

TITLE: Implementing a way to reduce correction turnaround time and provide consistency of the completion of the Authorization, DRAI and DRAI Addendum on Tissue Following Organ cases.

Authors: Shayla Rundell, Internal Quality Auditor I, Laura Ballard, Supervisor, Quality & Compliance

BACKGROUND:

Southwest Transplant Alliance (STA) is an OPO and Tissue Bank. STA works with seven Tissue processors and recovers Musculoskeletal, Dermis and Cardiovascular Tissue. The current Tissue Auditor process for Tissue following Organ cases is to review the IDA, DRAI, and Authorization forms within seven days of the recovery date. Once the audit is complete, the Tissue Auditors then notify the Organ Auditors of any corrections needed. The Organ auditors will then raise the review items for the corrections needed once they start their audit.

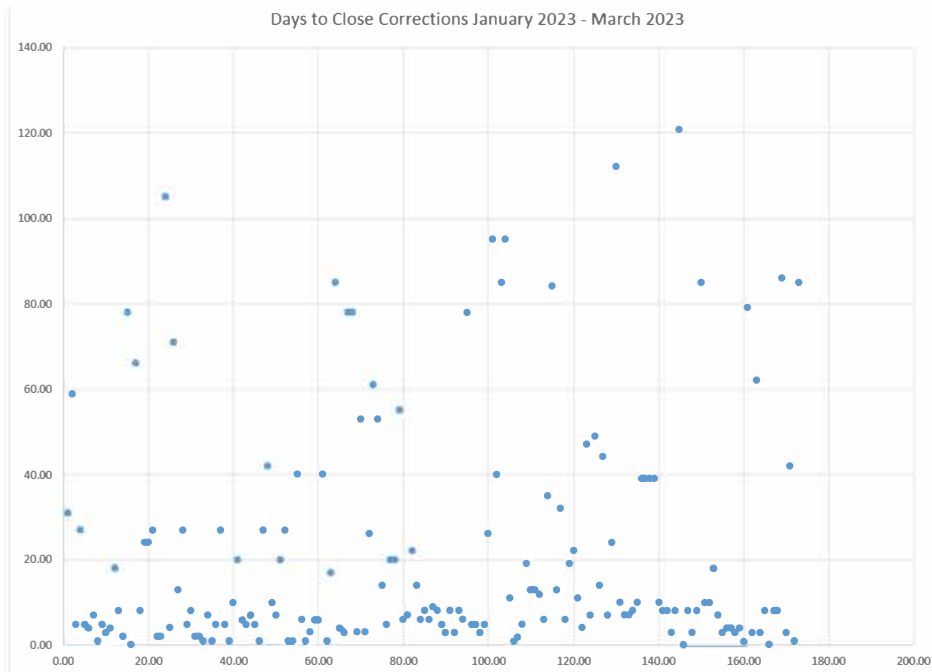
Tissue charts are due to the processor within 5-30 days depending on the type of tissue recovered and processor. Tissue Auditors start audits within seven days of recovery. Organ Auditors start audits within thirty days of cross-clamp. It is at that time a full review of the authorization, DRAI and DRAI Addendum is performed.

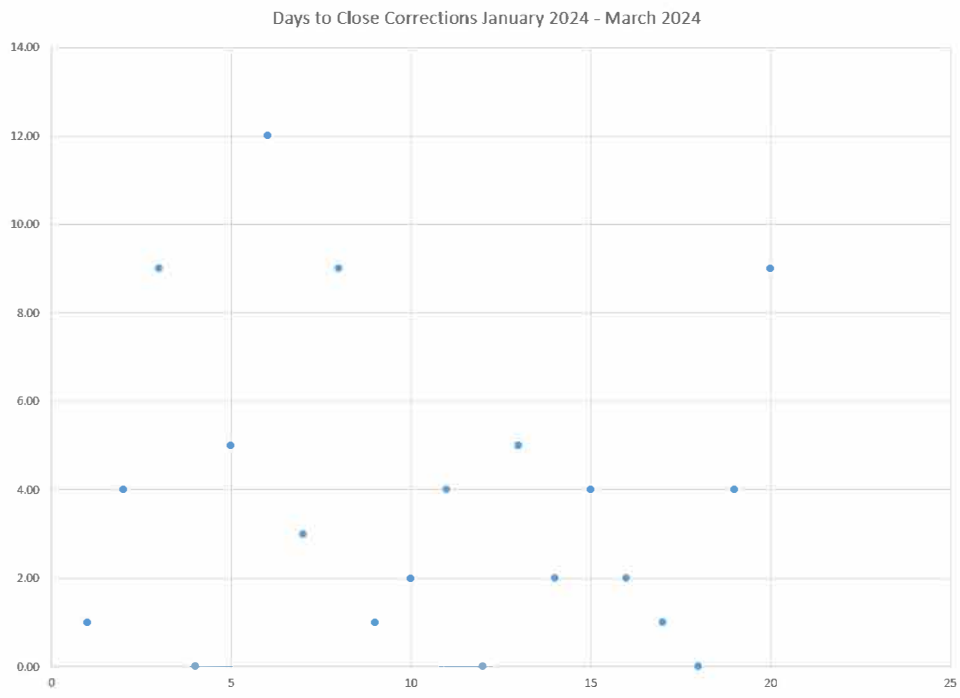
Charts are being sent to tissue processor incomplete due to the Organ audit beginning thirty days after cross clamp. Tissue Auditors are going back months later resending corrected Authorization, DRAI and DRAI Addendum to the tissue processor on Tissue Following Organ cases.

HYPOTHESIS: Enabling Tissue Auditors to review authorization, DRAI and DRAI Addendums and raise chart review items on Tissue Following Organ cases will reduce correction turn around time from seven days to three days and increase fully corrected documentation received by the processors.

METHODS: January 2024 Tissue chart auditors began reviewing Authorization, DRAI and DRAI Addendum on Tissue Following Organ cases and managing correction notification and completion.

RESULTS:





CONCLUSION: Chart corrections on Authorization, DRAI and DRAI Addendum on Tissue Following Organ cases are averaging 3.85 days to complete for the period January 01, 2024, through March 31, 2024, compared to 21.06 days for the same period in 2023.

Implementing a way to reduce correction turnaround time and provide consistency of the completion of the Authorization, DRAI and DRAI Addendum on Tissue Following Organ Cases

ABSTRACT

Goal

Our goal is for the Tissue Auditors to begin auditing IDA, DRAI, and Authorization forms to reduce correction turn around time on tissue following organ cases.

This initiative of the Tissue auditors auditing IDA, DRAI, and Authorization forms is to meet the tissue processor chart submission time. A key variable identified is the difference in the time frame to start a chart audit between the Organ and Tissue Auditors.

Our plan is for the Tissue Auditors to raise review items on tissue following organ cases through Q-Pulse to notify staff of corrections needed.

CONTACT

Name: Shayla Rundell,
 Laura Ballard
 Email(s):
 Shayla.Rundell@organ.org
 Lballard@organ.org

INTRODUCTION

- **Eliminate redundancy on tissue following organ cases.**
- **Reduce correction turnaround time.**
- **Reduce the number of documentations errors.**
- **Maintain Processor specific chart goals.**

METHODS AND MATERIALS

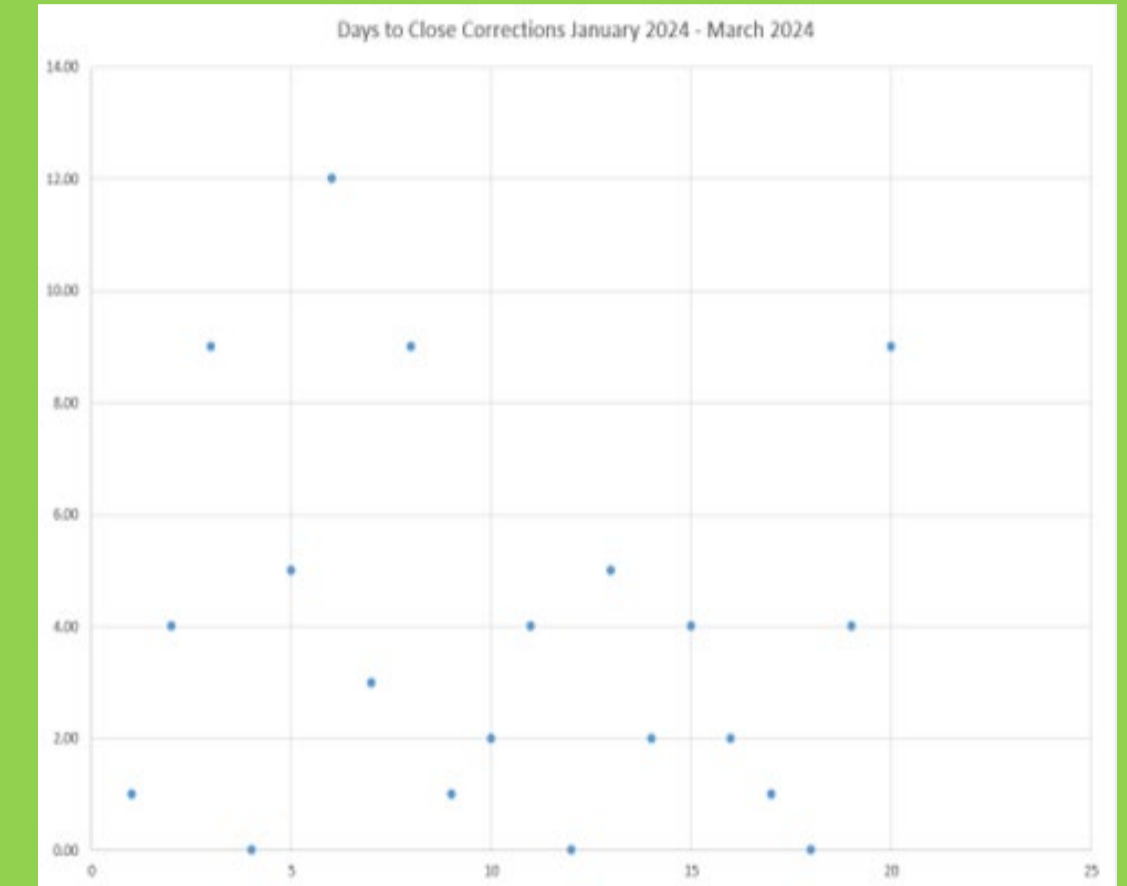
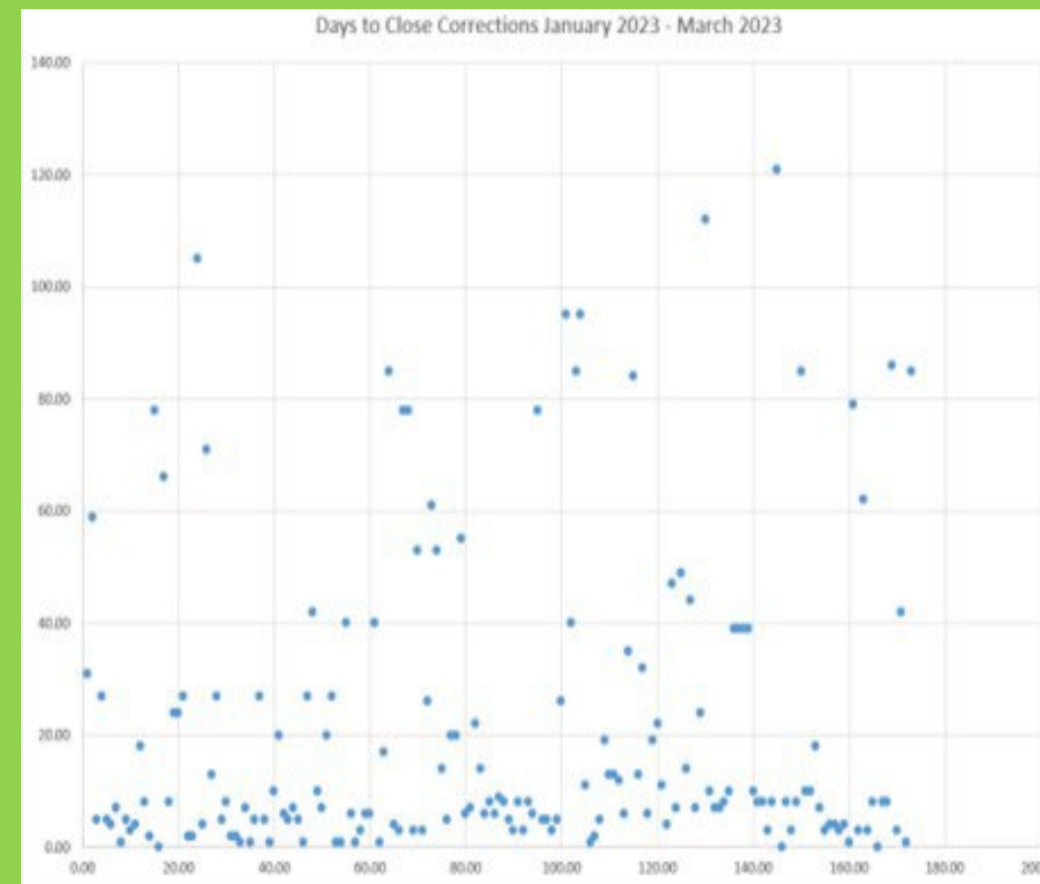
January 2024 Tissue chart auditors began reviewing Authorization, DRAI and DRAI Addendum's on Tissue Following Organ Cases and managing correction notification and completion

CONCLUSIONS

Having the tissue auditors manage the corrections process through Q-Pulse allows greater transparency among the quality department.

Chart corrections on Authorization, DRAI and DRAI Addendum's on Tissue Following Organ cases are averaging 3.85 days to complete for the period January 01, 2024, through March 31, 2024, compared to 21.06 days for the same period in 2023.

ROADMAP/RESULTS



DISCUSSION

The current Tissue Auditor process for Tissue following Organ cases is to review the IDA, DRAI, and Authorization forms within seven days of the recovery date. Once the audit is complete, the Tissue Auditors then notify the Organ Auditors of any corrections needed. The Organ auditors will then raise the review items for the corrections needed once they start their audit.

In order to achieve shorter turn around times from the coordinators, it is important to review good documentation practice, correction expectations, and consistency amongst all coordinators. Through coordination with the education team, review of good documentation practices is important.