

NHS BLOOD AND TRANSPLANT ORGAN DONATION AND TRANSPLANTATION DIRECTORATE

NATIONAL ORGAN DONATION COMMITTEE

Organ Donation Committees: Rapid improvement event 25th & 26th April 2018

In February 2017 a group of medical students, as part of their intercalated year, produced a report of their inquiry into the functioning of organ donation committees. This has previously been shared with NODC. It identified a number of areas of concern including:

- Discrepancies in the perception of the committee's role
- Need for better administrative support
- Chairs' development needs
- Limited information sharing
- Committees' often limited influence within their trusts/health boards
- Poor attendance at committees
- Variations in funding
- Need to create local objectives
- Need for effectiveness measures

A two day "Rapid Improvement Event" was held on 25th and 26th April which was co-ordinated by Julie Whitney and Liz Armstrong and attended by a number of ODC chairs from across the UK as well as Dale Gardiner, Margaret Harrison, Ratan Gor (from Imperial), Joanne Allen and other staff from NHSBT. It sought to review the current state of organ donation committees and establish priorities for action.

A GAP analysis was conducted during the two days which identified the following eight themes where action is required:

Recruitment and selection

- Create clear role profile for ODC chairs
- Clarify roles and responsibilities, time commitment, interview process and rotation in MOU with each trust/health board
- Create regional chair role – again with clarity over role, responsibilities and time commitment

Welcome package, orientation and training

- Welcome letter with relevant contact details for all new chairs
- Local induction process for new chairs
- Induction process to include meetings with CLOD, SNOD, admin support and another chair for mentoring etc
- Consider development of e-learning package
- Review the chair handbook especially in light of new funding arrangements

Profile of ODC and identity within the trust/health board

- SNOD, CLOD & trust training sessions to include section on ODC role
- Include donor recognition memorials in chair handbook
- Consider sharing service evaluation forms with ODCs and Chairs
- NHSBT to devise mission & vision statements on role of ODCs
- Consider developing ODC logo

Reporting structures

- Conduct regional review of ODCs, identifying poorly functioning/attended ODCs and/or ineffective reporting structures
- Develop 'emergency' committee structure to replace full committee and ensure continuing governance where necessary in absence of functioning ODC
- Define process for funding to be signed off by ODC before release to trust/health board
- Include requirement for admin support and room provision in NHSBT MOU with trusts/health boards

Performance metrics

- Include chairs in missed opportunities letter
- Pilot incident reporting for missed opportunities
- Develop template reports/annual plans
- Standardise information provided to trusts/health boards
- Develop guidance for ODCs in relation to tissue donation

Mentoring and training

- Collate welcome information and share with established chairs
- RMs to invite chairs to shared practice sessions
- Identify any chairs who wish to be mentored
- Include chair perspective in sessions delivered especially at Regional Collaboratives

Communication pathways

- Include chairs in real time updates if they would like this information
- Include chairs in monthly communications
- Team managers to attend ODCs wherever possible
- Develop web pages within microsite for ODC chairs
- Develop framework for Regional Chairs communication for inclusion in chair handbook

Marketing

- Raise awareness of ODT promotions hub
- Seek feedback from ODCs on ODT promotions hub
- Minimum expected promotion activity (ie Donation Week) to be included in chair handbook
- Evidence of good practice to be shared via website

Actions have been assigned to individuals and a series of teleconferences have been scheduled to monitor progress.

Amanda Gibbon
May 2018