

CASE STUDY



ORGANIZATION:

Midwest Transplant Network

INDUSTRY:

OPO, Eye Bank,
Tissue Recovery (Suite),
Laboratory

SOLUTION:

Q-Pulse, ECL2 Quality Support Program (QSP)



Background:

Originally founded in 1973 as the Midwest Organ Bank, MTN has provided transplant and procurement services to transplant centers and hospitals throughout the region for four decades. Midwest Organ Bank was one of the first independent Organ Procurement Organizations (OPOs) in the country. In addition to providing organ procurement and histocompatibility testing, the organization responded to community requests to provide tissue procurement services in 1990. Eye banking services were then added in 1998 upon acquiring the Kansas City Eye Bank. And a communications center was added in 1999 to respond to referral calls when a death occurred in all contracted hospitals. To more accurately reflect the changing scope of our services while retaining a link to the past, their name was changed to Midwest Transplant Network in 1999.

In 2008, MTN opened a Tissue Recovery Suite in Westwood, Kansas to surgically recover tissues for many life-enhancing applications.

Midwest Transplant Network (MTN) has been connecting lives in the Kansas and western Missouri communities for 40 years. MTN is a federally certified not-for-profit Organ Procurement Organization (OPO) and works with donors, donor families and hospitals to extend legacies, provide hope and give life.

Regulated By: FDA, AATB, EBAA, AOPO, UNOS, CMS

The Challenge:

In September of 2012, MTN made the decision to purchase Q-Pulse from ECL2. After reviewing other applications and hearing from so many other OPOs how pleased they have been in working with ECL2 and using Q-Pulse, Tina Kirsch, Corporate Performance Officer for Midwest Transplant Network reached out to ECL2 and made the purchase. By November of 2012, ECL2 spent 10 intensive days with MTN implementing the solution.

Tina and her team could see the immediate benefits as well as the opportunities to really maximize the functionality of the application. With so many competing priorities, finding the time and resources to dive into the application and really get creative would be a challenge. Additionally, needs to expand their training program, enhance the supplier qualification program, develop documentation, etc. were keeping them from focusing on other priorities.



I truly appreciate the willingness of Andrew, and really everyone at ECL2, to always go the extra mile in helping ensure your clients are not only satisfied, but developing the best possible processes for our operations. Thanks so much!!!

Tina Kirsch,
Corporate Performance Officer
for Midwest Transplant Network.

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The Solution:

Tina and her team recognized ECL2's experience with so many of the other OPOs as clients as well as ECL2's expertise in Quality Management and decided to purchase ECL2's on-site Quality Support Program (QSP). The QSP provides ECL2's clients with an extra quality resource. Whether it's once a month or once a quarter, ECL2 travels to the client to assist them with whatever they need accomplished. Sometimes, we're developing procedures, custom reports, training people, developing programs including training and supplier qualification, preparing or even facilitating inspections or audits or finding additional ways to creatively utilize Q-Pulse. The QSP has been utilized to develop cleaning protocols and even to develop a complete Quality Manual. "All of ECL2's professional services consultants have been responsible for quality systems themselves, so being able to offer such a resource to our clients is of real value and allows them to focus on other priorities." according to Lori J. Ernst, President & CEO of ECL2.

In just 5 visits, ECL2 has assisted MTN with building out their training program, improved their supplier qualification program, developed procedures and cheat-sheets, built a new Hospital Variance Wizard, corresponding Template and custom report to send to hospitals to request corrective action, converted existing audit checklists for use in Q-Pulse and so much more.

"We stepped a little outside of our usual schedule this visit and requested Andrew's assistance in revamping/significantly improving our vendor qualification program. We were able to design a new SOP, forms and checklists yesterday, which met all the requirements we had in mind and many more. We also worked on incorporating the program into the supplier module of Q-Pulse. His expertise in this area was an enormous help to Chrystal and I who were just launching into a significant research and info/data gathering process. To knock this out in one day was FAR beyond our expectations.

For more information on Q-Pulse please visit our website at www.ECL2.com or contact us directly at 469.828.5006 or by email at inquiries@ECL2.com.