Category 4
Living and Breathing Data

Niki Titsworth, Organ Recovery Manager
Steve Selby, Director of Information Systems
Loreen Gulli, Family Services Manager
Kelli Liechty, Donor Services Manager
Kim Robuck, Hospital Development Manager
Objectives

1. Building a Culture of Data
2. Data Rhythms
3. Organizational Excellence
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

KEY CUSTOMERS

4 Transplant Centers
2 Tissue Processors

WYOMING
25 Donor Hospitals

COLORADO
87 Donor Hospitals
WHY

Saving Lives

HOW

Core Competencies
Core Values

WHAT

Measurement & Analysis
Integrated Systems
Culture of Data

- Mission-Driven
- Accountability
- People First
- Transparency
- Workforce Engagement
- Excellence
Data Rhythms

Inhalation
- Data Availability
- Data Quality

Utilization
- Performance Analysis
- Performance Review

Exhalation
- Performance Improvement
- Strategic Planning
Data Rhythms: Inhalation

- Work Systems
- Support Processes
- Performance Management
- Workforce Engagement
- Surveys
Data Rhythms: Utilization

Continuous
- Work System Dashboards
- Analytics Dashboards

Monthly
- 1:1 Meetings
- Operations Meeting
- Executive Review
- Strategic Action Plans
- BOD Report

Quarterly
- Process Measures Dashboard
- BOD Meeting
Data Rhythms: Utilization

**Continuous**
- Work System Dashboards
- Analytics Dashboards

**Monthly**
- 1:1 Meetings
- Operations Meeting
- Executive Review
- Strategic Action Plans
- BOD Report

**Quarterly**
- Process Measures Dashboard
- BOD Meeting
Utilization
Utilization
Data Rhythms: Utilization

Continuous
- Work System Dashboards
- Analytics Dashboards

Monthly
- 1:1 Meetings
- Operations Meeting
- Executive Review
- Strategic Action Plans
- BOD Report

Quarterly
- Process Measures Dashboard
- BOD Meeting
Utilization
Utilization

2019 Monthly Rounding & 1:1 Form for Cassie Hertert

Route Map

Introduction

February

Your Opinions Count!

Please complete the Monthly Rounding & 1:1 form.
Utilization
## Data Rhythms: Utilization

<table>
<thead>
<tr>
<th>Continuous</th>
<th>Monthly</th>
<th>Quarterly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work System Dashboards</td>
<td>1:1 Meetings</td>
<td>Process Measures</td>
</tr>
<tr>
<td>Analytics Dashboards</td>
<td>Operations Meeting</td>
<td>Dashboard</td>
</tr>
<tr>
<td></td>
<td>Executive Review</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Strategic Action Plans</td>
<td>BOD Meeting</td>
</tr>
<tr>
<td></td>
<td>BOD Report</td>
<td></td>
</tr>
</tbody>
</table>
Utilization

Number of days from a position being posted to the acceptance of the job:
1. 14 days or less
2. 15 days to 31 days
3. 32 days to 47 days
4. 48 days to 63 days
5. 64 days and above

New hire Cumulative YTD Turnover % for employees in their first 12 months. Excluding executive positions:
1. 15% or Less
2. 16% to 17%
3. 18% to 19%
4. 20% to 21%
5. 21% or Greater

Human Resources

<table>
<thead>
<tr>
<th>Date</th>
<th>Process/Outcome Measure</th>
<th>Monthly 1-5 Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/01/2018</td>
<td>1 position, 10 days</td>
<td>1</td>
</tr>
<tr>
<td>02/09/2018</td>
<td>1 position, 21 days</td>
<td>1</td>
</tr>
<tr>
<td>03/08/2018</td>
<td>1 position, 40 days</td>
<td>1</td>
</tr>
<tr>
<td>04/08/2018</td>
<td>1 position, 40 days</td>
<td>1</td>
</tr>
<tr>
<td>05/08/2018</td>
<td>1 position, 40 days</td>
<td>1</td>
</tr>
<tr>
<td>06/08/2018</td>
<td>1 position, 40 days</td>
<td>1</td>
</tr>
<tr>
<td>07/08/2018</td>
<td>1 position, 40 days</td>
<td>1</td>
</tr>
<tr>
<td>08/08/2018</td>
<td>1 position, 40 days</td>
<td>1</td>
</tr>
<tr>
<td>09/08/2018</td>
<td>1 position, 40 days</td>
<td>1</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>Process/Outcome Measure</th>
<th>Monthly 1-5 Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/01/2018</td>
<td>1 position, 10 days</td>
<td>1</td>
</tr>
<tr>
<td>02/09/2018</td>
<td>1 position, 21 days</td>
<td>1</td>
</tr>
<tr>
<td>03/08/2018</td>
<td>1 position, 40 days</td>
<td>1</td>
</tr>
<tr>
<td>04/08/2018</td>
<td>1 position, 40 days</td>
<td>1</td>
</tr>
<tr>
<td>05/08/2018</td>
<td>1 position, 40 days</td>
<td>1</td>
</tr>
<tr>
<td>06/08/2018</td>
<td>1 position, 40 days</td>
<td>1</td>
</tr>
<tr>
<td>07/08/2018</td>
<td>1 position, 40 days</td>
<td>1</td>
</tr>
<tr>
<td>08/08/2018</td>
<td>1 position, 40 days</td>
<td>1</td>
</tr>
<tr>
<td>09/08/2018</td>
<td>1 position, 40 days</td>
<td>1</td>
</tr>
</tbody>
</table>
Data Rhythms: Exhalation

- **Strategic Planning**
  - Customer Data
  - Workforce Data
  - Process Data

- **Work System & Support Processes**
  - Agility
  - Real-Time Decision Making

- **Comparative Data**
  - High-Performing Peers
  - All Peers

- **Continuous Improvement**
  - Targeted Training
  - Performance Improvement
Organizational Excellence: Ending Deaths on the Waitlist

**RMPEx Journey 2011 - 2015**
- RMPEx Peak Award
- 2014: 7414
- 2015: 7313
- 2016: 6826
- 2017: 6362
- 2018: 5716

**Baldrige Journey 2016 - 2018**
- Best Practice Recognition Categories 4 & 6
- 2016: 2000
- 2017: 1480
- 2018: 1100

**National Impact**
- 2014: 0
- 2015: 50
- 2016: 100
- 2017: 150
- 2018: 200

**Organizational Excellence: Ending Deaths on the Waitlist**

- RMPEx Journey 2011 - 2015
- Baldrige Journey 2016 - 2018

**RMPEx Peak Award**
- 2014: 7414
- 2015: 7313
- 2016: 6826
- 2017: 6362
- 2018: 5716

**Baldrige Award**
- 2016: 2000
- 2017: 1480
- 2018: 1100

**Donor Alliance Impact**
- 2014: 178
- 2015: 161
- 2016: 148
- 2017: 110
- 2018: 79

**National Impact**
- 2014: 0
- 2015: 50
- 2016: 100
- 2017: 150
- 2018: 200

**Organizational Excellence: Ending Deaths on the Waitlist**

- RMPEx Journey 2011 - 2015
- Baldrige Journey 2016 - 2018

**RMPEx Peak Award**
- 2014: 7414
- 2015: 7313
- 2016: 6826
- 2017: 6362
- 2018: 5716

**Baldrige Award**
- 2016: 2000
- 2017: 1480
- 2018: 1100

**Donor Alliance Impact**
- 2014: 178
- 2015: 161
- 2016: 148
- 2017: 110
- 2018: 79

**National Impact**
- 2014: 0
- 2015: 50
- 2016: 100
- 2017: 150
- 2018: 200
Organizational Excellence: We are not done!

High-Performing Peers

Real-Time Comparative Data
Knowledge Management

All Peers

Data & Information Management Council
Data Summit
CAYDE
CHEYENNE, WY
Double Lung Recipient
Key Takeaways

1. Culture welcomes transparency
2. Integrated Data Rhythms
3. Organizational Excellence
SHARING DAY IN DENVER, CO

SAVE THE DATE!

OCTOBER 30, 2019

www.donoralliance.org/baldridge