Medical Records
In Organ and Tissue Donation

Saving and Healing Lives in the Digital Age

ROBERT GLAZNER
MANAGER, DATA INTELLIGENCE
DONOR NETWORK OF ARIZONA

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Who is Donor Network of Arizona?

- The federally-designated organ procurement organization (OPO) for the state of Arizona.
- A tissue bank providing life healing musculoskeletal, skin and heart valve recovery services to all of Arizona.
- An eye bank, providing both recovery and distribution to surgeons of corneal grafts that give sight to Arizonans.
- The custodian of the DonateLifeAZ Registry, where individuals can take the opportunity to choose for themselves to save and heal lives.
Donation in 2015

- DNA has a partnership with all 116 hospitals in Arizona, most medical examiners and many hospices.

- DNA awarded a total of 153,036 CEU to 981 hospital staff. A total of 156 contact hours were offered.

<table>
<thead>
<tr>
<th>2015</th>
<th>Donors</th>
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<tbody>
<tr>
<td>Tissue Donors</td>
<td>1131</td>
</tr>
<tr>
<td>Eye Donors</td>
<td>1153</td>
</tr>
<tr>
<td>Organ Donors</td>
<td>165</td>
</tr>
<tr>
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<td>(512 organs recovered!)</td>
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</tbody>
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Donation and HIPAA

- HIPAA has an exemption allowing hospitals and health care providers to

  “disclose protected health information to organ procurement organizations or other entities engaged in the procurement, banking, or transplantation of cadaveric organs, eyes, or tissue for the purpose of facilitating organ, eye or tissue donation and transplantation.”

  45 § C.F.R. 164.512 (h)
Hospital and the OPO Relationship

Level of EMR Access Needed
Medical Record Access Details

Resource: Patient Medical Record

- Access Needed
- Method Accessed
- Information Accessed

Access Needed:
- Read
- Print to file

Method Accessed:
- Remotely Access
- Faxed by hospital
- Onsite at hospital

Information Accessed

Order set

Site at hospital
EMR and the Donation Process
EMR and the Donation Process

EMR access sets in motion a process for Donor Network of Arizona to:

- identify and medically evaluate potential organ donors
- manage the deceased donor pending organ recovery
- oversee the recovery of organ and tissue and safe placement of the donated gifts
- and the identification of potential missed opportunities for donation.

**Process**

The organ donation process begins with a referral made by the hospital when a patient is identified with a non-survivable neurological injury. Donor Network of Arizona (DNA) staff begin collaborating with hospital staff to assess potential for donation.

**Use of EMR**

To determine suitability, DNA utilizes EMR access to review patient’s medical history, physician orders, vitals, labs, etc. If the patient dies and donation is authorized, DNA also utilizes EMR access to write orders to medically maintain the donor until organ recovery takes place.
Organ Donation Referral

Tissue Donation Referral

Process
The tissue donation process begins with a referral made at a patient's time of death. EMR is utilized to evaluate possible medical conditions and determine suitability.

Use of EMR
To determine suitability, DNA utilizes EMR to access history and physical of patient, labs, tox screens, cultures, and scanned documents (such as advanced directives), etc.

Organ Donation Referral

Tissue Donation Referral

Compliance Referral Review

Process
As required by CMS, the compliance and referral review process starts at the end of each month when the hospital sends a monthly mortality report to DNA. DNA reviews the mortality report to identify potential missed opportunities for donation, and to confirm every hospital death has been referred, as required by CMS guidelines.

Use of EMR
To determine there were no missed opportunities for donation, EMR access is utilized to review ICD-10 coding summaries, labs, vitals, physician notes, etc.
The quality assurance process starts when tissue is recovered for transplantation. This review is done to ensure recipient safety.

**Use of EMR**
To comply with FDA regulations, the entirety of the patient’s medical record is reviewed and sent with the recovered tissue in preparation for transplantation.
Maintaining EMR Access in the OPO

EMR Access Process
- Access Maintenance
  - EMR Database Maintenance
    - EMR Database is reconciled with hospital list
  - Access Issues
    - List of active accounts gathered monthly from each EMR system
- Access Issue Tracking
- Access Removal
  - Notification
    - From OPO HR to EMR specialist of employee termination
  - Verification
    - Hospital notified of staff access to be removed
  - Response from hospital contact of removal
- Virtual Access
  - Application
    - Staff member completes hospital-specific EMR application
  - Submission
    - Applications submitted to hospital
  - Names added to EMR database
- Notification
  - Manager grants EMR permission through Employee Administration Application
Access Removal

- Notification: From OPO HR to EMR specialist of employee termination
- Hospital notified of staff access to be removed
- Verification: Response from hospital contact of removal

EMR Management

- OPO Staff: EMR Access Onboarding
- OPO Staff: EMR Maintenance Issues
- OPO Staff: EMR Access Removal
- EMR Specialist
- EMR Representative
- Hospital: Access Management
Streamlined and consistent EMR access

- Allows for consistent conformance to regulatory requirements as established by the FDA, OPTN, and CMS.
- Uses hospital staff resources in the most efficient manner.
- Ensures more lives are saved and healed.

For further information, please contact

Robbie Glazner
Manager, Data Intelligence
Donor Network of Arizona
Robert@dnaz.org
602-241-5552 (direct line)