Referral and Evaluation Process for Cardiac Death

E-learning module revised by LifeSource, 2018

This learning module is part of a series of e-learning modules designed to meet hospital education requirements for compliance agencies such as CMS, The Joint Commission and the State Department of Health.

Learners are responsible for reviewing the information, completing the post-test, printing the Certificate of Completion, and providing evidence of completion to their hospital Education Coordinator or other designated compliance officer.

Nurses licensed in the State of MN may also retain the Certificate of Completion and apply for continuing education credit. Completion of this e-learning module is equivalent to one {1) credit.

Learning Objectives

Upon completion of this e-learning module, learners will be able to:

- Identify the triggers for making a referral call to the donation agencies
- Practice timely referrals
- Describe the importance of the screening and evaluation process
- Examine patients for appearance and general condition of the entire body and relay that information to the donation agencies

24/7 Donation Referral Number: 1-800-24-SHARE (1-800-247-4273)

Which patients do I refer for donation assessment?

Regulatory agencies including CMS, The Joint Commission and the State Department of Health as well as your hospital policies, require **ALL** patient deaths, 20 weeks gestation and older, be referred for donation assessment **within one hour** of cardiac time of death. There are no exclusions.

This process ensures that every patient is properly evaluated for tissue and eye donation potential in a timely manner. All referrals made within one hour of the time of cardiac death are considered timely referrals.

Your hospital monitors referral and timeliness statistics to ensure the practice reflects the policies. Regulatory agencies including CMS, The Joint Commission and the State Department of Health, periodically audit healthcare facilities and review their compliance to these policies.

Triggers for making a referral call to 1-800-24-SHARE (1-800-247-4273):

- Call if the family mentions or has questions about donation or, if you have questions about donation.

- Call within one hour on all patients after asystole.

Should I tell the family that I'm calling the donation agency?

No, please do not initiate a discussion about donation with the family. The family may have questions about donation that you are not prepared to answer or there may not be opportunities for donation. The donation agencies will collaborate with you to develop a communication plan prior to any mention of donation to the family when donation opportunities exist.

What will I be asked when I make the referral call?

You will be asked to provide the following information when you refer a patient:

- Your name, hospital name, phone number, unit
- Patient name, state of residence, gender, race, date of birth, medical record number
- Is the patient on a ventilator? If Yes, what is the diagnosis? -- LifeSource Donor Services Coordinators will contact the LifeSource Donation Resource Supervisor for further evaluation for organ donation options.
- Has the patient ever been on a ventilator; if yes, date and time of extubation
- Date and time of death
- Cause/nature of death
- Any evidence of sepsis, hepatitis B/C, HIV/AIDS, CA, Alzheimer's or Parkinson's
- Height and weight
- Whether or not the family has mentioned donation

If the patient meets donation criteria based on the above information, the Donor Services Coordinator will be asking for additional detailed information from the patient's hospitalization. ***Have the patient's medical record available when you call.***

If my patient has one of the conditions above, do I still have to refer them?

Yes, you must refer all patient deaths, regardless of age or cause of death. Answering 'yes' to any of the above questions does not automatically rule-out a patient for donation. For instance, patients with cancer are still able to donate eye tissue for transplantation.

After I answer these questions, is the referral process completed?

No. If a patient meets the initial donation criteria, the screening process will continue with additional, more detailed medical questions. Again, it is important to have the patient's medical record available when you call.

Examples of questions asked during the secondary screening:

- What were the circumstances surrounding death?
- What can you share about the past medical history? - This includes cancers, high risk behavior, infectious disease, dementia, rheumatoid arthritis, TB, rabies or dialysis.
- Any evidence of infection such as fevers, high white count, or a diagnosis of sepsis?
- Blood loss in the last 48 hours?
- Any diagnostic testing or procedures during this admission?
- What medications is the patient currently on?
- Did the patient receive any transfusions within 48 hours of death?
- Did the patient receive any other fluids within one hour of death?

How long is the call going to take?

Depending on the findings, this process can take a few minutes or sometimes as long as 30 minutes. The donation agency realizes this is a time intensive for healthcare professionals with competing priorities, and appreciate your patience and collaboration. The detailed screening and evaluation process is necessary to ensure the safety of the recovered tissue for transplant recipients.

Why does the donation agency want to know what the patient looks like?

Because the assessment is conducted via the telephone, the donation agencies are depending on you to paint a picture of the patient's general condition and appearance.Relaying as much detail as possible regarding your patient's physical state is an important step towards ensuring the potential donor is a candidate for donation.

Some things to look for:

- Any evidence of jaundice
- Rashes, bruises, open wounds, sores or drainage
- Trauma - are there any broken bones, other injuries, road rash, etc.
- If you are in the Emergency Department, have you seen the patient unclothed? Does the patient have an ID band?

When no donation opportunities exist

If your patient is not a candidate for donation, the coordinator will inform you that there are no donation opportunities and explain why. Please document this information with the record of death and/or in the patient's medical record.

When donation opportunities do exist

The next step in the process is to connect the family with either a Donor Services Coordinator via the telephone or hospital Certified Designated Requestor (CDR) to discuss donation. The Coordinator will complete a family assessment with you to determine appropriate timing of the donation discussion. Often times the family is better able to discuss donation when they have left the hospital and/or returned to the comfort of their home.

Who discusses donation with the family?

Only persons trained to speak to families about donation can do so. There are only a hospital trained hospital Certified Designated Requestors (CDRs) throughout MN, ND, and SD. Typically trained personnel are representatives from LifeSource.

Do I need to document that I made a referral call?

Yes. The LifeSource Donation Services Coordinator will assign a number to your patient when you make the referral call. Please document this number on your hospital's record of death form and complete and sign the donation section. This provides evidence to the regulatory agencies that deaths were referred.

Referral and Evaluation Process for Cardiac Death
Post Test

Instructions: Please print this page and answer the following questions.
After completion of the post test proceed to the Certificate of Completion for evidence of completion of this e-learning module and post test answers.

1. Which of the following patients must be referred after cardiac death:
    a. 26 week gestation male (preemie)
    b. 40 year old female with cancer
    c. 32 year old male with HIV
    d. All of the above
2. True of False. Once a patient has been referred to 1-800-24-SHARE, it is appropriate for the healthcare team to initiate a discussion about donation with the family.
3. For the referral to be timely, the call must be made within __________ of the time of death?
    a. Four hours
    b. Six hours
    c. One hour
    d. 30 minutes
4. Your patient dies and the family would like to go home before you've completed the referral call and screening process for donation. What do you do?
    a. Tell the family they can't leave until you have talked to the donation agency about tissue and eye donation.
    b. Tell the family they may be getting a call from the donation agency after they get home.
    c. Ask the family if they have ever considered tissue and eye donation.
    d. Encourage the family to go home and obtain telephone numbers for where they'll be in the next 12-24 hours.
5. A patient was pronounced shortly after their arrival in the Emergency Department following a motor vehicle accident. Prior to referring the patient to 1-800-24-SHARE. You should:
    a. Complete a quick physical assessment and offer assessment information/findings in detail to the Donor Services Coordinator.
    b. Have the patient's medical record available for the call.
    c. Ensure the patient is wearing the correct identification band.
    d. All of the above.

This certifies that

____

has completed:

Referral and Evaluation Process for Cardiac Death

E-learning module revised by LifeSource,

1 contact hour

Description:

This e-learning module provides learners with information and instruction necessary to accurately refer patients for tissue and eye donation assessment and evaluation.

Learning Objectives:

Upon completion of this e-learning module, learner s will be able to:

- Identify the triggers for making a referral call to the donation agencies
- Practice timely referrals
- Describe the importance of the screening and evaluation process
- Examine patients for appearance and general condition of the entire body and relay that information to the donation agencies

Jolynn Ryan, LifeSource Education and Training Developer
Instructor

____
Date ___________

This e-learning module was created by LifeSource, Organ and Tissue Donation
2225 West River Road North, Minneapolis, MN 55411 / Phone: 612.800.6100

Print this certificate as record of completion of this e-learning module. Completion of this certificate acknowledges that the participant has completed the education module in its entirety and understands the information presented.

Post Test Answers: 1) d. 2) False. 3) c. 4) d. 5) d.
Contact LifeSource with any questions