

CASE STUDY



Automated Electronic Referral System

Saving lives through organ, eye and tissue donation

Overview

In the highly complex world of organ and tissue donation, efficient communication between partner hospitals and OPOs is key for success – and for saving lives. But the moment a patient who has the potential to give life enters a hospital, every second can make the difference between viable donation and missing an opportunity to save lives.

The current hospital-to-OPO referral process is largely dependent on human evaluation:

STANDARD REFERRAL PROCESS



Hospital staff identify clinical requirements have been met by a patient.

Hospital staff find time to call in the referral to their OPO.

OPO collects information to determine donor potential.

The barriers to success are clear – hospital staffs are often stretched thin, and potential misses or late calls are inevitable. The first-of-its-kind Automated Electronic Referral System takes much of the potential for human error out of the equation, while optimizing hospital and OPO staff resources. As patient data is entered into the hospital's Electronic Medical Record (EMR) system, the automated electronic referral platform is programmed to automatically alert STA when clinical triggers are met. Thus a timely referral is sent without additional staff time:

AUTOMATED ELECTRONIC REFERRAL PROCESS



Patient data is entered in EMR by hospital staff in day-to-day operations.

OPO receives alert when clinical requirements are met and determines donor potential.

Results

Southwest Transplant Alliance developed and launched the Automated Electronic Referral System at CHRISTUS Mother Frances Hospital - Tyler in Texas. During the testing phase, the results demonstrated a clear path to saving more lives through organ and tissue donation.

JANUARY- OCTOBER 2018 vs JANUARY- OCTOBER 2019



increase in referrals, including a 38% increase in vented referrals

Organ Donation

167%

increase in donors, resulting in 100% increase in organs transplanted

Tissue Donation

30%

increase in tissue donors

Conclusion

The success of the Automated Electronic Referral System led to a roll out in three additional CHRISTUS System hospitals by the end of 2019. The technology has received numerous national industry awards for its innovative approach to saving lives. STA is working with hospitals throughout our Donor Service Area for additional program rollout.

 **STA** | SOUTHWEST TRANSPLANT ALLIANCE

www.organ.org

Southwest Transplant Alliance is a nonprofit organization that serves as the bridge between those who make the decision to donate their organs and tissues to those awaiting a lifesaving transplant. Founded in 1974, STA has facilitated more than 30,000 organs for recovery and enhanced the lives of tens of thousands of people through tissue recovery. The organization serves communities in North Texas, Beaumont, Bryan/College Station, Corpus Christi, El Paso, Galveston, Midland/Odessa, Temple, Tyler and Wichita Falls.