

# Waitlist Management: Right Patient, Right Kidney, Right Time

## Introduction

Over a 5-year period, the End State Renal Disease Treatment Choices Learning Collaborative (ETCLC) set out to increase the number of deceased donor kidney transplants by 28%. One way to improve this outcome is by increasing the number of patients referred, evaluated, waitlisted, and transplanted with a deceased donor kidney.

## Objective

Throughout the transplant journey, several members of the transplant team may be involved as the patients move through the transplant center's system with the goal of receiving a kidney transplant. Once a transplant center receives the referral from the dialysis center or the nephrologist office, a transplant team member may contact the patient to begin the evaluation process. Ongoing education and periodic diagnostic evaluations ensure that the *right patient is ready for the right kidney at the right time.*

## Who's Involved

Several transplant professionals are involved throughout the patient's care:

- Transplant Nephrologist
- Transplant Surgeon
- Transplant Nurse Coordinator
- Social Worker
- Psychologist
- Dietician
- Financial Counselor
- Transplant Pharmacist



## What's Ahead?

Eleven ETCLC focused interventions were identified as impactful actions in decreasing the incidence of nonuse deceased donor kidneys offered for donation. There are approximately 40 ETCLC member organizations, or 10% of the collaborative, are working on more than 50 initiatives related to waitlist interventions. Providers are focused on the key strategies of communication, collaboration, and education to ensure patients are transplant ready.



## Methods & Action

The evaluation process includes meeting with the transplant team at specific intervals throughout the evaluation process. During the evaluation process, patients receive education on standard criteria donor kidneys, extended criteria donor kidneys, and high-KDPI kidneys. Patients also receive diagnostic testing, and other appointments to determine medical eligibility and approval for active listing on the transplant waitlist.



### U.S. Kidney Facts

- **1 in 3 Americans are at risk for kidney disease.**
- **37 million people have chronic kidney failure.**
- **660,000 people live with kidney failure.**
- **100,000 people are waiting for a kidney.**

Source: National Kidney Foundation

### Communicate & Collaborate:

- With waitlisted patients consistently, monthly, or quarterly
- Between the transplant center and the dialysis center regarding patients' health status
- With providers involved in providing medical clearance for transplant i.e., cardiology, gastroenterology
- On using organ offer filters to improve the allocation efficiency, reduce call volume, and improve identification of transplant ready patients
- To prioritize waitlisted patients ready for transplant
- To identify barriers in the referral and evaluation process that limit the ability to maintain a large pool of active candidates on the waitlist

### Educate:

- Patients on their deceased donor kidney options such as expanded-criteria donor (ECD) and high-KDPI kidney
- Patients on multi-listing opportunities
- To ensure eligible candidates are appropriately placed on the waitlist and ready to accept an organ
- On the reports available that identify patients with an increased amount of waitlist/allocation points who are likely to match with an organ within the next 6–12 months (ie: UNOS, EHR, Epic, etc.)
- And enhance internal processes to increase patient readiness
- And review organizational policies to improve efficiency in the waitlisting process