

5. Multitasking and time management skills.
6. Knowledge of basic immunology.
7. Ability to use Microsoft Office Suite applications.
8. Knowledge of Medical terminology.

**Physical Environment/Working Conditions:**

*Location:* The Los Angeles office is a non-smoking facility.

*Travel:* Occasionally required to travel by personal auto or air to meeting sites and other locations.

*Work Hours:* Forty-hour workweek as determined by assigned shift. Assigned days or shift can be changed at any time.

*Working Conditions:* See ADA Worksheet.

**Job Qualifications:**

*Education:* A bachelor's degree in one of the life sciences, a nursing diploma or comparable medical training.

*Experience:* Previous exposure to the medical community.

*Certification/License:* OneLegacy requires employees to maintain a current California driver's license and current vehicle insurance based on California minimum insurance coverage standards.

*Equipment:* Reliable automotive transportation required. Working knowledge of personal computer, multi-line telephone system, fax machine, photocopier, postage machine and calculator.

**Acknowledgement**

The employee is expected to adhere to all agency policies and to act as a role model in the adherence to agency policies.

I have read and understand this explanation and job description.

Employee Name \_\_\_\_\_ Date \_\_\_\_\_

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

## OneLegacy JOB DESCRIPTION

**TITLE:** Clinical After Care Coordinator

**REPORTS TO:** Director of Family Services

**DEPARTMENT:** Family Services

**LOCATION OF JOB:** Corporate

**FLSA STATUS:** Non Exempt

**EMPLOYMENT STATUS:** Full-Time

**PREPARED BY:** Jeff Fleming

**DATE PREPARED:** 10/15/03

**DATE REVISED:** 2/27/07

**Position Summary:**

The Clinical After Care Coordinator is responsible for the planning, development, implementation and evaluation of the Clinical Aspects of OneLegacy's Donor Family Aftercare Program. Responsibilities include developing, implementing, and staffing programs which address the clinical and emotional needs of organ/tissue donor families, create clinical written material, and facilitate individual, family, and group counseling of donor family members. This position also coordinates with the Director of Family Services in implementing OneLegacy's two-year aftercare grief program to approximately 1500 families annually.

**Duties & Responsibilities:**

***Essential Job Functions:***

1. Develop, lead, staff, and maintain clinical after care programs including support groups and seminars addressing issues pertinent to donor families grief and loss
2. Develop, implement, and manage an internet based bereavement support group for donor family members
3. Develop, implement, and oversee a donor family peer-to-peer bereavement support network. Including the recruitment, clinical training, and oversight of donor family members involved.
4. Create and maintain a newsletter for donor families who are outside of the two-year donor family aftercare program providing ongoing grief material, articles and information regarding events that are of interest to donor family members.

5. On site clinical support to donor families in the hospital when special circumstances warrant.
6. Provides telephone assessment, intervention, and support to donor family members.
7. Coordinates with the Manager of Donor Family Services in implementing OneLegacy's existing donor family follow-up grief programs.
8. Coordinates with the Community Programs Coordinator regarding donor families, donor family events and donor family's involvement in the OneLegacy Ambassador programs.
9. Provide ongoing education of OneLegacy staff on clinical issues around grief and loss based on support group feedback.
10. Develop and implement a training program for new hires relating to grief and loss.
11. Participate in HD training of hospital staff on approaching families.
12. Maintains accurate donor records.
13. Compassion for others and patience working with people in crisis.
14. Able to work independently and to prioritize work.
15. Strong oral, presentation, organizational and interpersonal skills, including the ability to deal with all levels of management, staff, medical and hospital personnel.
16. Good writing skills.
17. Confident in her/his abilities in order to be successful.
18. Proactive team player that is able to work successfully with all regional offices and corporate departments.
19. Recognizes limits/boundaries and seeks help in situations appropriately.
20. Passionate about organ and tissue donation.
21. Proficient in MS Office Suite Programs.
22. Required attendance at staff meetings. Required attendance at training programs and/or in-services as deemed necessary by the Manager of Family Services.
23. Supports the organization's Standards of Professional Conduct as outlined in the OneLegacy Employee Handbook, and the mission, vision and values.
24. Performs other duties as assigned.

***Secondary Job Functions:***

(Although the following job functions have been identified as "secondary", any employee capable of performing the "secondary" job functions is expected to do so.)

1. Assists with Donor Recognition Ceremonies.
2. Stays informed of trends in the transplant/donation field.
3. Stays informed of trends in grief and death education and material.

**Potential Risk Factors:**

1. Risk Exposure to Blood/Body Fluids:  
While performing some essential functions of your position, you may be exposed to blood or body fluids. Established procedures identify the appropriate personal protective measures that you should use when performing essential functions of your position. The OneLegacy OSHA program will provide you with the appropriate procedures and guidelines in which you should perform the essential duties of your job. If you need additional training or resources, please see your supervisor or the Director of Human Resources/OneLegacy Safety Officer.



2. **Repetitive Motion:**  
While performing some essential functions of your position, you may be required to perform some functions repeatedly. When such tasks are not performed properly, injury can result. Established procedures identify the precautions and/or equipment that should be used.
3. **Minimum Weight Lifting Requirement:**  
While performing some essential functions of your position, you may be required to do some lifting, moving, pushing, or pulling. When such tasks are not performed properly, injury can result. Establish procedures identify the precautions and/or equipment that should be used when performing this task. Minimum weight lifting requirements that you must perform are located in the ADA Worksheet section of this Job Description.
4. **Prolonged Sitting, Standing, and Bending:**  
While performing some essential functions of your position, you may be required to sit, stand, or bend for an extended period of time. When such tasks are not performed properly, injury can result. Established procedures identify the precautions and/or equipment that should be used when performing this task.
5. **Competency Evaluation:**  
Competency evaluations are required for this position. Your supervisor will notify you when your evaluation is to be conducted.
6. **In-Service Training:**  
You may need additional training to better understand the performance requirements of your essential job functions. In-service training classes will be scheduled and your attendance at such classes is mandatory.

**Physical Environment/Working Conditions:**

*Location:* Corporate. All OneLegacy offices are non-smoking facilities.

*Travel:* Occasionally required to travel by personal auto or air to meeting sites and other locations.

*Work Hours:* Forty-hour workweek as determined by assigned shift. Assigned days or shift can be changed at any time.

*Working Conditions:* See ADA Worksheet.

**Job Qualifications:**

*Education:* MSW

*Experience:* Two-years experience providing services to the public with special consideration given to providing services to people in crisis situations both personally and in group settings.

*Certification/License:* LCSW preferred.

OneLegacy requires employees to maintain a current California driver's license and current vehicle insurance based on California minimum insurance coverage standards.

*Equipment:* Reliable automotive transportation required.  
PC, general office machinery (phone, fax, 10-key, etc.

**Acknowledgement**

The employee is expected to adhere to all agency policies and to act as a role model in the adherence to agency policies.

I have read and understand this explanation and job description.

Employee Name \_\_\_\_\_ Date \_\_\_\_\_

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

## OneLegacy JOB DESCRIPTION

**TITLE:** Hospital Services Coordinator (HSC)

**REPORTS TO:** **Hospital Service Director** for Hospital Services Function, and **Regional Directors** for Clinical and Family Services Functions

**DEPARTMENT:** Hospital Services

**LOCATION OF JOB:** All Regions

**FLSA STATUS:** Exempt

**EMPLOYMENT STATUS:** Full-Time

**PREPARED BY:** Tom Mone

**DATE PREPARED:** 12/03

**DATE REVISED:** 03/29/04

**Position Summary:**

The OneLegacy HSC must have highly developed interpersonal skills, communicate respect for hospital staff, public, families, and colleagues, engage in collaboration, innovation to promote donation, personalization of work to meet individual needs, commitment to our community, excellence, accountability and ownership. The HSC is responsible to represent OneLegacy in assigned hospitals to offer OneLegacy's services to hospital, staff, families, and community with the goal of gaining hospital support and ownership of organ and tissue donation and facilitating the provision of family support services and increasing conversion of potential donors. HSC will assess attitudes of key hospital personnel toward donation and will identify means of engaging staff to enhance their understanding and support of donation. HSC will provide referral response, family support, and family approach at assigned hospitals for referrals during regularly scheduled workday, when in the hospital. HSC will ensure excellent relationships are fostered between OneLegacy and the hospital at all levels and within all disciplines. HSC will have primary accountability for hospitals' organ and tissue donation performance. HSC will set quarterly and yearly goals to continually improve performance to achieve 100% identification, referral and approach of potential organ and tissue donors. HSC will ensure for organ donors a 65% or greater consent rate and 65% or greater conversion rate in each assigned hospital, with a long term goal to increase conversion rates to >60%. Responsible to assist in the training of new HSCs and on-going development of HS plan.



**Duties & Responsibilities:**

***Essential Job Functions:***

**Hospital Services**

1. Identifies key hospital staff attitudes and beliefs toward donation.
2. Provides hospital staff with examples of the benefits of donation and transplant to donor families and recipients in attempt to increase their receptivity, support, and participation.
3. Listens to key hospital staff to identify challenges to adoption of donation.
4. Proactively identifies opportunities to enhance donation and assists hospital staff to maximize these by offering evidence of the value of donation and transplantation and when staff is ready provides information to expand their understanding and support for donation.
5. Assists PTCs with educational in-services.
6. Develops collaborative relationships with administrators, physicians, nurses and psycho-social professionals who fosters a sense of hospital ownership in the donation process and ensures relationships are fostered between hospital staff and OneLegacy staff across all levels and disciplines.
7. Assists hospital with designing policies, procedures and processes that maximize organ donation.
8. Arranges for and conduct death record reviews per OneLegacy frequency guidelines.
9. Analyzes data and develop statistical reports as needed to identify opportunity for actions to increase donation. Collaborates with the Communication Center Management team to ensure that the monthly hospital report is accurate and complete. Responsible for maintaining an accurate customer hospital report contact list.
10. Conducts post-donation evaluation, debriefing and follow-up with involved hospital staff as soon as possible after a case.
11. Assists hospital to achieve 100% compliance with Medicare Conditions of Participation Death referral requirements for brain and cardiac death. Ensures timely referrals of Imminent Death.
12. Resolves hospital donor case billing issues.
13. Ensures current MOU is in place at all assigned hospitals.
14. Maintains a record of hospital activities as necessary to assist hospital in improvement of donation performance and minimum needed to meet AOPO HD standards.
15. Collaborates with eye and tissue bank representatives in assigned hospitals.
16. Participates in special events such as National Organ and Tissue Awareness Week, as well as in community-based donation promotion activities and public education activities as needed by OneLegacy.
17. Stays current with the latest research and development in the profession through reading, continuing education and professional meetings. Maintains files of current literature related to donation and transplantation, and recommends/provides these articles to OneLegacy and hospital staff as needed.

### **Clinical Services**

1. Maintains functional understanding of: legal and clinical aspects of death by neurological criteria, organ and tissue recovery protocols, donor maintenance, transplantation, organ and tissue preservation, organ and tissue allocation and distribution through appropriate organizations and publications.
2. Provides "First Response" to hospital referrals when in hospital area and referral is received or PTCs are unavailable: reviews referred patient chart, discusses with Administrator on Call, and participates in end-of-life planning with hospital staff.
3. Provides family support on all referral response cases and upon approval of Administrator on Call approach family with opportunity to donate and confirmation of consent.
4. Coordinates schedule with PTCs, ARDs, and RDs to ensure mutual knowledge and fulfillment of hospital needs.
5. Maintains complete and accurate business and expense records as required.

### **Other Responsibilities**

1. Required attendance at staff meetings. Required attendance at training programs and/or in-services as deemed necessary by the Hospital Services Director and/or Regional Director.
2. Supports the organization's Standards of Professional Conduct as outlined in the OneLegacy Employee Handbook, and the mission, vision and values.
3. Performs other duties as assigned.

### **Potential Risk Factors:**

1. Risk Exposure to Blood/Body Fluids:  
While performing some essential functions of your position, you may be exposed to blood or body fluids. Established procedures identify the appropriate personal protective measures that you should use when performing essential functions of your position. The OneLegacy OSHA program will provide you with the appropriate procedures and guidelines in which you should perform the essential duties of your job. If you need additional training or resources, please see your supervisor or the Director of Human Resources/OneLegacy Safety Officer.
2. Repetitive Motion:  
While performing some essential functions of your position, you may be required to perform some functions repeatedly. When such tasks are not performed properly, injury can result. Established procedures identify the precautions and/or equipment that should be used.
3. Minimum Weight Lifting Requirement:  
While performing some essential functions of your position, you may be required to do some lifting, moving, pushing, or pulling. When such tasks are not performed properly, injury can result. Established procedures identify the precautions and/or equipment that should be used when performing this task. Minimum weight lifting requirements that you must perform are located in the ADA Worksheet section of this Job Description.



4. **Prolonged Sitting, Standing, and Bending:**  
While performing some essential functions of your position, you may be required to sit, stand, or bend for an extended period of time. When such tasks are not performed properly, injury can result. Established procedures identify the precautions and/or equipment that should be used when performing this task.
5. **Competency Evaluation:**  
Competency evaluations are required for this position. Your supervisor will notify you when your evaluation is to be conducted.
6. **In-Service Training:**  
You may need additional training to better understand the performance requirements of your essential job functions. In-service training classes will be scheduled and your attendance at such classes is mandatory.

**Physical Environment/Working Conditions:**

*Location:* The building is non-smoking facility.

*Travel:* Required to travel by personal vehicle to fulfill the duties and responsibilities of the position.

*Work Hours:* Forty-hour workweek with occasional weekends, holidays or evenings as required.

*Working Conditions:* See ADA Worksheet.

**Job Qualifications:**

**Education and/or Experience**

1. Prior front line sales, communication, personal counseling, crisis assistance experience in service industry, such as healthcare, counseling, education, with an emphasis in long-term, relationship-focused activities.
2. Strong interpersonal and diplomacy skills required, especially evidence of active listening and supportive recognition and respect for differing viewpoints.
3. Recent demonstrated experience showing the ability to work with diverse cultural and socioeconomic groups and individuals.
4. Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
5. Ability to write business reports, business correspondence, feature articles, and informational materials.
6. Ability to present information to upper management, physicians/nurses, public groups, boards of directors, and committees.

**Reasoning Ability**

1. Experience in assessing challenging organizational and personal impediments to change and development of strategies to overcome these.
2. Skill at analyzing and interpreting data, solving practical problems and dealing with a variety of concrete variables in situations where only limited standardization exists; interpreting a variety of instructions furnished in written, oral, diagram, or schedule form; and creative and critical thinking skills, designing concepts and organizing effectively to motivate others.

*Certification/License:* OneLegacy requires employees to maintain a current California driver's license and current vehicle insurance based on California minimum insurance coverage standards.

*Equipment:* Reliable automotive transportation required.

**Acknowledgement**

The employee is expected to adhere to all agency policies and to act as a role model in the adherence to agency policies.

I have read and understand this explanation and job description.

Employee Name \_\_\_\_\_ Date \_\_\_\_\_

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

**OneLegacy**  
**JOB DESCRIPTION**  
**Managerial and/or Supervisory Position**

**TITLE:** Clinical Education Specialist

**REPORTS TO:** Clinical Director

**DEPARTMENT:** Procurement Services

**LOCATION OF JOB:** Corporate Office

**FLSA STATUS:** Exempt

**EMPLOYMENT STATUS:** Full-time

**PREPARED BY:** Renee Hawthorne

**DATE PREPARED:** 12/14/05

**DATE REVISED:** 04/10/06

**Position Summary:**

The specialist is responsible for developing and implementing on-going clinical educational opportunities for staff based on identified needs and performance expectations. This specialist is responsible for developing, planning, implementing and evaluating training programs for the clinical staff. The Clinical Education Specialist will serve as a leader, consultant, mentor and change agent to staff members.

**Duties & Responsibilities:**

***Essential Job Functions:***

**Education Primary Job Functions**

1. Develops, organizes, implements and evaluates training program for newly hired clinical staff and supervises orientation of new staff as related to donor cases
2. Develops, implements and supervises a clinical preceptor program to train and mentor clinical staff.
3. Designs and implements a competency evaluation tool that reflects the performance standards of the clinical trainee for release from probation/training or termination.
4. Provides administrative on-call support to clinical preceptor and clinical trainee. As appropriate, participates in on-site training and evaluation of clinical trainee development.
5. Evaluates and communicates clinical trainee progress to appropriate Director.



6. Assesses educational needs of the clinical staff through use of performance expectations, regulatory agency standards, industry standards, and QA Committee recommendations.
7. Provides and coordinates training for new staff as it relates to clinical areas with other appropriate managers.
8. As a liaison to QA Committee, identifies recommendations to improve the performance standards of the staff.
9. Provides guidance and direction to the Education Committee on the development and coordination of professional development and professional education programs.
10. Develops, reviews on an ongoing basis, and updates current professional education programs and materials with staff as related to donor care.
11. Provides guidance and direction in the development and evaluation of all professional education program materials used within hospitals and with other donation/transplant related audiences.
12. Evaluates professional education programs delivered for effectiveness and oversees maintenance of records required by certification/accreditation guidelines, i.e. CEU's.
13. Assures adequate resources are available for implementation of new and ongoing training and professional education programs.
14. Coordinates with HR and maintains files of staff training and ongoing professional certifications for staff members.
15. Develops, reviews and revises education policies that support the mission and goals of OneLegacy.
16. Serves as a resource to staff, students, and other health care professionals in the acquisition of knowledge and skills related to donor care.
17. Develops and implements educational information, materials, and programs related to donor care.
18. Contributes to professional nursing literature by publishing scholarly works and/or regional/national presentations.
19. Contributes to procurement coordinator education by developing strategic alliances with schools of higher learning.

#### **Research Primary Job Functions**

1. Expands the scientific base of donor care by conducting and/or facilitating research in conjunction with research specialist.
2. Disseminates research findings through presentations and publications.
3. Critically analyzes current research methods and results for utilization in the expansion and improvement of donor care.

#### **Skills and Abilities:**

1. Strong demonstrated skills in lesson planning, ability to access current clinical literature, and experience in adapting clinical literature and standards to lesson plans and content.
2. Demonstrated ability to effectively deliver presentations and education.
3. Strong verbal, written and analytical skills.
4. Demonstrated computer skills in Word, Excel, and PowerPoint required. Microsoft Projects preferred.

**Other Responsibilities**

1. Required attendance at staff meetings. Required attendance at training programs and/or in-services as deemed necessary by the Hospital Services Director and/or Clinical Director.
2. Supports the organization's Standards of Professional Conduct as outlined in the OneLegacy Employee Handbook, and the mission, vision and values.
3. Performs other duties as assigned.
4. Attends and participates in QA Committee meetings.
5. Attends and participates in Education Committee meetings.
6. Attends and participates in Regional Staff meetings, as appropriate.

**Potential Risk Factors:**

1. **Risk Exposure to Blood/Body Fluids:**  
While performing some essential functions of your position, you may be exposed to blood or body fluids. Established procedures identify the appropriate personal protective measures that you should use when performing essential functions of your position. The OneLegacy OSHA program will provide you with the appropriate procedures and guidelines in which you should perform the essential duties of your job. If you need additional training or resources, please see your supervisor or the Director of Human Resources/OneLegacy Safety Officer.
2. **Repetitive Motion:**  
While performing some essential functions of your position, you may be required to perform some functions repeatedly. When such tasks are not performed properly, injury can result. Established procedures identify the precautions and/or equipment that should be used.
3. **Minimum Weight Lifting Requirement:**  
While performing some essential functions of your position, you may be required to do some lifting, moving, pushing, or pulling. When such tasks are not performed properly, injury can result. Established procedures identify the precautions and/or equipment that should be used when performing this task. Minimum weight lifting requirements that you must perform are located in the ADA Worksheet section of this Job Description.
4. **Prolonged Sitting, Standing, and Bending:**  
While performing some essential functions of your position, you may be required to sit, stand, or bend for an extended period of time. When such tasks are not performed properly, injury can result. Established procedures identify the precautions and/or equipment that should be used when performing this task.
5. **Competency Evaluation:**  
Competency evaluations are required for this position. Your supervisor will notify you when your evaluation is to be conducted.
6. **In-Service Training:**  
You may need additional training to better understand the performance requirements of your essential job functions. In-service training classes will be scheduled and your attendance at such classes is mandatory.

**Physical Environment/Working Conditions:**

- Location:* Corporate office. The office is a non-smoking facility.  
*Travel:* Occasionally required to travel by personal auto or air to meeting sites and other locations.  
*Work Hours:* Forty-hour workweek. Must be available evenings, weekends and holidays, as required.  
*Working Conditions:* See ADA Worksheet.

**Job Qualifications:**

- Education:* Bachelor's degree in Nursing required. Master's degree or equivalent in health education, behavioral sciences, education or clinical science preferred. BCLS Provider Level C required; ACLS certified required or candidate must become ACLS certified within six months of hire.  
*Experience:* Two years Critical Care experience strongly preferred. Experience working with adult learners in a multi-cultural health care setting, knowledge of and experience in application of adult educational theory, cognitive learning levels, educational needs assessment and educational program planning and delivery. Leadership/management experience preferred. OPO experience required. Experience may include, but not limited to OPO clinical coordinator, or hospital based RN donor liaison to OPO.  
*Certification & License:* OneLegacy requires employees to maintain a current California driver's license and current vehicle insurance based on California minimum insurance coverage standards.  
*Equipment:* Reliable automotive transportation is required.

**Acknowledgement**

The employee is expected to adhere to all agency policies and to act as a role model in the adherence to agency policies.

I have read and understand this explanation and job description.

Employee Name \_\_\_\_\_ Date \_\_\_\_\_  
Employee Signature \_\_\_\_\_ Date \_\_\_\_\_



厚生労働科学研究費補助金（免疫アレルギー疾患等予防・治療研究事業）  
分担研究報告書

都道府県コーディネーターの斡旋に関する研究

研究分担者 岩田 誠司 福岡県メディカルセンター・県移植コーディネーター  
研究協力者 塚本 美保 （社）日本臓器移植ネットワーク 移植コーディネーター  
小林 由起子 （社）日本臓器移植ネットワーク 移植コーディネーター  
宮島 隆浩 沖縄県保健医療福祉事業団・県移植コーディネーター

研究要旨

本邦における移植コーディネーターは、大きくドナーコーディネーターとレシピエントコーディネーターに分類され、ドナーコーディネーターは、『提供』に関わる調整を行い、レシピエントコーディネーターは提供された臓器の『移植』に関わる業務を主として行っている。

ドナーコーディネーターには、（社）日本臓器移植ネットワークに所属するコーディネーター、各都道府県が設置しているコーディネーター（都道府県コーディネーター）、そして、病院が自施設内に設置したコーディネーター（院内コーディネーター）の大きく3種に分類される。このうち、臓器提供の斡旋に関わる業務を行うのは、（社）日本臓器移植ネットワークのコーディネーターと、都道府県コーディネーターであり、都道府県コーディネーターは、（社）日本臓器移植ネットワークより業務委嘱が行われた形で、この斡旋業務を行っている。

そのような設置背景の差異はあるものの、ともに臓器提供希望者発生時には臓器提供が円滑に行われるよう、院内において調整業務（コーディネーション）の役を担い、その業務の内容や責任は同等のものである。

しかしながら、都道府県コーディネーターは、日本臓器移植ネットワークのコーディネーターと比較した場合、コーディネーション業務に携わる機会が圧倒的に少ない現状がある。都道府県C○は、基本的に自県内の提供症例を対応範囲としており、県境にとらわれず活動を行う日本臓器移植ネットワークコーディネーターと比べ、経験を積みにくい環境下にあることがその大きな要因である。また、日本臓器移植ネットワークのC○は、各支部内に複数のコーディネーターとともに在籍するが、都道府県コーディネーターは概ねコーディネーターが一人という状況下で業務を行っており、コーディネーター同士、共に刺激し研鑽し得る機会が少ない環境であることはいうまでもない。

つまり、都道府県コーディネーターが、コーディネーション業務を早期に習得するにあたっては、その環境的な事情が大きな弊害となっていると言える。

今後、臓器提供症例の拡大を図り、個々の事例において十分な対応を行っていくにあたって、都道府県コーディネーターのコーディネーションスキルの習得方法の確立は早期に対処すべき問題と考える。

## A. 研究目的

〔H20年度目的〕

都道府県コーディネーターが コーディネーション業務（心停止下腎臓提供）を早期に習得するための効果的な方法の考案を目的とする。

## B. 研究方法

### （1）コーディネーションスキルの評価・把握方法の構築

コーディネーション業務は、多岐に渡るが、評価しやすい以下の4つの大きなカテゴリーに分類した。

- A. 情報収集、B. 家族説明
- C. 院内外調整、D. 手術室内業務

上記の分類を、更に13の項目に分け、その各項目における業務をさらに細分化した。123項目に細分化された業務には、それぞれの達成度が評価できるように、独自の評価基準を設けた。

評価基準は、『できる』『ほぼできる』『一部できる』『できない』の4段階とし、経験の有るコーディネーターが評価を行うこととした。また、4段階の評価結果には、それぞれに3～0の点数をつけ、123項目の業務達成度が、0～369（123項目×3）の数値で示されることにより、視覚的に把握できるようにした。

#### 【資料1】

### （2）コーディネーションスキルの評価・把握

各コーディネーターのコーディネーションスキルをより正確に把握するため、ドナー情報対応時の状況をリアルに再現した模擬体験型の研修会を開催した。カテゴリー別の4つのブースを準備し、それぞれに状況設定や配役を置き、提供の現場に即した環境下のもと、各コーディネーターには一人ずつコーディネーション業務を行ってもらった。

また、評価対象を、就業3年以内の経験の浅い九州地区の都道府県コーディネーターとした。

ネーターとした。

## A. 情報収集のブース

第一報受信時における主治医からの情報収集と、提供病院内での主治医やカルテからの情報収集の2つの状況設定を準備した。カルテも研修用の簡易的なものではなく、現実的でよりリアルなものを作成し準備した。

## B. 家族への説明のブース

模擬カルテの設定下において、家族役、主治医役、看護師役を配置し、家族説明の環境設定から、家族への説明、承諾書の作成までを行う環境を準備した。

## C. 院内外調整のブース

ブース内では、以下の4つの場面設定を行った。

- 『主治医・病棟との調整場面』
- 『手術室スタッフとの調整場面』
- 『摘出チームとの調整場面』
- 『検視班との調整場面』

コーディネーターが、設定された各場面間を自由に動き、模擬カルテ上の症例を背景に必要な調整を自己判断で行えるようにした。

## D. 手術室内業務のブース

模擬手術室に、ダミーの摘出用器材、ドナーに見立てた人形、摘出医役を配置し、ドナー入室から摘出手術、閉腹、関係者退室までの手術室内での一連のコーディネーター業務を実践できるよう設定した。

受講者は、上記の4つのカテゴリー別のブースを、一人ずつローテーションしながら巡回することとした。

また、評価者の違いによる評価の誤差を最小に抑えるために、各ブースの評価者は、ブースごとに同一の者とした。評価には、作成した業務評価表を用いて行うこととし、その際、評価者は評価基準に沿って評価を行うこととした。

(3) コーディネーションスキルを評価・把握した後の活用

業務評価表に、評価者が研修を受けたコーディネーターに対し、細分化した業務内容ごとのコメントや今後の課題等を記入する欄を設けた。

各コーディネーターに、自身の不足していた点や今後、取り組むべき点についての指摘を各業務ごとに細かく提示できるようにした。

(倫理面への配慮)

C. 研究結果

コーディネーション業務の模擬体験型研修会終了後、評価者によって評価されたコーディネーションスキルについての分析を行った。

各業務の受講したコーディネーターの達成度\*は以下のとおりであった。

(\*達成度=受講者の点数/受講項目の満点の数×100)

【資料2】

●『情報収集』

「第一報受信」・・・達成度77%  
「院内での情報収集」・・・85%

院内でカルテや温度版等から、必要な情報を収集する業務については、ほぼ遂行できていた。

第一報受信時に、電話で主治医から必要な情報を収集しその後の調整を行う業務については、やや達成度が低かった。

●『家族説明』

「説明前の事前準備」・・・83%  
「必要項目の家族説明」・・・84%  
「話し方」・・・50%  
「承諾書作成業務」・・・66%

家族説明を行う前の状況設定等の事前準備や、家族への必要項目の説明につ

いては、大きな漏れもなく、ほぼ行うことができていた。

しかし、説明実施中の、家族の心情や理解度を把握しながら、それに応じた話し方で臨機応変に対応することには不得手であった。

●『院内外調整』

「主治医・病棟との調整」・・・33%  
「手術室との調整」・・・36%  
「摘出チームとの調整」・・・42%  
「検視班との調整」・・・36%。

院内外調整とは、臓器提供を円滑に行うために各関係者に協力依頼や説明を行う業務であるが、必要な説明や依頼内容の漏れが多く、また知識として理解している内容でも、第三者を前にしてそれを実践的に実施する場合、不慣れな様子が顕著に見られる傾向にあった。

●手術室内業務

「入室についての理解」・・・66%  
「搬入時の業務」・・・50%  
「摘出から閉腹までの業務」・・・39%

手術室内業務においては、手術室入室についての基礎的知識はあるものの、実践的な業務(ドナー候補者の手術室受け入れから執刀開始、及び摘出から閉腹までの業務)においては、計時的に遂行することが出来ていなかった。

D. 考察

コーディネーション業務の一連の流れにおいて、達成度の傾向には、今回受講した新人コーディネーター間に大きな差は見られなかった。

達成度が80%を越したのは、『情報収集』業務における「院内での情報収集」と、『家族説明』業務における「説明前の事前準備」、「必要項目の家族説明」の3項目であった。

これらは、コーディネーションスキルのうち、第三者に対して調整を行うものではなく、比較的、自己学習しやすい項目である。また、「必要項目の



家族説明』については、恒常的にロールプレイングなどの研修が行われていることが比較的高い達成度へとつながった。

その一方、達成度が50%を下回った項目は、『家族説明』業務における「話し方」、『院内外調整』における全項目、「主治医・病棟との調整」、「手術室との調整」、「摘出チームとの調整」、「検視班との調整」及び、『手術室内業務』における「搬入時の業務」「摘出から閉腹までの業務」の7項目であった。

家族への説明においては、必要事項を説明することについては出来るが、家族の体調や理解度、心情を把握しながら行う「話し方」については、その意識が低く、家族役からの突発的な質問に対しても適切な応答をすることに不得手であった。

『院内外調整』においては、第三者に対する調整業務であり、脳死診断や検視の有無、症例の内容や緊急度、その他の諸事情を把握したうえで進めていくものであり、円滑な流れを実行するには不可欠な業務である。習得度の低さは顕著であったが、経験不足、研修不足が大きく起因していると思われた。

手術室内業務においても、机上では必要業務は理解していたが、実際の摘出という煩雑な流れの擬似体験下においては、不慣れな様子が顕著に現れた。

全体として、自己学習が可能なものについては、達成度が高く、症例に合わせ、臨機応変に対応するスキルについては大きな欠如が見られた。

今回、コーディネーターがコーディネーションスキルを習得する際、得手、不得手となる部分が浮き彫りとなった。

今後の研修内容の課題が明白となることで、より早期にコーディネーションスキルを習得することにつながるものと思われた。

#### E. 結論

コーディネーション業務の細分化、達成度の分類化を行い、視覚的に習得度を把握できる『達成度確認フォーム』を作成した。

ドナー情報の擬似体験的な研修は、机上の研修では気付けない多くの問題点や課題を見出せることに効果的であった。

評価者は研修者に対し、今後の課題を細かい業務項目ごとに記し、結果のフィードバックを行った。この一連の流れを、今後繰り返し行っていくことで、より効率的な業務の習得につながると思われた。

#### F. 健康危険情報

#### G. 研究発表

1. 論文発表  
なし
2. 学会発表  
なし  
(発表誌名巻号・頁・発行年等も記入)

#### H. 知的財産権の出願・登録状況

- なし
1. 特許取得  
なし
2. 実用新案登録  
なし
3. その他  
特になし

## 第一報受信

場面：提供病院からドナー情報を受信

0点⇒できていない、理解していない				
1点⇒概ね、できていないが多少できた部分もある				
2点⇒概ねできていると思われる				
3点⇒問題なく出来ている				
1	3点	2点	1点	0点
1	できる	ほぼできる	一部できる	できない
1 提供病院名 情報提供者名 診療科の確認を行う				
2 患者の年齢、性別、頭疾患の確認				
3 終末期診断の有無（脳死診断など）の確認を行う				
4 感染症の検査結果、器質的腎疾患や悪性腫瘍など明らかに禁忌となる疾患の確認を行う				
5 本人の意思表示の有無を行う				
6 コーディネーターの説明を受けることのできる承が家族から得られているかの確認を行う				
7 現時点での循環動態の確認（血圧（昇圧剤の有無・量）、脈拍、尿量）を行う				
8 緊急性の確認を行う				
9 自身の連絡先、情報提供者の連絡先、連絡方法、Coの訪問時間などの打ち合わせを行う				

## 承諾書作成後の情報収集

場面：腎臓提供に家族が承諾された直後

		3点	2点	1点	0点
0点⇒できていない、理解していない 1点⇒概ね、できていないが多少できた部分もある 2点⇒概ねできていると思われる 3点⇒問題なく出来ている					
1	カルテ・病院スタッフから情報収集し記載する	できる	ほぼできる	一部できる	できない
	①ドナー候補者に関するパーソナルデータ（生年月日や住所、家族構成など）の情報収集を行う				
	②原疾患や入院経緯の情報収集を行う				
	③終末期や脳死診断の有無（診断項目）に関する情報収集を行う				
	④身体図記載に関わる情報収集を行う				
	⑤既往歴や手術歴、服薬に関する情報収集を行う				
	⑥本人の臓器提供意思についての情報収集を行う				
	⑦感染症結果や検査データの情報収集を行う				
	⑧循環動態の情報収集（血圧・脈拍数・尿量等）を行う				
	⑨水分出納の情報収集（水分出納のバランス）を行う				
	⑩使用薬剤の情報収集を行う				
2	情報収集を行った内容から必要な判断を行う	できる	ほぼできる	一部できる	できない
	腎臓提供の適応判断を行う				
	心停止後・脳死下臓器提供の可能性の判断を行う				
	心停止前の術前処置（カニューレション・ヘパリン）の可能性の有無を判断ができる				
	成績の有無を判断する				