

2019 HAP / HRSA Scorecard Q & A

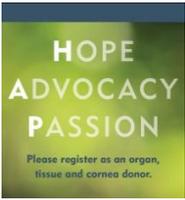
- 1) Q. When are scorecards due?
 - A. Scorecards are due on **Friday, May 17, 2019**. Scorecards need to be submitted to your respective OPO's Hospital Service Coordinator or Hospital Liaison.

- 2) Q. Do I need to fill in the HRSA demographic information on the HRSA tab?
 - A. Yes. Although all data (scoring) will automatically transfer, you should manually enter the demographic information on the top of the first page of the HRSA scorecard, including email address of the hospital contact, name of the OPO, contact person at the OPO and email address of contact person at the OPO.

- 3) Q. How should supporting documentation be submitted (PowerPoint, Word, pdf, etc.)
 - A. The scorecard shall be submitted electronically in its current Excel format.
 - B. Supporting documentation can include photos, rosters, agendas, meeting minutes, fliers, email correspondence, screenshots, copy of vendor/employee letters, distribution lists, written ads or other written documentation.

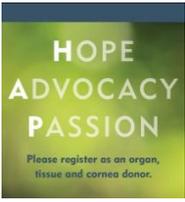
Methods for Collating your Documentation:

1. Make a folder for your hospital. Make sub-folders for each line item on the scorecard. Place each of your supporting documents in the matching line item folder. Each supportive document must be visibly numbered. Place the number of each supportive document in the corresponding notes section of the scorecard. You can convert the entire folder into a PDF or zip file.
 2. Place supporting documentation in a Microsoft PowerPoint presentation; number the slide to correspond with the line item on the scorecard. Place the number of the slide/supportive document in the notes section of the scorecard. The presentation should be saved as a PDF file in order to submit to your OPO Hospital Service Coordinator or Hospital Liaison.
 3. If the electronic file is too large to email to your OPO Hospital Service Coordinator or Hospital Liaison, consider submitting it on a thumb drive or CD, or transfer it to a cloud storage app, such as Drop Box.
 4. If the only option is paper, you may submit a binder organized with numbered items corresponding to the line items on the scorecard.
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- 4) Q: In line item #2, who is considered ICU Support Staff?
 - A. ICU Support Staff are those individuals who may have direct patient contact, such as respiratory therapists, chaplains, social workers, pharmacists, nurse's aides. Although valuable to the hospital processes, administrative, ancillary services, and other professionals working within the hospital system will not be considered ICU Support Staff for this line item.



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- 5) Q: When adding donation to email signatures, are we counting every signature?
A. If the hospital added an automated donation tagline to employees' outgoing signatures or if employees decided to add donation signatures, the line item counts as 15 points per hospital.
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- 6) Q: When the hospital sends letters about the campaign to their vendors, does that count as 1 event? Should we just apply the same standards as we do to other communications, for example, CEO emails to employees counting as 1 event?
A. When the CEO sends out a letter to employees that counts as one activity. (See line item #24) However, each vendor who received a letter from the CEO counts as one activity, so if 3 individual vendors each received a letter, you can take 3 X the point value. (See line item #41) Please provide a copy of the letter and the vendor distribution list.
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- 7) Q: Case Reviews (After Action Reviews): Does the hospital get points for each case that was discussed?
A. No. Each case review meeting counts as 1 activity, regardless of how many cases are discussed during that meeting or how many people are present.
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- 8) Q: Are we counting every time we round as one activity?
A. Yes. The line item says rounding in hospitals is to "share information about donation, the HAP campaign or register employees as donors." If that's what happened in the rounding activity, then your hospital can take points for it. Rounding is **per hospital on any given day, not for each unit visited**.
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- 9) Q: How does the hospital count multiple hospital staff attending donation-related programming?
A. The hospital gets points per event not per attendee; they get a total of 30 points.
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- 10) Q: If a hospital offers a donation eLearning course, does the hospital get points for each person who takes it?
A. No. When multiple people participate in an in-service via eLearning it counts as one in-service for that unit or support staff - It's just that participants attended it at their own convenience. One in-service per unit/support staff department is worth 30 points. For example, if 3 people from ICU, 10 people from the ED, and 1 person from 4A take the eLearning course, that would be 3 nursing in-services (90 points in line item #1.) If it were taken by chaplain and respiratory care staffers, then 2 support staff in-service activities occurred, and the hospital can claim 60 points in line item #2.
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- 11) Q: The hospital, outpatient clinics, surgi-centers, etc. have placed a donation message on the screensavers of employees' computers. They want to enter this for points in the section marked "other." Do they take points for every screensaver?



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A. The hospital takes 25 points per facility, not per computer / screensaver. If the hospital is part of a multi-hospital system, the hospital that facilitated this activity is eligible to take the points (or as decided upon by hospital system members.)

12) Q: Can my hospital take 25 points in “other” for every taped on-hold message at every facility?

A. No. The hospital takes 25 points per facility. If the hospital is part of a multi-hospital system, the hospital that facilitated this activity is eligible to take the points (or as decided upon by hospital system members.)

13) Q: We conducted 3 in-services in the same ICU in one day- at 5 AM, noon and 7 PM. Is this 1 or 3 in-services?

A. This counts as 3 in-services.

14) Q: We have posted donation information on bulletin boards in 3 areas of the hospital (i.e. the ICU, ED and lobby.) Can my hospital take points for 3 activities?

A. Yes. Posting donation-related information on bulletin boards in 3 separate areas counts as 3 activities. If 3 posters were placed in the same area, this will be counted as a single activity.

15) Q: Can my hospital take points for each of the links on our website that go to the OPO, state DMV registry, and HAP Hospital Challenge?

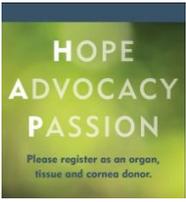
A. Yes. Each link counts as 30 points.

16) Q: How does my hospital enter the number of activities for adding a pro-donation message to employee paystubs?

A. The HAP Donate Life Hospital Challenge steering committee realized that we didn’t clearly define this activity. In order to be as fair and consistent as possible we decided upon the following solution: If your hospital added a pro-donation message to paystubs for one pay period or for multiple pay periods, enter a “5” in line item #25 for the number of activities on the HAP scorecard. This will give every hospital who added pro-donation messages, whether it was once or multiple times, an opportunity to elevate the score of this line item to 75 points.

17) Q: How does my hospital enter the number of activities and calculate points for radio, TV or billboard ads or PSAs?

A. A unique ad or PSA that was played on each radio or TV station or billboard counts as 1 activity regardless of how many times the unique ad or PSA played / displayed. A unique billboard counts as 1 activity regardless of how long the same billboard was posted. If a radio, TV or billboard ad / PSA were initiated by a health system through their corporate office, each participating hospital within that health system takes credit for the activity. If one hospital initiated the activity, then only that hospital enters the activity onto its scorecard (even though that particular hospital may be part of a health system.)



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- 18) Q: During April our employee wellness team distributes weekly online quizzes through the health system via email. Where should we put this on the scorecard and what points will be available to us?
- A. Points for the online quizzes can be entered in line item #1 (30 points/activity) for ICU, OR or ER nursing in-servicing and in line item #2 (30 points/activity) for ICU support staff in-servicing. Each unique quiz counts as one activity for each ICU, OR, or ER unit that took it. E.g. If one unique quiz was taken by the MICU, SICU, OR and ER, then 120 points were earned (under line item #1.) If there were 4 unique quizzes taken by each of these units, then they earned the 120 points 4 times, or for a total of 480 points. Use the same logic for ICU support staff departments such as Respiratory Care and the Pastoral Care/Chaplain Department (line item #2.) A unique quiz is completely different from any other one given.

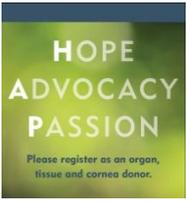
- 19) Q: If we placed organ donation information on the hospital system’s Facebook page, etc., how do we garner points?
- A. If a health system posts on any given social media platform, each hospital in the health system can take points for each unique post per platform up to 8 postings. (See line item #42.)

- 20) Q: Can my hospital get points for physician meetings?
- A. Yes, line item #11 includes physician leaders or “any Physician or Resident involved in the donation process.”

- 21) Q: What is meant by “Nurse Leader” in line item #12?
- A. A Nurse Leader could be someone with the title of Nurse Manager or Educator, or other titles used for someone filling that role.

- 22) Q: Is the point value the same for the registration (landing) page to Donate Life America (DLA) as it is for the links to the state website, DLA and/or OPO?
- A: Yes, the point value is the same (25 points for each.) A hospital can post a registration (landing) page, a link to the state registry and a link to the OPO and obtain a maximum total of 75 points for this line item.

- 23) Q: Can you explain the “system” and “individual” recognition program?
- A. Each hospital needed to register individually to participate in the hospital challenge so that each hospital will be able to earn a designation recognition based on the outcome of their activities—which is to be recorded on the hospital challenge scorecard (available on HAP’s website at <http://www.haponline.org/Initiatives/End-of-Life-Care-Planning/Donate-Life-Hospital-Challenge>)



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If your hospital is integrated into a health system, it will be entered into the health system recognition program. In order for a health system to be recognized, there must be at least two hospitals from a health system participating in the challenge. The totals for each participating hospital's scorecard will be combined and divided by the number of hospitals in the health system. That is how the health system receives their final scores. For example.....

Hospital A and Hospital B are participating in the challenge. Both are part of Health System X. Hospital A earned 5,100 points, earning the Titanium recognition. Hospital B earned 2,500 points, earning the Platinum recognition. We add Hospital A points (5,100) and Hospital B points (2,500), which equals 7,600 points. To get the health system score, we then divide that number by 2 (because there are 2 hospitals participating from the health system) and we get the number 3,800. Health System X points are 3,800, earning it the Platinum designation.

The HAP Donate Life Steering Committee values your input. As questions emerge, we will continue to address them as fairly and thoroughly as possible. Thank you for your enthusiasm, great questions and competitive spirit that makes this campaign successful in saving lives through organ and tissue donation.
