

Category 6

Operations: How We Save Lives

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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**

Donation Service Area

WYOMING



25 Donor Hospitals

Key Customers

4 Transplant Centers
2 Tissue Processors



COLORADO

87 Donor Hospitals

Takeaways

Our Culture

Work Systems & Processes

Continuing the Journey



Danielle's Story



Colorado & Wyoming



Our Culture

Mission-Driven
Relationships



Operations



WHY

To Save Lives

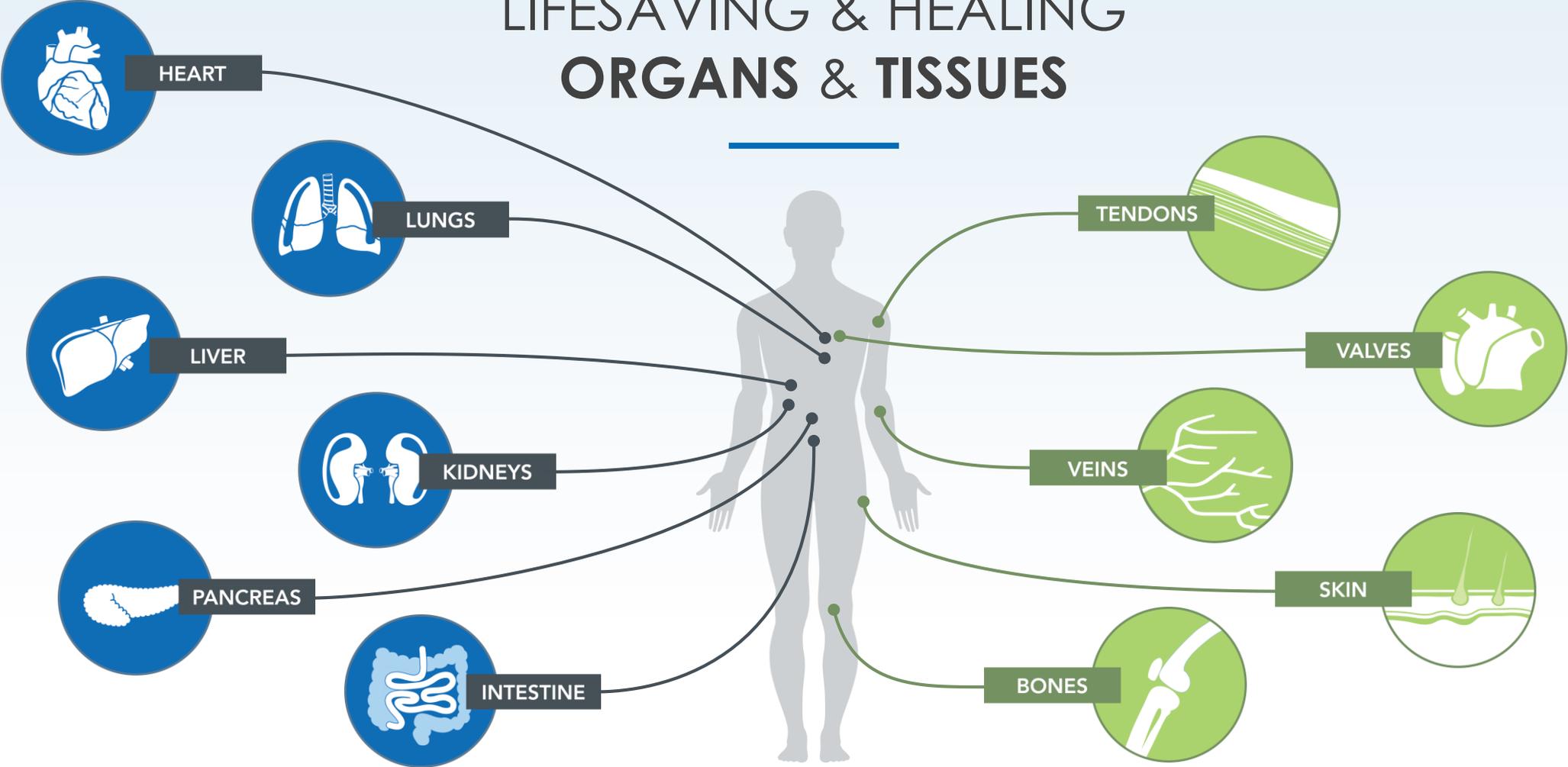
WHAT

Organ & Tissue Donation for Transplantation

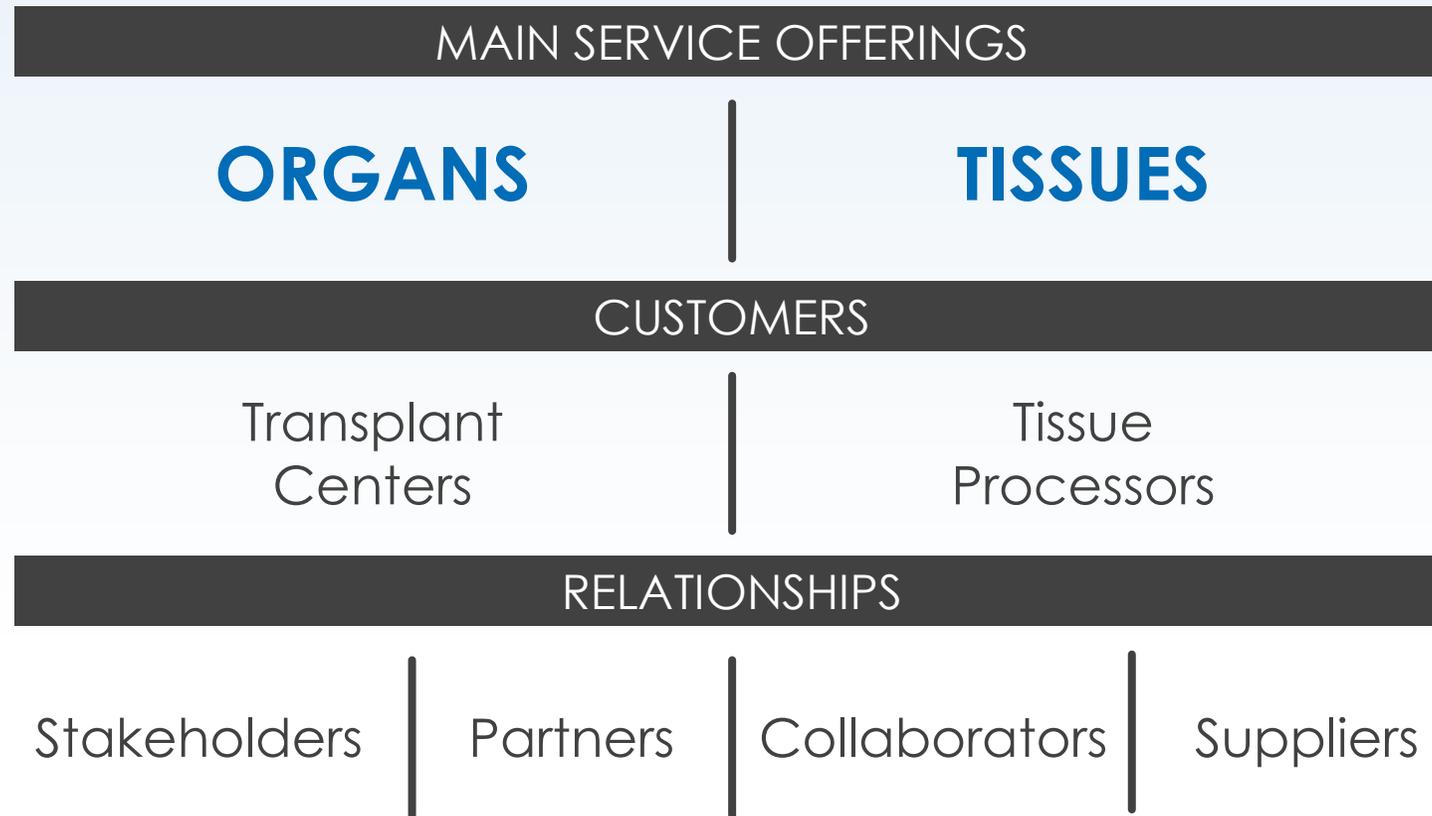
HOW

Key Work Systems & Processes

LIFESAVING & HEALING ORGANS & TISSUES



Key Factors for Performance Excellence



Work Systems

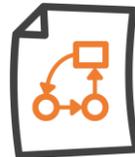


ORGAN
WORK SYSTEM

Mission-Driven
Relationships



TISSUE
WORK SYSTEM

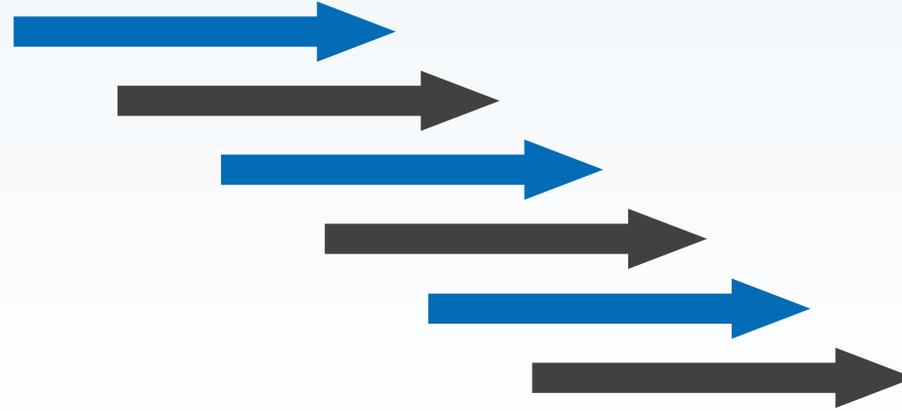


Key Support Processes

ORGAN & TISSUE

Work System Processes

Referral



Delivery of
Services



Defines the Requirements.

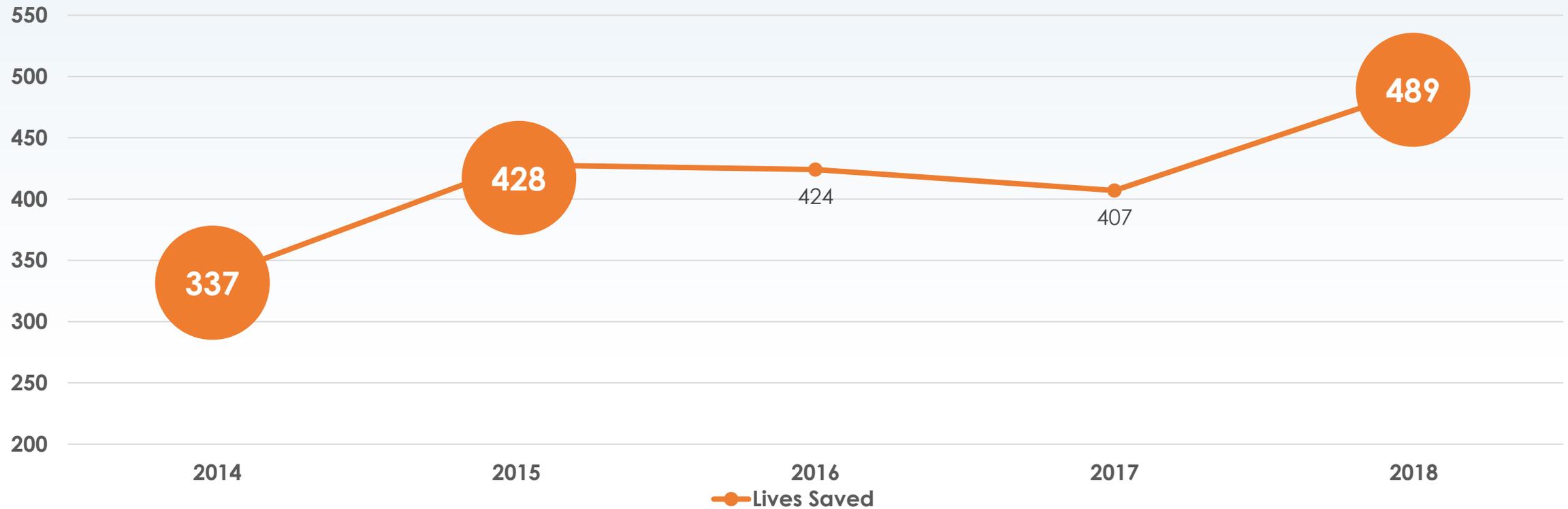


Organ Transplants



RMPEX Journey 2011 - 2015

Baldrige Journey 2016 - 2018





2014 - 2018

2,085

LIVES SAVED
THROUGH ORGAN DONATION



2014 - 2018

630,000

LIVES SAVED & HEALED
THROUGH TISSUE DONATION

Takeaways

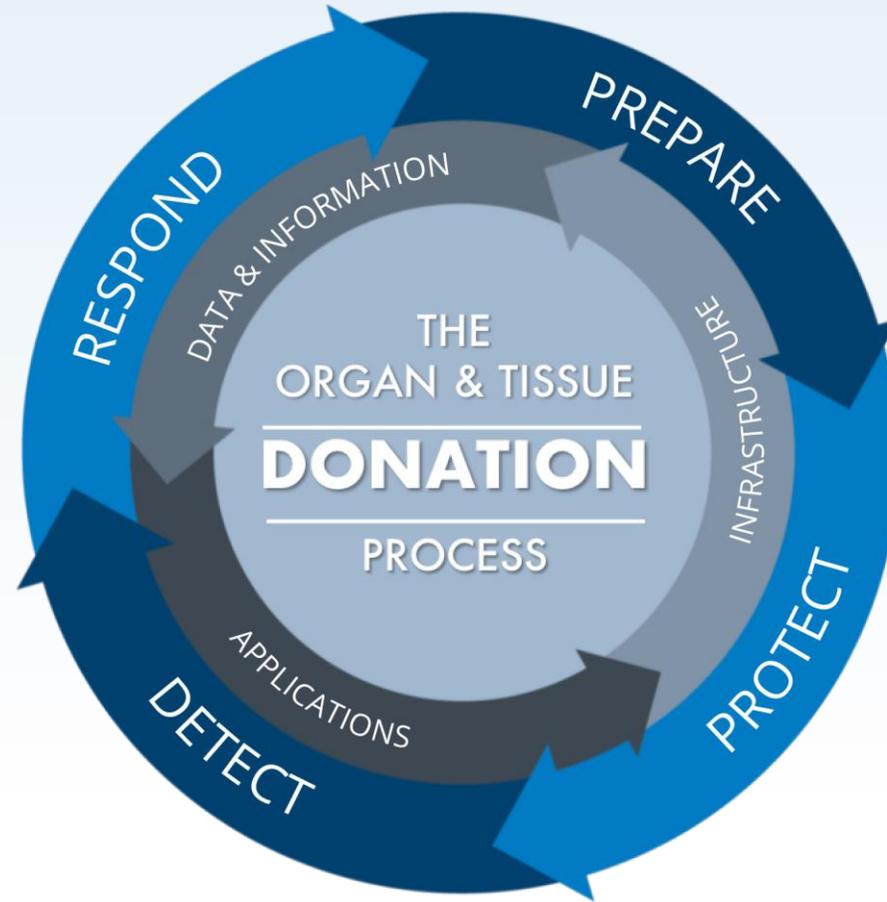
Our Culture

Work Systems & Processes

Continuing the Journey



Cybersecurity



Data Verification



Data-Driven Decisions

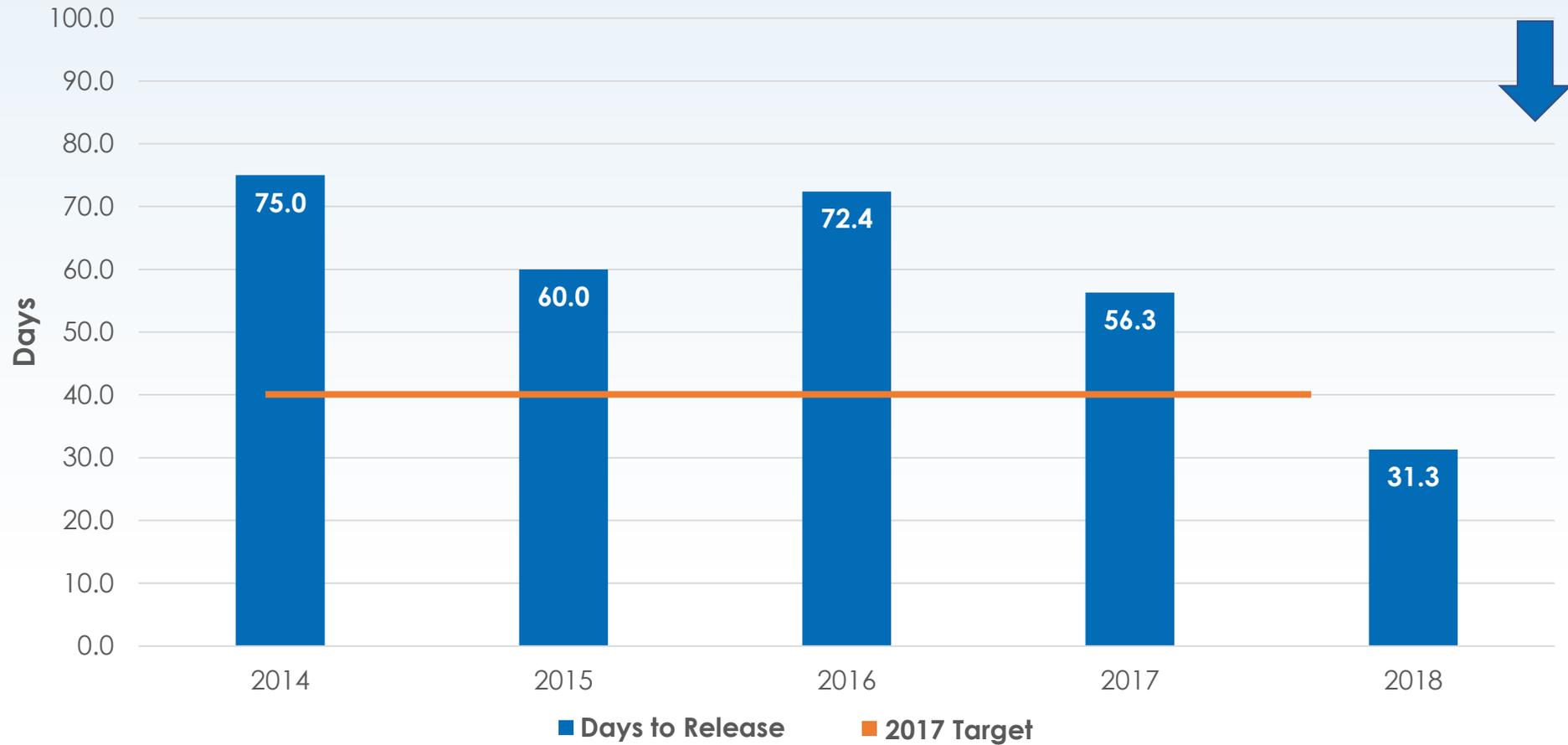


Data Quality

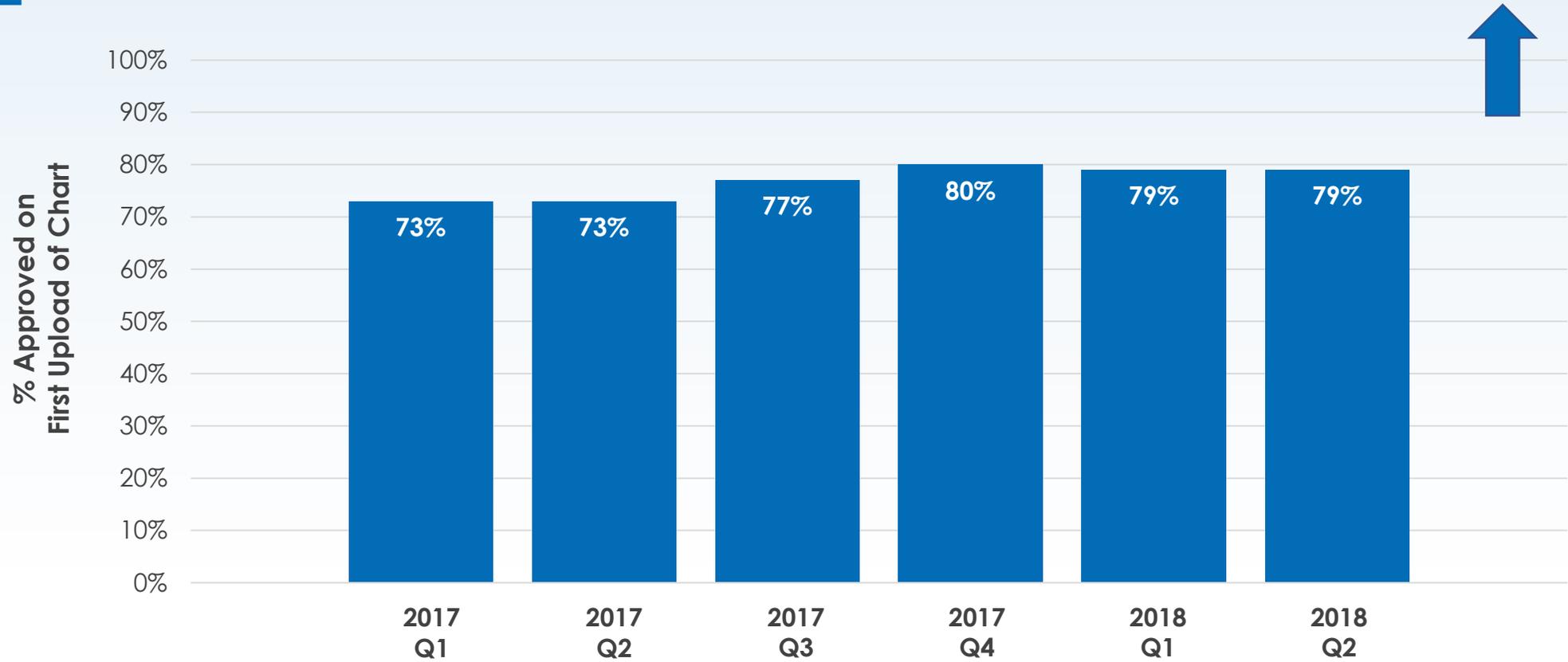


Automated Data
Verification

Improving Performance



Data Verification



114,000

**MEN, WOMEN & CHILDREN AWAIT
LIFESAVING ORGAN TRANSPLANTS.**

That's more than the largest football
stadium in the U.S. can hold.

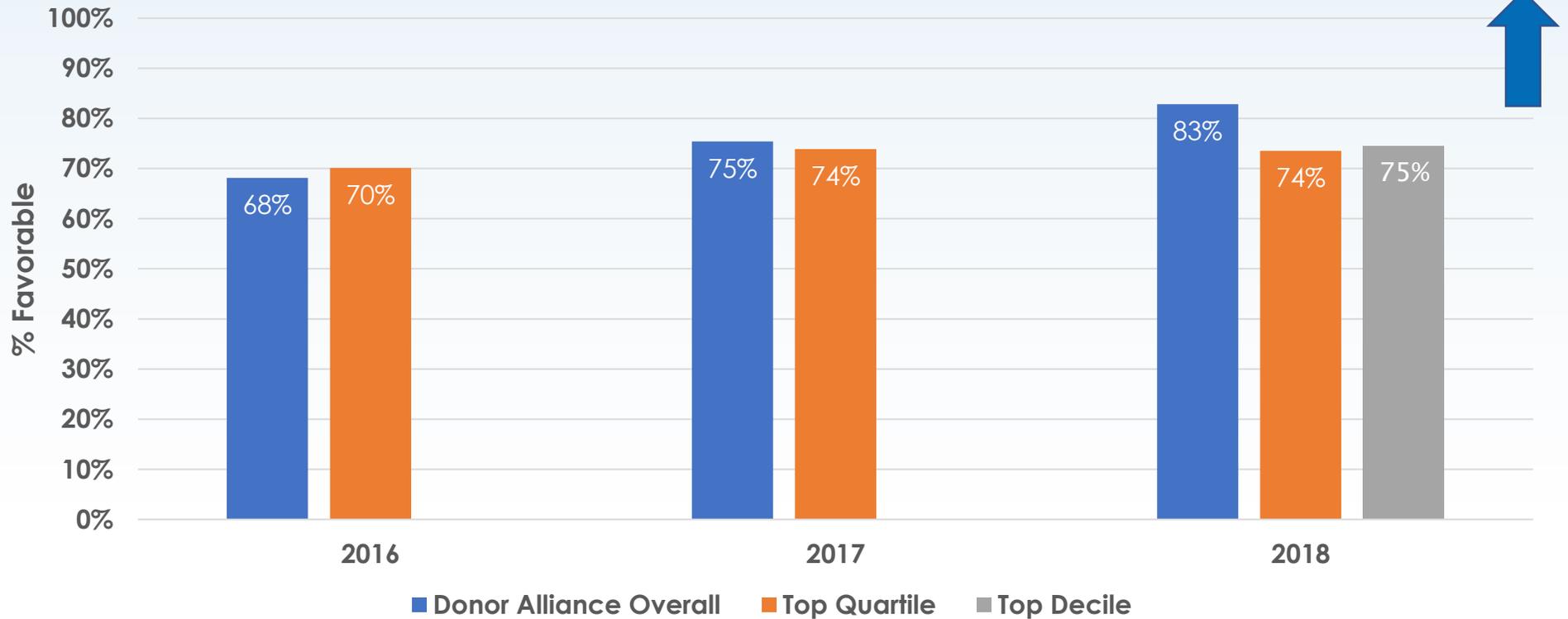
Identify and embed
process improvements and
opportunities for innovation



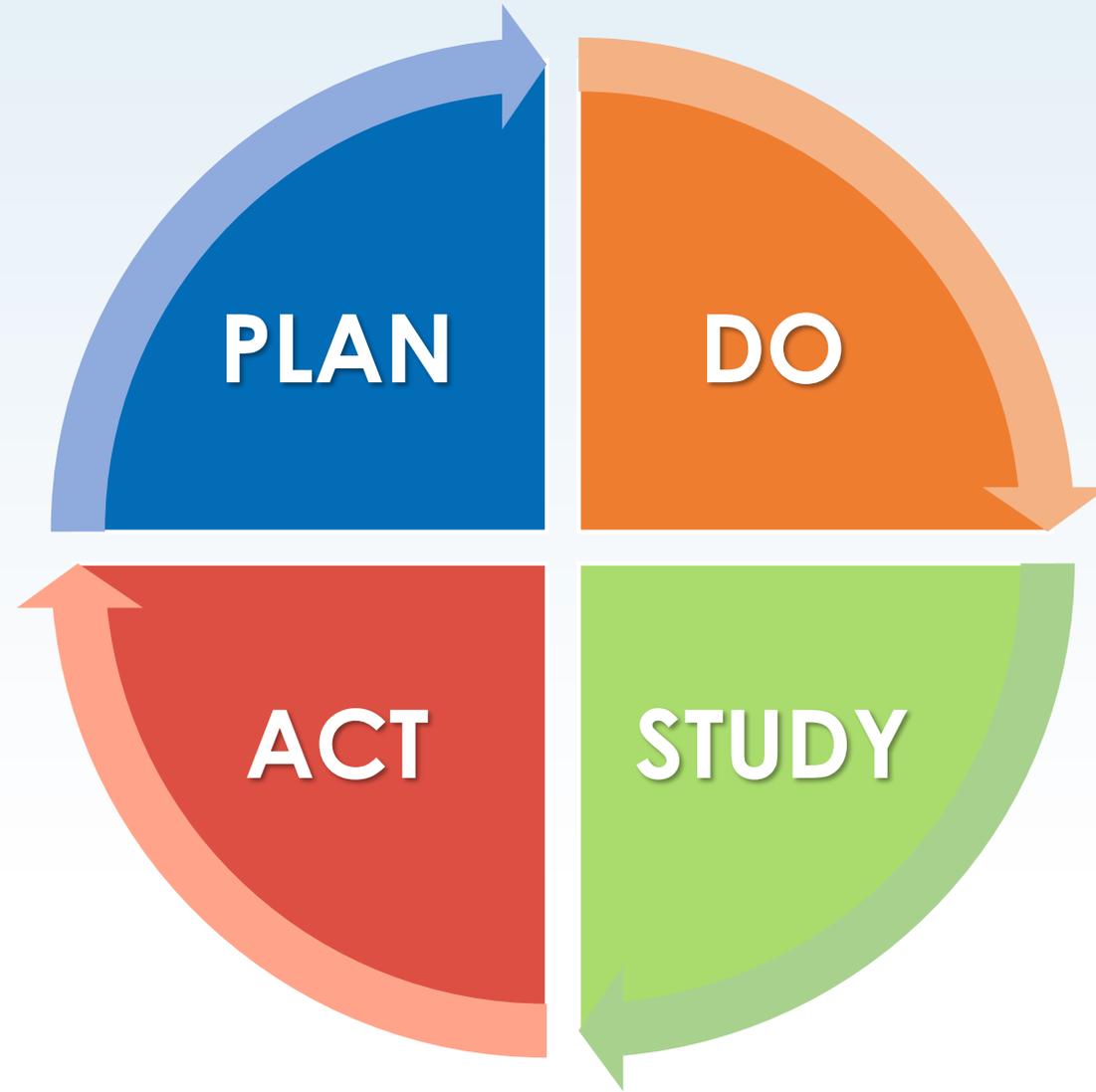
Spark! Idea Management



Annual Engagement Survey: My Opinions Seem to Count



PDSA



Takeaways

Our Culture

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489
ORGANS
TRANSPLANTED

1684
TISSUE DONORS



160
Organ Donors

126,300
Tissue Grafts





SHARING DAY IN DENVER, CO

SAVE THE DATE!

OCTOBER 30, 2019



www.donoralliance.org/baldrige

