

Increasing eye donation through an electronic triage and referral process



Blood and Transplant

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Poor eye donation rates at NSECH ? WHY

Staff didn't have time to refer, it was a 9 step paper, email and telephone process to complete a referral

Staff didn't have the inclination to refer, especially patients they thought could not donate

There was an obvious need to produce a simple, targeted triage and referral process to help clinical staff and to encourage buy in

NSECH electronic triage and referral process

There are 4 triage questions to screen out those with an absolute contraindication to donation – resulting in fewer inappropriate referrals to NRC & reduced work for unit staff

Only when all questions are answered will the referral form open to allow data entry. Any questions answered no have a pop up box explaining that the patient is not suitable to donate

As the form is available on every computer the bedside nurse fill this in soon after death, and once submitted the NRC and the eye retrieval team get a copy which allows them to plan their activity accordingly

After submission, all information is erased in accordance with Caldicott guidelines

The form is exactly the same as the current NRC referral form but has more characteristics to allow extra information to be given to NRC

Universally well received this process has resulted in an increase in eye donation, and because it is found within the organ donation pages on the intranet it educates and re-enforces our hospital donation policy every time a referral is made

Conclusion

Simplifying the referral process has increased buy in from staff which has increased the number of appropriate referrals,

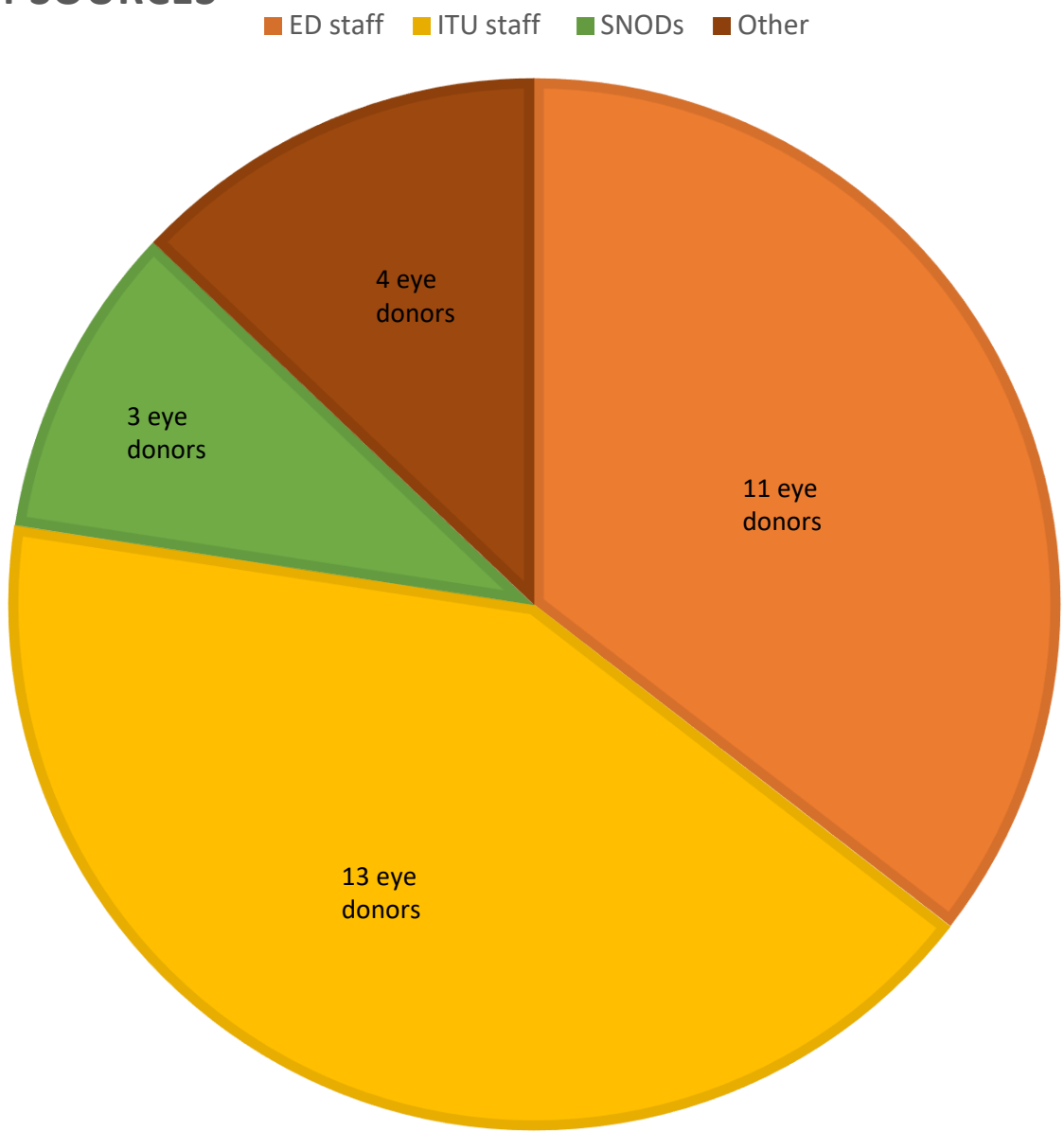
There is still a long way to go in taking our referral rate from 55% currently, to our 70% target for 2023 - 2024

2021/2022 there were 72 referrals & 8 ITU/ED referred donors

2022/2023 there were 118 referrals & 22 ITU/ED referred donors

31 eye donors at NSECH 2022 – 2023

REFERRALS MADE TO THE NATIONAL REFERRAL CENTER COME FROM 4 SOURCES



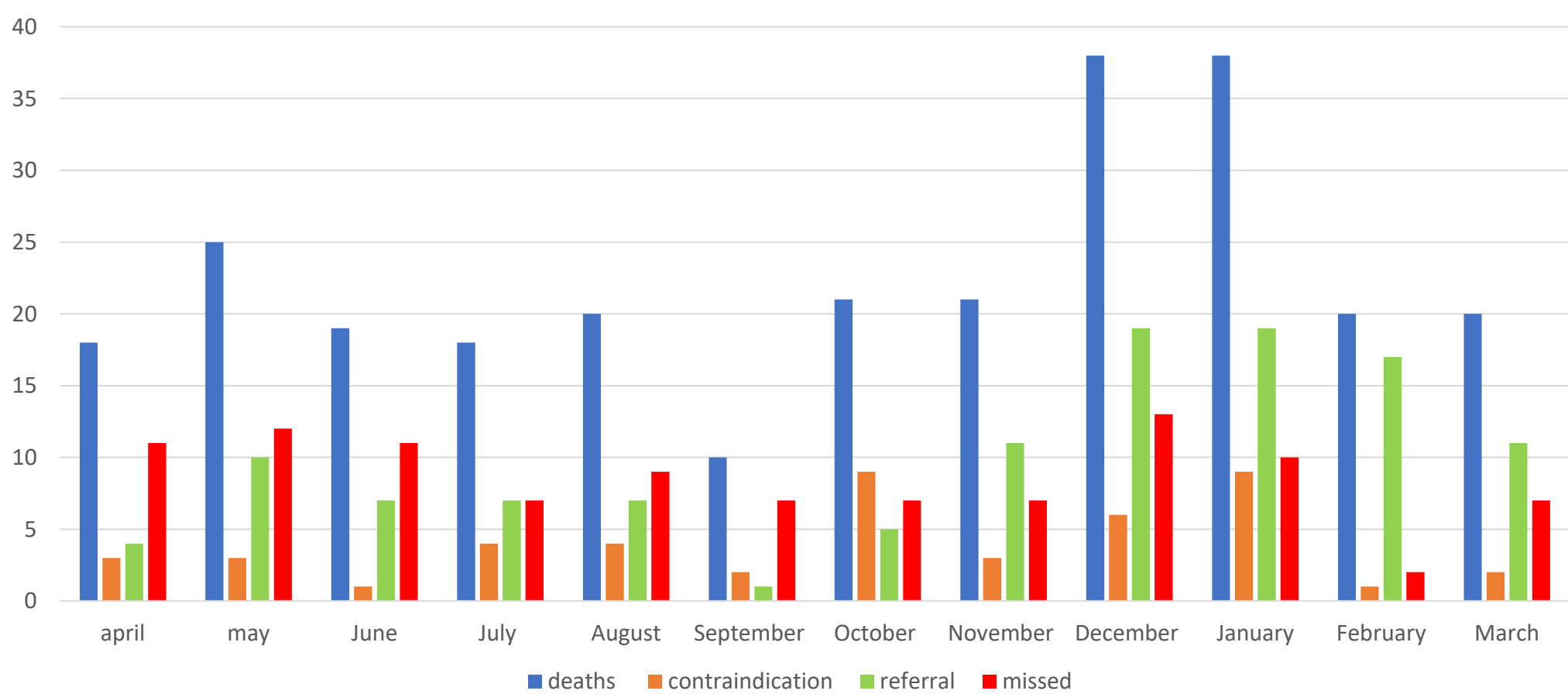
MOST eye donors from NSECH are never referred to a SNOD as they are sudden deaths – especially in ED

Increasing eye referrals using hospital staff and process

SNODs are only involved with a very small percentage of deaths on ITU, and have never been involved in deaths within ED – therefor increased eye donation in our trust will not come from SNOD involvement

Giving our staff a structured but simple process, and feeding back success and personal stories has resulted in an increase of appropriate timely referrals

118 electronic referrals 2022 - 2023



Important feedback given to all those involved in the NSECH referral process

NSECH staff are not expected to approach families, we simply ask them to make a referral

NRC cold call relatives after the death and ask about eye donation, and they will organise this where the families agree

We have never had a complaint from a family about being called in this manner since direct referral was introduced 10 years ago

And from 44 families approached in the last financial year, 24 families gave consent which is a consent rate of 54.5%