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## 2014 - A Year of Change

Most of us begin a new year with resolutions to eat better, exercise more, or save money. At CryoLife, our resolution is that we will be a better, more responsive company. One change that will help us realize our goal is the promotion of Ronda Horstman to Senior Manager, Donor Services. In this position, Ronda will take the leadership role in partnering with over fifty Recovery Partners that work with CryoLife to help improve and save lives. She will also continue to work with the Recovery Partners in the West Region as their Account Manager.



***Ronda Horstman***  
***Senior Manager, Donor Services***

Additionally, Nicole Gross joined the Donor Services team, effective Monday, Feb. 17<sup>th</sup>, as Account Manager, Central Region. Some of you may already know Nicole, as she has held prior positions at CryoLife as both Donor Quality Assurance Analyst and Donor Quality Assurance Supervisor. She is CTBS certified, and brings a wealth of knowledge to her new position. Those of you in the Central Region will hear from her soon, as she is anxious to meet all of you!

***Nicole Gross***  
***Central Region Account Manager***



Please join me in congratulating Ronda and Nicole on their new positions. We look forward to a prosperous year!

Debby Sartain, MT (ASCP)  
Sr. Marketing Manager, Donor Services

## Spotlight on Screeners

At CryoLife, we have a group of people who work day in and day out to help bring the tissue in the door. They are here 24 hours a day, 7 days a week, including weekends and holidays. They are the unsung heroes of the Donor Screening Department. Each quarter, we will feature one or more of our screeners so that you can “put a face to a name.”



### Kristi Duncan

Kristi worked as an EMT for three years before coming to CryoLife. She started here in 2007 as a Donor Services Coordinator, moving from night shift to day shift within her first year. She is enrolled at Kennesaw State University as an accounting major (she hopes to finish in 2015), and has been married for 8 years. She has 3 boys, with another son due in June! She loves spending time outdoors and visiting family in Alabama and Washington.

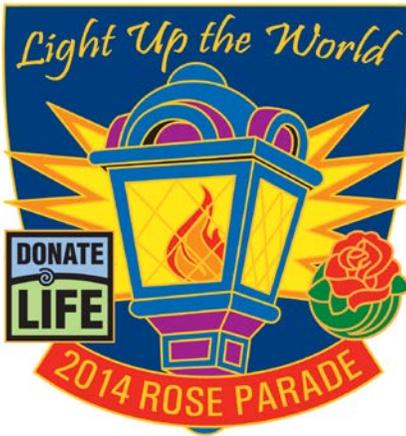
### Michael Gilbert

Michael joined CryoLife in June 2004 as a Donor Services Coordinator. Like Kristi, he worked as an EMT (in the Fire/EMS Industry) before coming to CryoLife. He earned a B.S. in Sports Management from Kennesaw State University, and an MBA from Shorter University. He is CTBS certified, and enjoys everything sports-related. He and his wife are enjoying their new son, Bryce, despite losing a lot of sleep!



**Screening Reminder.....Screening Reminder.....Screening Reminder**

**An increasing number of unscreened DTAs have arrived with screened Hearts. The DTAs are not processed by our Tissue Processing Lab because they have not been screened. Please remember to screen all tissues that will be sent to CryoLife so that this important gift can be utilized to its fullest. If you have any questions, please do not hesitate to call your Account Manager or the Donor Screening Department. We will be glad to help you!**



## Become a Donor and “Light Up the World”

Each year, the Donate Life Rose Parade Float serves as a memorial to organ and tissue donors, their families, living donors, and transplant recipients. This year’s theme, Light Up the World, represents the compassion and courage of those who give and receive the gift of life. Adorning the float, Donate Life America gave tribute to 81 donors with their own floragraph while 36 recipients and living donors were honored with positions to ride or walk in the parade.

CryoLife was given the exceptional privilege to announce Kevin Patrick Dobson as one of the donors to be memorialized with a floragraph. Kevin was known for his dedication and drive to help those in need. His greatest source of pride was his children, his son Kevin Patrick Dobson, Jr., daughters Jamie Kathleen and Brooke Lauren Dobson, and step-son Andrew Hastings. While serving his community as a New York State Trooper, he was struck by a passing motorist. According to his father Richard, “Kevin prayed that his donation would lessen the suffering of another family. We who loved him in life know that his prayer was answered.”

Another courageous CryoLife donor, Elijah “Eli” Cole McGinley, was also honored with a floragraph on the float. The McGinley’s welcomed twins Eli and Walker into the world on August 3, 2009. One of the boys, Eli, was diagnosed with spina bifida 20 weeks into the pregnancy. When he was born, it was discovered that Eli’s condition was more severe than previously thought. Eli gave the gift of life five days later so that another child could have the opportunity to live. “We gave birth to a hero,” said his mother, Jodie, “and we will continue to raise Walker to know his twin brother in everything we do in his life.”

Kevin and Eli are heroes to so many of those in dire need of lifesaving medical care. Their compassion and courage inspires each of us at CryoLife and carries on through the many lives they’ve touched.

Over 128,000 people are currently waiting for a transplant. While recipients can wait years for a lifesaving transplant, donors like Kevin Dobson and Eli McGinley “light up the world” and give hope to those currently in wait. Make a difference in someone’s life and become an organ and tissue donor. To register, contact [www.DonateLifeAmerica.org](http://www.DonateLifeAmerica.org).



## DONOR QUALITY ASSURANCE

CryoLife recently underwent our AATB inspection. As a result, we have had to make adjustments to our Recovery Form Packet review. Effective immediately, we will review your Recovery Form Packets against a new checklist that will ensure that the following requirements are met.

Section D5.600 of the AATB Standards lists requirements that must be included in the recovery records. The first requirement is: .... “Name and address of the recovery agency.” Many of the recovery records contain the agency’s name, but not the physical address. Your address will need to be added to your recovery paperwork. Your address can be handwritten or stamped, or you can revise the form to include this information.

In addition, the Site Assessment must have the identification of the individual performing the Site Assessment and a statement concerning the acceptability of the Recovery Site.

It is important to note that these changes apply to all Recovery Partners, both AATB accredited and non-AATB accredited.

The CryoLife team understands the challenges you may face while making these changes, and if we can assist you, please contact your account manager.



## QUARTERLY TOP PERFORMERS-Q4 2013

### Aortoiliac Tissues

The Recovery Partner with the highest number of AI recoveries and the lowest error rate for the East Region is **New York Organ Donor Network**. They recovered **21** aortoiliac tissues with an error rate of **4.3%**.

The Recovery Partner with the highest number of AI recoveries and the lowest error rate for the Central Region is **Arkansas Regional Organ Recovery Agency**. They recovered **9** aortoiliac tissues with an error rate of **0.0%**.

The Recovery Partner with the highest number of AI recoveries and the lowest error rate for the West Region is **Intermountain Donor Services**. They recovered **11** aortoiliac tissues with an error rate of **0.0%**.

## QUARTERLY TOP PERFORMERS-Q4 2013

### Vascular Tissues

The lowest vascular error rates for Q4 by region were:

#### East Region

- Saphenous Vein: **Upstate New York Transplant Services** at **9%**
- Femoral Vein: **CTS-Toledo** at **25%**

#### Central Region

- Saphenous Vein: **LifeShare Transplant Donor Services of Oklahoma** at **13%**
- Femoral Vein: **Gift of Hope Donor Program** at **13%**

#### West Region

- Saphenous Vein: **OneLegacy** at **17%**
- Femoral Vein: **Sierra Donor Services** at **21%**

## QUARTERLY TOP PERFORMERS-Q4 2013

The longest vascular tissue recovered in the Nation for Q4 without error was:

- Saphenous Vein: IT'S A TIE! (Recovered length: 100 cm)
  - **Brittney Weekes** from **OneLegacy**
  - **Sara Hansen** from **LifeCenter Northwest**
  - **Ryan Hendrick** from **Indiana Organ Procurement Organization**
- Femoral Vein: (recovered length: 75 cm)
  - **David Mitchell** from **LifeGift Organ Donation Center**

## ANNUAL VASCULAR RECOVERY RECOGNITION 2013

We recognize the technician who had the longest saphenous vein recovery without error and the longest femoral vein recovery without error for the year. These technicians will receive a trophy indicating their accomplishment.

We also recognize the Recovery Partner with the lowest error rate for the year for saphenous vein, femoral vein, and aortoiliac recoveries. The winning groups will receive a trophy.

The longest saphenous vein recovered without error was **112cm** recovered by **Regina Salinas at LifeGift Donation Center**.

The longest femoral vein recovered without error was **88cm** recovered by **Natalie Aldrich at LifeSource**.

The Recovery Partner with the lowest saphenous vein error rate for 2013 is **LifeShare Transplant Donor Services of Oklahoma** at **12%**. They recovered 92 saphenous vein donors in 2013.

The Recovery Partner with the lowest femoral vein error rate for 2013 is **Mid-America Transplant Services** at **20%**. They recovered 74 femoral vein donors in 2013.

The Recovery Partner with the lowest aortoiliac artery error rate for 2013 is **Intermountain Donor Services** at **8%**.

**Keep up the great recoveries!**



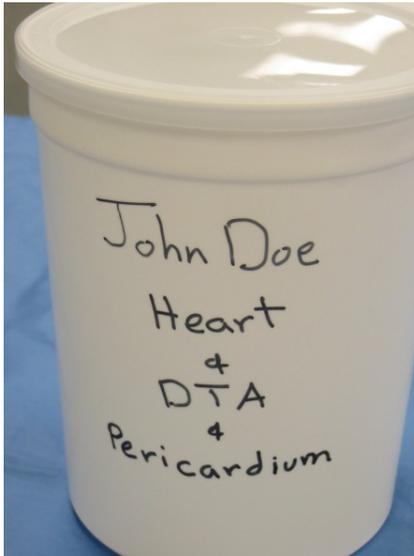
Your Account Managers  
Ronda Horstman  
Allison Rickman  
Nicole Gross

# Tech Tip of the Quarter

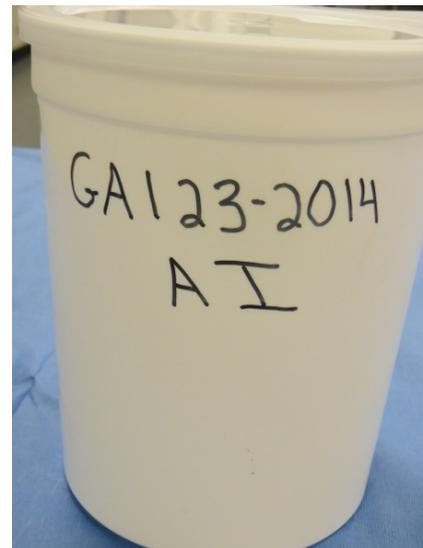
## Labeling

In response to an increasing number of labeling errors, this month's tip will review the labeling requirements for the tissue containers and blood tubes as per the following CryoLife SOPs: *Heart Recovery Procedure (DS5521)*; *Recovery Technique: Saphenous Vein, Superficial Femoral Vein and Femoral Popliteal Artery (DS5522)*; *Recovery Procedure for the Aortoiliac (AI) Graft (DS5474)*.

### Tissue Containers:

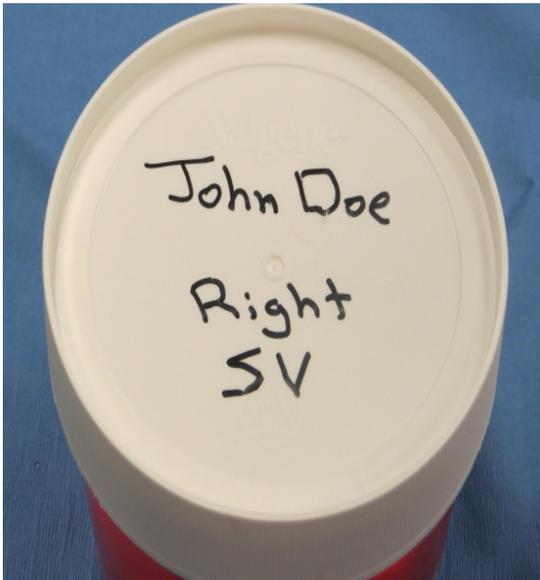


OR

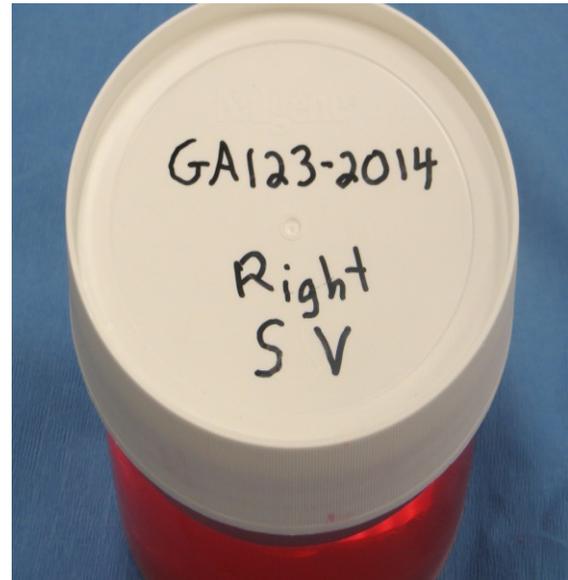


For packaged Heart, Descending Thoracic Aorta (DTA), Pericardium and Aortoiliac (AI) tissues write either the Donor Name or the Donor I.D. number, and the tissue type. Write the information on the side of the container.

## Tissue Containers: Labeling con't



OR



For packaged Saphenous and Femoral tissues write either the Donor Name or the Donor I.D. number, and the tissue type. Write the information on the Nalgene container's lid.

## Blood Tubes must be labeled with:

- Two unique identifiers (see examples below)
- Date and Time of blood draw



### Examples of unique identifiers include, but are not limited to:

- |                         |                                |
|-------------------------|--------------------------------|
| - Donor Name            | - Social Security number       |
| - Date of Birth         | - UNOS/Tissue/Eye donor number |
| - Medical Record number | - Unique assigned number       |

Write Date and Time of Blood Draw on outside of Styrofoam blood tube holder.

**Reminder - our serology testing reference lab can only accept plain red tops or EDTA tubes for ABO testing- SSTs (serum separator tubes) are no longer acceptable.**

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.

### Donor Services Account Managers

#### Central Region

Nicole Gross  
678-727-2616  
[Gross.nicole@cryolife.com](mailto:Gross.nicole@cryolife.com)

#### East Region

Allison Rickman  
678-548-8925  
[rickman.allison@cryolife.com](mailto:rickman.allison@cryolife.com)

#### West Region

Ronda Horstman  
817-300-2157  
[Horstman.ronda@cryolife.com](mailto:Horstman.ronda@cryolife.com)

### Upcoming Events:

1. May 7, 8 : CARE Program
2. June 17-20: AOPO Annual Meeting
3. Aug. 10-13: NATCO Annual Meeting
4. Sept. 16-20: AATB Annual Meeting
5. Sept. 19-23: NAME Annual Meeting
6. October 29, 30: CARE Program

### Webinar Schedule:

Date	Time	Subject	Presenter
3/27/2014	11 am and 4 pm EST	SV/FV Recovery	Wiggins
4/24/2014	11 am and 4 pm EST	Tissue Processing and Frequently Seen Errors	Bachtel
5/29/2014	11 am and 4 pm EST	Heart/AI Recovery	Wiggins
6/26/2014	11 am and 4 pm EST	SV/FV Recovery	Wiggins
7/24/2014	11 am and 4 pm EST	Donor Screening	Shelley
8/28/2014	11 am and 4 pm. EST	Heart/AI Recovery	Wiggins
9/25/2014	11 am and 4 pm. EST	SV/FV Recovery	Wiggins
10/23/2014	11 am and 4 pm EST	Clinical Uses and Outcomes	Wilderspin
11/20/2014	11 am and 4 pm EST	Heart/AI Recovery	Wiggins
12/11/2014	11 am and 4 pm EST	SV/FV Recovery	Wiggins

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