This report represents United Network for Organ Sharing's responses to Charting Impact, a joint project of BBB Wise Giving Alliance, GuideStar USA Inc, and Independent Sector. Charting Impact uses five simple yet powerful questions to encourage strategic thinking and help organizations share concise information about their plans and progress toward impact.

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Mission:
United Network for Organ Sharing (UNOS) is the private non-profit organization that has managed the country’s organ transplant system since 1986. We manage the organ transplant waiting list and the matching of donated organs to waiting patients 24 hours a day, seven days a week. UNOS’ technology infrastructure, policies and standards, education and research activities are behind the scenes of every transplant that takes place in the U.S. UNOS engages the local, national and international community in our work to shape and maintain a high-performing, patient-centered transplant delivery system that is safe, efficient, ethical, and medically sound. UNOS’ mission is to advance organ availability and transplantation by uniting and supporting its communities for the benefit of patients through education, technology and policy development.

The content of this Charting Impact Report is the sole product and responsibility of United Network for Organ Sharing. This
report does not in any way represent an endorsement from Independent Sector, BBB Wise Giving Alliance, or GuideStar, nor does it represent fulfillment of the BBB Wise Giving Alliance’s *Standards for Charity Accountability*. For more information on Charting Impact, visit [www.guidestar.org/chartingimpact](http://www.guidestar.org/chartingimpact)
1. What are we aiming to accomplish?
UNOS' vision is to promote long, healthy, and productive lives for persons with organ failure by promoting maximized organ supply, effective and safe care, and equitable organ allocation and access to transplantation; and doing so by balancing competing goals in ways that are transparent, inclusive, and enhance public trust in the national organ donation system. Our Board of Directors recently adopted a 2015-2018 Strategic Plan to serve as a roadmap for the coming years. The primary goal will be to sustainably increase the number of transplants taking place across the country. Additional goals identified in the plan include providing equity in access to transplants, improving member organization outcomes, promoting patient safety, and improving the efficiency of our efforts as a whole.

2. What are our strategies for making this happen?
UNOS leadership identified a number of strategies for each of the organizational goals. Here is a snapshot of these efforts. In order to increase the number of transplants, UNOS will: - Ensure that performance metrics for transplant centers and organ procurement organizations (OPO's) are aligned to promote increasing the number of effective transplants. - Increase community participation in, and transplants arranged through the UNOS Kidney Paired Donation Program. - Minimize financial disincentives and remove other barriers to living donation. - Use data to improve the chance of and timely offers of organs to centers and candidates most likely to accept them. - Conduct research aimed at identifying and recovering underutilized categories of donors. - Identify and share best practices of transplant centers and OPO's in order to replicate successes. In order to provide equity in access to transplants, UNOS will: - Reduce geographic disparity in access to transplantation of organs. - Examine ethical issues in retransplantation when a shortage exists. - Increase the referral of all patients who have a high likelihood of transplant benefit to transplant centers without regard to patient demographics or geography. In order to improve patient outcomes, UNOS will: - Promote research on long term living donor outcomes. - Improve transplant patient literacy in order to facilitate self-management post-transplant. In order to promote patient safety, UNOS will: - Facilitate information sharing of best practices for members in order to further develop programs. - Deploy technological tools that improve the labelling, tracking, and check-in of organs. - Implement the HOPE Act while protecting the safety of patients and transplant professionals. In order to promote efficient management, UNOS will: - Align efforts with strategic planning goals while creating stronger connections across committees. - Partner with other organizations to minimize duplication efforts. - Employ user-friendly technologies to collect data quickly and accurately.

3. What are our organization's capabilities for doing this?
UNOS is uniquely poised as the only organization in the country that does this type of work. UNOS is governed by leaders of the transplant community representing transplant centers and OPO's across the nation. Many of our board members and staff are either transplant recipients or have a personal connection to transplantation. UNOS strives to create a culture that welcomes continual improvement. The organizational strategic goals permeate each level and every department, linking directly to the performance goals of all staff members.

4. How will we know if we're making progress?
UNOS carefully monitors member organization outcomes and patient data to further identify trends and opportunities for improvement across each of our strategic areas. As progress is evaluated we will adjust accordingly to ensure future success. Our success will be demonstrated by an increased number of effective transplants, increased accessibility to transplants for all patients, improved patient outcomes over time, improved patient safety, and continued operational efficiency.
5. What have and haven't we accomplished so far?

Since its inception thirty years ago, UNOS has played a central role in advancing the field of transplantation. To date, over 620,000 transplants have taken place, and during the past year UNOS saw an increase in the number of deceased donor transplants. With the implementation of the current strategic plan UNOS will work to create successful and replicable improvements across all transplant centers and OPO's. While 81 transplants take place every day, 22 people die every 24 hours because an organ did not become available in time. Through policy, research, education and technology innovations, UNOS works to ensure safe care, equitable treatment, and a better quality of life for those patients that receive life-saving transplants, while taking action to reduce the number of deaths on the waitlist.