



# Advancing ORGAN AND TISSUE DONATION Outcomes







Established in 2004, Gift of Life Institute is the non-profit education and research arm of the Transplant Foundation, a non-profit charitable organization supporting the objectives of Gift of Life Donor Program in Philadelphia, Pennsylvania. The Foundation supports the mission of organ and tissue procurement through services to donor families and recipients, and community based activities to promote donor awareness.

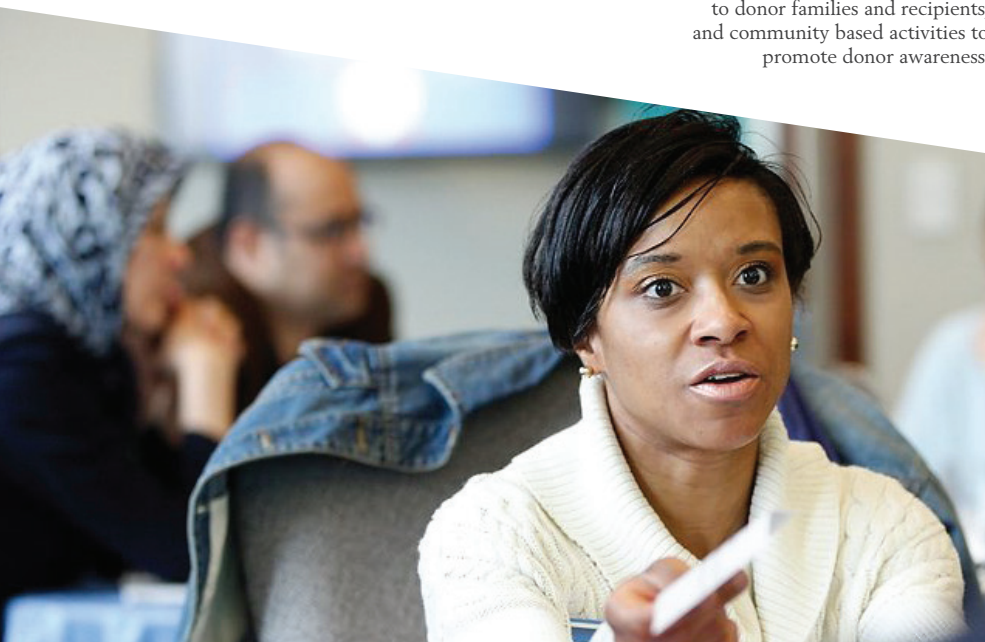
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[www.giftoflifeinstitute.org](http://www.giftoflifeinstitute.org)



# Advancing

ORGAN AND TISSUE  
DONATION Outcomes





## Gift of Life Institute

is an international training center for donation professionals offering comprehensive, interdisciplinary resources for skills-based learning, continuing education, collaborative research, and consulting services.

**VISION** Gift of Life Institute aspires to increase organ and tissue donation rates worldwide by providing a center of expertise for training, education, and research for donation professionals.

**MISSION** Gift of Life Institute aims to increase organ and tissue donation rates by providing the most innovative, evidence-based training and consulting services required to enhance the skills, expertise, and practices of donation professionals worldwide.

## ACCOMPLISHMENTS

**Facilitated** over 375 workshops with 58 OPOs and multiple tissue banks

**Trained** over 9,000 donation professionals worldwide

**Hosted** transplant and donation experts from over 40 countries, including Australia, Brazil, Canada, China, India, Iran, Mexico, and Spain

**Founder** of The Art and Science of Leadership: Driving Results for Donation and Transplantation Professionals

**Home** of Transplant Pregnancy Registry International, an ongoing research study focused on the effects of pregnancy on transplant recipients and the effects of immunosuppressive medications on fertility and pregnancy outcomes

# About Us

Established in 2004, Gift of Life Institute is the non-profit education and research arm of the Transplant Foundation, a non-profit charitable organization supporting the objectives of *Gift of Life Donor Program* (GLDP) in Philadelphia, Pennsylvania. Through our affiliation with GLDP, one of the most experienced OPOs in the nation, the Institute has the unique opportunity to provide learners with real-world, real-time instruction.

Our approach to training and education incorporates proven didactic instruction and experiential learning in a simulated environment, along with intensive skill building and coaching to ensure a strong knowledge base and skilled proficiency.

**This environment accelerates the learning process for the OPO professional by:**

- Providing a multi-dimensional approach to teach behaviors, skills, and strategies that get results.
- Preparing and equipping learners by empowering them with the knowledge and skills needed to build relationships and sustain results.
- Including role-playing and intensive skill building, guiding the learner on how to respond effectively to complex situations under a variety of circumstances.

*“The program was very well designed for the working professional. I liked that the webinars were recorded so that we could go back to watch it any time. I also really appreciated that our instructor would give us so much feedback in the threaded discussions. She was able to give us insight about each topic that we would have otherwise missed.”*  
— Tissue VCT Participant

# Training AND Education

Gift of Life Institute is the pre-eminent resource for proven clinical and educational programs serving the OPO community. Institute courses offer participants the opportunity for accelerated learning to attain proficiency in the field through simulated scenario skills practice sessions.

## Onsite at Gift of Life Education Center (Philadelphia, PA) and Virtual Trainings

- **Improving Organ Authorization Rates:** Virtual classroom training program disseminated online over five weeks. Targeted to professionals conducting family conversations for organ donation.
- **Family Communication and Authorization:** Held twice a year at our facility in Philadelphia, PA, this two-day workshop is intended for more experienced donation professionals who would like to learn how to navigate more complex organ donation situations, including donation after circulatory death (DCD).
- **Improving Tissue Authorization Rates:** Virtual classroom training program disseminated online over six weeks. Targeted to professionals conducting family conversations for tissue donation.
- **Building Strong Hospital Partnerships:** Virtual classroom training conducted online over four weeks. The target audience are professional learners who have been exposed to the basic principles and practices related to hospital development.
- **Conducting the Donor Risk Assessment Interview:** Virtual classroom training conducted online over three weeks and is targeted to professionals conducting family conversations for tissue and organ donation. Ideal for both orientation and competency reinforcement.

## Customized Workshops at Your OPO

In addition to the programs we offer to a national audience, we provide the option of tailoring our existing trainings to your organization's specific goals.

The resulting high-impact program is delivered to your staff at your facility by our experienced faculty. Designated experts from your organization are engaged throughout the development process to ensure relevance to your audience. These events are typically one or one-and-a-half day sessions and include training on authorization, donation after circulatory death (DCD), and hospital development.

We also offer you the opportunity to develop long-term development plans. In this model, our faculty will deliver ongoing annual sessions – topics depending on the needs of the organization.

*“Louisiana Organ Procurement Agency has been working with Gift of Life Institute since 2016. They have been instrumental in creating a consistent foundation of dual advocacy for our family support staff. Our increase in authorization rate is a reflection of the effectiveness of this collaboration.”*

— Joey Boudreaux,  
Chief Clinical Officers, Louisiana Organ Procurement Agency



# Research AND Consulting

Gift of Life Institute was built on experience and pride and continues to work under these same principles to provide the most comprehensive and in-depth learning opportunities for donation and transplantation professionals around the world.

## Consulting

The professionals at the Gift of Life Institute are practicing professionals in the technical, regulatory, clinical, financial, hospital development, and administrative areas of organ and tissue donation. Our consulting team has over 50 years of combined field and leadership experience to help you achieve and sustain success through strategic, functional, and process transformation, enabling your organization to improve performance, increase effectiveness, reduce costs, and enhance resilience. We will work with your organization to evaluate your operations and resources, and can help develop an integrated action plan that meets your needs and the needs of your service area. All consulting projects are strictly confidential.

## Transplant Pregnancy Registry International

Gift of Life Institute is home to a unique research study – the Transplant Pregnancy Registry International (TPR), formerly the National Transplantation Pregnancy Registry. TPR was established in 1991 by Dr. Vincent T. Armenti to study the outcomes of pregnancies in female organ transplant recipients and those fathered by male organ transplant recipients. TPR coordinators welcome calls from transplant recipients, other patients who take immunosuppressive medications, and the health-care providers who care for them. Each participant has a unique story that enriches the research and can help other recipients considering parenthood after their transplant.

## The Art and Science of Leadership

The Art and Science of Leadership is a multi-faceted certificate program specifically designed for both emerging and experienced leaders who are looking to increase their management skills and strategic perspective, take on additional responsibilities, and seek to be effective in their organization. The unique design of this course combines:

- Academic expertise from two of the nation's leading universities — the Wharton School at the University of Pennsylvania and the Fox School of Business at Temple University;
- Deep industry knowledge from leaders in the organ and tissue donation field;
- Face-to-face learning, virtual classroom training, and one-on-one project plan mentoring from industry leaders.

*“This program is excellent – I feel it would be most beneficial for managers. I have managed teams for 20 years and have been to many leadership sessions and certificate programs. I would recommend for my staff to attend.”*

— The Art and Science of Leadership Program Participant

# Additional Offerings

## WebEncounter

Gift of Life Institute is pleased to join forces with Drexel University College of Medicine to present WebEncounter, an online application designed to improve communication skills.

Learners engage a live, skilled professional who takes on the role of a grieving family member in a one-on-one conversation. During the conversation, both the expert and the system record the learner's responses. Learners then receive real-time feedback from the expert with recommendations for improvement. Responses are also recorded for immediate feedback.

### Key features include:

- One-on-one role play with skilled professional
- Customized scenarios for organ authorization, tissue authorization, hospital development, and conducting the donor risk assessment interview
- Web-based access from any location
- On-the-spot feedback from respected industry leaders
- Recorded replay of interaction
- Suggested “best practices”

## Tissue Authorization Guide

To help assure that each family conversation reflects your call center's philosophy, policies, and standards of practice, Gift of Life Institute offers a comprehensive, customizable Tissue Authorization Guide. Incorporating specific language to help guide the donation conversation, the guide includes the following information:

- Sample Conversation Walkthrough
  - » *Setting up the Family Conversation*
  - » *Speaking with the Family*
  - » *Transitioning to the Donation Conversation*
  - » *Family Empowerment through First Person Authorization*
  - » *Empowering Offer*
- After the “Yes”:
  - What Must Be Included in the Family Conversation
  - » *When the Family Says “Yes”*
  - » *Med Soc. / Donor Risk Assessment Interview*
  - » *Required Authorization Information*
- Inspirational Stories
- Opposition to Donation
- Common Challenges to Donation
- Suggested Language / Language to Avoid
- Family Communication Resources

*“When we began to reinvent LifeShare in 2012, our strategy was founded on establishing and maintain excellence in Hospital Development and Family Services. Based upon experience that I and members of my executive team had in prior OPOs, we committed to utilizing the Gift of Life Institute's training as key components of developing our frontline and mid-level leadership as well as our staff. Since 2012, we have doubled organ donation, tripled tissue donation, and achieved authorization rates for non-registered donors in the 80% range for organ donation and 40% range for tissue donation. I firmly believe the GOL I training has been a crucial part of our success.”*

—Jeff Orlowski, President and Chief Executive Officer,  
LifeShareTransplant Donor Services of Oklahoma

## eLearning Series

We design, develop, and deliver engaging eLearning programs specific to the donation professional. For more information visit [store.gifttolifeinstitute.org](http://store.gifttolifeinstitute.org).

### Conducting the Donor Risk Assessment Interview

- Consisting of five distinct modules (*approximately 15 minutes each*), this eLearning series is designed to help train donation professionals conduct the Donor Risk Assessment Interview (DRAI).
- Ideal for both orientation and competency reinforcement, the series explores the evolution of the need for accurate interview and documentation techniques as they relate to transplantable organs and tissues, and discusses relevant policies and processes that are currently in place.

**ABTC:** 1.0 Category 1 CEPTC

**AATB:** 1.2 CEUs Category: Tissue Banking Practices

### Conducting the Donor Physical Assessment

- Consisting of four distinct modules (*approximately 20-25 minutes each*), this eLearning series is designed to help train donation professionals conduct the Donor Physical Assessment.
- Ideal for both orientation and competency reinforcement, the series is for coordinators responsible for conducting the Donor Physical Assessment, as well as Call Center personnel responsible for entering Donor Physical Assessment information into DonorNet and/or relaying allocation information.

**ABTC:** 1.0 Category 1 CEPTC

**AATB:** 1.25 CEUs Category: Tissue Banking Practices

### The History of Donation and Transplantation

- Consisting of three distinct modules (*approximately 20 minutes each*), this eLearning series provides information on the history of donation and transplantation from national, regional, and organizational perspective.

**ABTC:** 1.0 Category 1 CEPTC

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*“Our group of tissue requestors has found the series very beneficial. The last two weeks of tissue donation have been outstanding for our organization.”*

—Ellen Reed,  
Manager of Family Care Services for Tissue, MORA

### Leading the Organ Donation Conversation

- Consisting of three distinct modules (*approximately 20 minutes each*), this eLearning series focuses on such topics as traditional family approach practices, the Dual Advocacy® model, reactive vs. proactive decision-making, the distinct phases that constitute the donation conversation process, and identifying the challenges in facilitating discussions about organ and tissue donation within specific faith groups.

**ABTC:** 1.0 Category 1 CEPTC

### The Donation Professional

- Consisting of four distinct modules (*approximately 15 minutes each*), this eLearning series explores such topics as personal qualities of OPO professionals, effective communication strategies, de-escalating intense interactions, and crisis intervention.

**ABTC:** 1.0 Category 1 CEPTC

### Obtaining Authorization for Tissue Donation

- Consisting of four distinct modules (*approximately 15 minutes each*), this eLearning series focuses on the essential components that make for effective family communication for tissue donation.
- The target audience includes professionals conducting family conversations for tissue donation having less than one year of experience, and tenured professionals desiring to refresh and strengthen their foundational skills.

**ABTC:** 1.2 CEUs Category: Tissue Banking Practices

## Virtual Classroom Training

All classes, which require approximately two-three hours per week, are conducted online and are a combination of eLearning modules, instructor-led webinars, threaded discussion boards, online assignments, and a WebEncounter session.

### Building Strong Hospital Partnerships: The Architecture of Strategic Hospital Development

- Four weeks, held two times annually

### Improving Tissue Authorization Rates: Utilizing the Dual Advocacy® Model to Assure Informed and Empowered Donation Decisions

- Six weeks, held three times annually

### Improving Organ Authorization Rates: Leading Effective and Empowering Family Donation Conversations

- Five weeks, held three times annually

### Conducting the Donor Risk Assessment Interview

- Three weeks, held annually

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*“ I thought the DRAI modules were excellent. I particularly liked the interactive/quiz sections throughout the modules. The modules were easy to follow, time efficient, and informative.”*

—Bernadette Montoya,  
Quality Improvement Coordinator II, Intermountain Donor Services

## Workshops Philadelphia, PA and Customized Onsite

### Family Empowerment Through Effective Advocacy: Averting and Overcoming Obstacles to Donation

- Builds on the basic foundational knowledge of the Dual Advocacy® model and examines how the framework can be combined with advanced communication skills to help families successfully navigate even the most challenging crisis situations as they relate to authorization, including donation after circulatory death (DCD).

- CEUs: 12.25 Category 1 CEPTCs

- Two days, held two times annually – Philadelphia, PA

- Available onsite at your locale

## Mini Fellowship in Organ Donation

In conjunction with *Gift of Life Donor Program*, the highest performing organ procurement organization (OPO) in the US based on donor volume and one of the highest in DPM, the Institute is offering mini fellowships at its headquarters in Philadelphia, PA. Combining observational learning with innovative, skill-based training, the two to four week fellowship is specifically designed to increase the donation professional’s knowledge about donation and the inner workings of a successful OPO.

Participants will develop their own learning plan with the assistance of donation leaders. Areas covered include:

- Donor Identification
- Physician Communication
- Family Communication and Consent
- Donor Management
- Organ Allocation
- Field Observation of the Donation Process

For more information, please contact us at [info@gifttolifeinstitute.org](mailto:info@gifttolifeinstitute.org).





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