

The Effect of a Dedicated Trainer on Error Reduction in Donation Services

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Purpose: This study evaluated the effect of creating a dedicated trainer position within the Donation Services Department at one OPO had with regard to reducing documentation errors with an emphasis on authorizations and overall risk mitigation.

Method: A retrospective review was conducted, comparing the overall number of chart corrections per month, chart corrections exclusively on the authorization form per month, and number of occurrences per authorization audit. Comparison periods were January to July of 2022 prior to the creation of the training position as the control period. The period of August 2022 to March of 2023 after training position was created and filled was the study period.

Results: During the control period, the average number of chart corrections per month for the Donation Services team was 66.1 with an average of 2.1 days to complete and close corrections. During the study period, the average number of chart corrections per month was 61.5 with an average of 1.2 days to complete and close the corrections. This is a 7% decrease in chart corrections and 41% decrease in the number of days taken to complete corrections.

Simultaneously, the average number of chart corrections per month on authorization forms dropped from 9.1 to 4.8, a decrease of 48%. Authorization audits completed by internal audit went from an average of 6.8 occurrences per audit to 2.3 occurrences per audit, a decrease of 63%. Consequently, the quality department experienced a 63% reduction in the time spent entering occurrences due to fewer chart findings.

Discussion: Despite the early stages of this role, noticeable improvements have already been observed, and further enhancements are anticipated as the position matures. Other qualitative benefits include a reduction in overall organizational risk due to fewer errors in the authorization process as well as Donation Services staff experiencing more consistent training support. An overall streamlining of processes to increase efficiency and effectiveness was also achieved. In conclusion, a dedicated trainer for the Donation Services department will decrease overall risk and errors for the organization.