

# Path of a Product Through the Workup Process

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#### **Disclosures**

The following faculty and planning committee staff have no financial disclosures:

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Susie Sturbaum	NMDP / Be The Match
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### Learning objectives

At the conclusion of this session, attendees will be able to:

- Explain the rationale behind critical steps in the product pathway from workup request to collection.
- Analyze ways to effectively facilitate delays that can impact the product pathway.

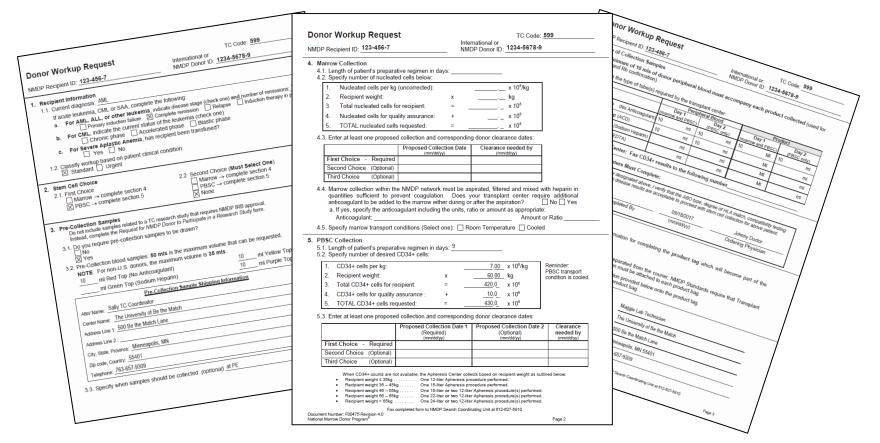


## Our patient





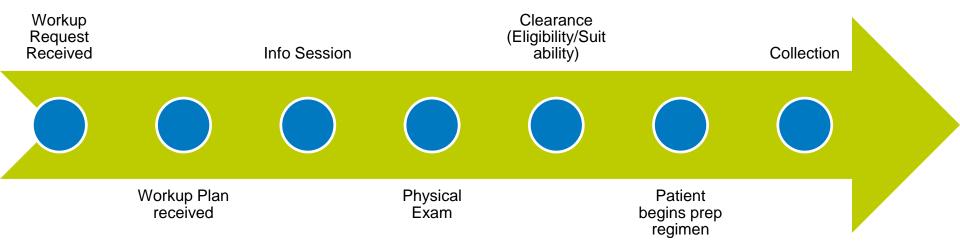
## TC Submits the Workup Request



### Our donor



#### Path of a Product





#### Outreach to the donor



## Can't do requested dates





# What Would You Do?



Immediately go the CM/TC to find out what they want next?

Check w/ the donor to confirm what dates he could do?



### **Date Negotiation**





# Challenges

- Capacity at local AC/CCs
- Scheduling w/ donor
- Family dynamics
- Finances
- Transportation
- Weather



# Resources

- Other network centers (travel)
- Offer letters to professors/advisors
- Donor Services Liaisons
- AC/CC Liaisons

## Workup Plan Received



Date Comments:

PRINT

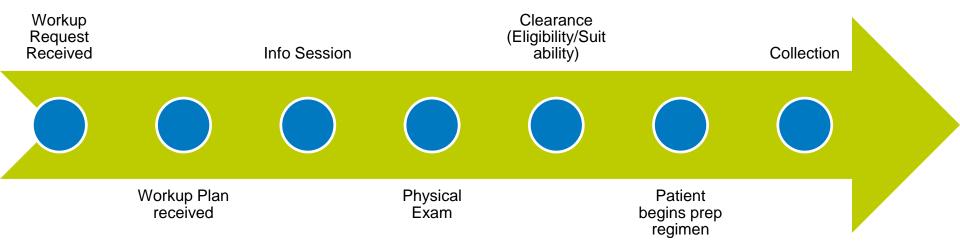
RESET

Workup Plan					
Dear Transplant Center,					
The dates indicated belo	ow have been verifi	ied by the donor and	AC/CC. All dates are inc	dicated as	
MM/DD/YYYY.				10/08/2017 Form Submitted Date	
Section 1 - Donor Center	r completes the follo	owing information		Form submitted bate	
Donor ID#		Recipient ID#			
DC#	TC#	Product Type:			
AC/CC#	City:		State:		
			· <u>-</u>		
Section 2 – Donor Center		owing information			
DC Proposed Collection					
Info Session:		Physical Exam:			
Pre-Collect Draw:	N	'A 🗌			
IDM Draw 1:			N/A npiete date after receiving prep d	tate)	
			hedule 12 or greater days before		
Estimated Clearance:	_	stimated Eligibility:			
	N				
			N/A C		
		Collection Day 2:	N/A		
DC Comments:			<u> </u>		
Section 2 CM or TC oor	moletes the followin	og information			
Section 3 – CM or TC completes the following information					
TC Acceptance of Dates	OR TO Ne	w Proposed Date(s)(	)		
Patient Prep:		Infusion:			
Collection Day 1:		Day 2:	N/A		

# Patient Update



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#### Info Session



# What Would You Do?

0?

Try to contact him again via text, call, email.

Inform Case Manager right away.

If no response have a colleague reach out to him? With a different number?



# Challenges

- Donor not responsive.
- Possible impact to PE date.
- Is the donor *really* committed?



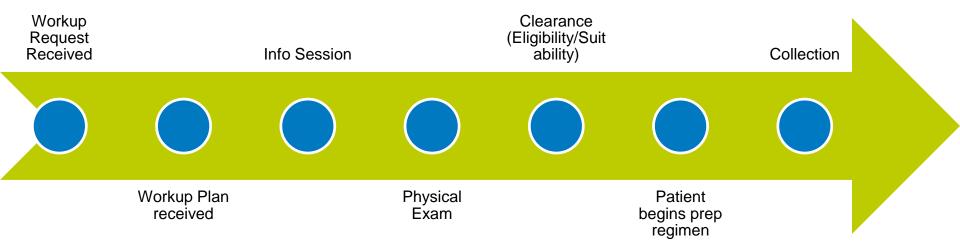
# Resources

- Another colleague w/ a different number.
- Donor's contacts in their file.
- Be tenacious and call in the evening

## 2<sup>nd</sup> Scheduled Info Session



#### Path of a Product





# TC asks for itinerary before confirming prep



## Physical Exam



# What Would You Do?



Just repeat testing, inform CM later & cross your fingers nothing happens.

Inform CM about lab testing & obtain approval for the extended medical. Discuss possible suitability issue.



### PE Problems...







# Challenges

- Marrow only now needs info session for marrow
- Capacity issue w/ CC
- Auto units



# Resources

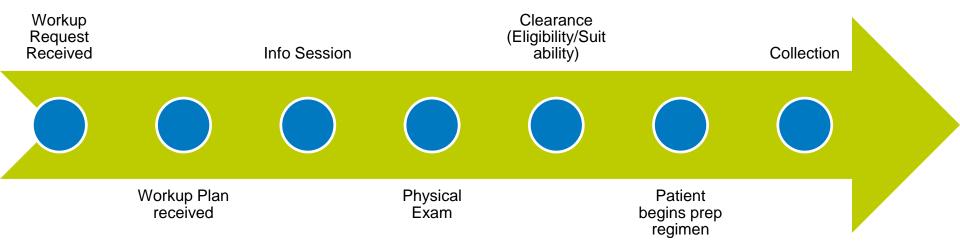
AC/CC liaison

### TC Communication





#### Path of a Product





# Suitability& Eligibility Received

#### National Marrow Donor Program® NOTIFICATION OF DONOR CLEARANCE

NMDP	Donor or Cooperative Registry ID:  Dove donor is suitable and willing to donate the following product (check one):  C, Marrow HPC, Apheresis MNC, Apheresis
Collect	ion information:
	All parties agree to the collection date(s):
	Patient prep date: N/A
	Filgrastim start date:N/A
	The DC/TC propose a tentative collection date(s):
	Collection dates pending
Verifica	ation:
	Attached, please add final signature and return as soon as possible
	Pending
	Sent previously on:
Transp	ort information: Hand carried by: DC TC Other:
	Shipped by commercial company
	Undecided at this time
Note to	
Note to	DC:
npleted	By: Date (MM/DD/YY):

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# What Would You Do?

Do nothing until Scott returns.

Inform the Case Manager about impending travel.

Tell Scott not to go...



## Eligibility Changed!

- Zika Assessment
- Declaration of Eligibility
- DEHR (Donor Eligibility History Report)
- SUMN (Statement of Urgent Medical Need)
- Appropriate Attachments (A2, B, C, D)
- Amend the HHSQ to add a Malaria risk



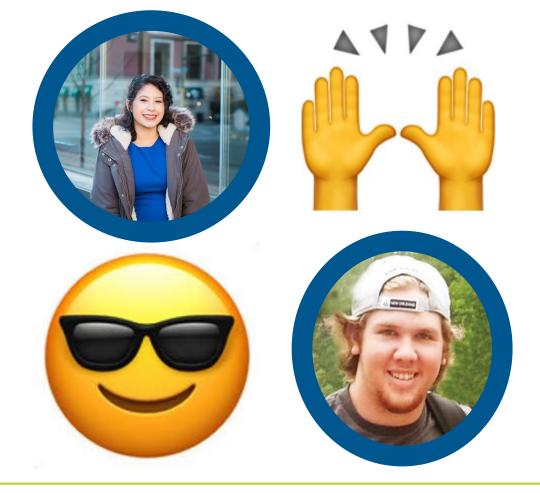


### Accept?

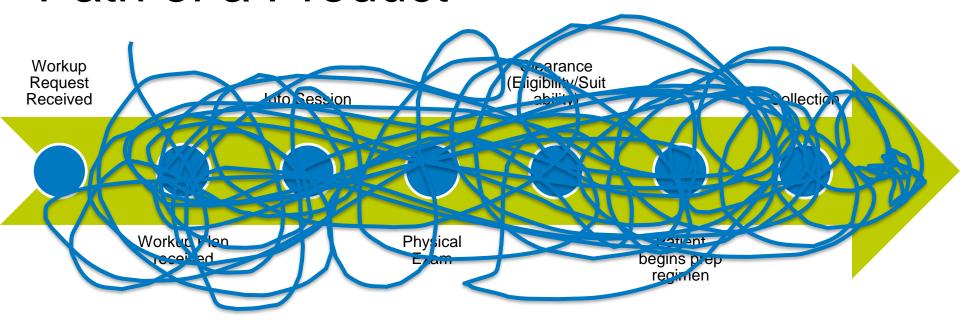




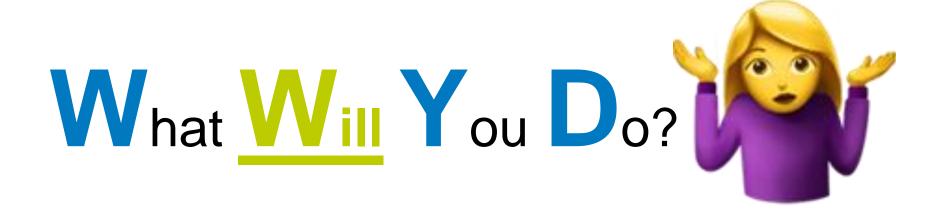
# Finally...



#### Path of a Product









#### **Evaluation Reminder**

Please complete the Council Meeting 2017 evaluation in order to receive continuing education credits and to provide suggestions for future topics.

We appreciate your feedback!



# What Will You Do?



Pick up the phone.

Share w/ a colleague back at the office.

Remember- there's always two sides to the story...

All of the above!

