGENDA

OPO Track

*Apply what you learned from yesterday
Must bring your laptop to sessions*

Wachovia Room 111

8:30 a.m.	Registration & Networking with Exhibitors and Peers *Breakfast provided
9:00 a.m.	Welcome Back Pamela Loving Instructional Designer, Professional Education Department
9:15 a.m.	OPO Focus: Tips and Tricks with UNet Go in-depth and hands on with our features and applications with our subject matter experts (SME's) and see how you can use them best in your OPO role. Learn about the tips and tricks to help you in your daily work, and get your questions answered from the SME's that built it. Lauren Parker Service Owner Manager, IT Customer Advocacy Department Bonnie Felice Business Architect, Office of the CTO Dean Wilson, B.S. Healthcare Integration Program Manager, IT Customer Advocacy Department
10:45 a.m.	Break and Networking with Exhibitors, Peers, and UNOS Staff

11:00 a.m.	<p>OPO-Specific Reports: Leveraging the Power of the Data Portal for OPOs</p> <p>The session will focus on OPOs successfully navigating the UNOS Data Services Data Portal while becoming familiar with our data products. Attendees will walk away knowing when, where, and how to access important data to help with OPO quality and process improvement efforts.</p> <p>Read Urban Research Scientist, Research Department</p> <p>Amanda Robinson, MS Research Analyst, Research Department</p>
12:30 p.m.	<p>Lunch and Networking with Exhibitors, Peers, and UNOS Staff *Lunch provided</p>
1:00 p.m.	<p>Monitoring OPO Performance Review and Member Quality Site Survey</p> <p>Provide a high level overview of what to expect with OPO Performance Metrics. In addition, we will discuss how to prepare for and what to expect from a Routine Site Survey, as well as common findings.</p> <p>Robyn DiSalvo Performance Analyst, Member Quality Department</p> <p>Dawn Bitler, MT, RN Site Surveyor, Member Quality Department</p>
2:30 p.m.	<p>Information sharing with peers and UNOS staff</p> <p>Pamela Loving Instructional Designer, Professional Education Department</p>
2:55 p.m.	<p>Break in Lobby *Reconvene in Tommy Thompson Room 110</p>
3:10 p.m.	<p>Closing Remarks from our Gold Level Sponsor</p> 
3:15 p.m.	<p>Wrap Up</p> <p>Angel Carroll, MSW Education Liaison, Professional Education Department</p>
3:30 p.m.	<p>Meeting Adjourned</p>



November 5, 2019

AGENDA

Transplant Center Track

*Apply what you learned from yesterday
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Tommy Thompson Room 110

8:30 a.m.	Registration & Networking with Exhibitors and Peers *Breakfast provided
9:00 a.m.	Welcome Back Angel Carroll, MSW Education Liaison, Professional Education Department
9:15 a.m.	Answering Questions with the Data Portal Use the data portal to help prepare for QAPI and answer operations questions. This session will show transplant centers 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. Adam Bacigalupo Data Analyst, Research Department
10:45 a.m.	Break and Networking with Exhibitors, Peers, and UNOS Staff
11:00 a.m.	Transplant On-site Surveys – New and improved! Prepping made easy. New education focus, seize the chance to engage with Surveyors on-site and off. New evaluation process is in effect, so rejoice! Jon Dyer, RN, M.S.N. Site Surveyor, Member Quality Department Robyn DiSalvo Performance Analyst, Member Quality Department
12:30 p.m.	Lunch and Networking with Exhibitors, Peers, and UNOS Staff *Lunch provided

1:00 p.m.	Transplant Center Focus - Tips and Tricks with UNet
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	<p>Go in-depth and hands on with our features applications with our subject matter experts (SME's) and see how you can use them best in your TXC role. Learn about the tips and tricks to help you in your daily work, and get your questions answered from the SME's that built it.</p> <p>Lauren Parker Manager, Service Owners, IT Customer Advocacy Department</p> <p>Bonnie Felice Business Architect, Office of the CTO</p> <p>Dean Wilson, B.S. Healthcare Integration Program Manager, IT Customer Advocacy Department</p>
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