





SUNDAY, APRIL 27, 2014	
5:00PM-7:00PM	EARLY REGISTRATION

MONDAY, APRIL 28, 2014 – PLENARY SESSIONS	
7:00AM-4:30PM	REGISTRATION DESK OPEN
7:00AM-8:00AM	<p>The ABCs of Preparing a Winning Abstract: Finding Time to Share Your Expertise Learn to develop key points in an abstract. See a demonstration of a 10-step process to identify objectives that will guide and simplify your abstract preparation. Also, get tips for using your time efficiently and effectively.</p> <p>Linda Ohler, RN, M.S.N., CCTC, FAAN Editor, <i>Progress in Transplantation</i>, Arlington, VA</p> <p>Moderator: Karen Berger</p>
7:30AM – 8:30AM	OPENING OF EXHIBIT HALL AND CONTINENTAL BREAKFAST WITH EXHIBITORS

<p>8:30AM-8:45AM</p>	<p>Welcome to the 22nd Annual United Network for Organ Sharing (UNOS) Transplant Management Forum</p> <p>Amy Peele, RN Chair, OPTN/UNOS Transplant Administrators Committee Transplant Director of Clinical Operations, University of California San Francisco Medical Center</p>
<p>8:45AM-9:30AM</p>	<p>OPTN/UNOS President's Address</p> <p>Kenneth Andreoni, M.D. OPTN/UNOS President Director, Kidney & Pancreas Transplantation, Shands Hospital/University of Florida, Gainesville</p> <p>Moderator: Amy Peele, RN</p>
<p>9:30AM – 10:00AM</p> 	<p>BREAK WITH EXHIBITORS / ABSTRACT POSTER VIEWING</p>
<p>10:00AM-11:00AM</p>	<p>The Challenging New World of Transplantation What is the impact of the Affordable Care Act on transplant services? Learn about the ACA and transplant and hear reflections on the ethical challenges facing transplantation today.</p> <p>James Cross, M.D. Vice President, National Medical Policy and Operations, Aetna, Hartford, CT</p> <p>Moderator: Gene Ridolfi, B.A., RN, M.H.A.</p>

<p>11:00AM-12:00PM</p>	<p>Strategy –Alliance Task Force The Transplant Quality Resource document was developed an outgrowth of the Transplant Center Growth and Management Collaborative (TGMC) Change Packet. The Change Packet provided an effective foundation for improvement for many transplant programs during the TGMC in 2007-2008.</p> <p>Hear about a Quality Resource being developed for transplant programs by the Transplant Center Task Force (TCTF), sponsored by the Health Resources and Services Administration and the Organ Donation and Transplantation Alliance It is intended to support continued transplant program improvement.</p> <p>Objectives:</p> <ul style="list-style-type: none"> • To assist centers in achieving quality in transplantation by providing strategies for improving transplant growth, value and patient outcomes • To provide a document and resources readily available to all transplant centers to access and consult when building, maintaining and/or improving a transplant program <p>Nancy Long, RN, B.A., CCTC Director, CVOR/Transplant Administrator, Saint Luke’s Hospital, Mid-America Heart Institute, Kansas City, MO</p> <p>Moderator: Amy Peele, RN</p>
<p>12:00PM – 1:15PM</p> 	<p>ABSTRACT LUNCHEON & AWARD PRESENTATION – WINNERS ANNOUNCED <i>Regional Roundtable Luncheon: 12:00PM-1:00PM</i> <i>Leader in Transplantation Award: 1:00PM-1:15PM</i></p>

1:15PM – 2:15PM, BREAKOUT SESSIONS

Breakout Sessions 1 are graciously sponsored by XVIVO Perfusion, Inc.

Breakout Sessions 3 are graciously sponsored by Clinical Consulting Associates, Inc.

Breakout Sessions 4 are graciously sponsored by EXL Service

Breakout 1	<p>OPO/Transplant Center Relationships An OPO director and transplant administrator discuss aligning goals of the OPO and transplant hospital and how practices at the transplant center impact OPO financial performance and vice versa. Hear an overview of differences and similarities between OPO and transplant hospitals' Medicare Cost Reports, key factors that drive costs and impact reimbursement, and national organ acquisition benchmarking data for both transplant centers and OPOs.</p> <p>Charles Alexander, RN, M.S.N., M.B.A. Chief Executive Director, The Living Legacy Foundation of Maryland, Baltimore</p> <p>Brigitte Sullivan, M.B.A. Administrative Director, Johns Hopkins Comprehensive Transplant Center, Baltimore, MD</p> <p>Moderator: Beth Fetter, RN, CPTC</p>
Breakout 2	<p>Coming of Age as a Transplant Patient: The Transplant Center Role in Successful Transition How did an urban pediatric heart transplant program establish a patient transition program? Learn about program structure, workflow, and necessary communication for successful transition of this vulnerable population.</p> <p>Karen McCandless, M.S.N., CRNP, CCTC Nurse Practitioner, Cardiac Transplant; Lead Nurse Practitioner, Solid Organ Transplant Programs, The Children's Hospital of Philadelphia, PA</p> <p>Moderator: Maria Neff, M.S.</p>

<p>Breakout 3</p>	<p>Transplant Administration 101: Regulatory Readiness Top 5 Learn how to avoid well known potholes on the road to compliance! The Top 5 most frequently cited UNOS and CMS deficiencies and strategies to help your program mitigate regulatory citations are reviewed. This is a must-attend breakout session if you need direction on where to start with the regulations, an update on common areas of risk and/or new ideas on how to refresh your survey readiness plan.</p> <p><i>Stacey Doll, M.P.A.</i> Director, Transplant Quality & Regulatory Compliance, Penn Transplant Institute-Hospital of the University of Pennsylvania, Philadelphia</p> <p>Moderator: Tim Stevens, RN, B.S.N., CCTC</p>
<p>Breakout 4</p>	<p>Transplant Administrator and Physician Director Relationships: The Imperative of Collaborative Leadership Are you leveraging your physician director relationships to achieve your center's goals? If not, or if you aren't getting much return on your efforts, join us to hear the critical strategies for administrators to use when forming successful partnerships with both center directors and program directors.</p> <p><i>Edward Zavala, M.BA.</i> Transplant Center Administrator, Vanderbilt Transplant Center, Vanderbilt University Medical Center, Nashville, TN</p> <p><i>Seth Karp, M.D.</i> Director, Vanderbilt Transplant Center, Vanderbilt University Medical Center, Nashville, TN</p> <p>Moderator: Beth Plahn, RN, B.A., M.H.A.</p>

2:15PM – 3:15PM

Breakout 1	<p>OPO In-House Recoveries – A New Trend An OPO procurement director and transplant surgeon share their experience with this innovative practice – efficiencies in time and cost savings and the impact on donor numbers and organ yield.</p> <p><i>Maria Doyle, M.D., M.B.A., FACS</i> Associate Professor of Surgery, Director, HPB Fellowship Program, Section of Abdominal Transplant, Washington University School of Medicine, St. Louis, MO</p> <p><i>Donna Smith, RN</i> Director of Organ Procurement, Mid-America Transplant Services, St. Louis, MO</p> <p>Moderator: Gene Ridolfi, B.A., RN, M.H.A.</p>
Breakout 2	<p>Compelling Transplant – Case Study The transplant team at Seattle Children’s Hospital recommended a transplant for an eight month old child with end stage liver disease. The family refused the transplant. Clinical, cultural and ethical considerations of compelling a family to agree to organ transplant are covered.</p> <p><i>Patrick Healey, M.D.</i> Division Chief, Pediatric Transplantation, Seattle Children’s Hospital, Associate Professor of Surgery, University of Washington School of Medicine</p> <p>Moderator: Kathy Jo Freeman, RN, M.S.N.</p>
Breakout 3	<p>Focused Quality Assessment and Performance Improvement (F-QAPI) 101 What are the basic fundamentals of a transplant QAPI program? After the session, you will be able to:</p> <ul style="list-style-type: none">• Describe the fundamental components of a comprehensive QAPI program• Describe the key factors of success in implementing and monitoring a QAPI program• Understand the process of a FQAPI audit and how to survive one! <p><i>Eileen Farrington, RN, M.S., CCTN</i> Administrative Director, Transplant Services, Westchester Medical Center, Valhalla, NY</p> <p>Moderator: Angela Marquez, M.P.H.</p>

<p>Breakout 4</p>	<p>Decreasing Referral to Scheduling Using LEAN Methodology Value Stream Mapping, Culminating in a Rapid Process Improvement Workshop</p> <p>The first implementation of lean problem solving methodology Benefit from lessons learned at Stanford Hospital and Clinics Transplant Programs when they first implement LEAN problem solving methodology. Learn how to use LEAN processes, Value Stream Mapping, and Rapid Process Improvement Workshops to involve your teams and leadership. Hear an overview of the processes with focus on decreasing referral to scheduling while engaging both staff and leadership, enhancing the patient experience, and continuing improvement long-term.</p> <p>Deborah Mast, BA Financial and Database Manager</p> <p>Michael Espinoza, BS Kaizen Promotion Office Manager</p> <p>Mojgan Haririfar, Ph.D., RN, FNP-BC, CCTC Manager, Kidney Transplant Program</p> <p>Norma Guerrero Stanford Hospital and Clinics, Palo Alto, CA</p> <p>Moderator: Karen Berger</p>
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3:15PM – 3:45PM – Break/Prize Drawings

	<p>BREAK WITH EXHIBITORS 3:35PM – Prize Drawings (You must be present to win)</p> <div style="border: 2px solid red; border-radius: 10px; padding: 5px; text-align: center;"> <p><i>Sponsored by Knowledge Capital Group</i></p> </div>
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3:45PM – 4:45PM

Breakout 1

Electronic Labeling Project

As a part of the HHS Entrepreneur project, HRSA and UNOS joined forces to address ways of making the labeling and packaging of organs safer and more efficient. The result is a new electronic labeling and packaging system that produces both human and machine (barcodes) readable labels. Come see the progress that has been made.

John Rosendale, M.S.

Biostatistician/Senior Performance Analyst
United Network for Organ Sharing, Richmond, VA

David Cartier, M.B.A.

HHS Entrepreneur, Division of Transplantation, Health Resources and Services Administration, U.S. Department of Health and Human Services, Rockville, MD

Moderator: Beth Fetter, RN, CPTC

Breakout 2

Current Perspectives on Adolescent Non-Adherence: Why Is It So Common and What Can Be Done About It?


Gain an insight into:

- The most common reasons many adolescents struggle to adhere to post-transplant medication
- Advances and challenges in the assessment and treatment of non-adherence
- Strategies for improving adherence in this vulnerable population

Debra Lefkowitz, Psy.D.

Psychologist, Solid Organ Transplant, The Children's Hospital of Philadelphia, PA

Moderator: Katie Evers, RN, B.S.N., M.B.A.

<p>Breakout 3</p>	<p>Medicare Organ Acquisition Cost Report Fundamentals Medicare Organ Acquisition reimbursement is a critical revenue source for solid organ transplant programs. Learn the basic elements of Medicare Organ Acquisition Cost Reporting and reimbursement including the Medicare cost report forms, required documentation, interim payments and the audit process. This session is designed for new transplant professionals seeking initial exposure to the Medicare Organ Acquisition Cost Reporting and seasoned transplant professionals looking for a refresher course.</p> <p>John Rogers, B.S. Director of Reimbursement, University of California, San Diego Medical Center, California</p> <p>Moderator: Gene Ridolfi, B.A., RN, M.H.A.</p>
<p>Breakout 4</p>	<p>Staying Competitive in a Quality-Based Market: Effective Use of SRTR Data for Your Transplant Program Leverage the SRTR Program Specific Reports to ensure your transplant center is performing at or above expectations. Learn how to effectively compare center performance; understand thresholds and when a center is approaching a flag, or worse an SIA; and ultimately recognize the critical metrics for requiring on-going monitoring through your QAPI before the next report is released.</p> <p>Jesse Schold, Ph.D., M.Stat., M.Ed. Associate Staff, Cleveland Clinic Foundation, OH</p> <p>Moderator: Micah Davis, MBA</p>
<p>5:00PM-6:30PM</p> 	<p>RECEPTION WITH EXHIBITORS</p> <div style="border: 2px solid red; border-radius: 15px; padding: 10px; text-align: center;"> <p><i>Sponsored by The Johns Hopkins Transplant Center & The Living Legacy Foundation of Maryland</i></p> </div>

TUESDAY, APRIL 29, 2014 – REPEAT BREAKOUT SESSIONS

Breakout Sessions 1 are graciously sponsored by XVIVO Perfusion, Inc.

Breakout Sessions 3 are graciously sponsored by Clinical Consulting Associates, Inc.

Breakout Sessions 4 are graciously sponsored by EXL Service

7:30AM-4:15PM

REGISTRATION DESK OPEN

7:30AM-8:30AM

CONTINENTAL BREAKFAST WITH EXHIBITORS

8:30AM - 9:30AM

Breakout 1

Transplant Outreach: *Our Center's Journey Into Outer Space*

One center grew its total multi-organ transplant volume 157% and kidney referral volume 232% in six years in a competitive market environment. Hear about strategies that worked as well as ones that didn't.

As the focus on patient satisfaction increases the need for excellent service delivery becomes paramount. When transplant outcomes are equal in a market area, the service provided by a center becomes the differentiator for patients seeking transplant care. See what this center has done to position itself as a leader in transplant outreach and how those efforts have contributed to the growth of the program and patient access to transplant education.

Joseph Sharp

Business Development Specialist, J.C. Walter Jr. Transplant Center, Houston Methodist Hospital, TX

Moderator: James Pittman, RN, M.S.N.

<p>Breakout 2</p>	<p>Waitlist Management ~ Practices Meet waitlist management challenges head on. Hear about waitlist management barriers and learn strategies to stay connected to patients on the waitlist</p> <p><i>Helen Christensen, RN</i> Pre Kidney and Pancreas Manager, University of California San Francisco (UCSF) Medical Center</p> <p>Moderator: Melinda Fox, M.H.A.</p>
<p>Breakout 3</p>	<p>Preparing for Change-The New Kidney Allocation System Learn about changes coming to kidney allocation and how to prepare you transplant program for those changes.</p> <p><i>Richard Formica, Jr., M.D.</i> OPTN/UNOS Kidney Transplantation Committee, Chair Associate Professor of Medicine and Surgery, Yale University School of Medicine, New Haven, CT</p> <p><i>Mark Aeder, M.D.</i> Surgical Director, Kidney Transplantation, University Hospitals of Cleveland, Ohio</p> <p>Moderator: Amy Peele, RN</p>
<p>Breakout 4</p>	<p>Advanced Topics in Medicare Organ Acquisition Cost Report Preparation Payment pressures from commercial and Government payers make it more important than ever to have a well documented and optimized Medicare Organ Acquisition Cost Report. Learn the advanced cost reporting strategies for organ acquisition including:</p> <ul style="list-style-type: none"> • Medicare organ ratio • Medicare secondary payer billing and reporting • Pre-transplant services billing and reporting • Staff survey process • Physician time survey process and RCE limits <p>This session is designed for seasoned transplant professionals and Medicare cost report preparers who have a working knowledge of the Medicare Organ Acquisition Cost Report.</p> <p><i>John Rogers, B.S.</i> Director of Reimbursement, University of California, San Diego Medical Center, California</p> <p>Moderator: Gene Ridolfi, B.A., RN, M.H.A.</p>

9:30AM - 10:30AM

Breakout 1

Advancements in Living Donor Kidney Exchanges

A state of the art review on living donor kidney exchanges, covering the achievements and challenges present today and forecasting the advancements of the future.

Adam Bingaman, M.D., Ph.D.

Director of Abdominal Organ Transplantation, Texas Transplant Institute, San Antonio, TX

Moderator: Eileen Polito, RN, B.S.N., CNN

Breakout 2

Systems Improvement Agreement Root Cause Analysis (RCA) – Lessons Learned from Review of Program RCAs: Best Practices to Apply Even If You Are Not in an SIA

As we improve our processes of implementing quality assurance and performance improvement programs in transplantation, we find that a root cause analysis is much more than a cursory review of a patient death or graft loss. Learn about the steps involved in a comprehensive drilling down of problem cases from three colleagues who have consulted with transplant programs under a Systems Improvement Agreement (SIA). The RCA techniques used will focus on systems problems and steer away from the sensitive culture of blame.

Tim Stevens, RN, B.S.N., CCTC

Director of Transplant, Providence Sacred Heart Medical Center & Childrens Hospital, Spokane, WA


Linda Ohler, RN, M.S.N., CCTC, FAAN

Editor, *Progress in Transplantation*, Arlington, VA

Cassandra Smith-Fields, M.S.N., M.B.A., RN


Transplant Administration Consultant, Ada, MI

Moderator: Melissa Roberts, M.S.N., RN, CPTC

<p>Breakout 3</p>	<p>Mini-Oral Abstracts</p> <ul style="list-style-type: none"> • Increasing Kidney Transplant Profitability by Billing HLA Services <i>Deborah Mast, BA</i>, Financial and Database Manager and <i>Kim Standridge, MPH</i>, Director of Business Operations and Transplant Outreach, Stanford Hospital and Clinics, Palo Alto, CA • Kidney Transplant Candidate Understanding of High Risk Kidneys <i>Sandra Bento, MPA</i>, Assistant Coordinator, Montefiore Einstein Center for Transplantation, Bronx, NY • Socio-Economic Status (SES) Significantly Impacts 1 Year Survival After Lung Transplantation <i>Zeynep Tulu, MS</i> <p>Moderator: Karen Berger</p>
<p>Breakout 4</p>	<p>CUSUM and You: How to Incorporate Continuous Outcomes Monitoring into Transplant QAPI Statistical quality control via cumulative sum control charts... what do they mean and how do I use them? And why do the managed care and other insurers want to access them so badly? Come learn about these tools and how to incorporate them into your center's QAPI program.</p> <p><i>Jesse Schold, Ph.D., M.Stat., M.Ed.</i> Associate Staff, Cleveland Clinic Foundation, Cleveland, OH</p> <p>Moderator: Richard Spong, M.D., M.H.A.</p>
<p>10:30AM - 11:00AM – Break</p>	
	<p>BREAK WITH EXHIBITORS</p>

11:00AM - 12:00PM

Breakout 1	<p>The Road to OZ Was Long and Curvy as the Tin Man Searched for His Heart...Ensuring Long-term Success with Heart Transplant and the Role of Mechanical Circulatory Support Hear why LVADs are important for heart transplant and learn about their role in advanced heart failure, strategy for patient selection and the sweet spot for economics.</p> <p><i>Nirav Raval, M.D.</i> Thoracic Medical Director, Florida Hospital Transplant Institute, Orlando, FL</p> <p>Moderator: Leigh Ann Burgess, RN, B.S.N., CCTC</p>
Breakout 2	<p>Changing Organ Allocation: Where Have We Been and Where Might We Be Going? UNOS' President-elect talks about the allocation system for liver transplantation and a number of new proposals that have been suggested to make it more "equitable." The proposals are reviewed in the context of past and current allocation systems during this interactive session.</p> <p><i>Carl Berg, M.D.</i> Medical Director of Abdominal Transplantation, Professor in Medicine, Duke University Health System, Durham, NC</p> <p>Moderator: Maria Neff, M.S.</p>
Breakout 3	<p>Getting Focused on QAPI-Preparing for the New CMS Survey CMS has developed an F-QAPI survey to provide an in-depth assessment of a transplant program's compliance with the QAPI Conditions of Participation (CoP). Learn from one center's experience with the F-QAPI Pilot Survey how to organize and prepare for this targeted survey, strengthen your QAPI program and maintain compliance.</p> <p><i>Susan Zylicz, RN, M.H.A.</i> Transplant Administrator, J.C. Walter Jr. Transplant Center, Houston Methodist Hospital, TX</p> <p>Moderator: Angela Marquez, M.P.H.</p>

<p>Breakout 4</p>	<p>Liver Transplantation in the Era of the Affordable Care Act Get an inside look at a transplant center’s approach to developing a post-transplant prediction tool to help reduce length of stay, boost patient and family satisfaction and streamline discharge planning. Learn about the multidisciplinary team structure used to implement this methodology and strategies to ensure reduced length of stay does not translate to increases in readmission.</p> <p><i>Dympna Kelly, M.D.</i> Liver Transplant Surgeon, Cleveland Clinic Foundation, OH</p> <p>Moderator: Micah Davis, M.B.A.</p>
<p>12:00PM - 1:00PM</p>	
	<p>BOX LUNCHEES IN THE EXHIBIT HALL 12:50PM – Transplant Management Forum Prize Drawings / Prize Drawings By Exhibitors (You must be present to win.)</p>
<p>1:00PM - 2:00PM</p>	
<p>Breakout 1</p>	<p>Transplant Outreach: <i>Our Center’s Journey Into Outer Space</i> One center grew its total multi-organ transplant volume 157% and kidney referral volume 232% in six years in a competitive market environment. Hear about strategies that worked as well as ones that didn’t. As the focus on patient satisfaction increases the need for excellent service delivery becomes paramount. When transplant outcomes are equal in a market area, the service provided by a center becomes the differentiator for patients seeking transplant care. See what this center has done to position itself as a leader in transplant outreach and how those efforts have contributed to the growth of the program and patient access to transplant education.</p> <p><i>Joseph Sharp</i> Business Development Specialist, J.C. Walter Jr. Transplant Center, Houston Methodist Hospital, TX</p> <p>Moderator: James Pittman, RN, M.S.N.</p>

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2:00PM - 2:30PM



BREAK
2:20PM – Exhibitor Bingo Card Drawing (You must be present to win.)

2:30PM - 3:30PM

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Breakout 2

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WEDNESDAY, APRIL 30, 2014 – PLENARY SESSIONS

7:00AM-12:00PM	REGISTRATION DESK OPEN
7:00AM-8:00AM	CONTINENTAL BREAKFAST <div style="border: 2px solid red; padding: 5px; display: inline-block;"><i>Sponsored by Optum</i></div>
8:00AM-9:00AM	<p>ACA: The Good, the Bad and the Ugly</p> <p>Clinical Trials and the ACA: Opening Some Big New Doors Under the ACA, all clinical trials for conditions from which the likelihood of death is probable will be covered. Hear about the potential implications of this new law, and associated costs for providers and payers. Jon Friedman, M.D. National Medical Director, OptumHealth, Cypress, CA</p> <p>ACA and ACOs: Will Transplant Be Accountable? The ACA includes provisions for Accountable Care Organizations (ACO) demonstration projects. What are the potential implications of ACOs for the transplant community? Come to this session and find out. Stephen Crawford, M.D. Medical Senior Director, CIGNA LifeSource Transplant Network, Pittsburgh, PA</p> <p>Unintended Consequences: What Might They Be and Which Way Might They Fall? The complexity of the ACA; the organization and incentives for Accountable Care Organizations; and the responses of the variety of payers, providers and public interests at play in the transplantation world makes predicting the unexpected a fascinating exercise. Hear one person's take on what might emerge. Ronald Potts, M.D. Chief Medical Officer, INTERLINK Health Services, Hillsboro, OR</p> <p>Moderator: Gene Ridolfi, B.A., RN, M.H.A.</p>

9:00AM-10:00AM	<p>Patients Come Second – Leading Change by Changing the Way You Lead In the changing world of healthcare, leaders must fundamentally change how they lead in order to achieve exceptional results. But exceptional results can only be realized through exceptional teams! Get10 proven successful strategies to create exceptional teams as well as a tool that helps leaders assess their performance and thereby provide a roadmap to lead change.</p> <p><i>Britt Berrett, Ph.D., FACHE</i> President, Texas Health Presbyterian Hospital Dallas, TX</p> <p>Moderator: James Pittman, RN, M.S.N.</p>
10:00AM-10:15AM	<p>BREAK</p>
10:15AM-11:15AM	<p>CMS Update Gain insight into the current CMS survey processes including the recent addition of focused QAPI surveys.</p> <p><i>Michele Walton, RN, B.S.N.</i> Nursing Consultant, Division of Continuing Care Providers, Center for Medicare & Medicaid Services, Baltimore, MD</p> <p>Moderator: Kathy Jo Freeman, RN, M.S.N.</p>
11:15AM-12:15PM	<p>Dealing With an Adverse Clinical Event: Preparing for the Inevitable Death of a Living Donor Hear firsthand what it means to be truly prepared, which requires moving from IF to WHEN. A surgeon compares experiencing an adverse event at a center that wasn't ready to having a prepared team he led to develop a Crisis Management Playbook.</p> <p><i>Charles Miller, M.D.</i> Director, Liver Transplant Program, Cleveland Clinic Foundation, OH</p> <p>Moderator: Micah Davis, M.B.A.</p>

END OF CONFERENCE