End-Stage Renal Disease Network Program

IPRO

Transplant Root Cause Analysis (RCA) Roadmap: Facility Action Guide

How to Use This Guide

This guide should be discussed at your facility's quality meetings. It is designed to be used during the RCA phase of the quality improvement cycle to help pinpoint the greatest barrier to improving waitlisting and transplant rates at your facility.

Engaging patient representatives in this process is crucial. Their lived experiences provide valuable insights into the barriers patients face and can help shape more effective improvement strategies. Involving patient representatives in RCA discussions, process improvement planning, and intervention design can enhance engagement and lead to more patient-centered solutions.

1. **Facility-Level Process Improvements:** If your facility has gaps in processes and workflows, focus on these systemic improvements first.

2. **Patient-Specific Barriers:** If your facility already has strong facility-level processes in place, consider addressing individual patient barriers to increase waitlisting and transplant rates.

Your facility has the flexibility to choose which areas to prioritize during the cycle.

Focus Area	Key Question	If No, Suggested Focus	Supporting Resources
Tracking System	Does your facility have a tracking system for patient evaluation, waitlisting, and transplant progress?	Develop a tracking mechanism (manual or digital) to monitor patient progress. Facilities that successfully refer patients to transplant track metrics and each patient's referral progress. Conduct an audit of your current system and improve efficiency by standardizing data collection and reporting.	**NCC Transplant Change Package (Driver #2)**
Communication with Transplant Centers	Does your facility have a structured communication process with transplant centers (e.g., monthly/ quarterly meetings)?	Establish a communication protocol with at least one transplant center. High-performing facilities have success meeting via teams, doing a phone conference, or receiving a digital report of patient status at specific intervals. Formalize your communication schedule and assign staff responsibility for regular check-ins.	**NCC Transplant Change Package (Driver #3)**
Pro-Transplant Culture	Is transplant education and monitoring a shared team effort or primarily handled by one staff member?	All facility staff play a role in getting patients on the transplant waitlist. This is especially true of nurses and patient care technicians who have established relationships of trust with patients. Engage all staff in structured transplant discussions and training.	**NCC Transplant Change Package (Driver #1)**
Peer Support Program	Does your facility have a peer support protocol to help patients navigate transplant decisions?	Kidney patients face numerous medical, surgical, emotional, and financial stressors, particularly when deciding whether to pursue transplantation. Patient mentors who have received a transplant can serve as powerful and trusted advocates, helping to allay fears and answer questions for other patients. Similarly, patient representatives who are currently on dialysis can provide valuable peer support. There are two ways to implement a peer support protocol at your facility: you can either initiate a program within your facility or leverage an existing program in the community. To implement your own support program within your facility, consider using the *American Association of Kidney Patients (AAKP) Community Patient Support Group Guidebook*. To utilize a support group in the community, search for local programs using tools such as the **AAKP Center for Patient Engagement and Advocacy** or consider adopting national programs such as **NKF Peers** or the **Renal Support Network HopeLine**.	**AAKP Guidebook** **AAKP Support Groups** **NKF Peers** **RSN HopeLine**

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Barrier	Recommended Strategy	Supporting Resources
Medical Ineligibility	Use the **Transplant Re-Evaluation Algorithm Tool** to guide patients previously deemed ineligible back toward evaluation. If weight management is a concern, refer to the **Reducing Weight-Related Medical Ineligibility Change Packet** for guidance on overcoming weight-related barriers.	**Transplant Re-Evaluation Tool** **Reducing Weight-Related Medical Ineligibility Change Packet**
Lack of Support System	Educate patients and caregivers on available social support options. Consider connecting patients with support groups or social services.	**AAKP Support Groups**
Limited Patient Interest	Patient interest in transplant can be linked to fear, health literacy barriers, or limited education on transplant. Increase interest in transplant using the following patient resources: • **Kidney Transplant Compare** – Patient-friendly application that provides information about transplantation, transplant center inclusion criteria, support services, and outcomes data. Tech-savvy patients can independently download the app on their mobile devices or use the desktop version. Patients needing assistance can explore transplant center options chairside with their provider. • **TransplantInfo Videos** – A collection of transplant education videos. • **Why Transplant is a Good Idea for Me** – A handout dispelling myths about kidney transplantation to overcome fear. • **Is Kidney Transplant Right for Me?** – A guide for patients exploring transplant options.	**Kidney Transplant Compare** **Transplant Info Videos** **Why Transplant is a Good Idea for Me** **Is Kidney Transplant Right for Me?**
Waitlist Management	These resources provide strategies for older patients to achieve transplant success, including considering "Better than Dialysis" kidneys or pursuing living donation. They also offer tips for reducing waiting time and staying active on the waitlist. These resources can be incorporated into new educational initiatives, shared on bulletin boards, used during rounding, or presented during lobby days: • **Wait Less: Shorten Your Wait for a Kidney Transplant** – Strategies to reduce wait time. • **10 Steps to Remain Active** – A guide to help patients stay active on the transplant waitlist. • ***Better than Dialysis* Kidneys** – Explores the concept of accepting kidneys that may be a better option than dialysis. • **Living Donation: Your Best Option** – Highlights the benefits of living donation as the best option for kidney transplant success.	**Wait Less Flyer** **10 Steps to Remain Active** **Better than Dialysis Kidneys** **Living Donation Flyer**