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.

**Tony Bridwell** – Keynote Speaker
Senior Vice President,
Chief People Officer
Ryan, LLC

**Patti Niles**
President/CEO
Southwest Transplant Alliance

**Kelly Ranum**
President/CEO
Louisiana Organ Procurement Agency
AOPO President

**Marion Shuck**
Director, Donor Family Services and Community Outreach
Gift of Hope Organ & Tissue Donor Network
AMAT President

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

AOPO CEO
1:30 PM – 1:45 PM ET
Exhibit Hall

Visit the Virtual Exhibit Hall

1:45 PM – 2:45 PM ET
Plenary Session

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

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

Steve Miller
Chief Executive Officer
Association of Organ Procurement Organizations

2:45 PM – 3:00 PM ET
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.

Melissa Greenwald, MD
Medical Director
Donor Alliance

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

Dominic Adorno
Vice President, Clinical Operations
LifeCenter Northwest

John Gutowski, FACHE
Executive Director
UCHealth Transplant

Jan Finn
President/CEO
Midwest Transplant Network
Visit the Virtual Exhibit Hall

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.

Robbie Glazner  
Manager, Data Intelligence  
Donor Network of Arizona

Jonathan Hewlett  
Director of Systems Intelligence  
Southwest Transplant Alliance

Jake Young  
Business Intelligence Analyst  
DonorConnect

Aninda Dutta  
Director of Business Intelligence and Development  
Donor Network West

Kevin Lee  
Chief Organ Operations Officer  
Mid-America Transplant
### DCD: Have We Moved the Needle?

"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.

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<thead>
<tr>
<th>Speaker</th>
<th>Title</th>
<th>Organization</th>
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<tbody>
<tr>
<td>Doug Butler</td>
<td>Vice President of Clinical Operations</td>
<td>Southwest Transplant Alliance</td>
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<td>Kevin Lee</td>
<td>Chief Organ Operations Officer</td>
<td>Mid-America Transplant</td>
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<td>Kurt Shutterly</td>
<td>Chief Operating Officer</td>
<td>Center for Organ Recovery &amp; Education</td>
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<td>Clint Hostetler</td>
<td>Vice President of Clinical Operations</td>
<td>LifeShare of Oklahoma</td>
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<td>Deana Clapper</td>
<td>Associate Executive Director</td>
<td>Tennessee Donor Services</td>
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### Plenary Session

**Moderator**

Deana Clapper  
Associate Executive Director  
Tennessee Donor Services
**Breakout Sessions | 4:00 PM – 5:00 PM ET**

### Administrative Track

**Automation of Referrals**
Learn strategies regarding the process, training, and the importance of hospital relationships that support the automation of referrals.

- **Julie Schneider**
  Director of Outreach Services
  *Iowa Donor Network*

- **Heather Osipowicz**
  Manager of Hospital Services
  *Nevada Donor Network*

- **Bobby Schrichten**
  Tissue Services Manager
  *LifeCenter Organ Donor Network*

- **Debra Cooper**
  Chief Quality Officer
  *Lifebanc*

### Authorization Track

**Honoring the Gift: Overcoming Dissent for First Person Authorized DCD**
Learn how the utilization of strategic language (“decision” vs. “wish”) with donor families and hospital staff proved effective in reducing the occurrences of FPA DCD dissent, along with a clear process multi-disciplinary team approach to assist during occurrences of FPA dissent.

- **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

4:00 PM – 5:00 PM ET  June 24, 2020

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
4:00 PM – 5:00 PM ET

Leadership Track

OPO Emergency Preparedness in Times of Unrest
With social protests against systemic racism, how solid is your organization’s emergency preparedness plan? Learn from leaders on their experiences, lessons-learned, and the role of OPO community engagement.

Kevin Myer
President/CEO
LifeGift

Julie Bergin
President/CEO
Kentucky Organ Donor Affiliates

Tom Mone
President/CEO
OneLegacy

Susan Gunderson
President/CEO
LifeSource

4:00 PM – 5:00 PM ET

PE-PR Track

Using Data to Drive Results in the Community
Community outreach for OPOs is so much more than registration drives and kitschy promotional items – it’s a critical part of our lifesaving work. But are we implementing the right data-driven strategies in our approach? This presentation demonstrates one model of data collection and analysis that can help us dig deeper and be more precise about reaching the highest-need segments of our populations. We’ll talk about how to identify who that is, where they are, and what to say – all with the aim to help close 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.

Speaker
Joel Smith  
Senior Director of Tissue Recovery  
DCI Donor Services

Speaker
Matthew Wakeman  
Recovery Resource Manager  
LifeNet Health

Speaker
Matthew Graves  
Regional Director of Operations  
Nevada Donor Network

Speaker
Caitlin Miller  
Business Intelligence Analyst  
Donor Alliance

Speaker
Michael Fite  
Clinical Recovery Account Manager  
LifeNet Health

Speaker
Matthew Graves  
Regional Director of Operations  
Nevada Donor Network

Speaker
Caitlin Miller  
Business Intelligence Analyst  
Donor Alliance

Speaker
Michael Fite  
Clinical Recovery Account Manager  
LifeNet Health

Speaker
Matthew Graves  
Regional Director of Operations  
Nevada Donor Network

Speaker
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.

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

Speaker
Scott McDonald  
Director, Tissue Recovery  
DonorConnect

Speaker
Rick Kolovich  
Director, Tissue and Ocular Recovery Services  
The Living Legacy Foundation of Maryland
Visit the Virtual Exhibit Hall

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

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

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**1:45 PM – 2:45 PM ET**

Administrative Track

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**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.

Rachael Wulf
Organ Services Supervisor and AOC
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**

Greg McKenna, MD
Abdominal Transplant Surgeon
*Baylor Scott & White Transplant Services*

Joshua E. Gossett, DNP, MBA, RN, FACHE
Administrative Director
Pediatric Solid Organ Transplant Center
*Lucile Packard Children’s Hospital Stanford*

Yvette Chapman
VP, Business Partner Development
*Southwest Transplant Alliance*

Leadership Track

Where Do We Start: Diversity and Inclusion

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 diversity and inclusion. Learn strategies your organization can use on communications and messaging. We all have the power to influence positive change – be a part of the solution.

**Speaker**

Donyale Padgett, PhD
Associate Professor, Diversity, Culture & Communication
*Wayne State University*

Freda G. Sampson
Diversity and Inclusion Consultant
*Michigan Roundtable for Diversity and Inclusion*

Remonia Chapman
Program Director
*Gift of Life MOTTEP*
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.

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

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

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.”

Catherine Hankins
Director, Tissue Donor Services
*LifeCenter Northwest*

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

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

Exhibit Hall

Visit the Virtual Exhibit Hall
“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.

Kent Allison
Chief Administrative Officer
Iowa Donor Network

Ann Venezia
Business and Data Analyst
Gift of Hope Organ & Tissue Donor Network

Sarah Lohse
Manager, Performance Excellence
Mid-America Transplant

Edward Marchewka
Director, Information and Technology Services
Gift of Hope Organ & Tissue Donor Network
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

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.

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<tr>
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<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>
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<td>Samuel A. Shareef</td>
<td>Chief Economic Development Officer</td>
<td>Muslim Life Planning Institute</td>
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<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?

Julie Kemink
Chief Clinical Officer
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