



Partnering to Save Lives

Highlights

Trillium Gift of Life Network
Annual Highlights Report 2013/14

Mission:

Saving and enhancing more lives through the gift of organ and tissue donation and transplantation in Ontario.

2013/14 Goals:

Support transplantation through effective oversight and collaboration with stakeholders.

Maximize organ and tissue donation for transplantation in partnership with stakeholders.

Inspire and motivate Ontarians to register consent to donate organs and tissues.

Deliver high-quality and efficient operations through leading practices in staff engagement, process improvement and information technology.

2013/14 Objectives:

- Develop a provincial transplant system that provides equitable access through standardized process and planning to enable better patient outcomes.

- Achieve a 63-67 percent TGLN conversion rate for organ donation at tier 1 hospitals, 253–266 donors and 3.61 organ yield/donor.
- Achieve a 35 percent tissue consent rate, 1,750–2,000 ocular tissue donors and 215–230 multi-tissue donations.

- Increase registered donors by 255,000–313,000.

- Enhance and sustain the Quality Management System (QMS) that supports continuous quality improvement and meeting of quality standards.
- Improve Information Systems (IS) to support efficient operations and evidence-based decision-making.

Top-Line Results for Organ and Tissue Donation and Transplantation in Ontario*

Organ Donation	2013/14	2012/13	2011/12
Deceased Organ Donors	223	247	222
Percentage of DCD Donors	23.8%	23%	18.5%
Conversion Rate	52%	63%	60%
Organ Yield	3.64	3.54	3.72

Transplantation	2013/14	2012/13	2011/12
Organ Transplants	964	1,026	989
Living Donor Transplants	252	264	254
Deceased Donor Transplants	712	762	735
Organ Transplant Waiting List*	1,523	1,467	1,526

Tissue Donation	2013/14	2012/13	2011/12
Tissue Donors	1,949	1,636	1,749
Ocular Donors	1,915	1,604	1,724
Skin Donations	26	39	30
Heart Valve Donations	46	76	47
Bone Donations	143	127	69
Tissue Consent Rate	42%	38%	35%

Registered Donors	2013/14	2012/13	2011/12
Registered Donors	2,901,805	2,669,177	2,423,291
Percentage of Eligible Population Registered	25%	23%	21%

* Note: Snapshot figure as of March 31, 2014

OBJECTIVE

1

Transplant

New kidney algorithm decreases wait times and improves access

The implementation of a new provincial sharing system for kidney transplants is a significant milestone for transplantation in Ontario.

Under the previous allocation model, donor kidneys that became available in one of five regions (London, Toronto, Ottawa, Hamilton and Kingston) were allocated to patients waiting for kidney transplants within that region. This resulted in a significant variation in wait times across the province for patients needing kidney transplants.

Through the provincial Kidney and Pancreas Working Group, which includes representatives from Ontario's kidney transplant centres, and with the aid of a simulation model, a new provincial sharing system was created. Under this model, kidneys are matched and allocated both locally and on a provincial basis:

- The first donor kidney is allocated based on the local wait list; and
- The second donor kidney is offered to patients on the provincial wait list.

The new system improves access to kidney transplants and minimizes geographical differences in wait times. It also improves access to kidneys for sensitized patients (those for whom it is hard to find a donor who is a match) by giving them access to all donor kidneys in the province, thereby reducing the long wait times these patients typically experience.

Enhanced public reporting

TGLN, in partnership with Ontario transplant hospitals, enhanced the public reporting of transplant volumes by hospital. Beginning in January 2014, this information was posted on TGLN's website (www.giftoflife.on.ca), and will be updated quarterly.

Other achievements

Working with the Ontario Ministry of Health and Long Term Care (MOHLTC), TGLN contributed to the development of policies and procedures to support vascular composite allotransplantation (VCA), the transplantation of multiple tissues such as muscle, bone, nerve and skin as a functional unit.

Dr. Patrick Luke

Transplant surgeon,
London Health Sciences
Centre, University
Hospital

The transplant team is the face of hope for patients who are waiting for a life-saving organ transplant.

OBJECTIVE

2

Organ donation

Increased organ donation opportunities

More Ontarians than ever were offered the opportunity to donate organs: Families were approached to give the gift of life in 659 end-of-life situations. This compares to 602 families who were approached in 2012/13 and 609 families approached in 2011/12. In 2013/14, there were 223 deceased organ donors, a 58 percent conversion rate and an organ yield of 3.64 per donor.

Enhanced physician leadership: Regional Medical Leads

TGLN enhanced its physician leadership in donation this year through the creation of a new physician role, RMLs. Regional Medical Leads are assigned a predefined regional group of hospitals to provide support, education and donation-case follow-up.

In April 2013, TGLN engaged two RMLs to provide support to physicians in Greater Toronto Area (GTA) hospitals. In January 2014, TGLN initiated the recruitment of three additional RMLs to facilitate adoption of best practice and improve performance in other regions of the province.



Dr. Kadri and colleagues, organizers of a health care professionals' organ and tissue donation awareness event in Windsor

TGLN helped us understand how donation can be a part of our beliefs, and how we can support our patients and their families.

Hospital performance highlights

- **Hamilton Health Sciences** reported the highest number of donors (33) in the province.
- **Thirteen hospitals** exceeded or met the annual provincial target conversion rate of 63 percent.
- **Two hospitals** surpassed their own record donation numbers in 2013/14: St. Michael's Hospital, with 28 organ donors; and William Osler Health Centre, with 11 organ donors. William Osler also reached its highest-ever conversion rate, at 42 percent.

Other achievements

- **An additional 12 hospitals** with level III critical care capacity began reporting to TGLN.
- **Two donation performance metrics** — the routine notification rate and the conversion rate — at both the hospital and provincial level are now publicly reported on.
- **An enhanced focus on diversity** has been integrated into end-of-life practices.

OBJECTIVE

3

Tissue

TGLN meets stretch targets for tissue donation

TGLN met its tissue donation targets, with 1,915 ocular tissue donors and 215 multi-tissue donations (skin, bone and heart valves) and a 42 percent consent rate.

These results were achieved through an increase in referrals from newly designated hospitals, as well as a move to hospital-wide reporting of deaths to TGLN. In 2013-14, 27 more hospitals with level III critical care capacity began hospital-wide reporting to TGLN. In all, by the end of 2013/14, 52 hospitals were reporting hospital-wide deaths.

The process of obtaining consent for donation from the next of kin was enhanced in a number of ways, including:

- Working with hospitals to ensure compliance on timely reporting of death;
- Educating hospital staff on the importance of having TGLN-trained Organ and Tissue Donation Coordinators approach families, rather than hospital health care staff;

1. More hospitals

2. More reporting

3. Enhanced consent processes

- Using a carefully scripted voice message asking families to call the Provincial Resource Centre when next of kin are not available; and
- Educating staff on the potential impact of cultural diversity on consent rates for donation.

Other achievements

The establishment of an eastern recovery team in the Ottawa/Kingston corridor.

HLA laboratory (tissue typing)
University Health Network

“Evolving technology enables us to match donors and recipients across the province and the country faster and more accurately.”



OBJECTIVE

4

Registration

Higher donor registration rates

Donor registration was a key driver in increasing the consent rate for organ and tissue donation in 2013-14. Strategic initiatives and targeted outreach activities contributed to an increase of 232,628 registered organ and tissue donors, raising the total number of registered donors in Ontario to 2.9 million and the provincial registration rate to 25 percent.

- Registered donors in the inner GTA grew by 9.9 percent, compared to 8.4 percent in the rest of the province.
- Donor registration rate in the inner GTA increased from 13.7 percent to 15 percent in 2013/14.

Partnership with ServiceOntario

TGLN collaborated with ServiceOntario on developing and implementing a multi-pronged strategy to better prompt the public to consider donor registration before their visit to a ServiceOntario centre and to ensure that ServiceOntario staff consistently provided the opportunity for registration to customers.

We are the new faces of donation. As Regional Medical Leads, we work with hospitals to create a culture of donation.

More families were able to say "yes" to donation in their own language because of our ability to interpret for Trillium Gift of Life Network.

Dr. Karim Soliman and Dr. Andrew Healey

Michelle He and Donna Wong
Registered nurses,
North York General Hospital

Enhanced government and community relations

TGLN launched a new government-relations initiative to encourage political representatives in the inner GTA to become advocates for organ and tissue donation in their communities.

TGLN also expanded its outreach initiatives to many more Ontarians through a number of groups this year, including:

- **Youth:** TGLN's high school outreach initiative expanded into 11 new high schools in the GTA in the 2013/14 school year. Presentations were delivered in partnership with donor family members or transplant recipients and the University of Toronto Transplant Institute.



- **Community partners:** TGLN struck two new partnerships this year, with the Council of Agencies Serving South Asians (CASSA) and with advocates in the legal community, including the Ontario Bar Association and The Law Society of Upper Canada.
- **Service clubs:** More Lions Club districts became involved in organ and tissue donation-focused community outreach this year.
- **Faith communities:** The continued promotion of organ and tissue donation expanded within the Jewish and Muslim communities.
- **Health care NGOs:** TGLN worked with the Kidney Foundation of Canada, Cystic Fibrosis Canada, Canadian Blood Services (CBS) and the Heart and Stroke Foundation of Canada.

Other achievements

- **55 workplace registration drives** were completed, contributing to more than 25,000 visits to the online donor registry.
- **TGLN increased its public engagement efforts through social media:** TGLN's Facebook page now has 34,000 supporters, and its Twitter page has 2,200 followers.
- **More than 500 pieces of media** featured a TGLN volunteer or spokesperson, or TGLN key messages and/or a call to action to register at www.beadonor.ca.

beadonor.ca

OBJECTIVES

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Quality and

6

Information Management

- Health Canada regulates and inspects compliance requirements for all aspects of the donation process. Based on the inspection's findings, TGLN achieved a "compliant" rating. The next Health Canada inspection is slated for 2015/16.
- Information management/information technology is an integral component of TGLN's 24/7 life-saving operations and a key lever to drive improvement efficiency and innovation. A number of gains were made this year:
 - o TGLN's new donor management system (DMS), iTransplant, went live in April 2013.
 - o In collaboration with CBS, TGLN made significant progress toward facilitating Ontario's participation in the national highly sensitized patient registry targeted for spring 2014.



Organ and Tissue Donation Committee
Joseph Brant Memorial Hospital, Burlington

Left to right:

Jill Randall
Director – Emergency, Critical Care and Mental Health

Geoff Flannagan
Manager – Intensive Care Unit & Respiratory Therapy

Julie McBrie
Director – Surgery, Maternal and Child

Margo MacCuish
Spiritual Care Coordinator

We are the new faces of donation. As a newly designated hospital, we have already helped save seven lives and transformed 14 more.



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