



Penn Medicine
Transplant Institute



Role of the Living Donor Patient Navigator

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Objectives

1. Identify principles of a Living Donor Navigator program
2. Outline implementation models for Living Donor Navigator programs
3. Review benefits of Living Donor Navigator within a transplant team



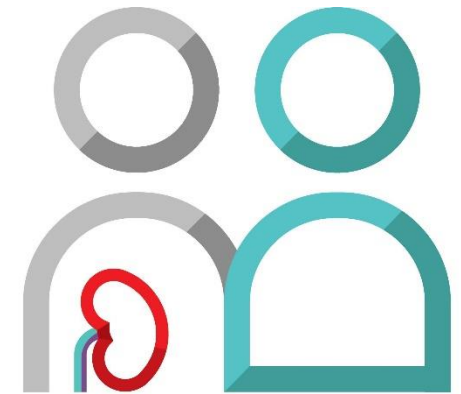
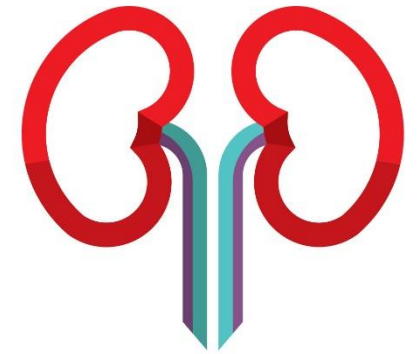
Why Patient Navigators?

- Assist patients in accessing complex healthcare services
- Address barriers to care

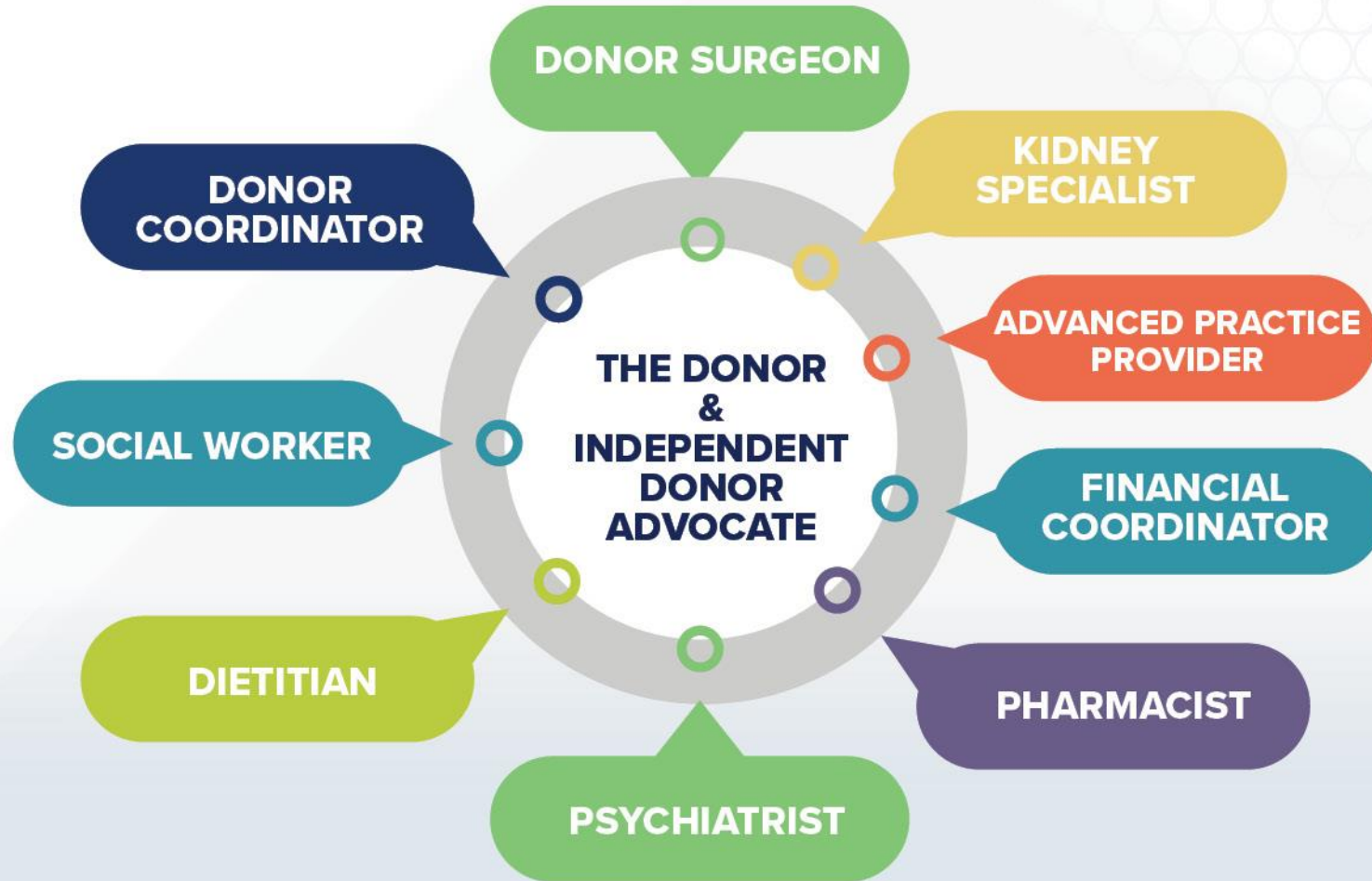


Why Living Donor Navigators?

- Guide donors through a ***complex healthcare system***
- ***Improve ease and accessibility*** of intricate living donor evaluation process
- Collaborate with Clinical Team to identify areas for improvement to ***enhance donor experience***



THE MULTIDISCIPLINARY LIVING DONOR TEAM





Principles of the Living Donor Navigator

- ***Navigates*** the care delivery for donor candidates and their family members
- ***Supports*** donor candidates and family members
- Assists in ***care coordination***
- ***Communicates*** with living donor clinical care team
- Educates donor candidate on ***non-clinical queries***



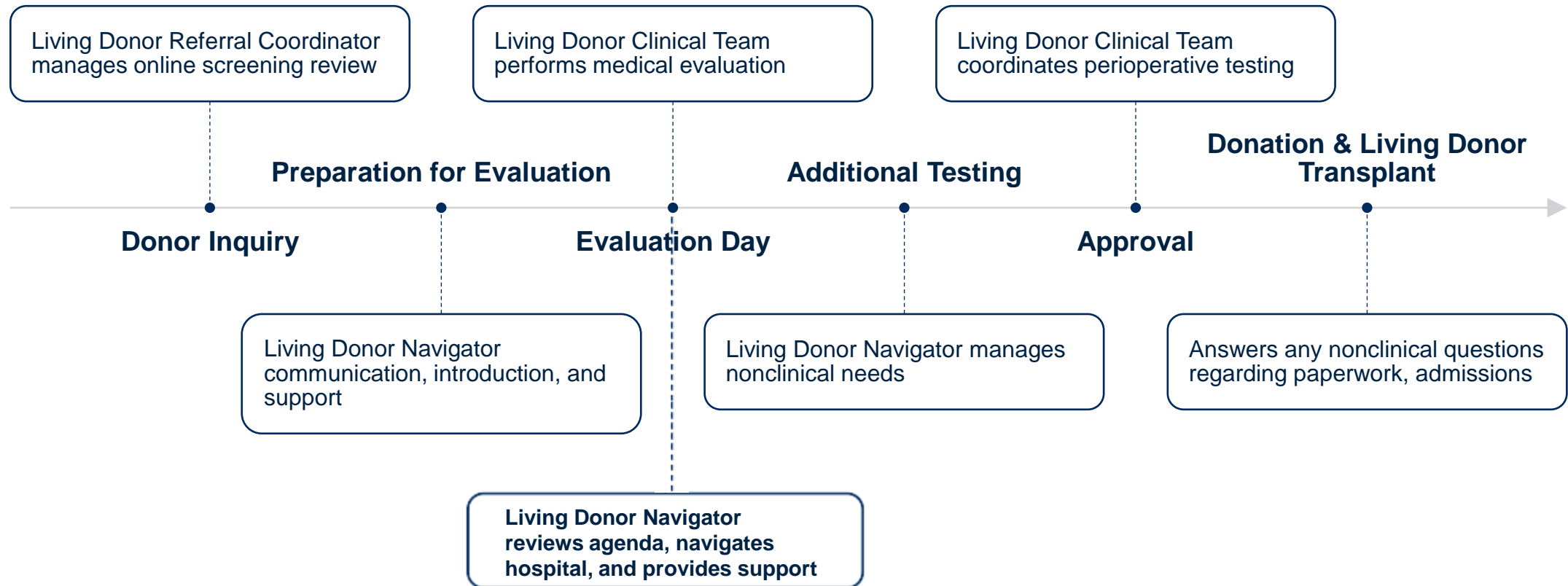
Living Donor Navigator Description at Penn

- ✓ **Navigator Role** – non-medical individual with in-depth knowledge of transplant
- ✓ **Navigator Program** – embedded within the Center for Living Donation with support for potential living donor candidates and their family members
- ✓ **Patient-Centered Contact** – Weekly contact prior to evaluation and continues throughout post-operative period

Living Donor Navigator Interventions by Phase of Care

| | Evaluation | Donation |
|--------------------------|---|---|
| Navigation | <ul style="list-style-type: none">✓ Physical navigation of outpatient clinic & diagnostic areas | <ul style="list-style-type: none">✓ Physical navigation of inpatient hospital |
| Support | <ul style="list-style-type: none">✓ On-site support for diagnostic testing✓ Real-time problem solving in clinic | <ul style="list-style-type: none">✓ Ease feeling of distress prior to donation |
| Care Coordination | <ul style="list-style-type: none">✓ Reviews schedule logistics prior to clinic✓ Coordinates multidisciplinary care team integration in clinic | <ul style="list-style-type: none">✓ Ensures post-donor care package delivery |
| Communication | <ul style="list-style-type: none">✓ Standardize patient-facing communication✓ Expectation setting for patient & family | <ul style="list-style-type: none">✓ Addresses non-clinical queries✓ Completes FMLA paperwork |
| Education | <ul style="list-style-type: none">✓ Educates donors on clinical team roles✓ Prepares donor for non-clinical challenges (parking, accommodations) | <ul style="list-style-type: none">✓ Educates donors & family on travel and lodging options nearby |

Integration of Living Donor Navigator and Living Donor Evaluation



Model A – Penn Center for Living Donation

Individual Living Donor Navigator





Introduction

1

- Identify and introduce living donor team
- Introduce role of living donor navigator
- Set expectations for communication throughout the living donor process

Preparing for Evaluation

2

- Set expectations for evaluation
- Review preparation for testing
 - NPO Status
- Provide anticipatory guidance for day-of-evaluation logistics
 - Lodging & accommodations
 - Directions and parking
 - Family support

Evaluation Day

3

- Coordinate on-site care navigation
 - Greeting
 - Campus navigation
 - Special services
- Confirms preparation for day
- Assist with non-clinical tasks
- Debrief prior to donor departure



Thank you for your interest in pursuing living donor evaluation at Penn Medicine.

You have already completed the first few steps in the living donor process and may have had contact with several members of our team. While a large support staff helps ensure excellent care, we understand that talking with so many new people may be overwhelming. That's where I come in!

My name is Colleen Giolda-Smith and I will be your Living Donor Navigator. My hope is to make the evaluation process as stress-free as possible. You can contact me directly at 215-847-5897 or via a MyPennMedicine message with any non-clinical questions that may arise during your living donation process. Some areas where I may be of assistance would include how to prepare for your appointments, how to get to our building, where to park, or where to stay if lodging is needed.

I will be sending you a detailed letter with important instructions for preparing for your evaluation as the date approaches. You will receive a myPennMedicine message when this letter is added to your portal. Please review it carefully.

Your nurse coordinator is Cassandra McGeachey. You can contact her at 215-662-4692 or via a MyPennMedicine message with any clinical questions.

For any other non-urgent concerns, feel free to reach out to our Living Kidney Donor Team at 215-615-3161.

I look forward to working with you.

Warm regards,

Colleen Giolda-Smith
Living Donor Patient Navigator
Penn Transplant Institute
(215) 847-5897

Colleen Giolda-Smith
Living Donor Patient Navigator

Introduction



Hospital of the University of Pennsylvania

Please print out these instructions and bring them with you on 6/1/23. Your appointments will be held at the Perelman Center for Advanced Medicine (PCAM) at 3400 Civic Center Blvd. Philadelphia, PA. Please check in with the reception desk at each location as you arrive.

Parking is available in the PCAM garage below the building or at the 3600 Garage (more information below).

IMPORTANT REMINDER: NOTHING TO EAT OR DRINK EXCEPT WATER AFTER MIDNIGHT OF THE NIGHT BEFORE YOUR APPOINTMENT IN PREPARATION FOR LAB WORK & DIAGNOSTIC TESTING
 (Adequate hydration the day prior to labs is strongly encouraged)

| APPOINTMENT TIME | PROVIDER | LOCATION | INSTRUCTIONS/COMMENTS |
|-----------------------|--|--|--|
| 7:30 am | Vital Signs and Lab: blood work and urine sample | Transplant Institute, 2 nd floor/West Pavilion, Perelman Center | Fasting lab, water only after midnight the night before your appointment. |
| 8:00 am | Social Worker | Transplant Institute, 2 nd floor/West Pavilion, Perelman Center | Continue to fast until after your CT Scan if having the Glucose Tolerance Test performed at evaluation. If not, you may have a snack and clear liquids after labs are drawn but must begin fasting again by 9:30 am for the CT Scan. |
| 9:00 am | Nephrologist | Transplant Institute, 2 nd floor/West Pavilion, Perelman Center | |
| 10:00 am | Independent Living Donor Advocate | Transplant Institute, 2 nd floor/West Pavilion, Perelman Center | You will also meet with a Transplant Coordinator during this block of time. |
| 11:30 am and 12:00 pm | CT Scan and Chest X-ray | Radiology Testing Center, Ground floor of Perelman | You will be able to eat and drink normally after your CT Scan |
| Walk-In (before 4 pm) | EKG | Heart and Vascular Testina. | Last walk-in taken at 4 pm |

Preparing for Evaluation

PLEASE DO NOT LEAVE THE PERELMAN CENTER UNTIL AFTER YOU HAVE COMPLETED ALL OF YOUR APPOINTMENTS FOR THE DAY

If you have any logistical or appointment related questions, please text or call Colleen Gielda-Smith, Living Donor Patient Navigator at 215-847-5897.

24 Hour Urine Collection

- You will need to complete a 24-hour urine collection as part of your evaluation.
- A 24-hour urine collection container and a Quest lab slip will be given to you during your evaluation appointment.
- A member of our team will provide instructions for completing the collection. PLEASE follow the instructions EXACTLY as improper collection will provide inaccurate results and the test will need to be repeated!
- Your completed collection will need to be dropped off at a Penn Lab or Quest Diagnostic lab local to you. An appointment and additional blood draw are required.

Preparation for the CT Scan

- Nothing to eat for 2 hours before the scan. Water and other clear liquids are not restricted before your CT scan (but water only before fasting labs, if ordered). Please ask the team if you have any questions about fasting for this test.
- IV dye will be administered. Please notify your coordinator if you have an allergy to IV dye or Iodine as a pre-medication prep must be done prior to the scan.

Please remember to bring any records that your coordinator may have requested including cancer screenings (colon cancer screening, mammogram, PAP results) or have your provider fax these results to 215-243-2354.

All of your appointment times are scheduled by the Living Donor Team. Please do not change or cancel any appointments through the patient portal

PARKING – A parking voucher will be provided to potential living donors upon check-in at the Penn Transplant Institute. This voucher will cover the full cost of parking at the 3600 Garage or \$7 off the cost of valet parking or self-parking at PCAM.

PCAM Parking Garage Address: Located below the Perelman Center (closest option)
6 Health Sciences Drive, Philadelphia, PA 19104

Preparing for Evaluation



Model B – Penn Center for Living Donation – Satellite Clinic

Team-based Living Donor Navigators





Introduction

(Online Patient Portal)

1

Designated Team Member

- Introduce role of living donor navigator
- Identify and introduce living donor team
- Set expectations for communication throughout the living donor process

Preparing for Evaluation

(Online Patient Portal)

2

Designated Team Member

- Set expectations for day of evaluation
- Review preparation for diagnostics
 - NPO Status
- Prepare potential donor for non-clinical challenges
 - Lodging & accommodations
 - Directions and parking
 - Family support

Evaluation Day

(In Person)

3

Team-based Approach

- Greeting → **Front Desk Associate**
 - Coordinate special services
- Review daily schedule → **Clinic MA**
 - Confirm preparation for testing
- Provide navigation through health campus → **Phlebotomist**
- Debrief prior to donor departure → **Clinic MA**



Model C – Create your own!





Introduction

(Online Patient Portal)

1

- Introduce role of living donor navigator
- Educate donor on clinical team identification & roles
- Set clear expectations for communication

Preparing for Evaluation

(Online Patient Portal)

2

- Set clear expectations for day of evaluation
- Communication of schedule
 - Geographic
 - Patient-Centered
- Prepare potential donor for non-clinical challenges
 - Lodging & accommodations
 - Directions & parking
 - Family support

Evaluation Day

(In Person)

3

- Care Coordination
 - Greeting
 - Language or other special services
- Communicate daily schedule
 - Confirm preparation for testing
- Patient-Centered navigation of campus
- Debrief prior to donor departure



Benefits of Penn Living Donor Navigator

- ✓ Improves the living donor experience
- ✓ Increases accessibility to team, services, and care
- ✓ Direct point of contact for living donors
 - Ease of resolution of non-clinical concerns
 - Ease of access to clinical care team
- ✓ Improves efficiency of evaluation day
- ✓ Assistance with non-clinical tasks
 - FMLA, disability paperwork
 - Provide personalized and concierge care for potential living donors

Selected Quotations – Penn Living Donor *Patient* Feedback

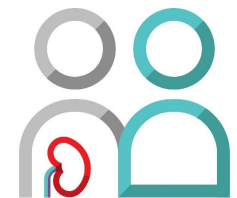
| Themes | Quotations |
|----------------------|---|
| Support | “I want to thank you for all of your help and guidance” |
| | “You are amazing! Thank you so much!” |
| | “Thanks again for all your help today.” |
| | “Thanks so much for your help!” |
| Communication | “It’s difficult speaking with so many different people in regard to the process. I’m happy I will have one point of contact.” |
| | “It’s difficult speaking with so many different people in regard to the process. I’m happy I will have one point of contact.” |
| Stress Relief | “I feel kind of [cheated] that I didn’t have a patient navigator.” (past donor) |

Selected Quotations – Penn Living Donor *Provider* Feedback

| Themes | Quotations |
|----------------------|--|
| Support | “The fact that we have someone who can make each person feel seen in such a busy day is amazing.” – <i>Medical Assistant, Living Donor Team</i> |
| | “Her pre-clinic communications with the donors and on-site availability in clinic assist the nurse coordinators and allow us to focus on clinical guidance for other donors” – <i>Nurse Coordinator, Living Donor Team</i> |
| | “This role allows the nurse coordinators to focus on educating and facilitating the living donor cases.” – <i>Nurse Coordinator, Living Donor Team</i> |
| | |
| Communication | “She looks for ways to make the day smoother. I love that we can sit and go over the schedule together and fit things in.” – <i>Medical Assistant, Living Donor Team</i> |
| | “She provides needed information regarding parking and campus directions” – <i>Nurse Coordinator, Living Donor Team</i> |
| Stress Relief | “She has taken the stress off of me, making sure I give the correct information about where the living donor patients need to be.” – <i>Medical Assistant, Living Donor Team</i> |

Key Points - Living Donor Navigator Role

- Maintain the principle of guiding potential living donors through a ***complex and intricate healthcare system*** while working to ***improve ease and accessibility*** of living donor care
- Recognize the ***complexities*** of your individual living donor program. ***Collaborate*** with your clinical team to ensure your program's challenges are addressed
- ***Support donor candidates*** through navigation, care coordination, and communication during all phases of living donor evaluation and donation



Penn Kidney Living Donor Team



Thank you!

Questions??

