



THE QUALITY ASSURANCE PROGRAMME OF THE DONATION PROCESS IN SPAIN: KEY FACTORS TO IMPROVE

INTRODUCTION:

An organisation responsible for organ procurement must know whether a potential donor has been lost due to lack of evaluation, lack of referral, or if a potential donor family has not been approached. The organ donation and transplantation process is long and complex and needs periodical evaluation. This is done in order to detect when and why donors are lost so as to identify areas that require new solutions. The objective of a quality programme is to improve the process continuously. After seven years working in "*The Quality Assurance Programme of the Donation Process*", we are prepared to share our experience and our results.

OBJECTIVES:

1. General description of the Spanish Quality Assurance Programme.
2. Analysis of the structure of the two phases of the programme: the internal evaluation and the external audit.

PROGRAMME

9:00 - 9:15	Presentation of the course contents.
9:15 - 9:30	General Description of the Spanish "<i>Quality Assurance Programme of the Donation Process</i>": objectives and phases.
9:30 - 10:00	The internal evaluation phase: objectives, methodology, tools and data-base.
10:00 - 10:30	The internal evaluation phase: results and interpretation.
10:30 - 11:00	Practical work: the internal evaluation annual report.
11:00 - 11:30	Break.
11:30 - 12:00	The external audit phase: objectives, methodology, tools and data-base.
12:00 - 12:30	The external audit phase: results and interpretation.
12:30 - 13:00	Practical work: the external audit visit.
13:00 - 13:30	Criteria to analyse the loss of potential donors.
13:30 - 14:00	Practical work: the external audit report and the web application.

METHODOLOGY

This course is focussed on a limited number of participants (twenty maximum) to allow for discussion and practical work.

TEACHERS:

Dr. Blanca Miranda / Dr. Gloria de la Rosa / Dr. Jacinto Sánchez