### Mind the Gap

With our ever-advancing field, *Minding the Gap* has never been more important. Join us and discover new ideas, expand upon your knowledge, and connect with change-makers in your field.

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Title</th>
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<tbody>
<tr>
<td>Keynote Speaker</td>
<td>Tony Bridwell</td>
<td>Senior Vice President, Chief People Officer, Ryan, LLC</td>
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<tr>
<td>Meeting Chair Moderator</td>
<td>Patti Niles</td>
<td>President/CEO, Southwest Transplant Alliance</td>
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<tr>
<td>Speaker</td>
<td>Marion Shuck</td>
<td>Director, Donor Family Services and Community Outreach, Gift of Hope Organ &amp; Tissue Donor Network</td>
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<td></td>
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<td>AMAT President</td>
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<td>Kelly Ranum, President/CEO, Louisiana Organ Procurement Agency</td>
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<td>AOPO President</td>
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<td>Steve Miller, Chief Executive Officer, Association of Organ Procurement Organizations</td>
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1:30 PM – 1:45 PM ET | June 23, 2020

**Exhibit Hall**

**Visit the Virtual Exhibit Hall**

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1:45 PM – 2:45 PM ET | June 23, 2020

**Plenary Session**

**HHS Updates**
Learn from HHS leaders on issues around advocacy and regulations in the donation and transplantation community.

**Speaker**

Nick Uehlecke  
*Advisor*  
*U.S. Department of Health and Human Services (HHS)*

**Moderator**

Steve Miller  
*Chief Executive Officer*  
*Association of Organ Procurement Organizations*

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2:45 PM – 3:00 PM ET | June 23, 2020

**Exhibit Hall**

**Visit the Virtual Exhibit Hall**
All Things COVID: Lessons Learned

In an effort to share best practices and lessons learned, OPOs and infectious disease physicians come together to share experiences and solutions during the pandemic.

Jonathan Hand, MD
Director, Antimicrobial Stewardship and Transplant Infectious Diseases Program
Ochsner Medical Center

Melissa Greenwald, MD
Medical Director
Donor Alliance

Dominic Adorno
Vice President, Clinical Operations
LifeCenter Northwest

John Gutowski, FACHE
Executive Director
UCHealth Transplant

Jan Finn
President/CEO
Midwest Transplant Network
### 11:30 AM – 12:00 PM ET  
**Exhibit Hall**  

Visit the Virtual Exhibit Hall

### 12:00 PM – 2:00 PM ET  
**Plenary Session**  

#### Looking at the Gap: Data Driving Results  
Do you WONDER what the CDC data says about your OPO’s performance? Join us to explore how adding granularity to the denominator could help illustrate your true donor potential & possibly expose process gaps.

<table>
<thead>
<tr>
<th>Speaker</th>
<th>Title</th>
<th>Institution</th>
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<tbody>
<tr>
<td>Robbie Glazner</td>
<td>Manager, Data Intelligence</td>
<td>Donor Network of Arizona</td>
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<tr>
<td>Jonathan Hewlett</td>
<td>Director of Systems Intelligence</td>
<td>Southwest Transplant Alliance</td>
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<tr>
<td>Jake Young</td>
<td>Business Intelligence Analyst</td>
<td>DonorConnect</td>
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<tr>
<td>Aninda Dutta</td>
<td>Director of Business Intelligence and Development</td>
<td>Donor Network West</td>
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<tr>
<td>Kevin Lee</td>
<td>Chief Organ Operations Officer</td>
<td>Mid-America Transplant</td>
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<td>Time</td>
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<td>2:00 PM – 2:30 PM ET</td>
<td>June 24, 2020</td>
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<td>Visit the Virtual Exhibit Hall</td>
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<td>2:30 PM – 3:30 PM ET</td>
<td>June 24, 2020</td>
<td>Plenary Session</td>
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<td>DCD: Have We Moved the Needle?</td>
<td>“Moving the needle” means changing a situation to a noticeable degree. Over the past year, many OPOs have focused efforts to ‘move the needle’ related to DCD donation. Our panelists will share their experiences, past and present, in an effort to educate and encourage others to follow suit.</td>
</tr>
</tbody>
</table>
|               | Speaker                      | Doug Butler  
Vice President of Clinical Operations  
Southwest Transplant Alliance           |
|               | Speaker                      | Kevin Lee  
Chief Organ Operations Officer  
Mid-America Transplant                  |
|               | Speaker                      | Kurt Shutterly  
Chief Operating Officer  
Center for Organ Recovery & Education  |
|               | Speaker                      | Clint Hostetler  
Vice President of Clinical Operations  
LifeShare of Oklahoma                 |
|               | Moderator                    | Deana Clapper  
Associate Executive Director  
Tennessee Donor Services               |
<p>| 3:30 PM – 4:00 PM ET | June 24, 2020               | Exhibit Hall                                                                                                                                 |
|               |                              | Visit the Virtual Exhibit Hall                                                                                                          |</p>
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<th>TIME</th>
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<tbody>
<tr>
<td>4:00 PM - 5:00 PM ET</td>
<td>Administrative Track</td>
<td>Automation of Referrals</td>
<td>June 24, 2020</td>
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<tr>
<td></td>
<td>Julie Schneider</td>
<td>Director of Outreach Services</td>
<td>Iowa Donor Network</td>
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<td></td>
<td>Heather Osipowicz</td>
<td>Manager of Hospital Services</td>
<td>Nevada Donor Network</td>
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<td></td>
<td>Bobby Schrichten</td>
<td>Tissue Services Manager</td>
<td>LifeCenter Organ</td>
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<td>Debra Cooper</td>
<td>Chief Quality Officer</td>
<td>Lifebanc</td>
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| 4:00 PM - 5:00 PM ET | Authorization Track | Honoring the Gift: Overcoming Dissent for First Person Authorized DCD | June 24, 2020 |
|                      | Joel Baucom         | Director of Organ Operations  | Carolina Donor Services |
|                      | Steven Averhart     | Family Services Manager       | New England Donor Services |
Clinical Track

DCD Heart Recovery from a Transplant Center and OPO Perspective
Heart transplantation from a DCD donor is now a reality. Learn from a transplant center that is leading the way in this new area and learn how an OPO has prepared for success with DCD heart recovery.

Jacob Niall Schroder, MD
Assistant Professor of Surgery, Cardiovascular and Thoracic Surgery
Duke University Medical Center

Tim Stapleton
Manager of Organ Services
Carolina Donor Services

Brian Bricker
Director, Clinical Operations
Center for Organ Recovery & Education

Development Track

DMGs Implementation to Improve Hospital Engagement in Utilization
Learn strategies around the implementation of DMGs within the hospital setting and how it improved the engagement and collaboration and improved organs transplanted per donor (OTPD) outcomes.

Ginny McBride
Executive Director
OurLegacy

Timothy Dean
Donation Systems Specialist
LifeGift

Jaclyn Manzanedo
Director of Donation Development
Donor Network West
Using Data to Drive Results in the Community
Learn how one OPO uses geomapping strategies to mind the gap!

Marissa Walker
Program Manager - Marketing, Communications and Foundation Relations
Southwest Transplant Alliance

Steve Selby
Director of Information Systems
Donor Alliance

AOPO National Tissue Data Tracking Project
4:00 PM – 4:30 PM ET
The Tissue Council Data Group (TCDG) will discuss their collaboration with a national group of experts to create a new tissue data reporting platform. This national sharing of data provides unique graphics and reports that will foster insight, discussion and collaboration between recovery agencies. These comparative metrics strive to improve performance and “mind the gap” by creating more donation opportunities.

Joel Smith
Senior Director of Tissue Recovery
DCI Donor Services

Rick Kolovich
Director, Tissue and Ocular Recovery Services
The Living Legacy Foundation of Maryland

Matthew Wakeman
Recovery Resource Manager
LifeNet Health

Caitlin Miller
Business Intelligence Analyst
Donor Alliance
Follow the Leaders: The Latest in Full-Thickness Recovery and Reconstruction Techniques

4:30 PM – 5:00 PM ET
Share in the conversation among OPO’s as they discuss their ideas and latest improvements in full-thickness skin recovery, reconstruction and allowing for family viewings post-recovery.

Adella Robinson
Surgical Specialist Team Leader II
The Living Legacy Foundation of Maryland

Scott McDonald
Director, Tissue Recovery
DonorConnect

Rick Kolovich
Director, Tissue and Ocular Recovery Services
The Living Legacy Foundation of Maryland
11:30 AM – 12:00 PM ET  June 25, 2020
Exhibit Hall

Visit the Virtual Exhibit Hall

12:00 PM – 1:30 PM ET  June 25, 2020
Plenary Session – 2 Sessions

**Palliative Care and Inpatient Hospice Impact on Organ Donation**

12:00 PM – 12:50 PM ET
Shared perspectives on how palliative care, inpatient hospice programs, and OPOs can work together to realize donation opportunities.

- **Robert Lee Fine, MD**
  Hospice and Palliative Medicine
  *Baylor Scott & White Health*

- **Loreen Gulli, DSW**
  Family Services Manager
  *Donor Alliance*

- **Sara Pace Jones**
  Vice President Development and Referral Services
  *Donor Network of Arizona*

**Innovations and Technology to Mind the Gap**

12:50 PM – 1:30 PM ET

- **Joseph Ferreira**
  President/CEO
  *Nevada Donor Network*

  AOPO Incoming President
Joseph R. Scalea, MD
Chief Medical Officer
MediGO and MissionGo
Assistant Professor of Surgery
Director Pancreas Transplantation
Director Organ Drone Laboratory
University of Maryland Baltimore

1:30 PM – 1:45 PM ET
Exhibit Hall

Visit the Virtual Exhibit Hall

BREAKOUT SESSIONS | 1:45 PM – 2:45 PM ET

1:45 PM – 2:45 PM ET
Administrative Track

Data: The Powerful Strategic Planning Tool to Mind the Gap
Data is used widely to drive decision-making for positive outcomes. Learn how data is improving patient access to the national waitlist and better allocation of kidneys. Additionally, you’ll learn how one OPO improved the utilization of marginal organs using renal distribution data.

Jesse Schold, PhD, M. Stat, M. Ed.
Director of Outcomes Research
Department of Quantitative Health Sciences, Health Outcomes Research and Clinical Epidemiology Section
Cleveland Clinic

Rick Hasz
Vice President of Clinical Services
Gift of Life Donor Program

Jessica Rudd
Vice President, Chief Performance Officer
Texas Organ Sharing Alliance
Authorization Track

A Multimodal Process for Confirming Minimal Orientee Authorization Competency
Learn strategies to develop and implement a structured process to objectively assess and measure orientee skill and competency prior to their approval to independently lead family donation conversations (FDCs).

Patricia Mulvania
Clinical Educator
Gift of Life Donor Program

Toni Portwood
Regional Manager, Family Care & Education
Southwest Transplant Alliance

Clinical Track

Increasing OPO/Transplant Center Engagement and Regional Relationships
Experts from three OPOs present on their success in building relationships with transplant centers to lead to more organs transplanted.

Sarah Harris
Manager of Organ Services
Nevada Donor Network

Nissa Casey
Manager of Preservation
Carolina Donor Services

Bill Thompson
Transplant Center Liaison
Gift of Life Michigan

Matt Niles
Director of Clinical Services
Washington Regional Transplant Community
Development Track

Transplant Center Perspective on Benefits of OPO/Transplant Center Relationship
Over the past few years several OPOs have been developing roles within their organizations to build rapport and foster collaboration between the organ procurement community and the transplant center community. Hear from our transplant partners how this ongoing support, consultation and education is making a difference with organ utilization and overall acceptance practices to *Mind the Gap!*

![Speaker](image1)
**Greg McKenna, MD**  
Abdominal Transplant Surgeon  
*Baylor Scott & White Transplant Services*

![Speaker](image2)
**Joshua E. Gossett, DNP, MBA, RN, FACHE**  
Administrative Director  
Pediatric Solid Organ Transplant Center  
*Lucile Packard Children’s Hospital Stanford*

![Moderator](image3)
**Yvette Chapman**  
VP, Business Partner Development  
*Southwest Transplant Alliance*

Leadership Track

Diversity and Inclusion: Shifting the Paradigm
It starts with active listening. With the current events that have taken place over the last few weeks, hear from leaders with different voices and perspectives around shifting the paradigm. Learn strategies on ways your organization can be more inclusive and the importance of a diverse workforce. We all have the power to influence positive change – be a part of the solution.

More information to come!
**PE-PR Track**

**Freedom to Give**
Learn how an OPO worked with the Department of Corrections on a modified donor registration form resulting in referrals and ultimately donor heroes.

**Speaker**

Sharon Cindrich  
Director of Communications & Public Relations  
*Lifeline of Ohio*

**Moderator**

Katelynn Metz  
Community Outreach Coordinator  
*Center for Organ Recovery & Education*

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**Tissue Track**

**COVID-19 Impact on Tissue Operations: A Shared Challenge**
Learn about two tissue recovery programs early response to this global pandemic, including staff safety, navigating through processor criteria of acceptance changes as well as caps, closures and reintegration of staff. This discussion will include collaboration between internal and external partners to maintain communication and share solutions in real-time to address the “new normal.”

**Speaker**

Catherine Hankins  
Director, Tissue Donor Services  
*LifeCenter Northwest*

**Speaker**

Linda Martin  
Vice President, Tissue and Support Services  
*Mid-America Transplant*

**Moderator**

Rick Kolovich  
Director, Tissue & Ocular Recovery Services  
*The Living Legacy Foundation of Maryland*

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**Exhibit Hall**

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<table>
<thead>
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**“Can You Spare Some Change?”**

Change management and change is not just an IT issue. Change is an organizational issue. HR changes policies and programs. Finance changes how expenses are done. Quality changes processes. A discussion/presentation/panel discussing change management from the different disciplines could be beneficial as we move into 2020.

| Speaker | Kent Allison  
|---------|----------------|
|         | Chief Administrative Officer  
|         | *Iowa Donor Network* |

| Speaker | Ann Venezia  
|---------|----------------|
|         | Business and Data Analyst  
|         | *Gift of Hope Organ & Tissue Donor Network* |

| Speaker | Sarah Lohse  
|---------|----------------|
|         | Manager, Performance Excellence  
|         | *Mid-America Transplant* |

| Moderator | Edward Marchewka  
|------------|----------------|
|            | Director, Information and Technology Services  
|            | *Gift of Hope Organ & Tissue Donor Network* |
3:00 PM – 4:00 PM ET  June 25, 2020

Authorization Track

The Traumatic Loss Support Program: A Tailored Approach Specifically for OPO Staff to Impact Grieving Families

Learn strategies around safe, supportive, and compassionate counseling and support to guide individuals through the process of healing and recovery as they deal with grief and bereavement.

Raymond P. Tucker, MD
Assistant Professor, Clinical Psychology
Louisiana State University

Frank R. Campbell, Ph.D., LCSW, CT
Executive Director Emeritus
Baton Rouge Crisis Intervention
Chair, National Suicidology Training Center

Michael Clay
Director, Family Services
Southwest Transplant Alliance

3:00 PM – 4:00 PM ET  June 25, 2020

Clinical Track

Using Local Surgeons for Organ Recovery

Surgical recovery of abdominal organs by the ‘local’ team is becoming more common. This session will focus on the benefits of utilizing a ‘local’ or an OPO-employed recovering surgeon.

William Chapman, MD, FACS
Chief of Transplant Surgery
Washington University St. Louis

Harry Wilkins, III, MD, MHCM, FACS
Administrative Medical Director
Midwest Transplant Network

Missy Holliday
Director, Organ Services
LifeCenter Organ Donor Network
**Multicultural Competency and Family Dynamics: Engaging the Muslim Community**

Participants will understand why Multicultural Competency is essential and how it improves community engagement outcomes, enhances donor family support services, and helps increase overall donation rates; gain an understanding of Islamic beliefs, the diversity of the Islamic community, religious amalgamation in Muslim families in America; explore how culture, religion and family dynamics may influence their outreach strategies, internal policies around potential donor family engagement and donor family support services.

<table>
<thead>
<tr>
<th>Speaker</th>
<th>Title</th>
<th>Organization</th>
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<tbody>
<tr>
<td>Karim Ali</td>
<td>Chief Relationship Officer</td>
<td>Muslim Life Planning Institute</td>
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<tr>
<td>Linda Howard, JD</td>
<td>Chief Compliance &amp; Impact Officer</td>
<td>Muslim Life Planning Institute</td>
</tr>
<tr>
<td>Samuel A. Shareef</td>
<td>Chief Economic Development Officer</td>
<td>Muslim Life Planning Institute</td>
</tr>
<tr>
<td>Ieesha Johnson</td>
<td>Manager, Community Outreach</td>
<td>The Living Legacy Foundation of Maryland</td>
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Dedicated Tissue Training Specialist: Expectations and Experience

Learn whether a dedicated tissue training specialist is beneficial in decreasing new hire training cycle times, recovery errors and chart corrections. In addition, does a dedicated trainer improve staff satisfaction, engagement and retention?

Dan Lunn  
Director, Tissue Services & Donor Services Center  
LifeSource

Melissa Williams  
Director, Tissue Services  
Midwest Transplant Network

Joe Kreeb  
Vice President of Tissue Services  
LifeGift

Catherine Hankins  
Director, Tissue Donation Services  
LifeCenter Northwest

Visit the Virtual Exhibit Hall

Closing Ceremony – You Don’t Want to Miss This!

Come join this session where we will see our OPO colleagues from across the country celebrating the great work we do in honoring, saving, and enhancing lives. Be prepared to raise a glass during this virtual celebration as we re-cap the past few days spent together learning strategies and successful practices to Mind the Gap!

Jennifer Prinz  
Chief Operating Officer  
Donor Alliance

Meeting Vice-Chair  
Moderator