



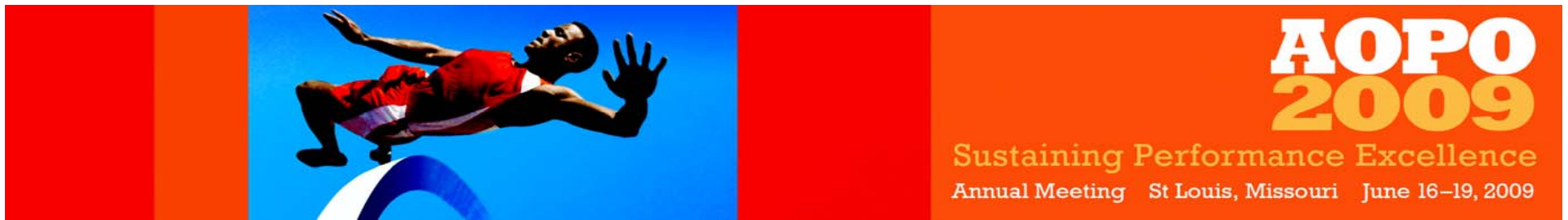
AOPO 2009

Sustaining Performance Excellence

Annual Meeting St Louis, Missouri June 16–19, 2009

Wednesday, June 17, 2009

Times	Plenary Session	Room
7:00AM-5:30PM	Registration Desk Open	Grand Ballroom Foyer – 4 th Floor
7:00AM-8:00AM	Breakfast in Exhibit Hall	Regency Ballroom – 2 nd Floor
7:00AM-8:00AM	Medical Directors Council Breakfast Meeting (closed)	Mills Studio 3 – 4 th Floor
7:00AM-8:00AM	Data and Information Committee Meeting	Mills Studio 1 – 4 th Floor
7:00AM-8:00AM	Legislative and Regulatory Affairs Committee Meeting	Mills Studio 4 – 4 th Floor
8:15AM – 10:00AM	Opening Plenary Session	Grand Ballroom DE – 4 th Floor
8:15AM-8:30AM	Welcome to the 26th Annual Meeting <i>Speaker: Diana Buck, Program Committee Co-Chair; Don Stouder, Program Committee Co-Chair</i>	Grand Ballroom DE – 4 th Floor
8:30AM-9:30AM	<u>Keynote Address – The Journey From Butterfly Leadership to Results That Last</u> <i>Speaker: Quint Studer, The Studer Group</i> <i>Moderator: Dean Kappel, President and CEO, Mid-America Transplant Services</i> Sponsored by: Midwest Transplant Network	Grand Ballroom DE – 4 th Floor
9:30AM-10:00AM	President's Address <i>Speaker: Sue Dunn, AOPO President, 2008-09, President and CEO, Donor Alliance, Inc.</i> <i>Moderator: Tom Mone, President and CEO, OneLegacy</i>	Grand Ballroom DE – 4 th Floor



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Times	Plenary Session	Room
10:00AM-10:30AM	Crystal Heart Award Sponsored By: Musculoskeletal Transplant Foundation (MTF) <i>Presenters:</i> Rebecca Ousley, Chair, PE/PR Council David Fleming, Executive Director, Donate Life America Martha Anderson, Executive VP, Donor Services, MTF	Grand Ballroom DE – 4 th Floor
10:30AM-11:00AM	Break in the Exhibit Hall Sponsored By: Community Tissue Services	Regency Ballroom – 2 nd Floor
11:00AM-12:00N	<u>Organ Conversion & Yield :</u> <u>Create and Sustain Performance Excellence and Balance</u> <i>Speakers:</i> Alison Smith, Vice President, Operations, Gift of Hope Organ and Tissue Network Julie Schneider, Development and Tissue Manager, Iowa Donor Network <i>Moderator:</i> Kevin O'Connor, Vice President, New England Organ Bank	Grand Ballroom DE – 4 th Floor
12:N – 1:15PM	Lunch in Exhibit Hall – Posters on Display	Regency Ballroom – 2 nd Floor
12:N – 1:30PM	Executive Director/Medical Director Luncheon & Workshop (closed) Sponsored By: Darwin National Assurance Company	Park View – 4th Floor
12:N – 1:30PM	Diversity & Multicultural Affairs Committee Meeting	Mills Studio 6



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Times				Room
Breakout Sessions On Organ Conversion – Why Are These OPOs Successful?				
TIMES	Grand Ballroom DE	Grand Ballroom BC	Grand Ballroom FG	
1:30PM-2:15PM	<ul style="list-style-type: none"> Center for Organ Recovery and Education <i>Speaker: Dawn Wilkerson</i> Success Factors: Use of the huddle as a continuous process from notification to consent; use of a diverse panel to review all refusals LifeSource <i>Speaker: Nancy Larsen</i> Success Factors: Timely notification; DCD; Family Approach and discussion; Donor Designation <p><i>Moderator: Suzi Fredenberg-Cross, Tennessee Donor Services</i></p>	<ul style="list-style-type: none"> LifeSharing-A Donate Life Organization <i>Speaker: Don Stouder</i> Every Step Every Time: Sustaining Performance in the Consent Process <p><i>Moderator: Rick Hasz, Gift of Life Donor Program</i></p>	<ul style="list-style-type: none"> Upstate New York Transplant Services <i>Speaker: Kevin Gramlich</i> Success Factors: Early referral, family support program, early approach, effective requestor, hospital staff collaboration, medical examiner relations. Donor Alliance <i>Speakers: Jennifer Moe, Lorrie Linqvist</i> Success Factors: A donor registry that works; family support process with a family-first focus; morning call with family support staff, clinical staff, and administrator on call. <p><i>Moderator: Diane Brockmeier, Mid-America Transplant Services</i></p>	
2:30PM – 3:15PM Sessions Repeated	<ul style="list-style-type: none"> Center for Organ Recovery and Education <i>Speaker: Dawn Wilkerson</i> Success Factors: Use of the huddle as a continuous process from notification to consent; use of a diverse panel to review all refusals LifeSource <i>Speaker: Nancy Larsen</i> Success Factors: Timely notification; DCD; Family Approach and discussion; Donor Designation <p><i>Moderator: Suzi Fredenberg-Cross,</i></p>	<ul style="list-style-type: none"> LifeSharing-A Donate Life Organization <i>Speaker: Don Stouder</i> Every Step Every Time: Sustaining Performance in the Consent Process <p><i>Moderator: Rick Hasz, Gift of Life Donor Program</i></p>	<ul style="list-style-type: none"> Upstate New York Transplant Services <i>Speaker: Kevin Gramlich</i> Success Factors: Early referral, family support program, early approach, effective requestor, hospital staff collaboration, medical examiner relations. Donor Alliance <i>Speakers: Jennifer Moe, Lorrie Linqvist</i> Success Factors: A donor registry that works; family support process with a family-first focus; morning call with family support staff, clinical staff, and administrator on call. 	



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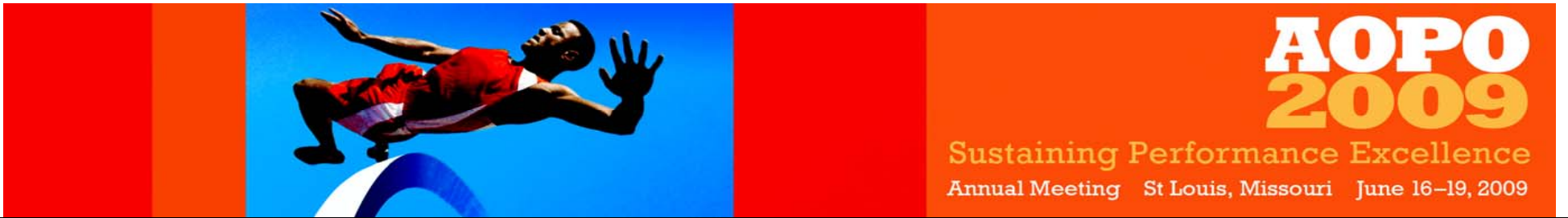
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Tennessee Donor Services

Moderator: Diane Brockmeier, Mid-America Transplant Services

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Times			Room
3:15PM – 3:45PM	Break in the Exhibit Hall – Posters on Display – Meet the Authors (Regency Ballroom – 2 nd Floor) Sponsored by: LifeNet Health		
3:45PM – 4:30PM	Plenary Session: HOT! HOT! HOT! TAKE-AWAYS from CONVERSION AND YIELD SESSIONS <i>Moderator: Kevin O'Connor</i>		Grand Ballroom DE – 4 th Floor
3:45PM – 5:15PM	Medical Directors' Meeting (Closed)		Grand Ballroom H
Breakout Sessions			
TIMES	Grand Ballroom DE	Grand Ballroom BC	Grand Ballroom FG
4:30PM-5:15PM	<p><u>Donor Designation: When The Family Disagrees</u> <i>Speakers:</i> <i>Susan Mau Larson and Kathy Geist, LifeSource</i></p> <p><i>Moderator: Jennifer Moe, Donor Alliance</i> The public relations approach of one OPO; presenters will discuss evidence gathered from situations in which there is disagreement with the donors' wishes; interactive responses in small groups to develop ways to work through these situations.</p>	<p>Award Winning Abstract Presentations <i>Moderator: Susan Stuart, Center for Organ Recovery and Education</i></p> <p>Use of an Expedited Recovery Team to Ensure Organ Recovery in Donor Cases with Family Time Constraints or Donor Instability <i>Sheila Harms, RN, MSN, New England Organ Bank</i></p> <p>One OPO's CQI Approach to Ensuring Consent Best Practices <i>Sharon Bartley, New England Organ Bank; Ellen Sheehy, Independent Consultant</i></p> <p>Maximizing Resources and Results Through Strategic, Short-Term, Intensive Hospital Development <i>Samantha Blaz, LifeSharing</i></p>	<p><u>Cascading Goals to Achieve Results and Sustain Improvement</u> <i>Speakers:</i> <i>Jill Maxfield Grandas, Tennessee Donor Services</i> <i>Susan Gunderson, LifeSource</i></p> <p><i>Moderator, Meg Rogers, LifeSource</i> ◇ What strategies can OPO Leadership implement to create and sustain results? ◇ What impact will objective, transparent, and consistent measurement have on outcomes?</p>



		<p>Difficult Communication: Compliance-Gaining Strategies of Organ Procurement Coordinators <i>Ashley Anker, MA; Thomas Feeley, PhD, University at Buffalo, the State University of New York</i></p>	
6:00PM-7:30PM	<p>President's Reception in Exhibit Hall Sponsored by: Mid-America Transplant Services</p>		Regency Ballroom – 2 nd Floor