

# UNOS Responds

## Answers to your comments on the latest member survey

*Editor's note: In this issue of the Update, we're launching another recurring feature, We're Listening, in which we'll respond to questions and concerns you expressed in the most-recent OPTN/UNOS member survey. More than 1,500 of you responded to the survey, making nearly 500 additional comments about our processes and services. In We're Listening, we'll reply, letting you know how your feedback is making a difference.*

### Q Can UNet be made more compatible with Safari (Mac) browser and Mozilla (PC) browser?

**U** Currently, the only browser that is fully compatible with UNet<sup>SM</sup> is Internet Explorer (IE), version 7. If you have IE 8, you may be able to use UNet in a compatibility mode, but we haven't conducted enough testing with that browser to confirm.

We realize that UNet will not work on some computer platforms. We are concerned about that incompatibility, and our awareness will guide how we code user interfaces in the future.

When UNOS developers first wrote the code for UNet, you could perform the various tasks on UNet using multiple browsers and multiple platforms. But as the Internet matured and the World Wide Web Consortium (W3C) standardized its methods of coding web pages, we found that IE was the only browser that was fully compatible with the UNet code. The incompatibility put our Mac-based users at a disadvantage and us in a difficult position, particularly when Microsoft decided not to release any additional IE versions for the Mac platform.

As we rewrite applications, we plan to move them to a standards-based user interface that will support any browser complying with the W3C's standards for HTML and Dynamic HTML. This rewriting will require extensive work, but the result should provide you with a variety of browsers on whichever platform you choose.

### Q What is the DEQ "member reporting line"?

**U** The DEQ member reporting line is a toll-free line that allows members to report potential patient safety issues or OPTN policy violations at member institutions. UNOS will review all claims and maintain confidentiality to the extent permitted by law. Anonymity cannot be guaranteed, however, because some of the reported information may be known only to certain individuals at an institution, or an issue may involve an imminent threat to patient health or public safety.

All analyses and consideration of potential actions are conducted through confidential medical peer review, and we won't release the results of the review unless the OPTN/UNOS board of directors takes a final adverse action against the member institution. Please call the member reporting line at 1-866-787-4909 if you have a concern to bring to UNOS' attention.

### Q What is a "review board coordinator"?

**U** If a transplant team member wants to list a candidate under a medically urgent status or increase a candidate's status due to exceptional medical circumstances, then the team member must first apply to his/her review board. Each UNOS *region* has a liver review board and a heart review board, voluntarily staffed by physicians and surgeons. There also is a *national* lung review board.

UNOS' department of evaluation and quality (DEQ) includes review board coordinators, who help transplant centers with their review board requests. UNOS review board coordinators can help centers prepare review board requests, get the requests in the hands of the review board and remind review board members to respond to requests. Review board coordinators also communicate the review board's response back to the appropriate transplant program.

For example, a heart center may want to upgrade a candidate to 1A or 1B heart status, for which a center must enter a justification form—and most 1A justification forms require review board evaluation. 1B justification forms that meet the criteria outlined in Policy 3.7.3 *don't* require review, but 1B exceptions do. Lung and liver transplant programs also may enter exception requests when they want to increase a candidate's lung allocation score (LAS) or MELD score if they believe that the score doesn't accurately represent how sick the candidate is.

If the review board denies a transplant center's request, the coordinators then facilitate the appeals process, which may include scheduling a conference call between the review board and the transplant center. In some appeal cases, the coordinator may refer the issue to one of the OPTN/UNOS organ-specific committees and possibly to the OPTN/UNOS member and professional standards committee. **U**

#### UNOS REVIEW BOARD COORDINATORS

- **Aaron McKoy**, (804) 782-6575—Regions 1, 2, 3, 5, 10 and 11
- **Lori Gore**, (804) 782-4732—Regions 4, 6, 7, 8 and 9