

Leadership: Leveraging Mission & Relationships to Save Lives

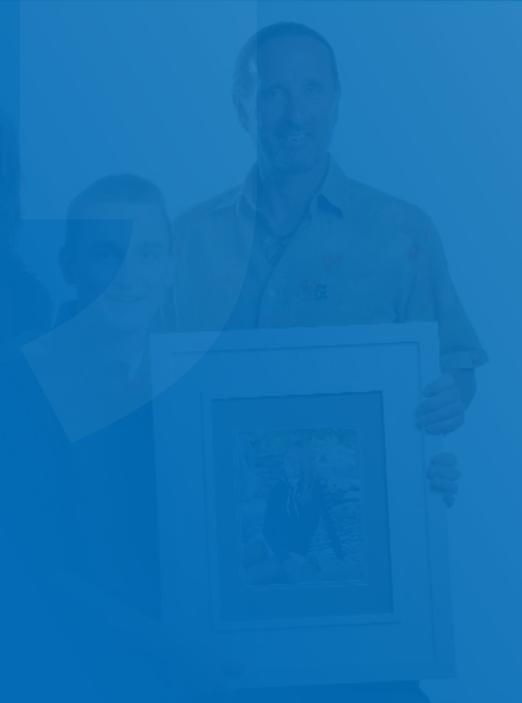
Sue Dunn, President & Chief Executive Officer

Donor Alliance
Denver, Colorado



These are the
days of miracle
and wonder.

Paul Simon



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

MISSION

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

VISION

Maximizing all donation opportunities

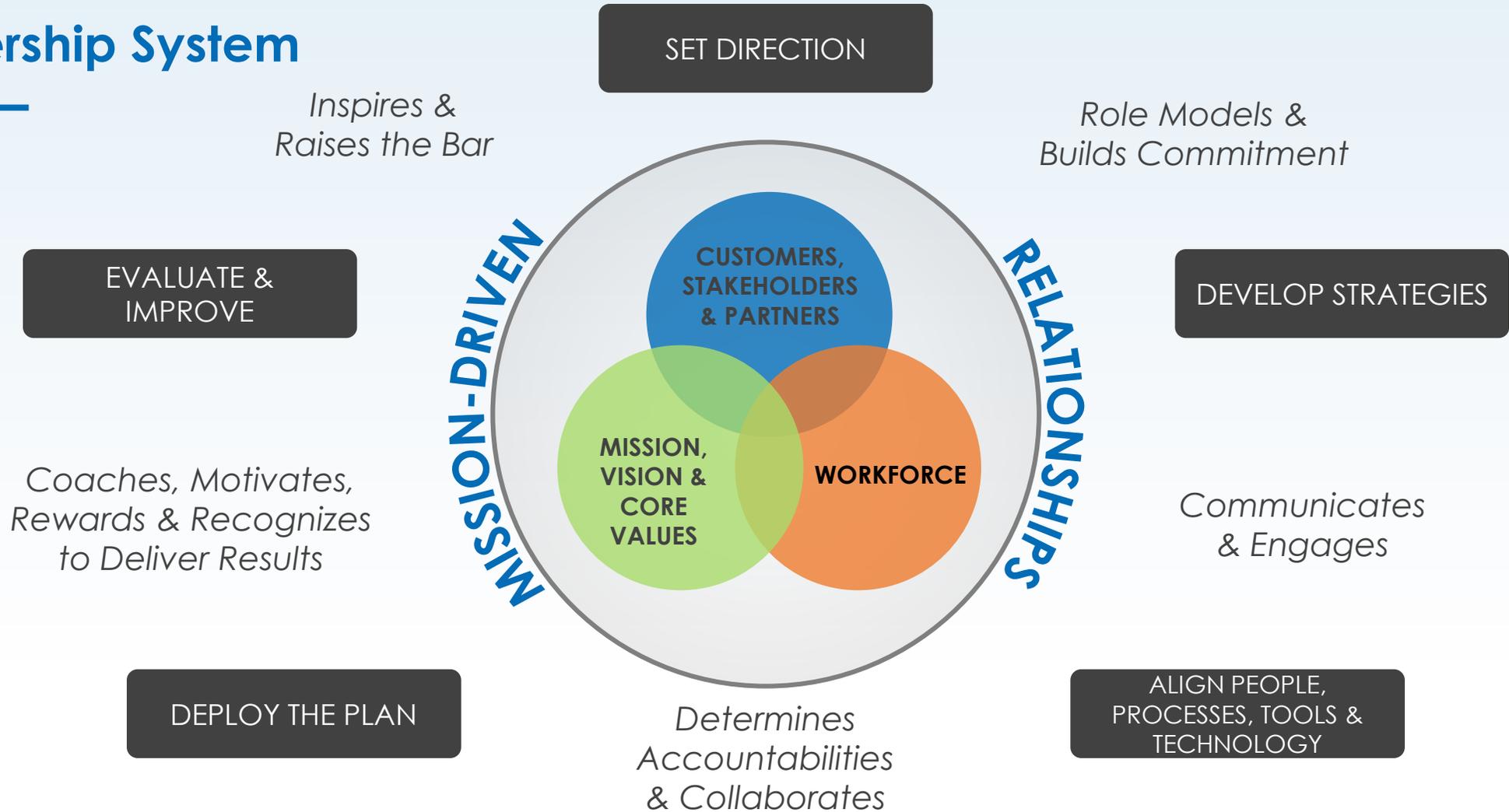


ILEAP

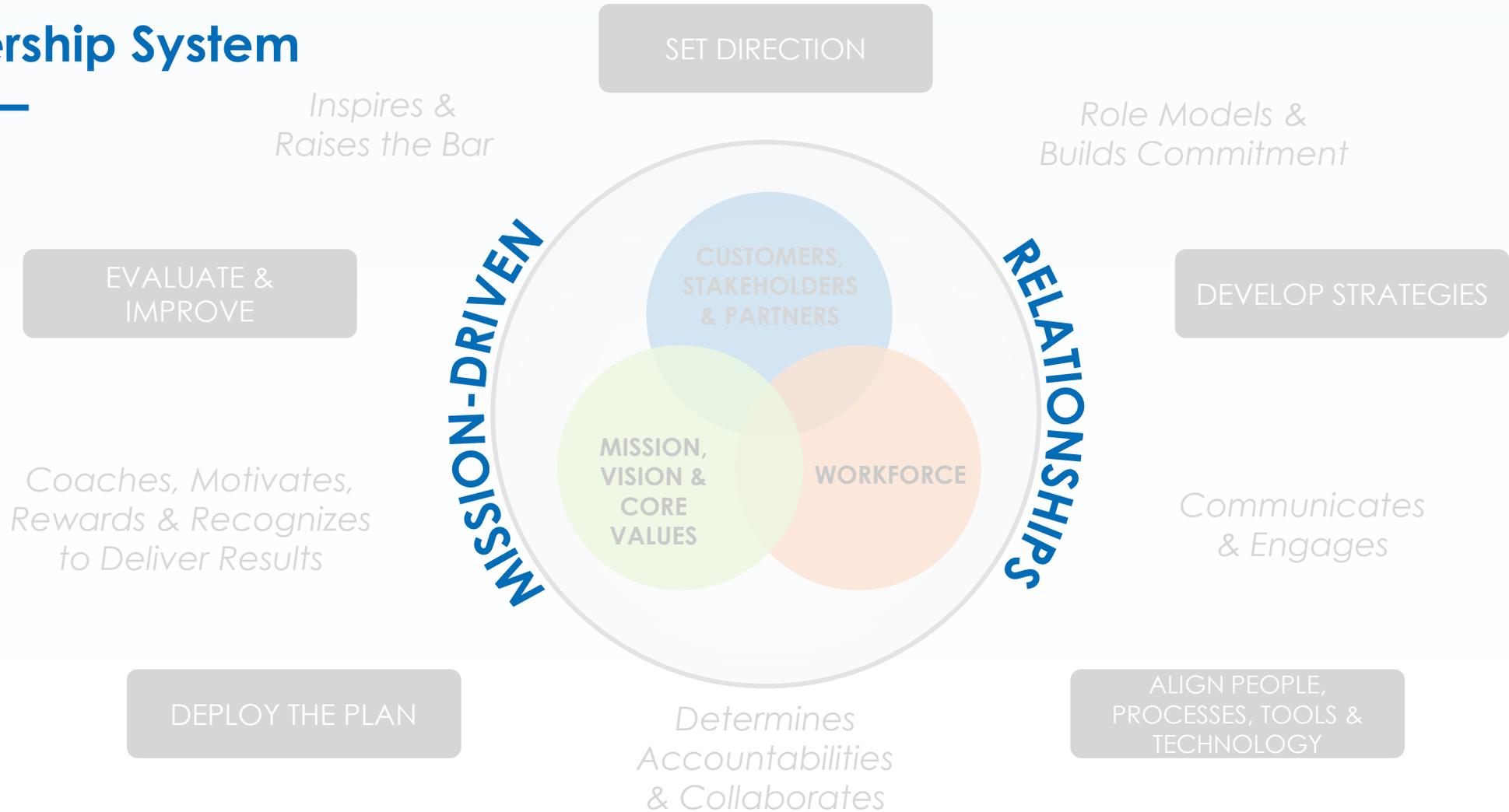
Integrity
Leadership
Excellence
Accountability
People First

**CORE
VALUES**

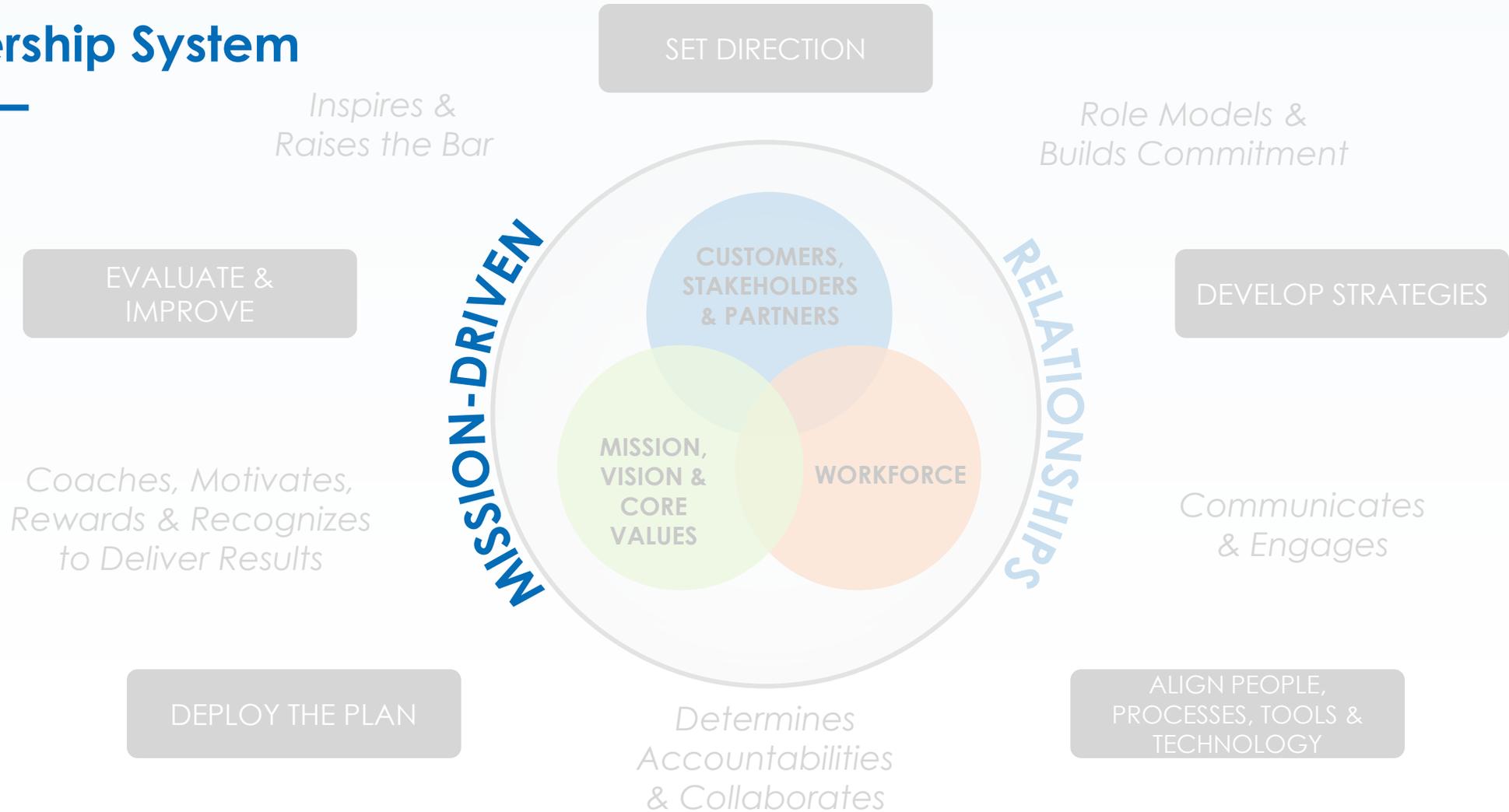
Leadership System



Leadership System



Leadership System

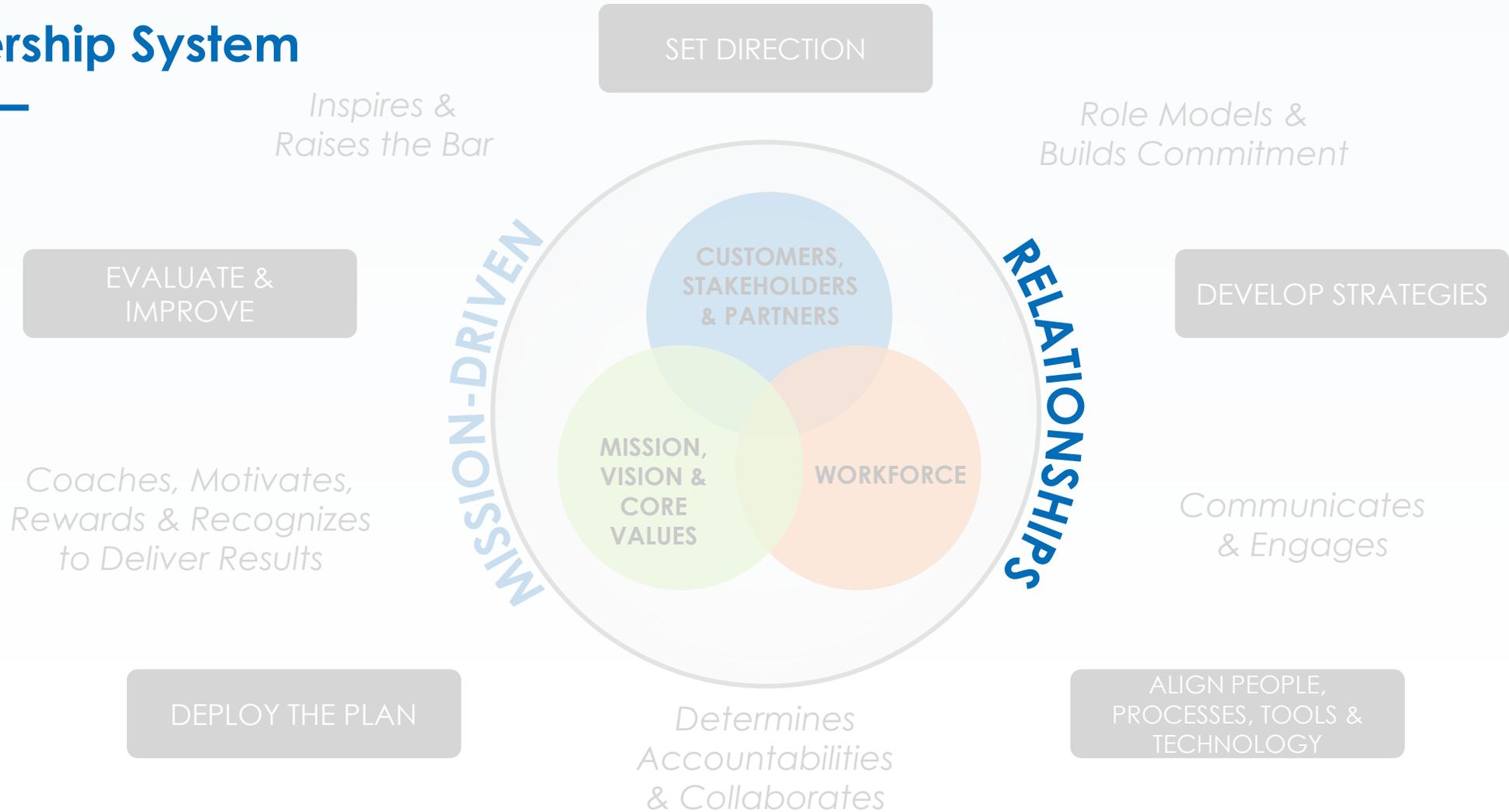




114,000

1,500,000

Leadership System





PEOPLE

FIRST

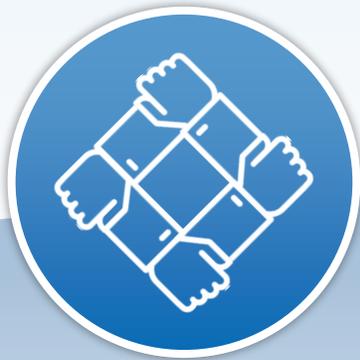
Communication & Engagement

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

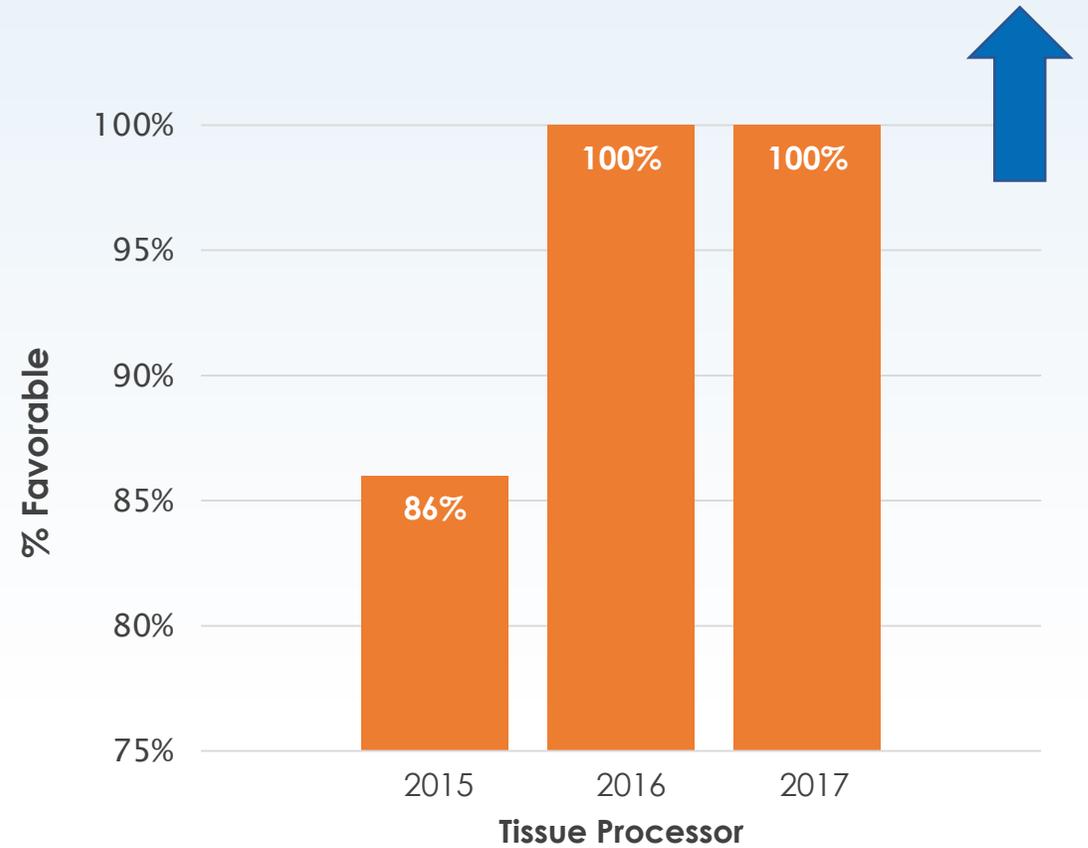
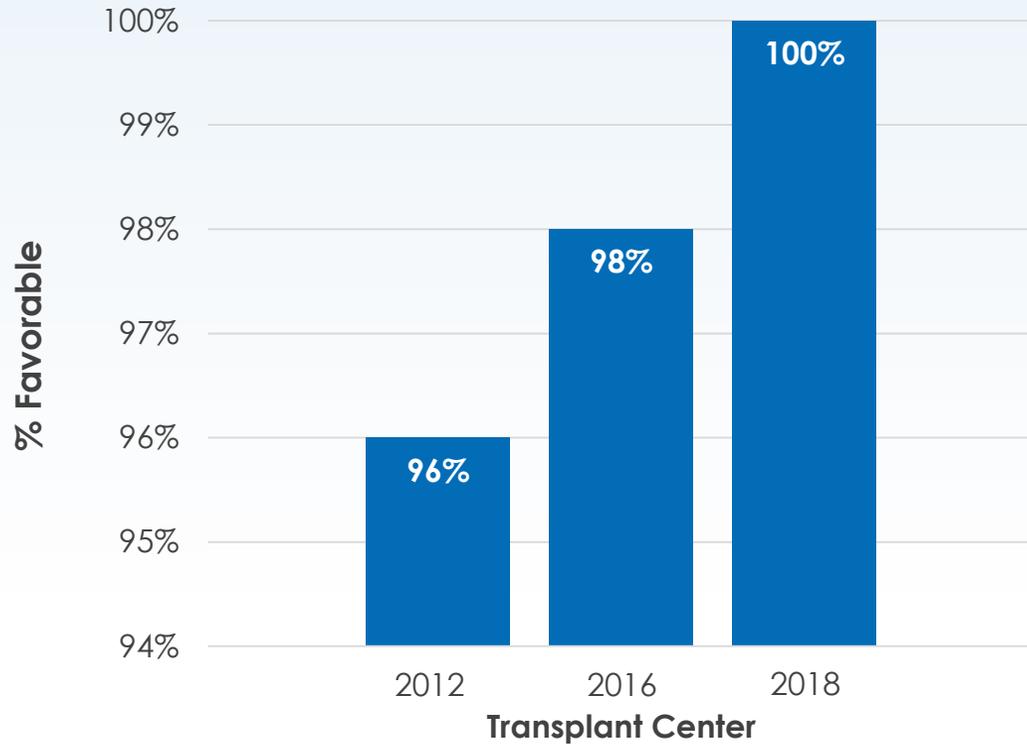
Organizational Learning

Developing Leaders

Focus on Action



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

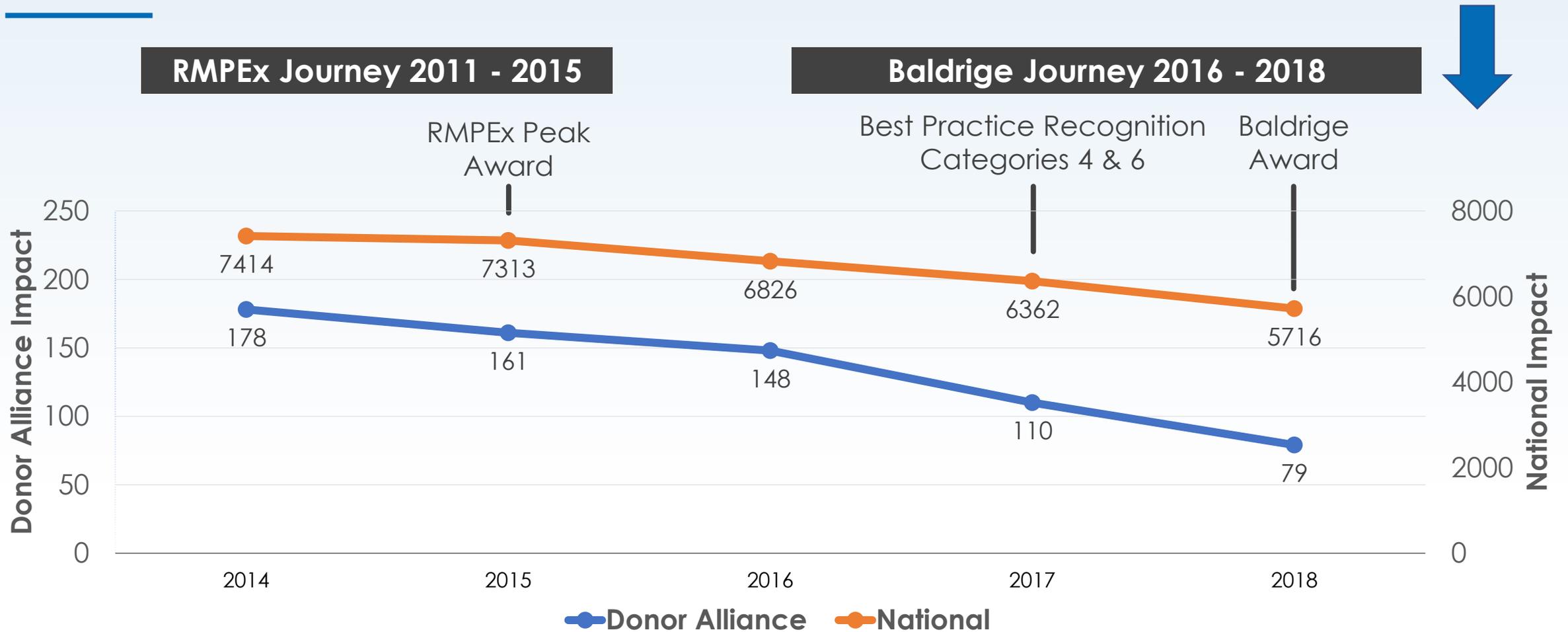


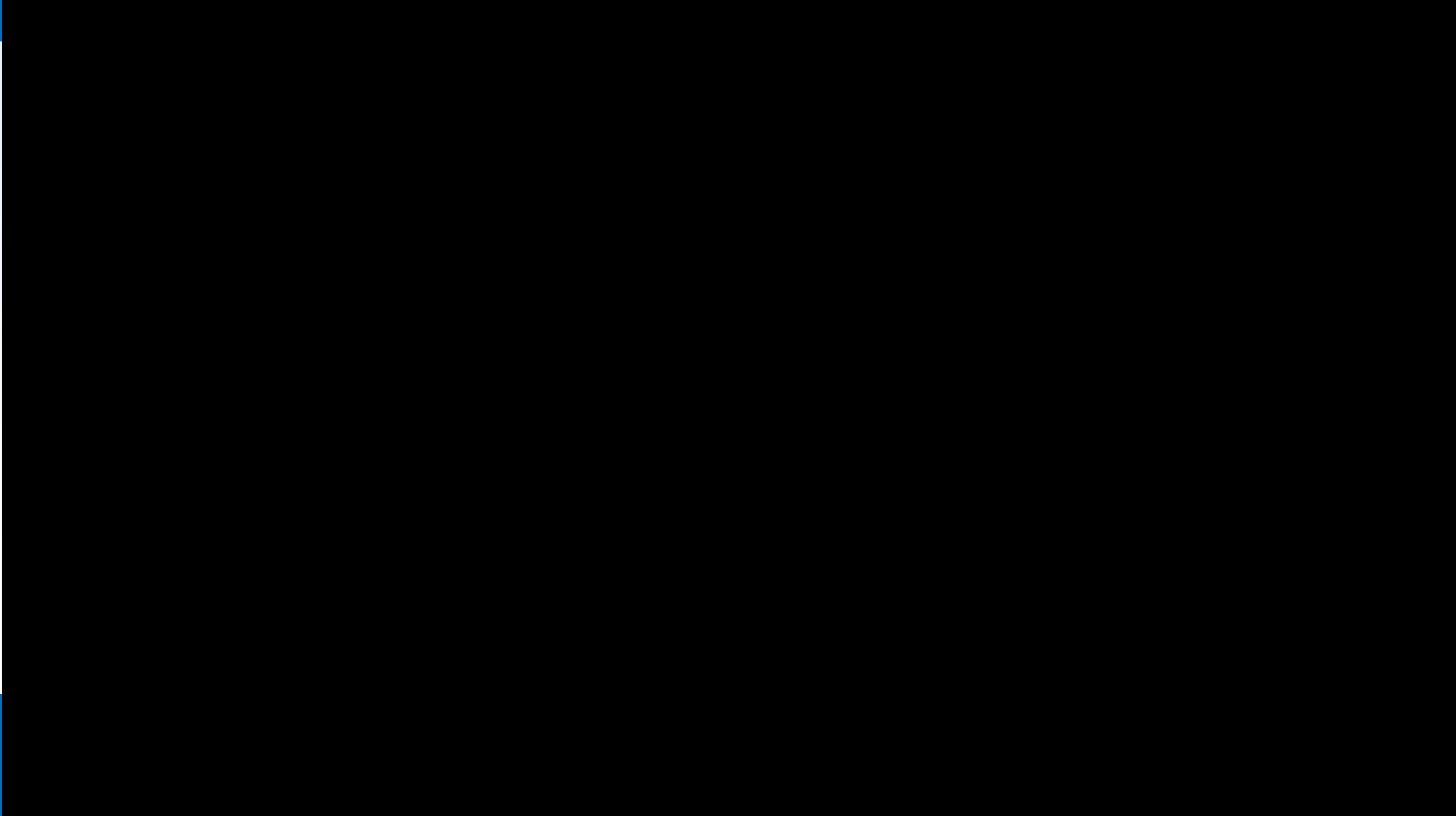
Connect to Mission





Ending Deaths on the Transplant Waiting List





 **DONOR[®]**
ALLIANCE

Organ & Tissue Donation



*Colorado &
Wyoming*



Malcolm Baldrige
National Quality Award

2018 Award Recipient