

PD-0000

Rev 6

Tissue Services Combined TRC/TCL

DEPARTMENT: Tissue Services
STATUS: Exempt/Salaried (2 roles) and Non-Exempt/Hourly (2 roles)
EXPOSURE RISK: Category I
SALARY GRADE: Varies, see below
REPORTS TO: Tissue Services Manager
SUPERVISES: N/A

GENERAL JOB FUNCTION

The Tissue Recovery Coordinator will be trained to be responsible to actively participate in training to perform surgical recovery of tissue and eye from deceased donors for transplantation and/or research purposes across the donor service area (DSA) (MN, ND, and SD). Trained to maintain knowledge, skills, and abilities to execute detailed surgical recovery process successfully and meets standards and processor requirements. Initiative to drive opportunities to enhance the overall quality and quantity of tissues and eyes recovered. Comply with protocols and regulatory requirements for proper clinical room etiquette and universal safety precautions while maintaining respect and confidentiality for the donor throughout recovery. Assist with ensuring accuracy of packaging, transportation, and all documentation in accordance with established procedures and regulatory requirements. Align daily activities with the strategic and operational goals of the organization.

JOB DUTIES AND RESPONSIBILITIES

Engage in safe, timely and compassionate surgical recovery of tissue (including skin, cardiac, vascular, musculoskeletal, and ocular) from incision to reconstruction using established surgical and sterile technique protocols in an operating room or similar environment.

1. Adhere to approved prepping, draping, zone recovery and culturing protocols in accordance with the policies and procedures of LifeSource, our processing partners, the American Association of Tissue Banks (AATB), Eye Bank Association of America (EBAA) and by state, local, and federal regulations.
2. Ensure appropriate site requirements and configuration of the surgical room as described in AATB or EBAA, specifically prevention of contamination and cross contamination, to accommodate tissue recovery.
3. Follow AORN surgical room etiquette and terminology, including sterile equipment and supply set up procedures.
4. Execute thorough understanding of OSHA procedures and personal AORN protective equipment for proper scrubbing, gowning, and surgical attire.
5. Exhibit an understanding of infectious diseases and implications for infection and transmittal through tissue grafts when following tissue preparation, recovery, packaging, and transport procedures in accordance with processor requirements.
6. Participate in the dual verification process procedure to positively identify the donor and review authorization/document of gift.

Assist, exhibiting a thorough understanding of requirements, with assessment, lab testing specimens, packaging, and documentation coordination of a recovery.

1. Assist in assessing donor suitability to ensure safe and effective tissue for processing.
 - a. Review all pertinent documentation, including consent, to ensure suitability with all regulatory, and processor requirements.
 - b. Conduct thorough and complete physical exams and associated documentation.
2. Using proper aseptic technique, collect and assess suitability of serology testing specimens.
3. Exhibit an understanding of infectious diseases and implications for infection and transmittal through tissue grafts and eye when following tissue preparation, recovery, packaging, and transport procedures in accordance with processor requirements.

Engage in general tissue services including assisting with tracking and maintaining the cleanliness and orderly manner of the clinical suite, including tissue supply rooms, staging area, and offsite medical examiner recovery suites.

1. Receipt of goods ordered, unpacks and transfers to proper storage areas and tracks supplies into inventory.
2. Perform physical inventory count ensuring par levels of inventory are maintained including supplies and instrumentation for recovery.
3. Clean and restock equipment and supplies following organ, eye, and tissue cases.
4. Assist in the sterilization of instruments, equipment, and supplies. Maintaining documentation of sterilization activities as appropriate.
5. Assist with the intake and release of deceased donors for tissue and eye recovery and training.
6. Participate in disaster preparedness to ensure effective and efficient continuation of operations.
7. Attend and participate in scheduled meetings, ongoing and annual trainings and LifeSource team meetings to ensure compliance with policies and team member development, OSHA, FDA, AATB, EBAA regulations and all other required trainings.

QUALIFICATIONS - TRAINEE (Grade 40, Non-Exempt)

1. Requires a combination of education and experience equivalent to 2 years of biology, anatomy surgical procedures, dissection, tissue recovery or similar responsibilities, with proven knowledge of human anatomy.
2. Prefer proven knowledge of aseptic/sterile technique.
3. Performing recoveries requires attention to detail, hand-eye coordination, a steady hand, effective fine motor skills, occasionally exerting necessary force and ability to manipulate tools accurately to execute trained techniques.
4. Frequently lift objects up to 50 pounds and carry short distances. Ability to push/pull up to 150 pounds with assistance. Heavier objects should be lifted and transferred using team help.
5. Stamina for the ability to stand 100% of the time during recovery.
6. Demonstrated ability to provide a high level of customer service to internal and external customers with proficiency in the ability to develop and connect with people quickly.
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. Must be organized, detail oriented, and have excellent critical thinking and analytical skills.
9. Strong working knowledge of Microsoft Office applications.
10. 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.
11. Proven skilled and competent in using technology-based devices and mobile tools such as personal computers and related software, electronic medical record systems, mobile phones, and mobile printing devices.

TISSUE RECOVERY COORDINATOR

ADDITIONAL JOB DUTIES, KNOWLEDGE, SKILLS, and ABILITIES

Consistently engage in executing safe, timely and compassionate surgical recovery of tissue (including skin, cardiac, vascular, musculoskeletal, and ocular) from incision to reconstruction using established surgical and sterile technique protocols in an operating room or similar environment.

1. Demonstrate capability in successful execution of recovery of ocular and heart for valves.
2. Engage in open, respectful, and professional feedback and communication.

3. Regularly participate on-site in scheduled technical meetings, ongoing and annual training to ensure compliance with standard operating procedures, team member development, and regulatory requirements (ex. FDA, tissue and ocular processors, OSHA).

Consistently exhibit a thorough understanding of requirements with assessment, lab testing specimens, packaging, and documentation coordination of a recovery.

1. Demonstrate thorough and clear understanding of processor requirements or where to obtain information.
2. Provide guidance regarding back table requirements and expectations to team members in real time to ensure consistent practices. Assist, as needed, with on-the job training of new team members.
3. Assist with the establishment and implementation of new processes and procedures in response to regulatory, processor, or other changes impacting the position or work processes.
4. Collaborate in executing ongoing development initiatives based on advancements and changes within the industry to enhance processes in alignment with strategic goals.
5. Complete additional projects, as assigned.

Engage in general Tissue Support services providing continuity of services from the department to the organization.

1. Professionally engage with various partners ensuring successful coordination and completion of donation recovery process.
2. Demonstrate professional representation and knowledge of the recovery process during interactions with other related donation organizations, including, but not limited to: eye banks, funeral homes, medical examiners and coroners.
3. Participate in disaster preparedness to ensure effective and efficient continuation of operations.
4. Collaborate on quality assurance checks and inventory rotation so that expired materials are not stocked for use and are disposed of according to the guidelines set for compliance with FDA, AOPO, EBAA and AATB.
5. Assist in the sterilization of instruments, equipment, and supplies. Maintaining documentation of sterilization activities as appropriate.
6. Assist in the preparation and clean-up for wet lab trainings.
7. Engage in clerical administrative work as needed, creating labels, updating policies and procedures, filing, writing/editing/proofing, presentation preparation, spreadsheet development, assisting with creating and updating training documents and presentations.
8. Other projects or case activity needs as assigned, including assisting with organ cases, lab testing and courier needs.

ADDITIONAL QUALIFICATIONS (Grade 50, Non-Exempt)

1. Requires a minimum of 1 year of proven proficiency with recovery technique protocols.
2. Successfully meets expectations and required competency training for position including consistently meeting departmental and individual goals.
3. Exhibit an understanding and execution of established processes and procedures, including timeliness and dependability.
4. Strong communication skills with ability to engage with peers, problem-solve and achieve cooperation effectively and efficiently.
5. Demonstrated competency to provide guidance and training to new team members on back table procedures and requirements in real time to ensure consistency practices.

TISSUE RECOVERY COORDINATOR II

ADDITIONAL JOB DUTIES, KNOWLEDGE, SKILLS, and ABILITIES

Lead in the preparation, set-up, and procurement of tissue (including skin, cardiac, vascular, musculoskeletal, and ocular) from incision to reconstruction.

1. Oversee execution of AORN surgical room etiquette and terminology, including sterile equipment preparation and supply set up procedures.
 - a. Ensure all kits and supplies needed to facilitate tissue and eye recovery are accurately prepared and packed in accordance with processor requirements.
 - b. Ensure appropriate site requirements and configuration of the surgical room as described in AATB or EBAA, specifically prevention of contamination and cross contamination.
 - c. Adhere to approved prepping, draping, zone recovery and culturing protocols in accordance with the policies and procedures of LifeSource, processing partners, and by state, local, and federal regulations.
 - d. Execute thorough understanding of OSHA procedures and personal AORN protective equipment for proper scrubbing, gowning, and surgical attire.
2. Lead the dual verification process procedure to positively identify the donor and review authorization/document of gift.
3. Lead the recovery team through physical assessment of the donor in accordance with established processor requirements.
4. Using proper aseptic technique, collect and assess suitability of serology testing specimens, ensure ability to fulfill all required lab testing.
5. Ensure accuracy of required paperwork and documentation per established procedures, processor and regulatory requirements associated with the recovery.

Independently coordinate, recover, and complete required documentation for ocular exclusive recoveries.

1. Ensure thorough physical assessment of the donor in accordance with established processor requirements.
2. Using proper aseptic technique, collect and assess suitability of serology testing specimens, ensure ability to fulfill all required lab testing.
3. Ensure accuracy of required paperwork and documentation per established procedures, processor and regulatory requirements associated with the recovery.
4. Responsible for final shipment of cornea, to include but not limited to, packaging, labeling and courier pick up arrangements.

Provide leadership, guidance, training, and direction to the recovery team during case activities, including problem solving, critical thinking, and sound decision making.

1. Provide formal or informal work direction, engaging in real time feedback to ensure policies, procedures and LifeSource values are upheld.
2. Participate, in collaboration with Education & Training Program Administrator, in development of orientation materials or simulation training experiences.
3. Engage in on-the job training of new team members including proactive involvement of regular goal development, identification of activities to achieve, and engages in regular, appropriate, fact-based feedback via defined source.
4. Perform team member orientation and provide ongoing training opportunities for systems and processes including inventory system (BTM), sterilization, intake/release, how to inspect supplies, etc.
5. In conjunction with real time feedback, review team dashboard and identify to leadership, recommendations for re-training opportunities both on the departmental and individual level.
6. Participate in a 'maximizing the yes' committee with identified stake holder.
7. Assist with the evaluation of processor's key performance indicators (KPIs), establishment, development, and implementation of strategies for new processes and processor changes.

8. Remain apprised of advancements and changes within the industry and specific area of responsibility. Propose and recommend opportunities for ongoing development initiatives or process enhancements in alignment with strategic goals.
9. Engage in root cause analysis, follow through and timely documentation of all non-conformance and compliance reports.

ADDITIONAL QUALIFICATIONS (Grade 60, Exempt)

1. Minimum of one (1) years' experience as a Tissue Recovery Coordinator and ability to engage in hours beyond standard shift schedule designated for leadership commitments.
2. Requires Certified Tissue Bank Specialist (CTBS) designation within 2 years of position. You must obtain the required continuing education or recertification credits/process.
3. Demonstrate work behaviors representative of a leader or coach by displaying outstanding teamwork and collaboration skills.
4. Must be organized, detail oriented, and have excellent critical thinking and analytical skills.
5. Proven self-directed, motivated contributor with a strong initiative and ability to function autonomously, establish priorities and work effectively within a team environment.
6. Consistently observed upholding LifeSource Values.

TISSUE COORDINATOR LEAD

Coordinate all details of a recovery event across the donor service area (DSA), including engaging professionally with all partners, ensuring leadership, communication and expectations are established with on-call recovery team.

1. Conduct a review, in partnership with Tissue or Ocular Processor, of available medical records for the potential donor.
2. Coordinate travel logistics, as needed, and activate the on-call recovery team communicating plans and expectations. Direct resources and manage appropriate staffing per case activity on on-call availability.
3. Establish plan to ensure completion of recovery within established timelines, in collaboration with other activity, to fulfill all donation opportunities.
4. Engage with hospital team members, funeral directors, or medical examiners/coroners on donor release status, recovery timing and details, as well as establishing appropriate recovery room. Recovery room can include hospital operating room, medical examiner office, LifeSource recovery suite, or other appropriate surgical recovery environment.
5. Communicate professionally with the donor's funeral director regarding fulfillment of recovery, within time commitment, establishing transportation plans.
6. Work in collaboration with Quality Assurance Coordinator to ensure that donor charts are accurate and complete.

Manage clinical resources to support the donation process internally by participating in the assessment, planning, evaluation, and management of the entire donation process.

1. Provide guidance, leadership, and support to team members on clinical activity by maintaining in-depth knowledge of the roles, responsibilities, administrative and logistical processes.
2. Problem solve with team members and provide clinical and logistical expertise in all areas of the donation process.
3. Provide guidance, leadership and real-time clinical and administrative expertise and oversight aimed at maximizing donation and efficiency of all recovery opportunities, maintaining an awareness of all active referrals and pending activity.
4. Provide coaching, guidance, and training to recovery team members, as supported by Leaders and Training Program Administrators.

5. Collaborate with colleagues on all donation cases, including shared cases with organ recovery team.

Identify and meet internal and external process excellence, training, and other responsibilities in accordance with tissue and ocular recovery subject matter expert.

1. Partner on maintaining the tissue services supply room, including the inspection and release of critical recovery supplies.
2. Ensure customer requirements, including donor hospital and transplant center team members, funeral directors, medical examiners, eye banks and tissue processors are met.
3. Lead the establishment and implementation of new processes and procedures in response to regulatory, processor, or other changes impacting the position or work processes.
4. Assist leaders and Education & Training Program Administrators in processor training, requirements, and relationship building.
7. Lead/co lead a Focus Group or participate in a 'maximizing the yes' committee with identified stake holder.
 1. Engage in regular communication with stake holder and other committee members.
 2. Collaborate in identifying goals and action items.
 3. Consistently document and communicate status updates and next steps.
8. Assist leadership in additional case responsibilities or additional projects as assigned.
9. Assist with the evaluation of processor's key performance indicators (KPIs), establishment, development, and implementation of strategies for new processes and processor changes.
10. Engage in root cause analysis, follow through and timely documentation of all non-conformance and compliance reports.

ADDITIONAL QUALIFICATIONS (Grade 70, Exempt)

1. Minimum of one (1) years' experience as a Tissue Recovery Coordinator II and ability to engage in hours beyond standard shift schedule designated for leadership commitments.
2. Exhibit thorough understanding of established processes and procedures, including timeliness and dependability, by successful execution of job competencies.
3. Must be organized, efficient, process-oriented, meticulous with details, have excellent critical thinking and analytical skills.
4. Ability to work well under multiple instructions and directions and manage multiple priorities and demands.
5. Ability to take initiative, establish priorities, problem solve, function independently and collaborate with a team.
6. Proven effective at establishing rapport and working relationships with diverse groups and personalities both remotely, via phone, email and/or in person.
7. Ability to handle difficult situations with poise and professionalism (telephone, correspondence, email, and in person).
8. Ability to identify opportunities for process improvement by developing proposed solutions to identified areas of improvement.
9. Consistently observed upholding LifeSource Values.

STANDARD RESPONSIBILITIES

1. Perform work while demonstrating a commitment to excellence and performance improvement.
2. Update appropriate 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.

WORKING CONDITIONS

1. Requires a variable on-call and in-office blended schedule to ensure 24-hour coverage which includes weekdays, weekends, nights and holidays. Must be able to adjust schedule to accommodate organizational needs including times of clinical high volume.
2. Environmental influences may include unpleasant odors, slippery surfaces, work in operating rooms/morgues at hospitals/funeral homes/medical examiners offices, temperature variations, exposure to human tissue and associated hazards and biohazards.
3. Must maintain a valid driver license and have reliable personal automobile to be used with company reimbursement using IRS guidelines. Able to travel within the service area (MN, ND, SD) by ground or air.
4. 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.
5. Must be able to follow and successfully complete category immunization, health screening and background check requirements.

Team Member Statement of Acknowledgement and Understanding

Acknowledgement of this job description is performed electronically via Q-Pulse—the LifeSource document control system. A team member’s electronic signature will represent the following statement of understanding:

I acknowledge that I have received and reviewed the job description for my position, and I feel that I can meet the requirements with or without reasonable accommodations. I understand that this job description is intended to describe the general content and requirements of the job and that it is not an exhaustive list of all duties, responsibilities, and requirements of this position. Additionally, I understand the general description of the expectations related to work hours and absences, attached herein, are subject to change based on department and organizational requirements. I understand that LifeSource has the right to revise this job description at any time.

The following is a general description of the expectations related to work hours and absences. This is subject to change based on department and organizational requirements.

POSITION EXPECTATIONS

Job Title: Tissue Recovery Coordinator (Trainee, I and II) and Tissue Coordinator Lead

Reports To: Tissue Services Manager

Exemption Status: Exempt / Non-Exempt dependent on role

WORK

Work Day: 24/7

Hours: Varied hours, e.g. 0600-1830, 1000-2230, 1800-0630, 2200-1030

Lunch/Breaks: Self-directed

Overtime: TRC Trainee and TRC will earn overtime; TRC II and TCL will not earn overtime

On-Call: Required to take 14, 12.5-hour call shifts per month. Required to take 1 'summer' holiday and 2 'winter' holidays.

Flexible Hours: n/a

Flexible Location: n/a

Weekends:

Travel: Yes, related to donation events

Mandatory Meetings: Yes, all organization-wide team meetings; all Tissue Team meetings; TRC Meetings and others as directed

Shift Relief: Let TAOC know if rest is needed, next TRC should cover

ABSENCE

Planned Absence (*Vacation, Holiday, Leave of Absence, etc.*)

Short-term: PTO is able to be approved only when Minimum Scheduling Requirements are maintained.

Long-term: Other TRC's; Adjust the schedule

Unplanned Absence (*Injury, Illness, Leave of Absence, etc.*)

Short-term: Assess minimum scheduling requirements and adjust as needed

Long-term: (*Vacation, Holiday, Leave of Absence, etc.*)

COMMENTS

Adjust schedule or utilize other resources, including Tissue Recovery Supervisors and Training & Education Program Administrators-Tissue Services covering shifts.