

Improving Organ Procurement Processes via a Dedicated Team

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Problem / Background

- Staff discomfort participating in organ procurement
 - Lack of procedure knowledge
 - Fast paced, off hours, multiple traveling surgeons
- Lack of self-perceived skill level caused increased stress and anxiety
- Emotional impact of case on staff

Related Evidence

- Organ Donation/Transplantation (ODT) generates stress, emotional discomfort, moral dilemmas, & conflicts of interest for some nurses¹
- Organ procurement procedures highly stressful, fast paced, long duration¹
- Employee self-selection increases sense of control; improves job satisfaction and motivation; increases expertise, organizational commitment and loyalty; and improves individual and team performance²

Project Goals

- Decrease staff stress & anxiety
- Increase staff skill level and procedure knowledge
- Improve communication between operating room (OR) and Organ Procurement Organization (OPO)
- Decrease set-up and procedure time
- Positive experience for donor families

Interventions

- Established volunteer Organ Procurement Team
- Establish team needs
- Establish optimal workflow, surgeon and equipment needs
- Establish OR and OPO team huddle to improve communication
- Improve communication to meet family needs

Organ Procurement Team



Outcomes

- Developed 10 member team
- Increase staff knowledge, skill and comfort level with organ procurement
- Improved staff satisfaction
- Improved OR & OPO communication
- Improved transplant surgeon satisfaction
- Decreased total OR minutes
- Improved overall workflow

Procurement Team

“Organ procurement has given me skills & knowledge that have been taught to me by a mixture of surgeons from around the US. As sad as these patients are, they are a blessing. The skills and knowledge are something you can take with you anywhere.”

“You can take a sad event and turn it into something very positive. Having a dedicated team helps provide consistency & expertise. Consistency and expertise leads to the most optimal outcomes.”

“I’m so thankful for the team. It was very stressful knowing I could get called in for the cases. I was not comfortable with the cases. The cases made me sad. All I could think about was the patient & family.”

References

1. Gao, W., Plummer, V., & McKenna, L. (2020a). Lived experiences of international operating room nurses in organ procurement surgery: A phenomenological study. *Nursing & Health Sciences*, 22(1), 5–13. <https://doi.org/10.1111/nhs.12651>
2. Gao, W., Plummer, V., & McKenna, L. (2020b). International Operating Room Nurses' Experiences in Organ Procurement Surgery: A Phenomenological Study. *Strategic Management Journal*. <https://doi.org/10.1002/smj.3349>