

RESEARCH, INNOVATION AND NOVEL TECHNOLOGIES ADVISORY GROUP

2nd October 2018

Research Acceptance Rates and Key Performance Indicators (KPIs)

1. Status – Public

2. Executive Summary

The ODT Research Team now collect data on research offers and acceptance rates. These data show that many organs offered through the national allocation scheme are disposed of (on average 22 per month).

As well as collecting acceptance data on each organ type, the team also analyse acceptance based on the time that the offer is made. More organs are accepted during core hours, matching up with the normal work pattern for researchers and tissue banks. However, 73% of research organs offered since May 2018 were offered overnight or during the weekend.

The team have created a KPI scorecard with the help of the ODT Performance team. As well as monitoring acceptance rates, this tracks the team's workload (in terms of the numbers of enquiries, applications and studies waiting to go live) as well as progress report completion rates.

3. Background

As of May 2018, the ODT Research team have been recording details of the offers sent out to researchers through the national research organ allocation scheme. Organs offered through this scheme have been retrieved for the purposes of transplantation and later been found unsuitable (also known as the generic consent pathway).

By using the Electronic Offering System (EOS) to look at the Hub Operations notes for each donor, the team have been able to determine whether these offers were accepted, and by which study.

The following details are recorded for each offer:

- Organ type
- Donor Number
- Date of Offer
- Time of Offer
- Accepted (Yes / No)
- Destination (Study Number / Disposed)
- Time of Day (CH / OCHWD / WE)

Core Hours (CH): Monday to Friday; 08:00 – 18:00

Outside of Core Hours, Week Days (OCHWD): Monday to Friday; 18:00 – 08:00

Weekends and Bank Holidays (WE): Saturdays, Sundays and Bank Holidays; *all day*.

These data now feed into the Research team's new Key Performance Indicator (KPI) report (Appendix A – separate PDF file).

Other metrics that the team are now measuring include workload – the number of enquires (new and ongoing), number of applications and the number of studies waiting to go live.

It has proved difficult to define these objectively in the past as prospective studies may move backwards and forwards between categories as they wait for internal and external approvals. A new timeline has been created to categorise studies and provide some more objectivity (Appendix B).

4. Results

The offering and acceptance data, pooled together (Appendix C) allow the team to feed back valuable insights to researchers and other stakeholders. The previous month's data are sent to all researchers on our registry in an email on behalf of the Chair of RINTAG.

A common remark made to the team is that the ranking system prevents researchers lower down the list receiving organs. These data show that many organs (on average 22 per month) are still being disposed of. Since May 2018, an average of 49% of the organs offered for research have been accepted.

Unfortunately, the likelihood of cardiothoracic organs becoming available through this route is still rare, with 6 lungs and 0 hearts offered via generic consent since May 2018.

One of the many reasons for non-acceptance is the timing of the offer. With researchers and tissue banks typically working in core hours, it is unsurprising that many organs offered overnight or during weekends are disposed of. Unfortunately these times are when most organs are offered (average since May 2018: 73%).

However, the acceptance rate during core hours (whilst usually, but not always, being the highest of the three time categories) is not 100%, so this is not the only factor.

The very low acceptance rate of livers in June (29%) led to the team calling all of the registered liver researchers to ask why they had not responded to offers. Reasons included:

- Unavailability of the study team (due to the summer holidays)
- Researchers busy organising meetings or attending conferences
- The text from Hub Operations not waking the team up if the offer was made overnight
- A specific reason needed to accept i.e. one study only accepts steatotic livers
- Capacity i.e. one study can only work on one liver at a time, and their process takes 48 hours.
- Not having the money to transport research organs to their centre

5. Action Required

RINTAG is asked to:

1. to note the data that is now being collected.
2. to establish whether the team's new KPI metrics are correct.

6. Conclusion

Acceptance data, collected from EOS, allow the Research team to dispel myths about a lack of abdominal organs for research. Collecting information about the time of offer helps to put the low acceptance rate into context, but it is clear it is not the only factor.

Author

Hannah Tolley – ODT Research Manager

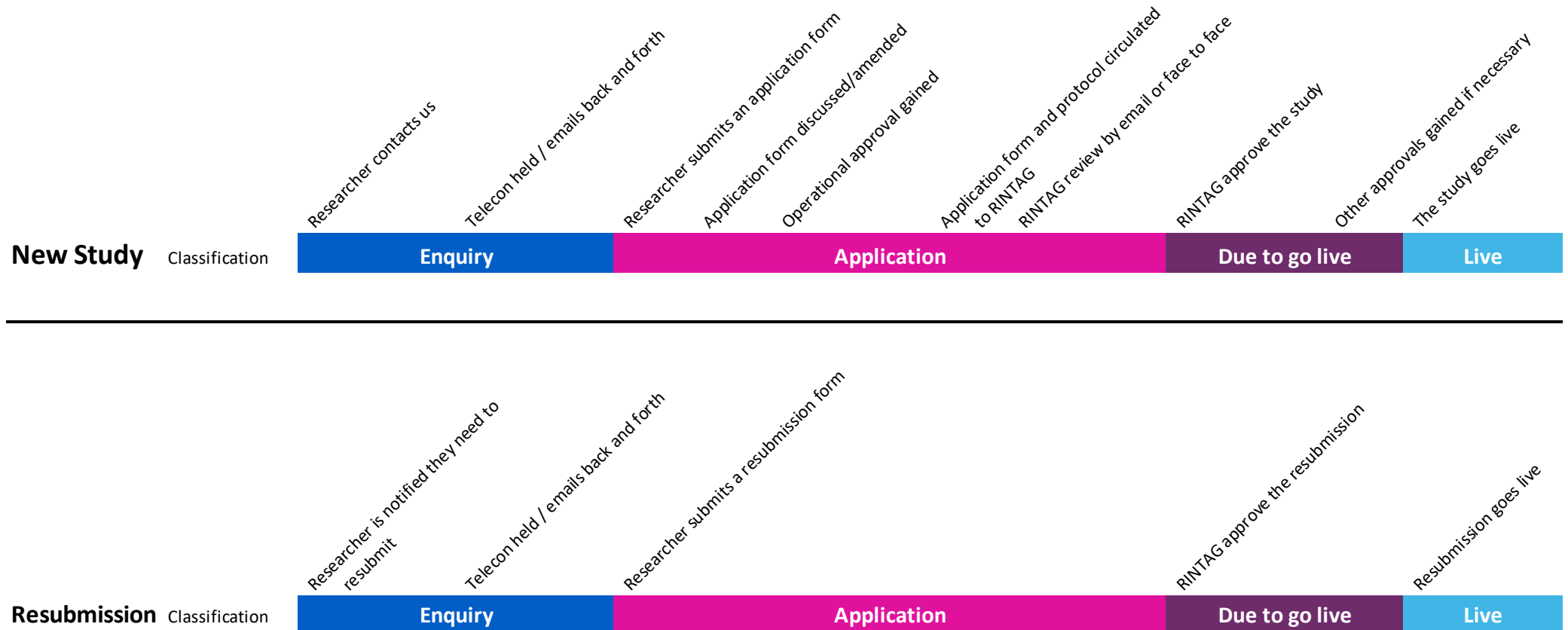
17th September 2018

Appendix A. Research KPI report



Research Team
Performance Report.p

Appendix B. Classification of Studies timeline



Appendix C. Acceptance Rates as of the 17th September 2018 (continued on next page)

	Month	May	June	July	August	September
Number of Organs Offered for Research	Lungs	1	1	1	3	0
	Hearts	0	0	0	0	0
	Kidneys	25	26	24	19	17
	Livers	11	7	12	16	9
	Pancreases	6	4	16	11	5
	Pancreas Islets	1	1	0	0	0
	Total	44	39	53	49	31
Number Accepted for Research	Lungs	1	1	1	2	0
	Hearts	0	0	0	0	0
	Kidneys	11	13	13	11	4
	Livers	6	2	10	14	7
	Pancreases	2	3	4	2	0
	Pancreas Islets	1	1	0	0	0
	Total	21	20	28	29	11
Number of Research Organs Disposed of		23	19	25	21	20
Percentage Accepted for Research	Lungs	100%	100%	100%	67%	N/A
	Hearts	N/A	N/A	N/A	N/A	N/A
	Kidneys	44%	50%	54%	58%	24%
	Livers	55%	29%	83%	88%	78%
	Pancreases	33%	75%	25%	18%	0%

Pancreas Islets	100%	100%	N/A	N/A	N/A
Total	48%	51%	53%	59%	35%

Time of Offer

Number of Organs Offered for Research	Core hours	11	15	20	7	6
	Outside of core hours - week days	16	11	24	22	10
	Weekends	17	13	9	20	15
Number Accepted for Research	Core hours	6	6	11	6	4
	Outside of core hours - week days	6	6	14	15	4
	Weekends	9	8	3	8	3
Percentage Accepted for Research	Core hours	55%	40%	55%	86%	67%
	Outside of core hours - week days	38%	55%	58%	68%	40%
	Weekends	53%	62%	33%	40%	20%
Organs Offered outside of Core Hours (Overnight and Weekends)		75%	62%	62%	86%	81%