

Attachment C

2.1 Logic Model for Approach Rate Quality Measure

Measure Name: Rate of Referred Patients that are Approached for an Organ Donation in the Organ Procurement Organization's Donation Service Area in a Calendar Year.

Introduction

The Approach Rate measure indicates whether the OPO had a conversation with potential donors or their next of kin to make organ donation a possibility. While each organ donation is triggered by contact from the donor hospital as they identify a potential donor (a referral), the OPO must take action on the referral to make the request of the donor. Without a conversation about organ donation, potential donors and their next of kin may be unaware of or uninformed about donation possibilities. An approach conversation is a key step on the path to making more organs available to those on the transplant waiting list.

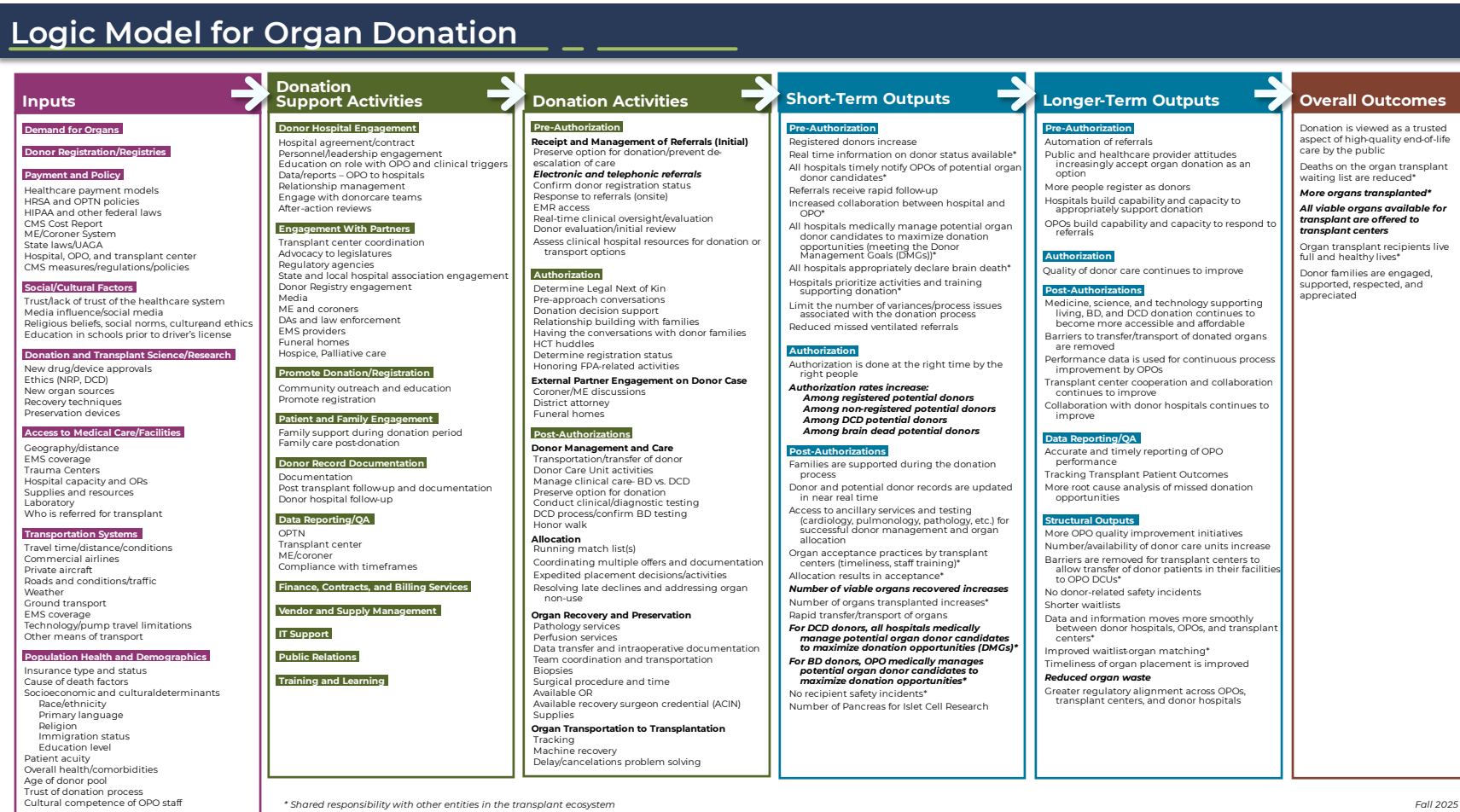
A lower approach rate may indicate that an OPO needs to prioritize their efforts to connect with each referred patient or their next of kin. While not every referral will be medically suitable for donation, OPOs must make every attempt to respond to referrals and to seek consent for donation. Successful approach conversations honor the patient and their loved ones during a time of great distress, acknowledge the challenges of the decisions being discussed, and recognize the complexities of the clinical and family dynamics, even when consent is not granted.

A lower approach rate may signal issues with administrative tracking, resources, or training that are hindering either on-site or telephonic response to hospital referrals. An approach conversation is a minimum requirement to make authorization possible. OPOs can work with their leadership and front-line staff to establish approach rate benchmarks, work through challenges preventing approaches, and prioritize these time-sensitive and delicate conversations.

Logic Model

The Logic Model for Organ Donation (Exhibit 1) represents the broad contextual framework of organ donation and includes the inputs, donation support and donation activities, outputs, and outcomes for the processes involved in organ donation. The Approach Rate Logic Model (Exhibit 2) focuses on the subset of donation activities specific to this measure.

Exhibit 1: Logic Model for Organ Donation



Fall 2025

Exhibit 2: Approach Rate Logic Model

Inputs	Activities	Outputs	Outcomes	Impact
-Hospital agreements/ contracts -Hospital engagement -Hospital referrals -Trained OPO staff -EMR access -Community outreach and education	-Receipt and management of referrals -Confirm donor registration status -Donor evaluation/initial review -Determine legal next of kin -Pre-approach conversations -Donation decision support -Relationship-building with families -Approach conversations -Honor first-person authorization	-Donor authorizations -OPOs build capability and capacity to respond to referrals -Performance data is used for continuous process improvement by OPOs	<u>Short-term</u> -Increases in OPO approaches to donors or next of kin <u>Intermediate term</u> -More donor organs are available -Increased collaboration between hospital and OPO -Hospitals prioritize activities and training supporting donation -Hospitals build capability and capacity to appropriately support donation <u>Long-term</u> -Shorter transplant waitlist	-Increase in the number of organs available for transplants -Deaths on the organ transplant waiting list are reduced -Donation is viewed as a trusted aspect of high-quality end-of-life care by the public -Donor families are engaged, supported, respected, and appreciated
Feedback Mechanisms				
Hospital referrals trigger the OPO to begin engaging, either onsite or via telephone, with the potential donor or their next of kin about organ donation (i.e., approach conversation). OPOs periodically review their approach rate, response practices, methods, and data capture to identify barriers in their processes or communication that prevent follow-up with referred potential donors or their next of kin.				

Assumptions
Hospitals will provide timely, appropriate referrals to the OPO with sufficient clinical and contact information to facilitate an informed approach conversation by the OPO staff. OPOs have or can obtain resources (i.e., staffing, referral tracking, communication tools) to hold an approach conversation with each referred potential donor or their next of kin. Feedback on performance of this measure will increase approach rates and improve organ donor availability.
External Factors
Technological improvements could streamline referral notifications and transference of patient information between the hospital and OPO. Changes in CMS policies or regulations could impact the emphasis given by OPOs to approach conversations. Advancements in donation and transplant science and research will increase the ability to use organs from medically complex donors, across greater distances, and over longer periods of time.