





ANNUAL REPORT 2012

DONOR ALLIANCE Organ & Tissue Donation

OUR MISSION

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

OUR VISION

As a center of excellence, Donor Alliance serves all who need transplantation by optimizing available organs and tissues with a commitment to education, collaboration, innovation and influencing policy.

OUR CORE VALUES

PEOPLE FIRST We will value people first.

ACCOUNTABILITY We will be responsible for our choices and actions at an individual and organizational level.

CELEBRATION We will promote a culture of recognizing milestones, achievements and day-to-day successes.

COURAGE We will be brave and dedicated when faced with challenging situations and in all of our interactions.

ENGAGEMENT We will be passionate and purposeful in our actions and decisions.

EXCELLENCE We will commit ourselves to continuous improvement by providing the highest quality of service

and seek to exceed our potential and the performance standards recognized within our industry.

INNOVATION We will be progressive, open to new possibilities, willing to pioneer new horizons and recognize

the need to take prudent risks.

INTEGRITY We will be honest, accountable and responsible by following through on the commitments

we make.

STEWARDSHIP We will commit to the responsible development and utilization of our resources in a thoughtful

and accountable manner allowing us to effectively serve our community at large.

LEADERSHIP LETTER

Looking back on 2012 the true commitment of our staff, donor hospitals, transplant centers and community partners to help fulfill our mission of saving lives through donation and transplantation is apparent. As one of the nation's leading organ and tissue procurement organizations, Donor Alliance is a trusted steward of the donation process, helping remove 390 people from the transplant waitlist in 2012. One hundred and twenty-six individuals and families made the generous and heartfelt decision to help save the lives of others by donating their organs. The organization worked with 1,017 tissue donors and their families who also gave the gift of lifesaving and healing tissues such as skin, bone and heart valves.

After opening a new recovery center in June of 2011, Donor Alliance was able to transfer eight organ recovery cases to the state-of-the-art facility in 2012 and performed nearly 1,000 tissue recoveries.

We feel privileged to play an integral role in the lifesaving gift of donation and transplantation and are grateful for those who, through

their generosity, enable others to receive these gifts. Representative of all of those who've made the decision to give the gift of life, the stories of three of those selfless donor families are featured here.

Our work will not be done, however, until the 2,300 Coloradans and Wyomingites waiting for a lifesaving transplant receive their gift of life.



Sue Dunn President and CEO



JOHN P. HARNEY Chair, Board of Directors

WHO WE ARE Donor Alliance is the federallydesignated, non-profit organ

procurement organization (OPO) and an American Association of Tissue Banks (AATB) accredited tissue bank serving Colorado and most of Wyoming. The organization's history traces back to 1984 when legislation creating the National Organ Procurement and Transplantation Network (OPTN) standardized the process through which organs are donated and shared across the country and created a system of federally-designated OPOs serving communities in specific areas in the country. Donor Alliance was formed in 1997 as the result of a merger between Colorado

Organ Recovery Systems (CORS) and the Mile High Transplant Bank (MHTB).

Over the past 15 years the organization has grown into a recognized leader in facilitating the donation and recovery of transplantable organs and tissues while providing lifesaving organs to four local transplant centers. To achieve its mission of saving lives, Donor Alliance employs an effective family approach and recovery program in over 100 hospitals. The organization's 111 employees also work to inspire the public to register as organ and tissue donors via community partnerships, public outreach and education campaigns throughout its donation service area.

DONOR ALLIANCE RECORDED ANOTHER OUTSTANDING YEAR IN 2012 REACHING NEW LEVELS IN ORGAN AND TISSUE DONATION.

Thanks to hundreds of generous donor families, employees, caring advocates, medical professionals and partner organizations, we were able to:

MULTI-DISCIPLINARY
DONATION SUMMIT
ENGAGED NEARLY
LOSPITAL STAFFERS

INSPIRE & EDUCATE

4,278
ATTENDED THE
13TH ANNUAL DONOR DASH

earned permanency in Colorado for the **DONATE LIFE** specialized license plate

7,500

MIDDLE/HIGH SCHOOL

STUDENTS REACHED

THROUGH TRANSPLANTATION

SCIENCE PROGRAM

126
ORGAN DONORS
saved the lives of
people

SAVE & HEAL LIVES

1,017
TISSUE DONORS
GAVE LIFESAVING & HEALING TISSUES

REMAINED A NATIONAL LEADER WITH A 9 2 %

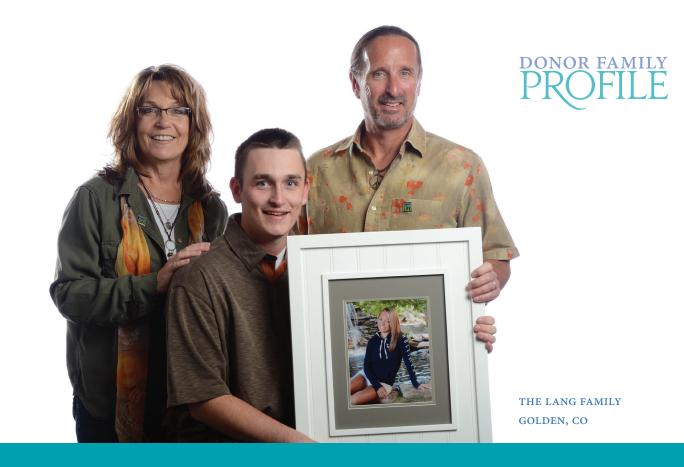
HONOR ORGAN & TISSUE DONATION

Ten Colorado and Wyoming hospitals, three local transplant centers and Donor Alliance were recognized by the U.S. Dept. of Health and Human Services with medals of honor for helping maximize the lifesaving gift of organ donation

Colorado and Wyoming were awarded gold medals by Donate Life America in recognition of their respective high percentages of residents who have generously pledged to be donors through their states' donor registry Donor Alliance was recognized with the Foothills Award from Rocky Mountain Performance Excellence, marking the second step on its performance excellence journey to meet the Baldrige Criteria for Performance Excellence

COBiz Magazine named Donor Alliance Colorado's top healthcare company

"Perri was
amazing in life...
and remains
amazing in death
as I watch her
changing lives –
still."



Perri was a strong-willed, spirited 20-year-old with the most beautiful blue eyes. Perri played softball and was the center fielder for a competitive team she loved very much, coached by her dad. She was quick to laugh. She was a great friend, a devoted sister and a loving daughter.

Perri was attending cosmetology school with the intent of finishing her education and beginning her career. She couldn't wait to move into a condo with some friends. Perri had hopes. And dreams. And goals. These are the things her family knew about her. What they didn't know was that she would be a hero.

On May 1, 2011, Perri was involved in a single-car accident, hitting a short stone wall, just three doors down from her home. Her father was the first person on the scene having heard the crash outside his open window. He did not know he would find his daughter.

The days that followed were spent in the Trauma ICU filled with tests, procedures, consults, and discussions.

Through it all, Perri never regained consciousness and was eventually declared brain dead.

Perri's life ended on May 6, 2011, the day she became a hero. Perri was able to give the gift of life to three very sick people, donating her liver and both kidneys as well as changing the lives of many others through cornea and tissue donation. Several of her friends have since designated their wishes to become organ, eye, and tissue donors.

ORGAN

ORGAN

Donor Alliance's multi-disciplinary model that includes donation consultants, family service coordinators and organ recovery staff helps us continue to provide the best possible service to donor hospitals and families. Our team members develop relationships with hospital staff and rapport with families through dedicated collaboration and communication. Consistently recording some of the highest authorization and conversion rates in the country, the system has proven to result in an improved donation process.

Three hundred and ninety people were removed from the transplant waiting list in 2012 due to the 126 organ recoveries facilitated by Donor Alliance. Donor Alliance's authorization rates remained among the highest in the country this year at 92 percent; meaning when given the opportunity, more than nine out of 10 families said "yes" to donation. Organ recovery staff was able to recover an average of 3.09 organs per donor, helping save the lives of three different individuals per donor.

Building on its 2011 achievement of opening the doors to a state-of-the-art recovery center, Donor Alliance transferred its first organ recovery case to the Lowry facility in April of 2012. The facility enables organ recoveries to take place in a specially-equipped environment, ensuring an efficient process and helping maximize the gift of life.

Donor Alliance's recovery center is equipped with a transport bay, a two-bed donor care unit, three state-ofthe-art operating rooms, a supply room, and meeting



space. A comfortable donor family room is also available for the use and comfort of donor families. Eight organ recoveries were performed at Donor Alliance's Recovery Center throughout 2012.

ORGAN DONATION*

	TOTALS	KIDNEYS	LIVER	HEART	LUNG	PANCREAS	INTESTINE
2012	390	203	84	47	34	21	1
2011	446	223	100	54	44	25	0
2010	394	217	87	40	28	21	1
2009	368	194	97	27	26	21	3

DEMOGRAPHICS

126 organ donors

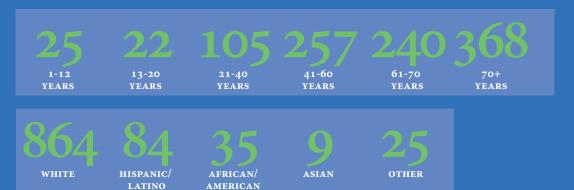






1,017 TISSUE DONORS





IISSUE

TISSUE

Donated tissues such as bone, skin and cardiovascular tissue can dramatically heal and save lives. A single tissue donor can yield over 100 transplantable grafts, known as allografts. Tissue is utilized for a variety of lifesaving and life-enhancing surgeries: bone grafts for patients whose bones have degenerated from cancer, heart valves to replace damaged heart tissue, skin grafts to save the lives of burn victims, and tendon, meniscus and soft tissue replacements to help people lead more active lives.

In 2012 the organization worked with 1,017 tissue donors and their families who gave the gift of lifesaving and healing tissues. The number just missed the organization's all-time high mark of 1,024 in 2010 and marked a five percent increase over the 966 tissue donors last year. More than 100,000 people will be able to regain mobility and have active lives after disease or trauma thanks to tissue donors from Colorado and Wyoming in 2012.

Of those 1,017 tissue recoveries, 961 were performed at Donor Alliance's new recovery center, meaning over 90% were able to benefit from the efficiencies of the customized facility.

The tissue recovery department was honored with a special Cryolife recognition for excellence in vascular tissue recoveries.

Recognizing the important role coroners play in our communities and their vital link to the organ and tissue donation process, Donor Alliance offers a multi-faceted coroner resource program to all Colorado and Wyoming coroners. The program aims to provide support, education and collaboration and resulted in 149 tissue referrals from 35 coroners in 2012.

AFTERCARE

Donor Alliance provides aftercare services to donor families offering phone support, initial bereavement materials, referrals to support groups, information on recipients and the facilitation of correspondence between donor families and recipients. Several enhancements were made in 2012 to improve service to donor families. A quarterly online newsletter was initiated to provide seasonal updates and grief support suggestions. Additionally, the donor family survey was streamlined to help ensure feedback and identify areas of potential improvement.

TISSUE DONATION

	INDIVIDUAL DONORS	BONE	SKIN	HEART VALVES	JOINT RESTORATION
2012	1,017	555	934	105	83
2011	966	565	882	101	93
2010	1,024	486	936	102	87
2009	894	552	648	92	110

"We are so proud of our daughter and hold her memory high in our hearts. Though nothing will ever replace our dear Eva, we do take solace in the fact that her loving spirit gave new life to six others."



PROFILE

THE CORDERO FAMILY DENVER, CO

aul and Judith remember their daughter as young and happy. A thriving teenager, Eva filled her life with music, dancing and talking on the phone. Eva graduated from high school and, at the age of 18, intended to carry out her dream of helping other people. She was enrolled in college to study special education. Eva worked hard in and out of school, consistently performing as an honors student.

During her sophomore year, Eva's parents took her to the DMV for her much anticipated driver's test. Thrilled at the

thought of getting her license, Eva excitedly approached the desk clerk at the DMV counter. The woman asked if she wanted to be an organ and tissue donor. Eva turned to her mother as her parents have long been registered organ donors who understood and support organ, eye and tissue donation. Of course, her mother approvingly smiled and Eva signed up that day to give the gift of life. She said to the woman, "Whatever you can use, whatever they need, they can have." Little did she know that she would forever change the lives of six people.

Eva often wistfully spoke of one day owning a home, but most importantly she had dreams of helping people, especially seniors and the disabled. As early as fourteen, she cared for those in nursing homes and hospitals, sharing her beautiful smile that everyone knew.

Just a few days before beginning her freshman year in college Eva died in a tragic accident. Though her life was cut heartbreakingly short, she was able to help save the lives of many people as an organ and tissue donor.

COMMUNITY

PUBLIC & COMMUNITY RELATIONS

Donor Alliance continued its active presence in communities throughout Colorado and Wyoming in 2012, educating the public and health care professionals on the benefits of and need for organ and tissue donation.

The communications & public relations department continued its focus on educating and inspiring the public to register to become organ and tissue donors through a myriad of events and media outreach.

After months of planning and preparation Donor Alliance unveiled a new look in 2012 with both a new logo design and redesigned website. The new logo brought a classic, clean design to the organization's public face with an elegant, understated color scheme.

Kicking off National Donate Life Month, the Colorado General Assembly recognized Donor Alliance for its contribution to the promotion of organ and tissue donation with a senate joint resolution.

The Donor Dash, a five-kilometer run/walk event that honors the lives of organ and tissue donors, celebrates the lives of organ and tissue recipients and recognizes those who continue to wait for a lifesaving transplant, broke participant records on July 18 with 4,278 participants.

In August of 2012, nearly one year ahead of the state deadline, the 3,000th Donate Life license plate was issued in Colorado making it a permanent plate option for the state.

Following a program overhaul that included completely re-vamping curriculum and adding additional educators, Transplantation Science, Donor Alliance's free, school-curriculum program that educates middle and high school student on the science behind

organ and tissue donation, reached nearly 7,500 students in over 250 classes in 2012.



Thousands of donation supporters packed Denver's Washington Park for the 13th consecutive year.





DONOR DESIGNATION

As a result of robust public outreach and education efforts, both Colorado and Wyoming remained among the top 10 states in the nation in donor designation rate (DDR), the rate at which individuals join their state donor registry as a percentage of all driver's licenses and ID cards issued. Colorado posted a 66.5% donor designation rate, second to only Alaska, while 59.1% of Wyomingites said yes to donation in 2012 placing it ninth of the 50 states.

The organization's extensive collaboration with the Colorado Division of Motor Vehicles continued throughout 2012 with outreach, education and collateral materials provided to all 55 Driver's License Offices. Donor Alliance also actively collaborated with the Wyoming Department of Transportation, providing training on organ and tissue donation-related issues to Drivers Service office managers and enhancing messaging materials inside all 27 offices.

COMMUNITY

HOSPITAL DEVELOPMENT

Organ procurement organizations rely on the strong partnership of donor hospitals to facilitate the generous gifts of organ and tissue donation. Donor Alliance's hospital development team consists of individuals who act as liaisons to the hospitals in the 104-hospital service area. These passionate individuals work collaboratively with the hospital's healthcare team to provide education about donation and transplantation, develop appropriate communication plans, lead policy development, support families, and help maximize the gifts of donation and transplantation.

Working to extend those efforts through a consolidated educational platform, Donor Alliance hosted an educational event for its service area hospitals. Executed by a multidisciplinary group of Donor Alliance staff,

nearly 200 hospital personnel attended, engaging and igniting many partnerships. The event agenda was developed from critical data and aimed to address the specific needs of the hospitals. Experts from around the country spoke on nearly a dozen key topics, including donation processes, national trends, case studies and a celebration event with donor families, recipients and advocates. Specific goals and calls to action were shared and, since the event, new donor resource teams have been established, improved processes to optimize donation opportunities shared, and re-energized hospital staff have committed to the continued improvement of the donation process.

Hospitals Honored

On October 4, the U.S. Department of Health and Human Services (HHS) awarded 10 Colorado and

Wyoming hospitals, three local transplant centers and Donor Alliance with Medals of Honor for success in maximizing the lifesaving gift of organ donation. The Colorado and Wyoming service area was



among the nation's most recognized with 11 total Medals of Honor. The HHS recognition measures organizations' proficiency in maximizing the gift of life.

Donor Hospital Medal of Honor Winners
LITTLETON ADVENTIST HOSPITAL
MEMORIAL HEALTH SYSTEM
PENROSE-ST. FRANCIS HOSPITAL & HEALTH SERVICES
ST. ANTHONY HOSPITAL
ST. MARY'S HOSPITAL AND REGIONAL MEDICAL CENTER
SWEDISH MEDICAL CENTER
UNIVERSITY OF COLORADO HOSPITAL
WYOMING MEDICAL CENTER
DENVER HEALTH
THE MEDICAL CENTER OF AURORA

Transplant Center Medal of Honor Winners
CHILDREN'S HOSPITAL COLORADO
PRESBYTERIAN/ST. LUKE'S MEDICAL CENTER
UNIVERSITY OF COLORADO HOSPITAL

ACUTE CARE HOSPITAL DONATIONS*

Colorado	ORGAN DONORS	ORGAN CONVERSION RATE		TISSUE DONORS	TOTAL REFERRALS		ORGAN DONORS	ORGAN CONVERSION RATE		TISSUE DONORS	TOTAL REFERRALS
Arkansas Valley Regional Medical Center	0	-	0	2	81	Sky Ridge Medical Center	1	50%	4	10	155
Avista Adventist Hospital	0	-	0	6	45	Southwest Memorial Hospital	0	-	0	1	46
Boulder Community Hospital	1	50%	2	15	108	St. Anthony Hospital	20	91%	71	61	507
Boulder Community Hospital - Foothills	0	-	0	1	17	St. Anthony North Hospital	2	100%	5	23	251
Children's Hospital Colorado	2	50%	6	7	117	St. Francis Medical Center	1	100%	2	9	127
Colorado Acute Specialty Care Hospital	0	-	0	1	20	St. Mary-Corwin Medical Center	1	50%	7	16	195
Denver Health	10	83%	33	35	431	St. Mary's Hospital & Regional Medical Center	5	100%	19	25	294
Exempla Good Samaritan Medical Center	2	100%	3	23	172	St. Thomas-More Hospital	1	100%	1	7	67
Exempla Lutheran Medical Center	1	100%	4	50	315	Summit Medical Center	0	-	0	1	5
Exempla St. Joseph Hospital	0	-	0	13	221	Swedish Medical Center	20	87%	53	61	506
Grand River Medical Center	0	-	0	2	10	The Medical Center of Aurora	5	100%	15	36	408
Littleton Adventist Hospital	7	100%	16	33	316	University of Colorado Hospital	5	71%	17	35	466
Longmont United Hospital	1	100%	3	25	223	VA Medical Center, Denver	0	-	0	4	89
McKee Medical Center	0	-	0	16	105	VA Medical Center, Grand Junction	0	-	0	1	48
Medical Center of the Rockies	6	100%	19	31	192	Vail Valley Medical Center	0	-	0	3	16
Memorial Hospital, Colorado Springs	6	75%	18	50	515	Valley View Hospital	1	100%	4	6	70
Mercy Regional Medical Center	1	100%	3	7	77	Yampa Valley Medical Center	0	-	0	2	11
Montrose Memorial Hospital	0	-	0	6	66	Colorado Totals	118	85%	364	833	8,806
North Colorado Medical Center	4	67%	16	31	209	Walanina					
North Suburban Medical Center	3	75%	4	27	249	Wyoming	0		0	2	70
Parker Adventist Hospital	0	-	0	23	147	Campbell County Memorial Hospital	0	-	0	3	78
Parkview Medical Center	1	50%	5	29	530	Cheyenne Regional Medical Center	0	-	0	23	217
Penrose Main Hospital	7	88%	25	45	347	Ivinson Memorial Hospital	0	-	0	4	71
Pikes Peak Regional Medical Center	0	-	0	1	7	Lander Regional Hospital	0	-	0	2	44
Platte Valley Medical Center	0	-	0	6	82	Riverton Memorial Hospital	0	-	0	3	60
Porter Adventist Hospital	2	100%	5	15	198	Sheridan Memorial Hospital	0	-	0	3 4	61 47
Poudre Valley Hospital	0	-	0	17	216	West Park Hospital	0	0.00/	0	_	
Presbyterian/St. Luke's Medical Center	1	100%	2	3	208	Wyoming Medical Center WYOMING TOTALS	8	80%	26	19	257
Rose Medical Center	1	100%	2	11	187	WYOMING TOTALS	8	80%	26	61	839
San Luis Valley Regional Medical Center	0	-	0	2	44	GRAND TOTALS	126	85%	390	894	9,645

 $^{^{\}star}$ includes hospitals with a minimum of one organ donor

NON-HOSPITAL TISSUE REFERRALS CORONERS OFFICES

January 1 - December 31, 2012

January I - Decem	ber 31, 201	12
Colorado	REFERRAL	DONO
Adams County	5	1
Arapahoe County	46	18
Boulder County	1	1
Cheyenne County	3	1
Clear Creek County	1	1
Denver County	2	0
Douglas County	1	0
Fremont County	4	1
Gilpin County	1	0
Huerfano County	1	0
Jefferson County	9	5
Kiowa County	1	0
Kit Carson County	1	0
Lake County	9	2
La Plata County	1	1
Larimer County	2	1
Lincoln County	3	0
Logan County	1	1
Mesa County	10	6
Moffat County	4	0
Montrose County	10	6
Morgan County	1	0
Park County	8	6
Pitkin County	1	0
Rio Blanco County	5	1
Summit County	4	2
Weld County	2	0
Colorado Totals	137	54
Wyoming		
Converse County WY	2	2
Hot Springs County WY	1	0
Natrona County WY	3	0
Platte County WY	1	1
Teton County WY	2	1
Weston County WY	3	0
WYOMING TOTALS	12	4
GRAND TOTALS	149	58

"After grieving the loss of our baby boy, we continue to be amazed that our greatest healing has come from seeing Annika become every bit of who she was meant to be."





THE DRISCOLL FAMILY COLORADO SPRINGS, CO

Liam was born on March 28, 2007. With all the excitement of first-time parents, Jon and Lori were eager to meet their baby boy when labor began.

Nearing the end of labor, doctors discovered that Liam's umbilical cord had become prolapsed, stopping blood and oxygen flow to his brain during labor. Given this urgent and potentially devastating news, Liam was born by an emergency cesarean section. Unfortunately, the cord prolapse had done its damage and Liam went into cardiac arrest.

Ultimately, testing revealed Liam's injuries were non-survivable. As a result, the young parents made a decision no parent should ever have to make, and removed Liam from the ventilator.

Other than the six days Jon and Lori were able to hold and love him, perhaps the most impactful result of Liam's short life was that he was able to be an organ donor - a heart donor. This precious gift went to a little girl named Annika who was born at 24 weeks gestation

with cardiomyopathy. The two families would eventually meet and form a meaningful relationship which they plan to continue for years to come. The two families would later learn they were in the very same hospital when Annika and her parents were given the news that a heart had become available and their baby girl would have a chance at life.

STEWARDSHIP

QUALITY

Donor Alliance's quality systems department ensures the organization's compliance with regulation, legislation and accreditation, supporting goal setting and measurement to continuously improve practice. The department continued to provide oversight of the quality program and facilitate policy maintenance throughout the organization in 2012. The department also helped Donor Alliance achieve its American Association of

Tissue Banks (AATB) re-accreditation and facilitated on-site audits by three tissue processors and the United Network for Organ Sharing (UNOS). Much of the energy of the 13-person department is invested in reviewing donor charts, of which 1,064 were completed last year.

Donor Alliance's Quality Improvement

Council also remains active in reviewing trends, making recommendations for and reviewing process improvement projects that help drive quality improvement throughout the organization.

In effort to continually improve upon current processes, Donor Alliance continued its formal performance excellence journey. After adopting the Baldridge/Rocky Mountain Performance Excellence (RMPEx) framework in 2009, the organization received the Foothills award from RMPEx in 2012.

FINANCIAL OVERVIEW

Donor Alliance is a non-profit 501(c) (3) organization and receives its main sources of revenue through the recovery of organs and tissues for transplant. Revenues are generated from reimbursement fees that cover the actual, direct, and indirect expenses incurred in the recovery of organs and tissues. These fees include expenses such as donor screening, hospital charges, surgeon fees, facility costs, transportation, staffing and medical supplies.

As a designated Organ Procurement Organization,
Donor Alliance also receives cost reimbursement
from Medicare to cover any costs in excess of fees
collected for kidney recovery.

"As we continue to employ the proven business methods of RMPEx and strive for even greater excellence, more lives will be saved through organ and tissue donation."

Sue Dunn, President and CEO



Sue Dunn accepts the Rocky Mountain Performance Excellence Foothills level award.

REVENUES & SUPPORT

\$17,667,102 ORGAN 55.9%

\$9,849,710
TISSUE 31.1%

\$4,100,637 OTHER 13.0%

EXPENSES

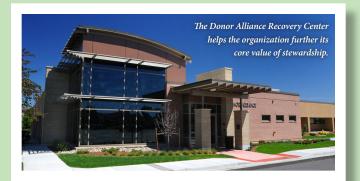
\$14,789,251 ORGAN 52.7%

\$4,662,375
TISSUE 16.6%

\$5,834,788
GENERAL ADMINISTRATIVE 20.8%

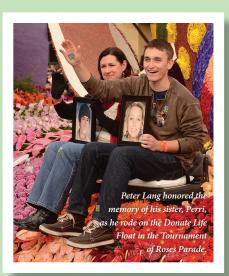
\$1,258,357 HOSPITAL DEVELOPMENT 4.5%

\$1,504,222 COMMUNITY RELATIONS 5.4%













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