



## Recovery Update



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I usually start this column by saying “Here’s what I am hearing.” However, with this edition, I would like to start by saying...”Here’s who I’ve been seeing.”

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AOPO held their annual meeting in Indianapolis last month and it was good to see so many friends, colleagues and new acquaintances. I was honored to stand on stage while Dr. Charles Wright, Medical Director from LifeLink, accepted the AOPO/CryoLife Achievement Award for his contributions to our industry. The keynote speaker, John Foley, started the meeting with a powerful talk and I am certain we were all “glad to be there!” The meeting was well organized and contained a great deal of valuable information. Congratulations again to Dr. Wright and I hope to see everyone next year in Baltimore.

Now, here’s what I am hearing..... As we all know, quality is a never-ending constant that we must maintain while performing our daily tasks. Therefore, in an effort to ensure that quality tissue is delivered to the hospitals requesting it and ultimately to the recipients receiving the allograft, we in Donor Services will be implementing a new monthly report that will track and trend our Recovery Partner’s nonconformances. A nonconformance, or NCR, is issued when there is “*a departure from Standard Operating Procedures (SOPs) or specifications during the manufacturing, processing, preservation, packaging, labeling, storage, or distribution of materials, tissues, or products which are caused by equipment failures, process deviations, technician errors, etc.*” This report will identify the cause of the NCR, the recovery team responsible, the SOP and/or standard which was not adhered to and recommended ways to correct and prevent future NCRs from occurring. This report will be emailed to the Recovery Partner Tissue and Quality Directors, with the hope that it will be utilized to conduct training sessions to improve the quality process. The first report will be issued in August and I welcome everyone’s feedback.

That’s what I’ve seen and heard.....

Norman C. Lyon, Jr.  
Sr. Director, Transplant Services

### IMPORTANT NOTIFICATION

LABS, Inc., the reference laboratory that CryoLife uses for serology testing, is required by CLIA, CAP, and Good Laboratory Practice to label all blood tubes with two (2) unique identifiers at the time of collection. These two sample identifiers must be documented on the requisition form and must match the sample. To ensure proper traceability and testing of your donor samples, LABS has reminded their clients of required blood tube labeling with 2 unique identifiers. Examples of unique identifiers include, but are not limited to:

- Donor Name
- Date of birth
- Medical record number
- Social Security number
- UNOS/Tissue/Eye donor number
- Unique assigned number

Please note that a collection date and time cannot be used as a primary ID and must be accompanied with another unique identifier.



If you have any questions, please contact me at [sartain.debby@cryolife.com](mailto:sartain.debby@cryolife.com) , or 678-290-4547.

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### DONOR DISPOSITION EMAILS

Recently we added an email notification to our Recovery Partners to inform you when the donor chart is complete and no further action is required. This led to some confusion; therefore, we wanted to explain the difference between the two notifications.

**Donor Complete Notification:** This notification indicates CryoLife has completed their review of this donor and no additional information is being requested. These can be released donors as well as donors that have all tissues rejected for reasons such as anatomical findings (i.e., diameter too small) or positive microbiological results. You will never receive this notification on a donor that has a suitability reject that should be reported to other processors.

**Donor Unsuitability Notification:** This notification is sent when a donor has been rejected due to reasons of donor unsuitability (i.e., positive serologies or medical history findings). When you receive this notification email, all tissues will have been rejected for medical unsuitability and this information should be shared with other processors of the donor.

These notification emails are automatically sent to individuals who request these updates for your organization.

Please call your account manager for questions, or to be added to the notification list.

### Vascular Top Performers Quarter 2 2013

As part of our Recognition Program for Excellence in Vascular Recovery, we recognize those groups with the lowest vascular recovery error rate for the quarter.

The lowest saphenous and femoral error rates for the second quarter of 2013 were:

- East Region:  
The lowest saphenous error rate was **The Living Legacy Foundation** at **0%**.  
The lowest femoral error rate was **Lifeline of Ohio Organ Procurement** at **33%**.
- Central Region:  
The lowest saphenous error rate was **LifeShare Transplant Donor Services of Oklahoma** at **9%**.
- West Region:  
The lowest saphenous error rate was **New Mexico Donor Services** at **0%**.  
The lowest femoral error rate was **Intermountain Donor Services** at **22%**.

The longest saphenous vein recovered without error in the nation for the second quarter of 2013 was **112 cm** by **Regina Salinas** from **LifeGift Organ Donation Center**.

The longest femoral vein recovered without error in the nation for the second quarter of 2013 was **88 cm** by **Natalie Aldrich** from **LifeSource**.

### June 2013 Top Performers

The longest saphenous and femoral vein recoveries, without procurement error, for the month of June were:

#### Longest Vascular Recovery by Region

- East Region:  
Saphenous Vein: **Jasmine Williams** from **LifePoint** (recovered length: **102 cm**)  
Femoral Vein: **Melissa Hillman** from **CTS-Toledo** (recovered length: **86 cm**)
- Central Region:  
Saphenous Vein: **Natalie Aldrich** from **LifeSource** (recovered length: **104 cm**)  
Femoral Vein: **Ben Helmers** from **Midwest Transplant Network** (recovered length: **78 cm**)
- West Region:  
Saphenous Vein: **Tony Gomez** from **OneLegacy** (recovered length: **93 cm**)  
Femoral Vein: **Will Gradillas** from **Donor Network of Arizona** (recovered length: **75 cm**)

### Longest Vascular Recovery - National

- National Top Performer for Saphenous Vein (recovered length **104 cm**):
  - **Natalie Aldrich** from **LifeSource** (St. Paul, Minnesota)
- National Top Performer for Femoral Vein (recovered length **86 cm**):
  - **Darren Sanchez** from **New Mexico Donor Services**

### Aortoiliac Top Performers Quarter 2 2013

The recovery partners in each region with the highest number of Aortoiliac recoveries and lowest error rate by quarter were:

- East Region:  
**New York Organ Donor Network** recovered **13 AI's** with an error rate of **7.7%**.
- Central Region:  
**Arkansas Regional Organ Recovery Agency** recovered **11 AI's** with an error rate of **9.1%**.
- West Region:  
**Donor Network of Arizona** recovered **15 AI's** with an error rate of **6.7%**.



Your Account Managers:

Ronda Horstman  
Allison Rickman  
Chris Watkins

## Reminders

*Documentation of CryoLife SOP training is due NO LATER THAN Friday, July 26<sup>th</sup>. Several groups have yet to send in this documentation. There are 2 sheets to fax/email- please contact your account manager if you need any further information. The fax number is 770-590-3791.*

### Donor Screening:

Our Donor Screening Coordinators are here 24 hours a day, 7 days a week to answer any screening and/or recovery questions you may have. Please do not hesitate to call them at 800-438-8285.

### No PreScreen Program

Many of our Recovery Partners have elected to participate in CryoLife's "No PreScreen Program" which results in a smoother and faster recovery process. The advantages to using the program are:

- The initial review of donor acceptance criteria is made prior to recovery by the recovery partner.
- Following the determination that the donor meets CryoLife's acceptance criteria, only one phone call with minimal donor information is required.

If you are interested in learning more about this program, please contact your account manager:

Central: Chris Watkins  
816-229-0751

East: Allison Rickman  
678-548-8925

West: Ronda Horstman  
817-300-2157

### Upcoming Events:

#### 1. CARE

July 31-Aug 1, 2013  
Kennesaw, GA

#### 2. NATCO

Aug 10-Aug 13, 2013  
San Diego, CA

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