DonorNet Enhancements
Breakout Session

Alex Tulchinsky – UNOS CTO
Amy Putnam – UNOS, Manager, Customer Innovations
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

Explosion of Data

Changes in Customer Expectations
It’s all about the Customer

Our highest priority is satisfying our customers... except when it is hard... or unprofitable... or we’re busy.

9-15-10 ©2010 Scott Adams, Inc./Dist. by UPS, Inc.
Engage with the Community

<table>
<thead>
<tr>
<th>Close Relationship with the Engineering Teams</th>
<th>Opportunity to Influence the Roadmap</th>
<th>Opportunity to meet and learn from other participants</th>
</tr>
</thead>
</table>

- **Close Relationship with the Engineering Teams**
  - Engage with teams to understand their challenges and contribute to solutions.

- **Opportunity to Influence the Roadmap**
  - Actively participate in decision-making processes.

- **Opportunity to meet and learn from other participants**
  - Network with others to gain new perspectives and insights.
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

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

- Requests < 1 year old: 9
- Requests 1 to 2 years old: 48
- Requests 3 to 4 years old: 11
- Requests 5 to 6 years old: 6
- Requests > 7 years: 43
Enhancement List Discussion
Enhancement Requests
Enhancement Strategy