

ODT Hub Programme
Frequently Asked Questions

Overview of the programme

1. What is the ODT Hub programme?

The ODT Hub programme describes a five-year programme of change, into 2020, which will transform our current donation and transplantation services. Taking Organ Transplantation to 2020 gave a commitment to increasing the numbers of donors per million population to 26 (from our current number of 21.6) and to increase organ transplants to 74 per million population (from our current number of 57). With this, there is a need to strengthen and develop our processes and systems as well as to increase support across all areas to ensure we are prepared for the extra work, and this is exactly what the ODT Hub programme aims to do.

2. How will the ODT Hub programme change things?

The programme is currently working with colleagues and stakeholders to develop new initiatives and bring transformational change in three distinct areas:

We are making all our services safer, simpler and more supportive, for example:

- The programme aims to make transplantation **safer** by working with colleagues in transplantation and improving access to, and information held, on the current transplant waiting lists so we are better able to match a donated organ to a waiting recipient, and we will do this on an improved IT system. The development of a digital task based-offering system will also help improve safety, so that the right patients get the right offer according to allocation policy.
- The programme aims to make donation referral **simpler** by improving assessment criteria so Specialist Nurses – Organ Donation (SN-ODs) have clear guidelines on which patients have donation potential, and by developing a digital referral process which will help SNODs take a referral Transplant list (a replacement for ODT Online) and will make things simpler by giving transplant coordinators the ability to do a registration in real time, dealing with any validation problems themselves. This should mean fewer phone calls and hand-offs, simplifying processes.
- The programme aims to develop a **supportive** team for everyone involved in every area of donation and transplant and this will happen by the Duty Office and Information Services changing their current role and becoming the ODT Hub. Improved IT systems, improved management of waiting lists

and new methods for organ offering mean the ODT Hub will provide an improved process for registering new recipients, for matching organs to donors, for offering organs, for organising retrieval teams, for organising research and for monitoring follow up post donation. There will also be 24/7 support for registrations for the first time.

3. Where are we with the change?

The ODT Hub programme is 1.5 years into its five-year remit and many improvements have already been introduced, for example we have

- Implemented new Heart and Lung Allocation Schemes using new IT systems. This is already saving and improving lives by ensuring recipients in greatest need, and for whom a transplant will give the greatest benefit, are given priority and are offered an organ.
- Designed, built and tested a referral and assessment pilot across several regions and are continuing a collaboration with the advisory groups to further define donation potential
- We are designing and developing “Transplant List” - a replacement for ODT Online - and are developing a multi Solid Organ Offering prototype which will see all allocations policies incorporated into a digital organ matching system.
- We have helped make key IT technologies ready for use across NHSBT, which will enable changes in ODT and other directorates.

We are preparing to launch a new Liver Allocation Scheme in late 2017. Our goal is for Liver Transplant Centres to eventually be able to register liver patients online, ensuring that information is up-to-date and uploaded immediately. Under the new offering scheme, the liver will be offered to a named patient most in need of the transplant, and with the greatest chance of long term survival, helping to save and improve more lives. Further communication will be available from November as we prepare to go live with the new allocation policy.

We are currently in the process of bringing all organ offering into the Hub and will be renaming the Duty Office and Information Services as the ODT Hub from 25 September.

Renaming the Duty Office and Information Services to become the ODT Hub

4. Is the Hub programme all about changing a name?

No, the overall ODT Hub programme is a much broader programme of work. As outlined above there are several strands of work taking place, one of which is to develop and launch the Duty Office and Information Services into an ODT Hub (an operations centre) to provide support for all organ donation and

transplantation activity.

5. Why is there a name change - what will be different?

The Duty Office and Information Services will be re-named as the ODT Hub on 25 September. Taking Organ Transplantation to 2020 gave a commitment to developing systems to provide a safer, simpler supportive platform on which to build future services. By renaming the Duty Office and Information Services as the Hub we want to show how this service will become the support - or the link - for all donation and transplantation activity. The Hub will allow us to consistently and accurately record administration tasks, giving a central up-to-date view of information on a national basis. In this first phase we will be bringing in organ offering to the Hub, with a longer-term vision to provide further administrative support.

6. What is the ODT Hub team responsible for?

To date, Information Services have been responsible for registering patients onto the national waiting lists, collecting follow-up information about 70,000 transplant recipients and fulfilling NHSBT's statutory obligation to establish traceability for every organ retrieved for the purposes of transplant in the UK.

The Duty Office has been responsible for matching donated organs to people on the waiting list, undertaking organ offering for kidneys, pancreas, multi visceral and small bowel, organising and booking National Organ Donation Retrieval Service (NORS) teams to undertake organ retrieval surgery, as well as placing organs into research when they have been found unsuitable for transplantation.

7. What impact will the Hub have on other teams?

The Hub will be there to support teams. When the Duty Office becomes the ODT Hub it will undertake cardiothoracic organ offering, and in the future, will also undertake liver offering. This will remove many of the administrative tasks SN-ODs currently undertake. By removing hours of time spent offering organs, the ODT Hub will enable SN-ODs to spend time managing their donors, supporting their donor families or providing guidance to colleagues at the donating hospitals.

Information Services are working on developing a replacement for ODT Online which will make it quicker and easier to register a patient for a transplant. For the first-time centres, will be able register patients in real-time without intervention from a person in NHSBT. This will be rolled out to liver transplant centres first, followed by the other organ groups in time. Further information on this will be available later in the year.

The Hub will help build relationships with Recipient Co-ordinators and give us, in NHSBT, more complete data about post-transplant outcomes whilst

lowering the burden of providing this information. Through improving the data collection at the time of organ offering the ODT Hub will provide greater information on the reasons why organs are accepted or declined which will be reported to transplant centres, and may help shape future direction for organ acceptance criteria.

8. Will the ODT Hub have the ability to cope with the increased workload?

Currently around 2,500 organ offers are made each month, with the Duty Office giving 1,500 offers, and SN-ODs giving the other 1,000 offers, so extra staff are needed to cope with the increased workload. Extra staff have been recruited into the ODT Hub, and improved IT systems will streamline current processes to enable the ODT Hub to undertake these new roles, and to provide the support colleagues require. The escalation policy for those nights when donation activity increases dramatically are in place but will be strengthened to reflect what will be a significant increase in work for the ODT Hub.

9. What will this mean for Duty Office and Information Services employees? Will there be changes?

Yes, especially with heart and lung offering coming into the Hub in autumn 2017, along with the plan to transfer the waiting lists onto a different system. It will mean an increased workload for a short period while processes are refined and new computer systems are introduced. However, workload will be closely monitored and people will be brought in if needed.

10. What will be different for Transplant Centres and Service Users?

The transplant coordinators will receive offers from the Hub, rather than the SN-ODs, and they may receive their offers in a different way (we are currently working with our transplant colleagues to develop new methods for sending organ offers and receiving centre decisions), but this will be the only difference to the offering service they currently receive. Transplant centres will still need to contact SN-ODs directly if they require further clinical information, as the Hub staff will be unable to request, receive or relay clinical information.

The transplant co-ordinators will see much more change with their waiting lists as they will have instant access to their waiting lists and they will also have an opportunity to input more matching criteria than previously.

11. Will the way we contact the Duty Office or Information Services change when they become the ODT Hub?

No, the telephone numbers for Duty Office and Information Services will not change for the time being, however you will notice a change in the message you receive when you call. Duty Office will be changing their email address to ODTHubOperations@nhsbt.nhs.uk however Information Services will keep

the same email address for now.

Next steps

12. What will be the next big changes after the ODT Hub undertakes all organ offering?

With regards to offering, SN-ODs won't see a great deal of change for the first half of the next financial year as the ODT Hub move from transformational change into business as usual. However, there will be constant review of the offering process to ensure we are achieving high standards and there will be opportunities for recipient colleagues to feedback on these changes and help shape organ offering in the future

The transplant side will see more change over next financial year as the improvements to the waiting lists are realised and the system will be easier to use and will support new allocation schemes, starting with the new liver offering scheme which will result in a much more focused matching of donated organs to recipients. Transplant Co-ordinators will also be able to receive support for elective registrations out of hours for the first time by calling ODT Hub Operations on 01179 757580.

Further into the future the transplant community will see improvements in technology for submitting follow-up data with a vision to eliminate paper follow-up forms by 2021. This will reduce the burden on transplant units of providing this data whilst improving return rates.

Sharing your views

13. How can I share my views?

We are keen to work collaborative as we progress with this programme of work. If you have any questions or would like to share your views, please email odt.hub@nhsbt.nhs.uk

14. How can I keep up to date with what is happening in the ODT Hub programme?

For further information about the programme of change over the next few years please go to www.odt.nhs.uk and click on the ODT Hub link.