

PD-0036

Rev 6

Donation Coordinator

DEPARTMENT: Organ Procurement
STATUS: Exempt; Salaried
EXPOSURE RISK: Category I
SALARY GRADE: 23
REPORTS TO: Organ Procurement Manager
SUPERVISES: N/A

GENERAL JOB FUNCTION

The Donation Coordinator (DC) engages in on-site facilitation of organ donation opportunities by providing clinical care to the donor, prompt professional coordination with the hospital team, and compassion throughout the event honoring the gift of life. Collaborate closely with colleagues, donor hospital staff and physicians to develop a plan for the family discussion of donation, legal authorization and/or support for donor designation and a bereavement plan. Provides timely preparation and clinical oversight of the donor for the surgical recovery in the operating room. Collaborates, ensuring effective, respectful and strong communication with hospital staff, physicians and related donation agencies to coordinate the allocation and recovery of organs, eyes and tissues for transplantation to offer hope and healing to recipients. Aligns daily activities with the strategic and operational goals of the organization.

JOB DUTIES AND RESPONSIBILITIES

Engages in on-site coordination and facilitation of organ donation opportunities by providing clinical care to the donor.

1. Evaluates the suitability for donation opportunities through medical record review, medical-social history evaluation, and consultation with transplant surgeons as indicated.
2. Ensures proper clinical management of critically ill patients including ventilator management, fluid management and laboratory interpretations to maximize organs available for transplantation.
3. Demonstrates skill in medical crisis management, thinking critically to evaluate the components of an issue, select an appropriate course of action, and respond appropriately using established resources and guidance from others.
4. Collaborates with multiple teams to coordinate the allocation and recovery of organs and tissues for transplantation.
5. Allocates organs according to procedures governed by Organ Procurement Transplantation Network (OPTN) standards.
6. Ensures donor referral/case record completion within established timelines and quality review as needed.

Establishes rapport with donor families or Legal Next of Kin (LNOK) providing respectful and compassionate support during the donation process across the service area.

1. Obtains legal authorization using professional ability to influence others, supplies disclosure, and provides family support as needed.
2. Embrace a practice philosophy that supports maximizing authorization opportunities to provide organs and tissues for transplantation.
3. Keeps the family informed, along with the health care professionals, about the timeline of the donation process, thoroughly explaining what is occurring and meeting the needs of the families.
4. Provides support and assistance through sensitive and respectful consideration of culture, beliefs, and the grieving process.
5. Identifies and educates LNOK, according to state or federal guidelines, about donation options, status of donor designation or requests authorization and identifies the person with the most accurate information about the patient's medical and social history.

6. Makes a positive presentation about the donation process utilizing current best practices and philosophies to obtain and document authorization.
7. Supports family needs throughout entire donor process from referral, family discussion, donor management, operating room, and family follow up calls.
8. Completes accurate and timely documentation of donor-related activities in computerized confidential donor record, forms, and case folders according to established policies and procedures.

Ensures effective, respectful, and strong communication and collaboration with hospital staff, physicians, related donation agencies, and other LS team members to fulfill donation wishes throughout service area.

1. Works in strong collaboration with hospital staff, physicians (such as intensivist or transplant surgeon/physician) and LS clinical team members to meet donor management goals.
2. Ensures strong collaboration with the family support, tissue, and partner relations teams to ensure the maximization of organ and tissue donation opportunities.
3. Arranges transportation for local and visiting surgical teams to facilitate timely scheduling of organ and tissue recovery.
4. Ensures respect for hospital equipment, policies, and procedures.
5. Performs as clinical expert resource for donation education needs.

In collaboration with leadership, engages as a clinical organ donation subject matter expert across the organization.

1. Champions organizational efforts to sustain organ donor growth.
2. Consistently ensures real time communication and customer service with primary customers and partners.
3. Participates in Donor Family events to support the continuum of care.
4. Stays current with authorization best practices and bereavement-related issues through participation in continuing education as directed by Manager.
5. Participates in performance improvement activities with emphasis on organ donor growth.
6. Fulfill duties outside of referral/case activities including availability and attendance at in-office activities, which may be outside of on call scheduled hours.
7. Participates in case debriefs, assigned work groups/special projects, team member meetings, and other activities as directed by Manager.

STANDARD RESPONSIBILITIES

1. Perform work while demonstrating a commitment to excellence and performance improvement.
2. Update clinical and administrative documentation, including electronic systems, with accurate, real-time, appropriate information according to established practices and procedures.
3. Represent LifeSource in a professional manner with both internal and external customers, ensuring professional appearance and communication.
4. Participate in all appropriate meetings, in-person, on-site, or remote, as defined by leader.
5. Routinely share feedback, solutions, and ideas to leadership, including identification of training needs.
6. Exhibit outstanding clinical, customer service and collaboration skills as required by position.
7. Maintain confidentiality and respect of information obtained within purview of position, as defined by policy and procedure expectations and in accordance with HIPAA.
8. Demonstrate LifeSource Values in work behaviors and actions.
9. Actively participate on assigned committees, work groups and project teams.
10. Execute job responsibilities in accordance with established Standard Operating Procedures (SOPs), Policies (POL), and practices as trained.
11. Perform other duties as required and assigned by leader.

QUALIFICATIONS

1. Requires a Bachelor’s degree in Nursing or Respiratory Therapy or related medical field and a minimum of 2 years of critical care or emergency room experience or a combination of equivalent education & experience.
2. Requires Advanced Cardiac Life Support or Pediatric Advanced Life Support certification.
3. Prefer Critical Care Registered Nurse or Registered Respiratory Therapist.
4. Proven successful demonstration of relationship management skills with the ability to problem-solve effectively and efficiently.
5. Excellent critical thinking and analytical skills to confidently execute reasonable and sound decision making.
6. Strong communication and interpersonal skills including effective written correspondence, active listening, and professional customer service response at all levels.
7. Proven self-directed, motivated contributor with a strong initiative and ability to function autonomously, establish priorities and work effectively within a team environment.
8. Excellent organizational, critical thinking, collaboration and analytical skills are fundamental.
9. Demonstrated ability to exhibit a high degree of quality, integrity, and honor confidentiality of appropriate information including, but not limited to, personal team member data, organizational operations or work processes, donor and donor family information, contributor details, any financial information and medical or protected health information (PHI) in accordance with HIPAA.
10. Strong working knowledge of Microsoft Office applications.
11. Proven skilled and competent in using technology-based tools such as personal computers and related software, mobile devices, and electronic medical record systems as appropriate for position.

WORKING CONDITIONS

1. Requires a variable on-call and in-office blended schedule to ensure 24-hour coverage which includes weekdays, nights, weekends, and holidays. Must be able to adjust schedule to accommodate organizational needs including times of high clinical volume. Required to work for extended periods of time with few breaks.
2. Must maintain a valid driver license and have reliable personal automobile to be used with company reimbursement using IRS guidelines. Must be able to travel within the service area (MN, ND, SD) by ground or air.
3. Affected team member in Category I are regularly exposed to bloodborne pathogens and have a potential for this exposure or handle materials that could spread infection (one or more potential opportunities per month). Additionally, they have regular interaction with staff in patient or donor areas in a hospital or clinic setting while performing their assigned job duties.
4. Frequently lift objects up to 50 pounds and carry short distances.
5. Must be able to follow and successfully complete category immunization, TSA pre-check, health screening and background check requirements.