

# EVERY STEP EVERY TIME™

## USING AVIATION CHECKLISTS TO IMPROVE CONSENT OUTCOMES



### EVERY STEP EVERY TIME™ BEFORE THE APPROACH

1. Are the basic needs of the family being met? Have they had some time to grieve after being given the bad news? Hospital staff being supported?
2. Does the family understand the diagnosis enough to be thinking about funeral arrangements? Any other reason why this is a bad time to approach?
3. LNOK present? Have you considered like-requestor and/or best pairing of OPO staff? Two OPO staff present to approach?
4. Have you reviewed your approach plan (huddled) with all hospital staff that is involved, including the Attending Physician and AOC?

### EVERY STEP EVERY TIME™ DURING THE APPROACH

1. Quiet room (avoid hallways or the bedside), good timing, all required family and staff present?
2. Introduced to family by bedside RN or attending physician.
3. Express sympathy, assess understanding, approach for donation based on OPO protocol or preferred style (ie: VWV, Dual Advocacy, etc.)

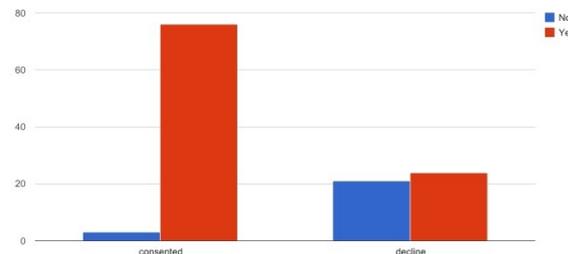
### EVERY STEP EVERY TIME™ AFTER THE APPROACH

1. Continue to make sure family needs are being met. Keep all your promises. Support hospital staff.
2. Review the entire process with all of the staff involved. Answer their questions and thank them for their participation.

**CONTEXT:** While most consent requestor training focuses on the interaction with the donor family, less attention has been paid to the process that surrounds this conversation. By using previous research to identify important process steps, and by integrating these steps with the error management lessons learned from the aviation industry, OPO's can see immediate and sustained improvements in their consent and conversion rates.

**OBJECTIVE:** To develop a checklist, similar to those used in aviation and aeronautics, to include those process steps found to be most effective in previous research about consent for organ donation. Train and equip an OPO staff to utilize the checklist, and monitor the results.

**MAIN OUTCOME MEASURES:** Electronic documentation (Donortrac) of every consent approach for the first 6 months of 2012 (N=124) indicating the use of each process step in the Every Step Every Time checklist.



**RESULTS:** Use of the Every Step Every Time Checklist is strongly associated with positive consent outcomes, having been correctly used in 96% of all consented donors in the 6 month review period. Of the consent declines during this period (35% of total approaches), the checklist was used in 50% of those declines, and not used in the other 50%. Consistent use of the protocol has the potential to increase and sustain consent rates of 80% or better in this service area population.



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