Abstract: Turning Charts Around: Improving Submission and Correction Times

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Background:
Efficient chart submission and timely correction are essential to donor tissue release and regulatory compliance. Chart turnaround times (TAT) were stagnant or gradually increasing, with recurring challenges related to external record requests and chart corrections highlighting clear opportunities for improvement. The team identified several process inefficiencies, including how corrections were assigned, delays in obtaining EMS reports, uploading records in the donor management system, and other documentation-related bottlenecks.

Methods:
A multi-faceted improvement plan was implemented and included the following initiatives:

- Development of a Quality Dashboard to enable real-time tracking and increased transparency of chart status (Figure 1).
- Updating chart assignment methods to better balance workload distribution (Figure 2).
- Consistent meetings with partners to review pending items and reinforce accountability.
- Redistributing task responsibilities to improve efficiency when completing chart corrections (Figure 3).
- Revising the EMS request process and updating EMS contact information.
- Benchmarking with peer tissue banks and processors to observe and adopt best practices in chart quality review.
- Update the process for uploading charts into the donor management system (iTransplant), including increasing allowable file attachment size.
- Creating EPIC record printing reference guides to support consistent documentation retrieval.

Results:
Chart turnaround time performance improved substantially over the measurement period, transitioning from below-average results to sustained, high-level performance. Implementation of the Quality Dashboard and targeted process changes increased task transparency and accountability, driving a meaningful shift beginning mid-2025 and resulting in notable improvements in areas previously identified as high risk (Figure 4). By late 2025, turnaround times improved significantly and were consistently maintained at a high level into early 2026, ultimately exceeding most partner chart metric benchmarks. Ongoing collaboration with partners and internal teams continues to address remaining bottlenecks, such as EMS contact updates and system attachment limitations, resulting in more consistent, efficient workflows that best meet partner needs while maintaining compliance.

Conclusion:
A structured, data-driven approach to process improvement, supported by strong collaboration between operational and quality teams, has driven meaningful change and recognition through multiple best partner practice awards. Our focus on transparency, accountability, and ongoing continuous improvement is expected to further improve turnaround times and first-pass success.

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Ethical Approval: Not applicable – this study did not involve human participants, their data, or biological material.

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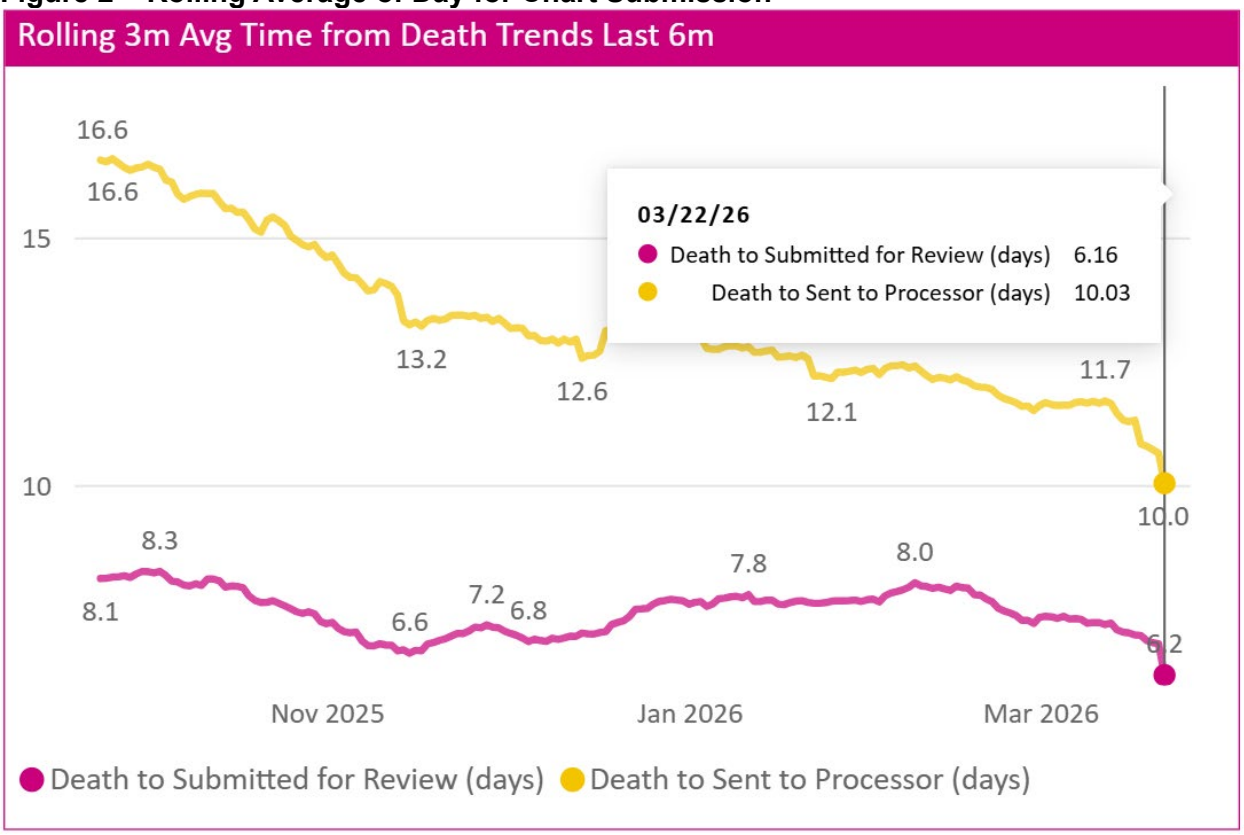
References: N/A

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Figure 1: Quality Dashboard – Realtime Chart Status Tracking



Figure 2 – Rolling Average of Day for Chart Submission



Turning Charts Around: Improving Submission and Correction Times

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Introduction

Efficient chart submission and timely correction are essential to donor tissue release and regulatory compliance. Chart turnaround times (TAT) were stagnant or gradually increasing, with recurring challenges related to external record requests and chart corrections highlighting clear opportunities for improvement.

The team identified several process inefficiencies, including how corrections were assigned, delays in obtaining EMS reports, and other documentation-related bottlenecks.

Methods

- Development of a Quality Dashboard to enable real-time tracking and increased transparency of chart status (Figure 1)
- Updating chart assignment methods to better balance workload distribution
- Consistent meetings with partners to review pending items and reinforce accountability
- Redistributing task responsibilities to improve efficiency when completing chart corrections
- Revising the EMS request process and updating EMS contact information
- Benchmarking with peer tissue banks and processors to observe and adopt best practices in chart quality review

Figure 1: Quality Dashboard — Real-Time Chart Status Tracking (1/1/26-5/31/26)



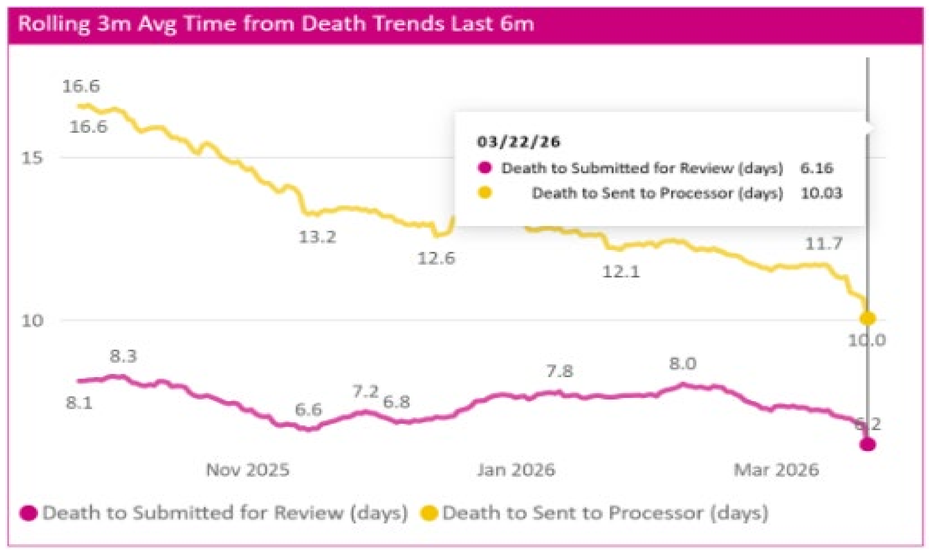
Results

Performance from January-May 2026 was compared to calendar year 2025. Average chart turnaround time from donor death to processor submission decreased from 16.5 days to 9.1 days, representing a 44.9% improvement.

Time from donor death to internal QA review decreased from 8.5 days to 5.9 days (31.4% improvement), while time from donor death to chart review and correction decreased from 9.4 days to 6.5 days (31.3% improvement).

By late 2025, turnaround times improved significantly and were consistently maintained at a high level into early 2026, ultimately exceeding most partner chart metric benchmarks.

Figure 2: Rolling Average of Day for Chart Submission (11/1/25-3/22/26)



Conclusion

A structured, data-driven approach to process improvement, supported by strong collaboration between operational and quality teams, has driven meaningful change and recognition through multiple best partner practice awards.

Implementation of the Quality Dashboard and targeted process changes increased task transparency and accountability, driving a meaningful shift beginning mid-2025 and resulting in notable improvements in areas previously identified as high risk (Figure 2).