

Leadership: Leveraging Mission & Relationships to Save Lives

Sue Dunn, President & Chief Executive Officer

Donor Alliance
Denver, Colorado



These are the days of miracle and wonder.

Paul Simon



MISSION

Donor Alliance saves lives through organ and tissue donation and transplantation.

VISION

Maximizing all donation opportunities



ILEAP

Integrity
Leadership
Excellence
Accountability
People First

**CORE
VALUES**

Imagine the following scenarios...

**ORGAN &
TISSUE DONORS**

**TRANSPLANT
WAITLIST**

**ORGAN &
TISSUE DONORS**



**TRANSPLANT
WAITLIST**

Donation Service Area

WYOMING

25 Donor
Hospitals

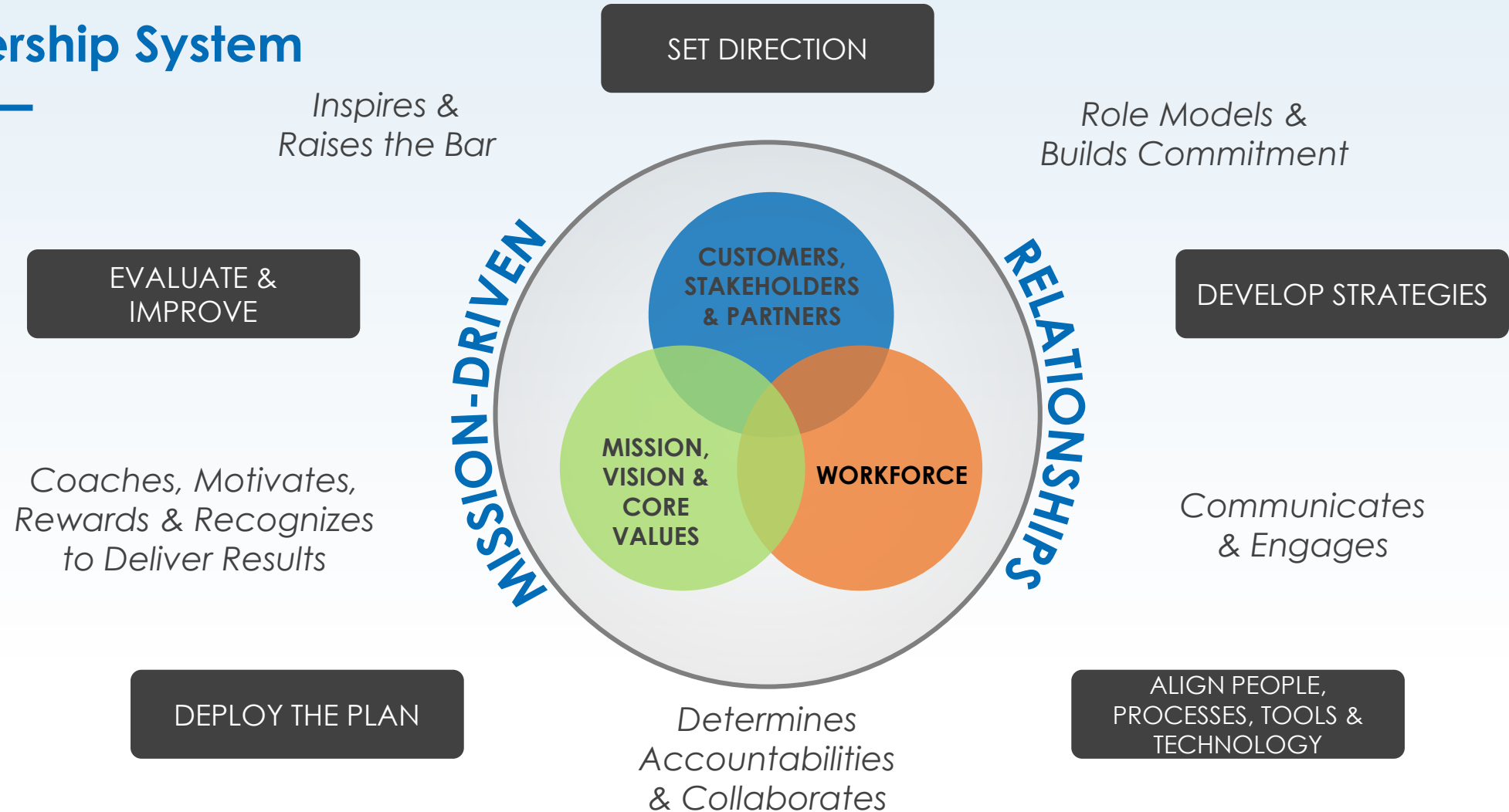
Key Customers

4 Transplant Centers
2 Tissue Processors

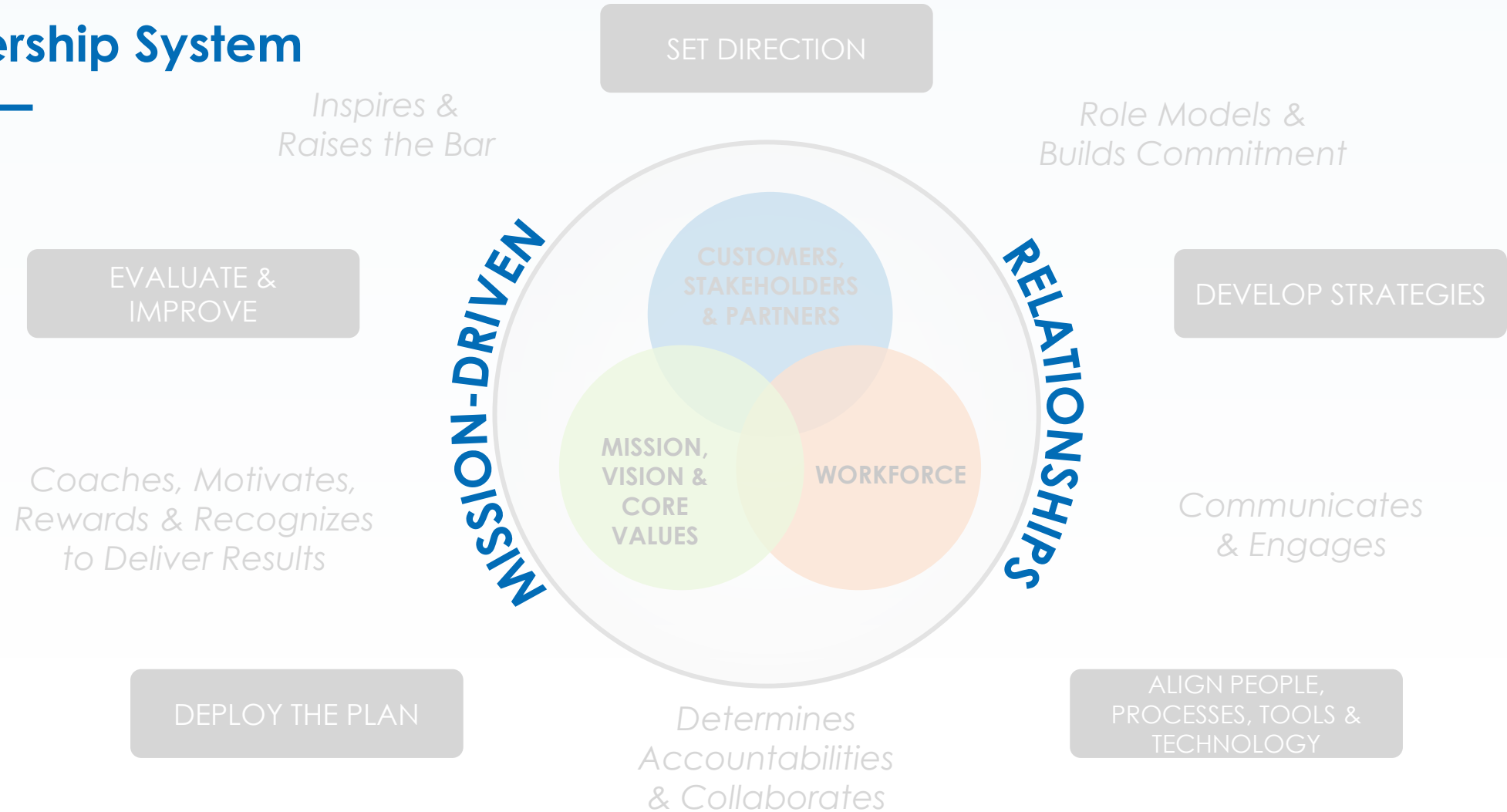
COLORADO

87 Donor
Hospitals

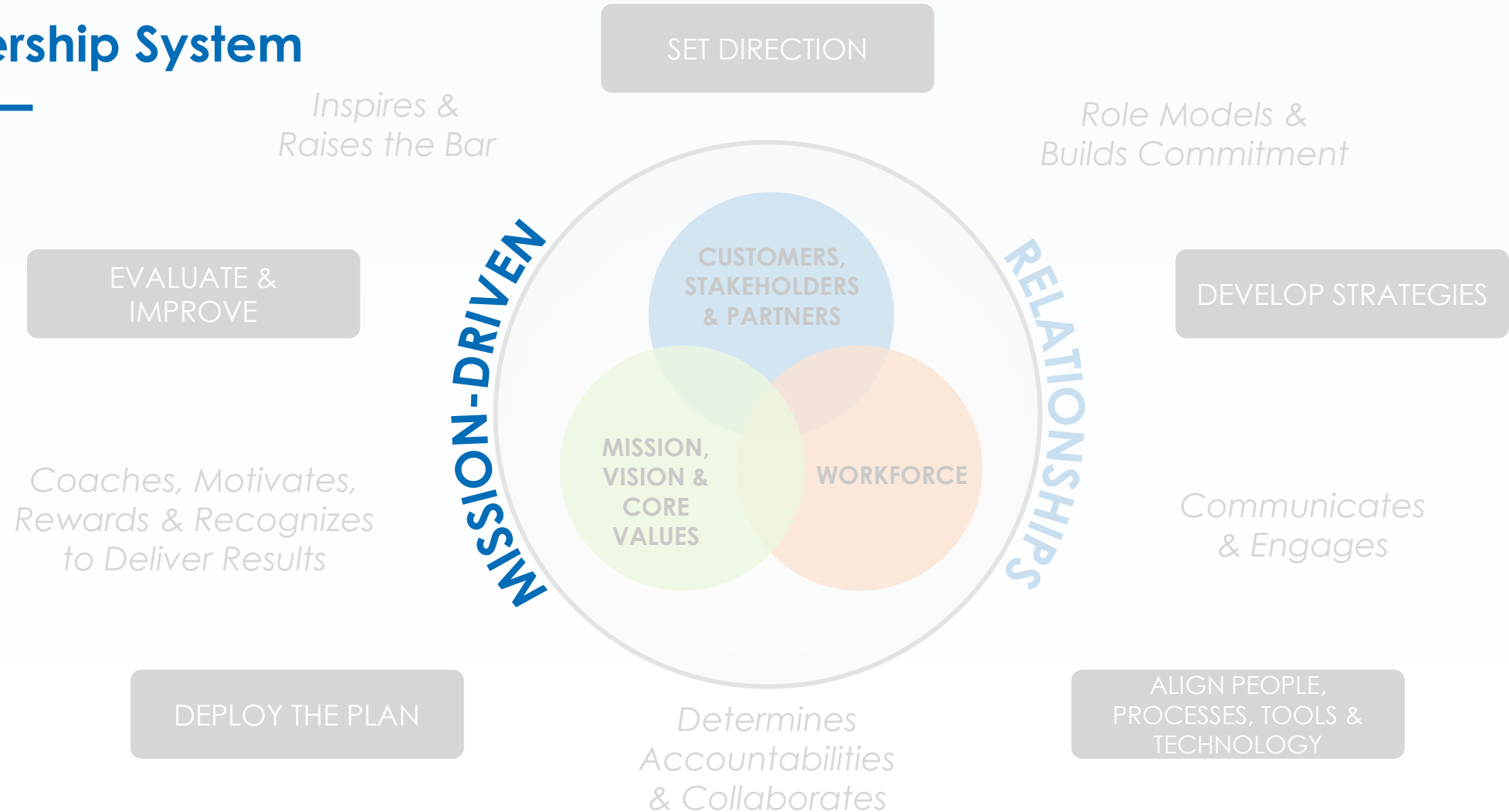
Leadership System



Leadership System



Leadership System



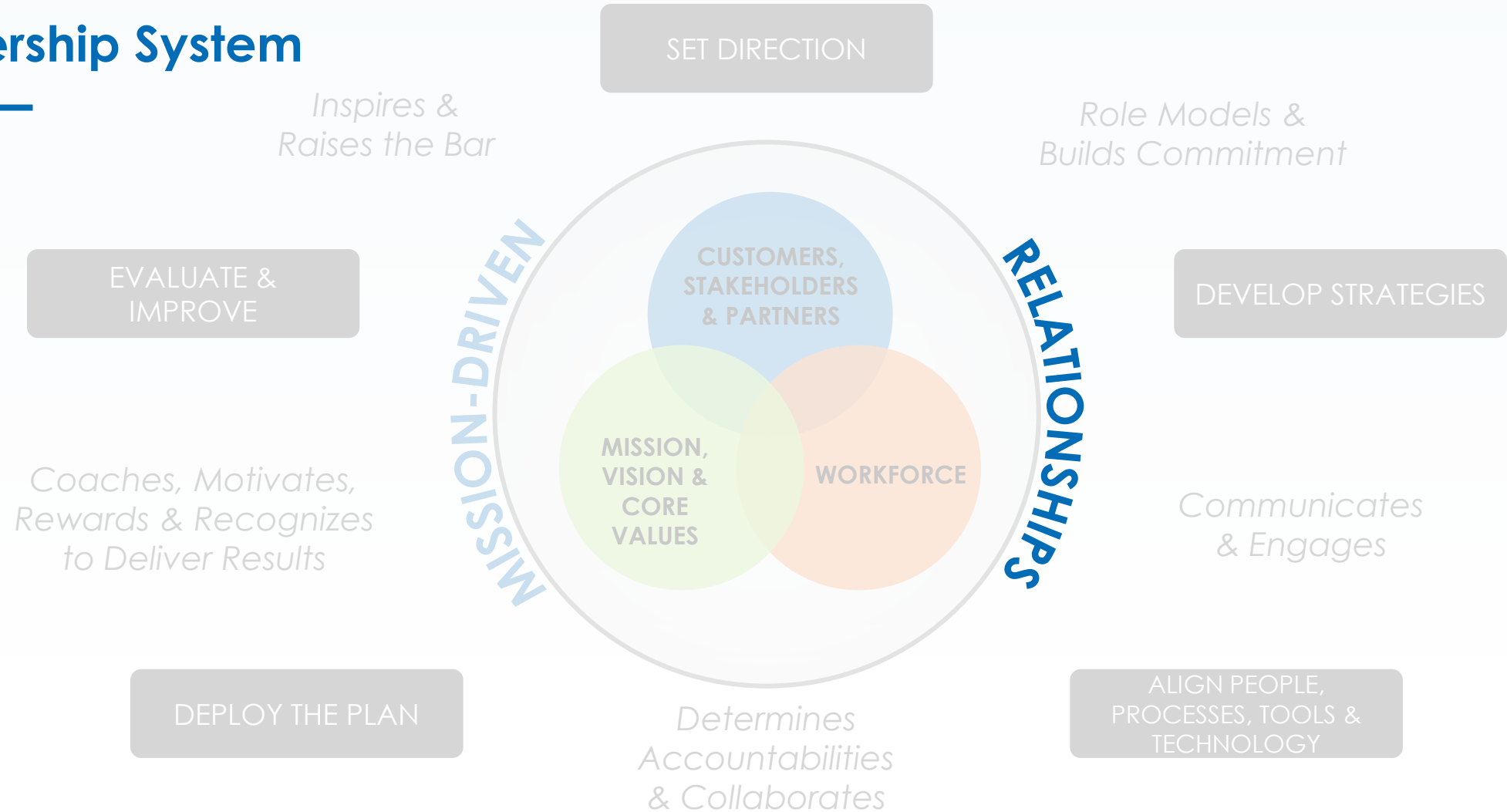
The background of the slide is a repeating pattern of stylized human icons in various colors (blue, orange, green, grey, and light blue) arranged in rows. In the center of the slide, the number "114,000" is displayed in a large, bold, blue font with a slight drop shadow.

114,000

A background pattern of numerous small, stylized human icons in various colors (blue, orange, green, grey) arranged in a grid-like fashion.

1,500,000

Leadership System



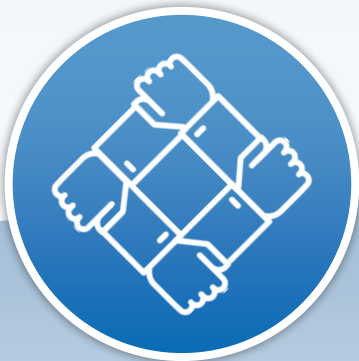


Communication & Engagement

Listening Mechanisms

Personal Communication

Communication



Workforce



Customers



Partners



Stakeholders

Employee Engagement

79.9%
2015

84.8%
2016

87.7%
2017

90%
2018

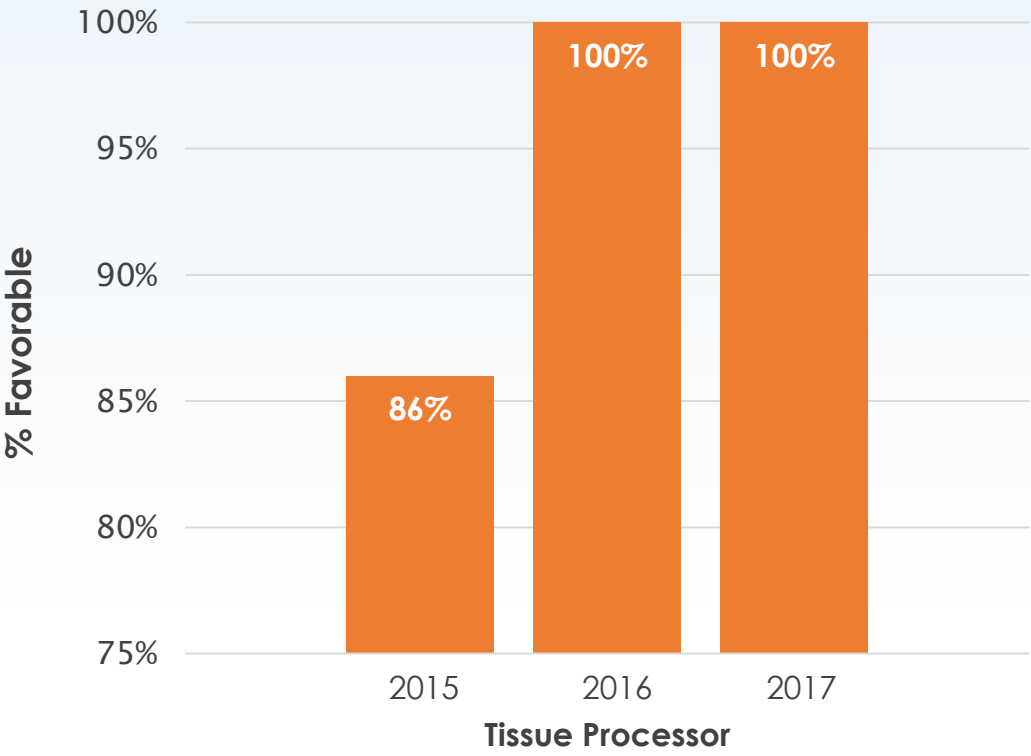
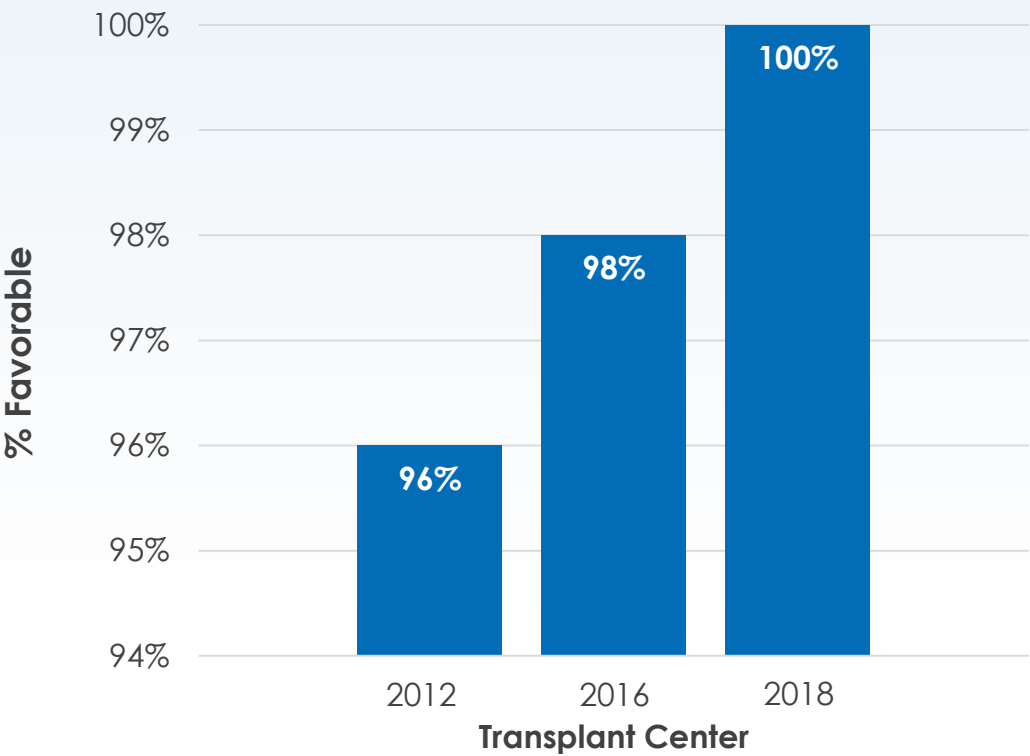
Creating an Environment for Success

Strategy Deployment

Performance Measurement



Customer Satisfaction



Creating an Environment for Success

95%

Favorability
Trust in Senior Leaders

4.9/5

Board Engagement

60%
WY

Highest Donor
Designation Rates in
the Country

69%
CO

Integrated Governance & Public Trust

Ethical & Legal Behavior

Transparency in Operations

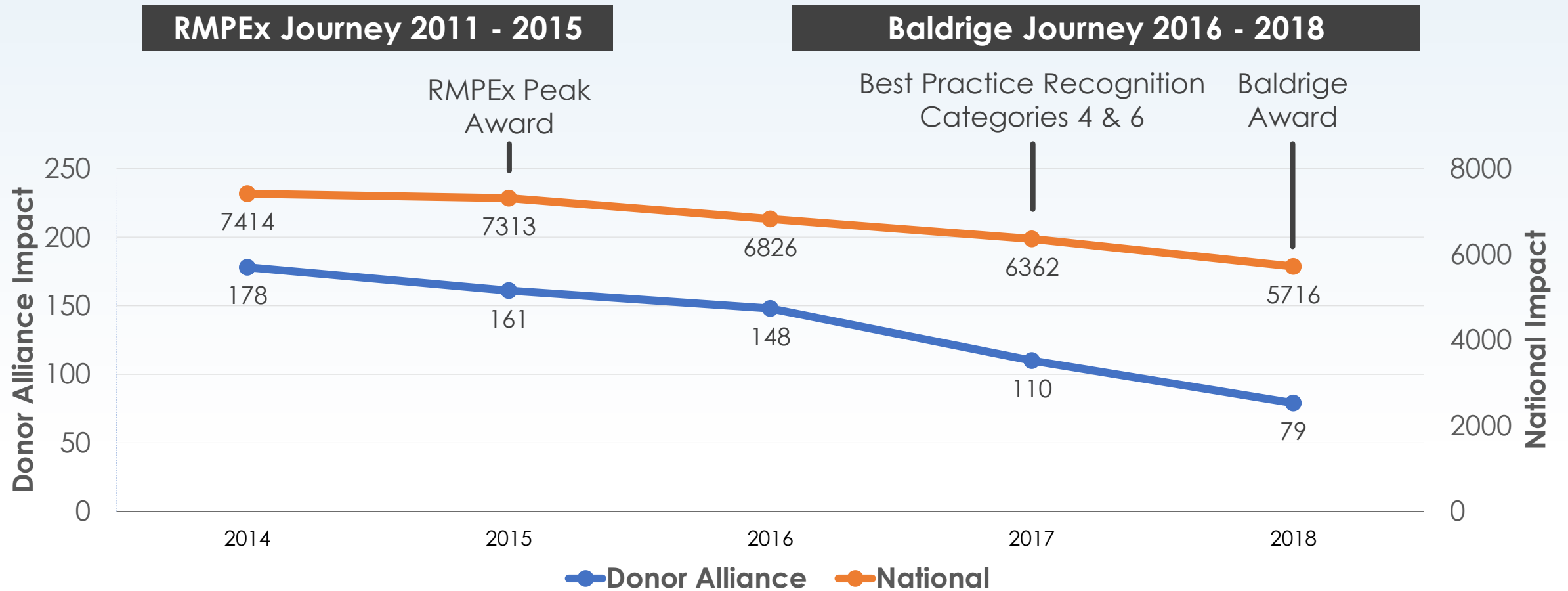
Board Engagement



Connect to Mission

Juniper Video

Ending Deaths on the Transplant Waiting List



Mission Impact

Scrolling timeline – Lives
Saved and Healed



Organ & Tissue Donation



*Colorado &
Wyoming*



Malcolm Baldrige
National Quality Award

2018 Award Recipient