

Attachment C

2.1 Logic Model for Authorization Rate Quality Measure

Measure Name: Authorization Rate for Organ Donation Among Approached, Referred Potential Organ Donors in the Organ Procurement Organization's Donation Service Area in a Calendar Year.

Introduction

The Authorization Rate measures the number of authorizations for organ donation to the number of approaches made by the OPO to referred patients/next of kin for organ donation. A metric for authorization rate provides information on the OPOs' effectiveness related to approaches and authorizations. It helps identify gaps in the authorization process, enabling targeted interventions. Ultimately, improvement in authorization rates increases the availability of organs for donation.

This logic model provides a framework for approach/authorization conversations for organ donation. It outlines the components for a conversation with the donor family for the intent of organ donation. Establishing rapport between a culturally-competent OPO staff and donor family within the context of a supportive donor hospital environment is essential. Providing education to the donor family on the donation process and establishing trust are key elements. If first-person authorization has been established, OPOs play a key role in helping the family understand and honor that decision. Ideally, each approach conversation would yield an authorization for organ donation. However, authorization is complex, and a myriad of factors can affect a decision for organ donation such as social, cultural, religious beliefs, and media/social media influence.

Measuring this metric will provide valuable information to assist OPOs in identifying gaps and opportunities for improvement in the authorization process, toward the goal of increasing organ donation rates.

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 Authorization Rate Logic Model (Exhibit 2) focuses on the subset of donation activities specific to this measure.

Exhibit 1: Logic Model for Organ Donation

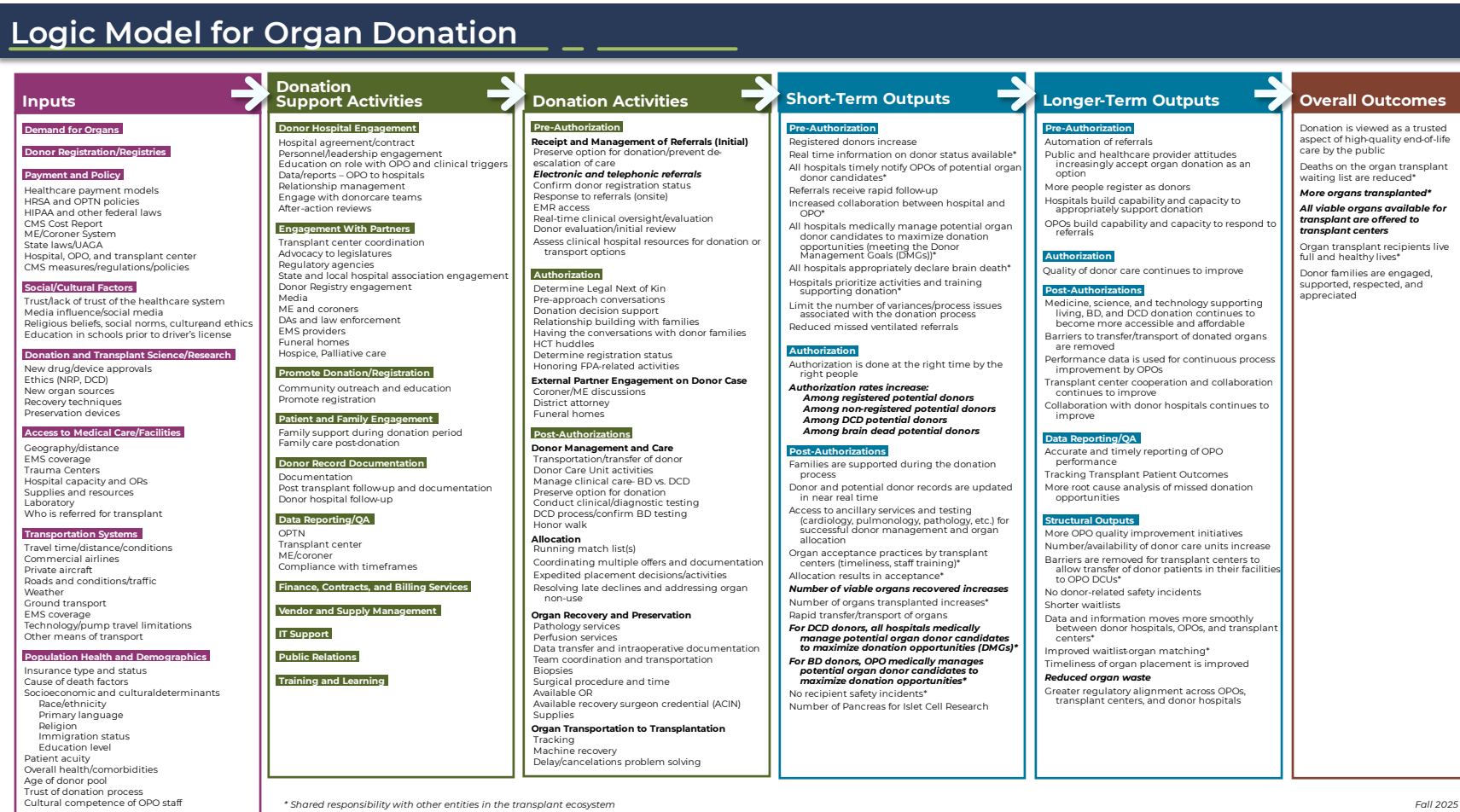


Exhibit 2: Authorization Rate Logic Model

Inputs	Activities	Outputs	Outcomes	Impacts
-Potential organ donor/family -Culturally competent OPO staff -Donor registry -HRSA and OPTN policies -Private environment for family interaction -Donor family education resources -Donor -Hospital/OPO collaborative agreement -Trust/lack of trust of healthcare system -Media influence/social media -Religious beliefs, social norms, culture, and ethics	-Provide patient/family education -Pastoral support, as needed -Donor hospital education -Donor family approach conversation -OPO staff training on authorization -Confirm donor registration status -Determine legal next of kin -Donation decision support -Rapport and relationship-building with families -Healthcare team huddles -Q&A to promote clarity in decision-making about authorization (FPA)	-Increase in approach conversations -OPO staff visibility -Donor hospital support of organ donation -Donation decision support -OPO/donor family/donor hospital rapport	<u>Short-term</u> -Increase in OPO approaches -Increase in the number of donation authorizations achieved by the OPO in their DSA each year: -Among registered potential donors -Among non-registered potential donors -Among DCD potential donors -Among brain dead potential donors -Authorization is done at the right time by the right people <u>Intermediate term</u> -Identification of authorization process gaps <u>Long-term</u> -Increase in organ donation and transplantation	-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. -Continued improvement in donor care due to OPO sharing of best practices.

Feedback Mechanisms
Internal review of QI data with OPO staff to promote engagement in donor/family approach and authorization practices. OPO meetings with Donor Hospitals to provide information about the number of authorizations, identify gaps in process, and collaborate to create solutions that support authorization growth. Provide data dashboards to donor hospitals depicting referral, approach, and authorization data.
Assumptions
Offering the opportunity of organ donation provides closure to families who desire to honor their loved ones' wishes and/or create meaning during a time of loss. Inherent in the authorization process is the need for effective communication and rapport between the OPO staff and donor family. Cultural biases and norms, confidentiality, trust, and an accurate understanding of the donation process, specifically first-person authorization (FPA) are key factors impacting authorization rates. Understanding authorization rates provides information on the OPO's effectiveness related to approaches and authorizations. It helps identify gaps in the authorization process, enabling targeted interventions.
External Factors
Public opinion about organ donation based on media, personal knowledge, and experience with organ donation.