

UW HEALTH JOB DESCRIPTION

Organ Allocation/Triage Team Lead

Job Code: 850008	FLSA Status: Non-Exempt	Mgt. Approval: C. Werwinski	Date: 3-17
Department : 53100		HR Approval: CMW	Date: 3-17

JOB SUMMARY

The Organ Allocation & Triage Lead provides leadership to the Organ Allocation & Triage Specialists in the Transplant department. Responsibilities will include optimization of organ allocation process, afterhours transplant patient triage, UNOS responsibilities (listing, delisting, disease transmission reporting, donor culture reports management, status updates for all solid organs, etc), and waiting list management, standardization of training and procedures, and maintaining adequate staffing to support the afore mentioned responsibilities for all solid organ programs. The Team Lead is responsible for ensuring the effective operation of the day to day activities of this group of specialists including: planning, organizing, scheduling, and controlling the workload. Duties also include continual optimization and process improvement. The incumbent will also act as the liaison between UW OTD, HLA Lab and Abdominal Transplant, Heart/Lung Transplant programs and staff. This position will approve and implement changes in workflow as well as train staff on Healthlink upgrades across the department to standardize processes and maintain regulatory compliance. The incumbent frequently interacts with representatives from other departments, such as Paging, Access Center, Operating Room, Physicians, Nephrologist, Inpatient Units, Human Resources, Payroll, and Transplant Administration. The Lead identifies areas for improvement with regard to departmental policies and procedures and develops plans for improving the quality of these processes. The incumbent provides direct customer service to patients and staff as needed. The incumbent is responsible for orientation and training needs of staff as well as other key stakeholders in the transplant service line. The Lead ensures adequate staffing/schedules to cover all on-call, UNOS, and organ allocation activity. Incumbent must have a sound knowledge base of UNOS policy and CMS regulatory requirements in relation to organ allocation, waitlist management as well as ongoing patient status updating. The incumbent must partner with the Transplant Regulatory Specialist to ensure knowledge and compliance of policy changes and updates.

MAJOR RESPONSIBILITIES

1. Participates in employment interviews and trains staff in accordance with budgeted resources.
2. Participates in performance evaluations and discusses evaluations with the team manager.
3. Prepares Competency Assessment documents and discusses with employees.
4. Coordinates payroll activities for the department including time monitoring.
5. Reviews established policies and procedures including work rules and safety procedures with staff. Mentors and coaches staff as needed.
6. Provides new employees with orientation to UW Health and the department and coordinates documentation in personnel files with manager.
7. Prepares budget reports and needs for adequate resources and staffing.
8. Monitor errors in regulatory requirements and complete a thorough review of the issues and then submit a corrective action plan.
9. Communicate alternative workflows during interim periods while waiting for changes to maintain access and appropriate patient care. Continue to work on ideas for improved efficiency and standardization of care.
10. Establish staff work schedules. Ensure adequate coverage for organ allocation and patient triage at all times. Create and maintain a system to monitor "on-call" hours as well as "hours worked" to assure accurate time cards. Must monitor and control over-time to maintain budget neutrality. Maintain continuity hand off of patient care following the end of the shift. Complete and maintain the vacation calendar for the team of employees.
11. Provide guidance, training, and monitoring of specialist on operations of Healthlink, UNOS/CMS regulations and other sub-duties as requested
12. Ensure that policies and procedures are current, accurate and understood by all employees when disseminating information.
13. Serve as resource person and provide information to staff regarding policy and procedure change. Act as a liaison between department managers, technical staff, patients, departments and services such as Information Systems, Patient Relations, etc.
14. Ensures continuing education opportunities are available for staff along with Manager.
15. Participates as an active member of the department committees (i.e. performance improvement, administrative operations, Quality Steering Committee, etc.) as necessary.
16. Strives to further develop self in job related areas through participation in various educational opportunities and personal development.
17. Recommend and advise clinic managers/director on issues, problem occurrences, change occurrences, changes in activity, etc.
18. Participate in morning Transplant Leadership Huddles and ensure that patient safety process are being followed (ie PSN)
19. Ensure staff is compliant with UW Health confidentiality standards.
20. Be an excellent role model and customer service resource.
21. Perform miscellaneous duties as assigned.
22. Incumbent will also be responsible for performing the same duties as the organ allocation and patient triage specialists and will be in the on-call rotation for after hours, weekends and holiday coverage. (Outlined below)

Organ Allocation & Triage Specialist duties:

A. PATIENT CARE

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1. Communicate with the Organ and Tissue Donation Services regarding organ availability for UW Hospital Transplant Recipients. Collect the appropriate data necessary for decision-making regarding organ acceptance/refusal for transplant.
2. Communicate with outside donor hospitals across the nation regarding organ availability for UW Hospital Transplant Recipients.
3. Coordinate with Histocompatibility Lab regarding information exchanged related to donor and recipient antigen matching and mismatching.
4. Facilitate communication between UW transplant surgeons and Organ and Tissue Donation Services.
5. Receive and interpret information from the UW Histocompatibility Lab. Communicate this information to the transplant surgeon, and if necessary, facilitate communication between UW transplant surgeons and the staff at the Histocompatibility Lab.
6. Reviews candidate medical record prior to organ allocation and recognizes potential problems, abnormal diagnostic findings and/or significant changes and collaborate with the UW transplant surgeons with regards to recipient selection for each organ available for transplant.
7. Maintain knowledge of UNOS software including Donor Net and Waitlist.
8. Maintain knowledge of UW Hospital software as it relates to patient chart documentation.
9. Communicate with potential recipients for organ offers. Determine suitability of each recipient for immediate transplantation, recognizing any barriers to transplantation.
10. Collaborate with UW Access Center staff, inpatient nursing staff, research staff, operating room staff and transplant staff regarding recipient admission to UW Hospital for transplantation.
11. Document recipient selection within the UNOS software system.
12. Remove recipients from the UNOS Waitlist as appropriate.
13. Receive calls from UW Transplant Staff to update a potential recipient's status on the UNOS Waitlist and complete wait list updates in status.
14. Provide support for waitlist management including assessing readiness of those recipients closest to the top of the waitlist.
15. Meet as needed with administration and multidisciplinary team for case study review.
16. Attend virtually or in person organ selection committee meetings, as needed.
17. Receive culture results and other pertinent donor results that may impact organ recipients and communicate these results to appropriate staff.
18. Triage transplant recipient calls after hours pertaining to health issues or medications for transplant related concerns.
19. Coordinate patient admissions to UW Health as applicable.
20. Communicate with outside emergency rooms and hospitals as appropriate in regards to coordination of transplant related care.
21. During regular operating hours (8-4:30) assist with transplant operations such as: wait list management, patient education, etc. This includes ensuring routine annual testing is obtained per the transplant center protocol.
22. Identifies and responds to the psychosocial and economic needs of the transplant waiting list candidate/family/legal guardian during the waiting phase.
23. Maintain and update candidate-listing status per OPTN/UNOS regulations and update the patients on an annual basis regarding their status on the waiting list.
24. Report disease transmission per UNOS policy and provides updates to UNOS and organ procurement organizations.
25. Resource for health care providers regarding the pre-op orders and transplant consent process for transplant patients.
26. Provide and maintain comprehensive documentation of donor/recipient information.

B. PROGRAM DEVELOPMENT

27. Collaborate in the development of protocols and guidelines for patient management.
28. Develop, implement and evaluate comprehensive patient education programs.
29. Participate in the development and execution of quality assurance programs and projects.
30. Assure that the UW Health Organ Transplant Program remains in compliance with the National Organ Procurement and Transplant Network (OPTN), established by the Federal Government.

C. RESEARCH

31. Support planning of and participate in clinical research projects.
32. Participate in the development and implementation of research protocols and interpret the protocols for participation of patient and family members.
33. Collect and analyze data for ongoing clinical research projects.
34. Incorporate research findings into the Organ Transplant Program Practice.

D. PROFESSIONAL DEVELOPMENT / EFFECTIVENESS

35. Maintain knowledge of current practices in transplantation, nursing and healthcare.
36. Identify professional strengths and areas for growth and demonstrate professional development in formal and informal learning experiences.
37. Participate in professional organizations in the area of transplantation and transplant nursing and other areas of professional interest.
38. Participate in local, regional and national conferences on organ transplantation.
39. Express a willingness to engage in process improvement of the organ placement process.

E. EDUCATION

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40. Participate in teaching activities at UW Health for physicians, nurses, allied health professionals and for students in those disciplines.
41. Develop and present information to professional groups regarding organ transplantation and organ donation.
42. Develop and present information to community groups regarding organ transplantation and organ donation.
43. Participate in the development of marketing information regarding organ transplantation and organ donation.

F. CONSULTATION

44. Provide consultation to UW Medical Faculty, other physicians, nurses and other health care professionals who provide health care to organ transplant patients.
45. Provide patient status reports to community and referring physicians.

G. PERFORMANCE MEASURES:

46. Implements practice protocols competently and consistently.
47. Establishes patient nursing care requirements relative to specific needs.
48. Consistent documentation has been recorded by the Transplant Coordinator.
49. Documentation supports recommendations and actions.
50. Documents in accordance with UWHC policies and procedures.
51. During triage, ensures that patient and family demonstrate knowledge of health status, treatments, symptom management, skills, medications and adaptive behaviors gained as a result of teaching interventions.
52. Safely and competently executes technical skills required for practice.
53. Attendance at continuing education classes and/or conferences related to Transplant patient care.
54. Assure knowledge of UNOS and CMS regulatory requirements and compliance, and apply all requirements to daily practice.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	Associate's degree in Nursing
	Preferred	Bachelor's or Master's degree in Nursing or relevant area
Work Experience	Minimum	Four (4) years of clinical nursing experience, including 2 (two) years of experience with organ transplant.
	Preferred	Experience working in transplant organ allocation, prior leadership experience; Experience/knowledge of Healthlink/EHR
Licenses & Certifications	Minimum	Registered Nurse licensed in the State of Wisconsin
	Preferred	
Required Skills, Knowledge, and Abilities		
<ul style="list-style-type: none"> Knowledge of basic patient care principles and practices. Excellent verbal and written communication skills. Knowledge of Medical Terminology Knowledge of or ability to learn UW Health policies and procedures. Evidence of excellent organizational and time management abilities. Experience developing schedules, work assignments, work rules and policies is essential. Ability to provide excellent customer service. Ability to work and communicate effectively, both verbally and in writing, with a variety of individuals including nurses, physicians, patients and their families. Expertise in the use of personal computers and relevant computer software applications, such as word processing, calendar, email, spreadsheets and Epic. Knowledge of and ability to use computers for entering appointment information and patient billing. Ability to work under pressure in stressful environment and make decisions. Effective leadership abilities. Ability to provide leadership, guidance and direction to lower level support staff. 		

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)

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	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		Older Adult (Over 65 years)
JOB FUNCTIONS			
Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.			
PHYSICAL REQUIREMENTS			
Indicate the appropriate physical requirements of this job in the course of a shift. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>			
Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time
		Constant 67%-100% of the time	
x	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible
	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#
List any other physical requirements or bona fide occupational qualifications:			

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.