



eceptionist™

Case Study – LifeGuard America – Tulsa, Oklahoma

Overview

Tulsa, Oklahoma-based LifeGuard America uses Eceptionist to operate its nationwide organ transplant network, allowing medical records related to organ donors to be completed online and reviewed 24x7 by transplant centers throughout the United States. LifeGuard America has been an Eceptionist customer since October 2003.

E-Ceptionist improves the **quality**
of donor information that is collected. **Information**
increases the chances of **successful** organ placement.

Problem

The current organ donation and procurement process in the United States can be inefficient and time-consuming. Additionally, the paper-intensive medical records generated by organ procurement coordinators are bulky and difficult to sort and store. Organ procurement coordinators also must relay vital donor information to transplant teams at hospitals in remote locations. Often, this communication takes place via lengthy telephone calls or via faxing the medical record to the remote location.

Frequently, transplant teams base their decisions on information received over the phone or fax, without being able to review images of the organ and other relevant data related to the donor. The final decision regarding the suitability of the organ for transplantation is made when the team arrives for the procurement surgery and visually inspects the organ. If the organ is deemed unsuitable for any reason, it is not procured, and valuable time and resources go to waste. The long decision-making process also becomes emotionally taxing for both the donor's and the recipient's families, as well as the transplant teams.

LifeGuard America, with the integral help of Eceptionist, successfully automated the current paper-intensive process of collecting and disseminating vital patient information by developing a sophisticated electronic process. Transplant professionals can direct teams to LifeGuard America's interactive secure Web site to access the Eceptionist Case Manager tool and assess the suitability of organs for their patients.

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Solution

LifeGuard America recognized a strategic partner in Eceptionist. The company was able to develop a solution which literally saves lives every day. As John R. Fitzpatrick, III, President and Chief Executive Officer of LifeGuard America stated, "The need for our service is vital. Seventeen people die every day waiting for an organ that never comes. Partnering with Eceptionist lets us capitalize on our collective strengths to improve the process that helps ensure people waiting for organs have an opportunity to receive them."

Eceptionist was able to incorporate existing paper-based organ donor forms into its Web-based Case Manager. In addition to automating the existing forms, Eceptionist also added the ability to attach files (Word documents, PDF files, JPEGs, DICOM studies, AVI files, etc.) to a case record, providing images and information not possible in a paper-based system.

Because organ procurement coordinators add data to the forms from various locations (labs, operating rooms, ICUs, etc.) and do not always have constant Internet access, Eceptionist provided LifeGuard America with an offline Client version that fully integrates with the Web-based Case Manager. This specialized system, combined with a tablet PC or laptop computer and LifeGuard America's 24x7 system support, gives organ procurement coordinators a constant helpful companion as they complete their duties.

Case Manager also grants LifeGuard America the ability to assign cases and specific organs to transplant surgeons on a priority basis.

Benefits

There are a myriad benefits from LifeGuard America's partnership with Eceptionist.

By using the Case Manager, an organ procurement coordinator enhances the quality of available donor information and increases his or her chances of a successful organ placement. More successful organ placements mean less organs and resources wasted, and more lives saved.

For the first time, physicians and coordinators can access the Case Manager to view information such as blood and tissue typing, critical lab values and electronic images of the organs being evaluated in "real time." LifeGuard America is enabling physicians to make informed decisions regarding the suitability of transplant organs for their patients.

Case Manager allows multiple parties to view the same record at the same time. If the primary

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transplant team cannot place a given organ, a secondary transplant team can review the information from a remote location. The process is repeated until an appropriate team is identified, and the organ is procured and transported to the center.

After organ placement, the organ procurement director can audit the donor record for continuity and include culture data as it becomes available to complete case documentation. Additionally, the electronic chart format simplifies reporting and provides an economical means of data storage.

One of LifeGuard America's customers said, "What I have seen in LifeGuard America is an enormous potential to streamline the organ placement process by making overall improvements in the sharing of vital information."

Additionally, three specific events involving various organ procurement organizations (OPOs) demonstrate the usefulness of the Eceptionist Case Manager tool:

1. "Our OPO was able to capture a bronchial pulsatile malformation on digital camera and attach the image to the electronic chart. This was most useful in illustrating the lesion to the potential surgeons involved."
2. "Before an angiogram was booked, a digital image of the echocardiogram was attached to the LifeGuard America electronic medical record and was reviewed by the transplant cardiologist. Despite the relatively normal measurements on the echocardiogram, the doctor was able to rule the organ out for quality before any additional resources were used."
3. "In the operating room, I was notified the recipient for the liver I had placed had a high fever and wouldn't be able to undergo the transplant surgery. I didn't have much time and called to have the back-up transplant teams look at LifeGuard America's Web site. After the teams reviewed the donor chart, one of them agreed to take the liver. The original procurement team took the organ to a patient waiting more than 1,700 miles away from where it was initially placed."

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