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Title

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Pre-Health Students Can Extend the Kidney Transplant Navigator Workforce to Help Patients Search for Living Donors (P2.07.204)

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Background

Patient Journey in Kidney Transplantation

- Patients whose kidneys are failing can apply for transplant
- Must be evaluated at a transplant center (like UCSF)
- Eligible patients join deceased donor organ waitlist

Patients Attending Evaluation Visits at UCSF

- UCSF transplant nephrologists assess transplant eligibility
- Educate patient about importance of living donor search

UCSF Emphasizes Search for Living Donors

- Living donor is better than waiting for deceased donor
- UCSF's kidney waitlist has thousands of patients
- Patients may wait years for deceased donor transplant
- During wait time, patient health often declines
- Patients with living donor can have transplant quickly

Purpose

Support Patients in Searching for Living Donors

1. Patients need help before/during/after evaluation visit

- Before: Access telehealth appointment
- During: Absorb “fire hose” of information
- After: Implement living donor search

2. Patients also need education about living donation

- Believe donors may suffer poor health outcomes
- What if donors need a kidney later?
- Finding a donor who is a match?
- Hesitant to ask someone to consider donating

Intervention

Train interns to help patients before/during/after evals

Patient Support Corps provides trained interns

- Four-year internship with UC Berkeley undergraduates
- Students earn academic credit and/or stipend
- <https://healthpolicy.ucsf.edu/patient-support-corps>

Intern Tasks

1. Before Evaluation Appointment

- Help patient activate portal access (MyChart)
- Send educational videos to patients (Mytonomy)
- Pre-chart patient questions for nephrologist to review
- Teach patient how to access video visit (Zoom)

2. During Evaluation Appointment

- Make an audio-recording for the patient to review later

3. After Evaluation Appointment

- Send audio-recording to patient
- Contact patient, review visit, coach on living donation



Methods

Program Audit

- Monitored consecutive patients evaluated between 08/27/23 - 11/20/24
- Intervention group: 6 participating nephrologist patients
- Comparison: 1 non-participating nephrologist's patients
- Was intervention associated with more living donors?

Results

Interns extended patient navigation capacity

- Added 2 Full Time Equivalents in workforce capacity
- Interns from underrepresented populations (80%)
- Added cultural/linguistic competence to match patients
- Supported 386 (46%) of 835 consecutive patients
- Mean number intern-patient contacts was 4 (Range 1-14)

Interns help patients find living donors

- 278 (72%) of 386 patients eligible to receive transplant
- 52 (19%) of 278 found qualified potential living donors
- Patients expressed appreciation for student support
- Nephrologists endorsed student efforts as beneficial

Measures	Intervention	Comparison
(1) Evaluation visits compared	386	143
(2) Patients eligible for transplant	278	108
(3) Living donors registered	52	17
(4) Living donor rate (3) ÷ (2)	19%	16%

**INTERNS HELPED
52 PATIENTS
FIND LIVING DONORS.

THIS WAS 3% HIGHER
THAN WITHOUT INTERN
SUPPORT**

Conclusions

Preliminary Findings

- Students increase institutional capacity to support patients
- Student support associated with higher living donation rate

Strengthening Intervention

- Support more than 46% of evaluation patients
- Intensify coaching of patients
- Refer patients to National Kidney Registry (NKR)
- NKR helps patients publicize their search for a living donor
- NKR can also coach patients who need more help

Strengthening Future Evaluations

- Determine which parts of intervention matter most
- Longer follow-up period

