

UW HEALTH JOB DESCRIPTION

Organ Allocation & Triage Specialist

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| Job Code: 850007 | FLSA Status: Non-Exempt | Mgt. Approval: H.Nelson | Date: 9-23 |
| Department : 53100 – Organ Transplant | | HR Approval: D. Ripp | Date: 9-23 |

JOB SUMMARY

The Organ Allocation & Triage Specialist has responsibility for taking deceased donor organ offers when organs become available to transplant candidates and after hour's patient triage calls for the abdominal and thoracic transplant programs at UW Health. The specialist provides 24/7 coverage on a rotating schedule. The specialist facilitates acceptance or refusal of donor organs for transplant and coordinates the organ recovery with the transplant surgeons, Organ and Tissue Donation Team, Histocompatibility lab, as well as communicates with patients receiving the organs.

The specialist must provide and maintain a safe environment for the recipient by complying with regulatory requirements and standards set forth by the United Network for Organ Sharing (UNOS), Centers for Medicare and Medicaid, and other regulatory agencies. The Organ Allocation & Triage Specialist must maintain composure and professional communication in all interactions with surgeons, potential recipients, Organ and Tissue Donation Staff, donor hospital staff and the staff at UW Health. A high degree of independence is expected in coordinating the acceptance of organ offers. The specialist must be able to execute complex logistical support pertaining to all aspects of organ recovery and placement.

Problems encountered have a significant level of complexity due to both clinical and logistical issues. Most problems can be resolved by referring to subject matter experts, program director, or references. A considerable amount of analysis and innovation is involved in problem solving and applying appropriate interventions and therapies to individual patients and patient problems. General supervision and direction is provided, but the specialist has wide latitude in decision making within department policies and principles.

Organizational skill is paramount. In addition to independently triaging multiple organ offers simultaneously, care must be taken to include all parties pertinent to organ placement for each individual organ. This will include communication with Organ and Tissue Donation Staff, several different surgeons, operating room staff, inpatient nursing staff and research staff. A wide variety of internal and external relationships are involved in performance of duties, including patients, families, nurses, pharmacists, social workers, physicians dialysis staff, laboratory personnel, insurance company case managers and medical directors.

Knowledge of computer software is required to operate within the program's local network, utilizing the EPIC platform and UNOS platform. The Organ Allocation & Triage Specialist will be responsible for entering and obtaining information in the potential recipient's chart, and accessing the UNOS database for transplant donors.

The Organ Allocation & Triage Specialist must demonstrate competence and management in the care of people with renal, hepatic, cardiac, and respiratory failure, diabetes, cardiopulmonary disease, hypertension, and other disorders related to transplantation. They must have knowledge in the management of immunosuppression including a host of adverse reactions and drug interactions. This position requires a high degree of autonomous decision making and ability to work independently with minimal direct supervision.

MAJOR RESPONSIBILITIES

The incumbent performs the following **job responsibilities**:

A. PATIENT CARE

1. Communicate with the Organ and Tissue Donation Services regarding organ availability for UW Health Transplant recipients.
2. Collect the appropriate data necessary for decision-making regarding organ acceptance/refusal for transplant.
3. Communicate with outside donor hospitals across the nation regarding organ availability for UW Health Transplant recipients.
4. Coordinate with Histocompatibility Lab regarding information exchanged related to donor and recipient antigen matching and mismatching.
5. Facilitate communication between UW Transplant surgeons and Organ and Tissue Donation Services.
6. 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.
7. 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.
8. Maintain knowledge of UNOS software including Donor Net and Waitlist.
9. Maintain knowledge of UW Health software as it relates to patient chart documentation.
10. Communicate with potential recipients for organ offers. Determine suitability of each recipient for immediate transplantation, recognizing any barriers to transplantation.
11. 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.
12. Document recipient selection within the UNOS software system.
13. Remove recipients from the UNOS Waitlist as appropriate.

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14. Receive calls from UW Transplant staff to update a potential recipient's status on the UNOS Waitlist and complete wait list updates in UNOS.
15. Provide support for waitlist management including assessing readiness of those recipients closest to the top of the waitlist.
16. Meet as needed with administration and multidisciplinary team for case study review.
17. Attend virtually or in person organ selection committee meetings, as needed.
18. Receive culture results and other pertinent donor results that may impact organ recipients and communicate these results to appropriate staff.
19. Triage transplant recipient calls after hours pertaining to health issues or medications for transplant related concerns.
20. Coordinate patient admissions to UW Health as applicable.
21. Communicate with outside emergency rooms and hospitals as appropriate in regards to coordination of transplant related care.
22. 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.
23. Report disease transmission per UNOS policy and provides updates to UNOS and organ procurement organizations.
24. Resource for health care providers regarding the pre-op orders and transplant consent process for transplant patients.
25. Provide and maintain comprehensive documentation of donor/recipient information.

B. PROGRAM DEVELOPMENT

26. Collaborate in the development of protocols and guidelines for patient management.
27. Participate in the development and execution of quality assurance programs and projects.
28. 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

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

D. PROFESSIONAL DEVELOPMENT / EFFECTIVENESS

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

E. EDUCATION

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

F. CONSULTATION

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

G. PERFORMANCE MEASURES:

44. Implements practice protocols competently and consistently.
45. Establishes patient nursing care requirements relative to specific needs.
46. Consistent documentation has been recorded by the Transplant Coordinator.
47. Documentation supports recommendations and actions.
48. Documents in accordance with UW Health policies and procedures.
49. 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.
50. Safely and competently executes technical skills required for practice.
51. Attendance at continuing education classes and/or conferences related to Transplant patient care.

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52. 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

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| Education | Minimum | Associate's degree in Nursing |
| | Preferred | Bachelor's or Master's degree in Nursing or relevant area |
| Work Experience | Minimum | One (1) year of ICU nursing experience or three (3) years of clinical nursing experience Progressive nursing experience with demonstrated success |
| | Preferred | Two (2) years of transplant or closely related nursing experience |
| 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. |

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) | <input checked="" type="checkbox"/> | Adolescent (13 – 19 years) |
| | Toddlers (1 – 3 years) | <input checked="" type="checkbox"/> | Young Adult (20 – 40 years) |
| | Preschool (4 – 5 years) | <input checked="" type="checkbox"/> | Middle Adult (41 – 65 years) |
| | School Age (6 – 12 years) | <input checked="" type="checkbox"/> | 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. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

| 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 | 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 | Negligible or constant push/pull of items of negligible weight |

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| | 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# | Negligible-10# |
| | 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# | 10-20# |
| | Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds. | Over 100# | Over 50# | Over 20# |
| 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.