

Date: Friday, April 26 2019 11:33 AM

Subject: [REDACTED] group chat

From: [REDACTED]

To: [REDACTED]@unos.org>; [REDACTED]@unos.org>; [REDACTED]@unos.org>;

26 April 2019

[REDACTED]

Heads up. The Baldrige peeps are doing their onsite visit of UNOS and the interviewers will be walking around and talking to staff. Y'all might be approached. 08:44

[REDACTED], [REDACTED] mentioned this at the staff meeting Monday and she said to just be normal. They're just asking about normal stuff. 08:44

[REDACTED]

dammit 08:45

[REDACTED]

LOL 08:45

[REDACTED]

I was hoping they came yesterday 08:45

[REDACTED]

I'm gonna put on my best southern accent and say "Bald-ridge? Never heard of her but she sounds sweet." 08:45

[REDACTED]

I was just jabbering [REDACTED] and she asked if anyone was in 08:45

LOLLOL 08:45

I was jabbering b/c of our favorite OPO...TXGC. 08:45

These guys. 08:45

On March 8, I sent them a notification letter saying they were violating policy by allocating LU and not having them available when HR/LU recipients needed LU. 08:46

They didn't think they were doing it wrong so their CAP was only that they wouldn't use 830 if a center didn't respond anymore, they'd now use 898 and say center refused. 08:46

[REDACTED] invited me to a meeting with OC and PCR b/c the OC had gotten questions about that policy from a TXC b/c they had a HR person who needed LU but the OPO had already allocated them. The TXC thought they deserved the LU. 08:47

[REDACTED]

i hope these centers go in and override that BS 08:47

[REDACTED]

Got the donor ID. It's f'n TXGC on March 26. WELL AFTER we sent them the notification letter. 08:47

[REDACTED]

well, sounds about right 08:48

since they are convinced they aren't doing it wrong 08:48

[REDACTED]

Sounds like a Chair Call 08:48

Like CAUS - they need to be TOLD not to do it 08:49

██████████

I'm talking to ██████████ about it and we're thinking the exact same thing. 08:49

██████████ agreed with our interpretation of the policy when we took it to her before and 2/3 reviewers have agreed with a NON. 08:49

██████████

i thought that was right 08:50

I remember thinking man 08:50

wtf? 08:50

██████████

yep 08:50

██████████

You would need ██████████ green light, but it really may require a call from her or you or AML to say "you can't do this anymore" 08:50

██████████

So we sent them a letter saying you violated this policy twice....and we know they've continued to operate that way 08:50

it can't be me b/c they clearly don't care what i have to say 08:50

██████████

yeah 08:51

██████████

IT can be if you say "I talked it over with the MPSC chairs, and they said..." 08:51

██████████

I don't know...██████████ would probably be like, "I wanna hear it from ██████████." 08:51

██████████ ██████████

That's what CAUS Did 08:51

and then they got an interview 08:52

██████████

TXGC needs a damn interview. 08:52

About this, about how they train and monitor overall. 08:52

They didn't know to send red top tubes for crying out loud! 08:52

██████████ ██████████

This may get them one 08:52

██████████

which, by the way, is on the consent agenda for a NON. 08:52

I don't know why the page-long compliance history escapes these reviewers for this OPO. 08:53

██████████

I am disappointed that ██████████ wasn't more incensed about it 08:53

he seems like he knows the rules and knows how to apply them to ensure smooth 08:54

allocation

██████████

But if you go back to the chairs now, and say they are still not following allocation policy, that will change things 08:54

██████████

I think so too. But here's my other issue....do we formally open a whole new case? 08:58

or do we just relay what we have from the OC? 08:58

██████████

That's an AML question 08:58

██████████

Is there time to open a whole new case and post it for the same reviewers for July? 08:58

Interestingly, ██████ and ██████ are perturbed about this. The OC reached out to PCR and they scheduled this meeting on questions they get about this policy and how they should be providing guidance to members on applying the policy. No one thought about inviting MQ to this. 08:59

██████ was in another meeting at it sounds like someone brought it up and ██████ was like, "what's that now?" They explained it and ██████ told them they needed to be invited. ██████ then invited me b/c she thought it was my case. Turns out, TOTALLY DIFFERENT event but with the same OPO. 09:01

They forwarded me the emails from the OC/PCR and the OC provided screenshots of the match runs. I knew instantly it was going to be TXGC. 09:01

██████████

ugh 09:01

I mean, what's the issue here? 09:02

The response to this issue has always been 09:02

"you are required to offer the lungs with the heart" 09:02

if you have placed the lungs, you have committed a potential policy violation either way 09:02

b/c to w/d is a PV 09:03

and to not place LU with HR is a PV 09:03

"Make your decision and document why you did it" 09:03

what's there to discuss??? 09:03

██████████

That's what ██████ and I have been saying--whenever people say 'well this policy is a little confusing' we're like, No it's not. It looks clear. 09:03

If the HR person needs LU, they get LU. 09:03

██████████

Then damn, can the OPO committee go ahead and send out a memo or something? 09:04

this is the best practice for HL allocation: 09:04

██████████

exhaust the HR list first. place your LU as backup until you get the all-clear that your HR is placed. 09:05

that's what [REDACTED] pretty much said on the chair call too, isn't it? 09:06

[REDACTED]

i can't remember what she said 09:06

[REDACTED]

DAMMIT [REDACTED] 09:06

[REDACTED]

haahaha 09:07

well, this is one she should be able to answer with authority 09:07

so, it probably didn't register with me 09:07

[REDACTED]

Yeah - i still say this is an AML question. She'll know what to do 09:08

[REDACTED]

uhhh 09:29

[REDACTED]

Have y'all tried looking at info in DonorNet today? I'm in the TXGC HR-LU match and I can't go into the offers. 09:29

[REDACTED]

what TXC was involved in this recent HL issue? 09:29

[REDACTED]

TXMH 09:29

[REDACTED]

ah 09:29

ok 09:29

[REDACTED]

but! 09:29

on the flip side 09:29

last time, TXMH got the LU both times. This time, TXMH wanted the LU but TXGC had already given them to TXSP. 09:30

[REDACTED]

ah 09:30

ok 09:30

[REDACTED] is talking to a caller on MRL 09:30

[REDACTED]

oh yeah? 09:30

[REDACTED]

sounds like heart related 09:30

but i heard PAAG 09:30

[REDACTED]

oh 09:30

but wouldn't that be wild. 09:31

[REDACTED]

but to answer your first question	09:31
I haven't been in DN yet	09:31
what donor id?	09:31
[REDACTED]	
[REDACTED]	09:31
When I first logged into Secure Enterprise, it told me KPD was down until 7:00 EDT. It was well after 8:00.	09:31
[REDACTED]	
yes	09:32
I got caught in that	09:32
[REDACTED]	
And now DN is being super slow to respond. When I click on a name to see who entered codes, it gives me a Server Error like when you try to work in CMRS after you've been inactive for too long.	09:32
[REDACTED]	
hmmm	09:33
it's working for me now	09:33
[REDACTED]	
okay lemme try again	09:33
it worked!	09:33
God Dammit TXMH. They entered 830.	09:34
Why would they enter 830 if they wanted the damn LU bad enough to call the OC about it??	09:34
at least put in the code for multi-organ needed	09:34
[REDACTED]	
excellent point	09:35
that needs to be emphasized to txc's	09:35