



Hospital Development Core Curriculum: On-site Workshop

Hospital Development (HD) staff maintain a close, collaborative relationship with hospitals throughout the United States, to help define, shape and guide their roles in the donation process. HD staff require core competencies and skills to execute their role effectively.

Who Should Attend?

The **Hospital Development Core Curriculum (HD)** is designed to share and teach “best practices” to HD professionals and any OPO professionals wishing to develop and grow HD skills. This course is not intended as an initial HD orientation course. It is designed to supplement existing HD knowledge and provides a forum to explore resources. It is recommended that those attending this course should have at least three months of experience in HD.

We Will Come to You

We are now offering this program as an on-site program for any organization who desires to train and develop their team in communication, interpersonal skills, hospital engagement, regulatory resources and data analysis.

Continuing Education

NATCO will award a continuing education certificate of attendance to participants who attend the entire course. CE records are maintained by the NATCO Executive Office for a period of seven years.

Program Fees

Program fee is \$8,500 for the full 2 Day course. Includes unlimited number of OPO Hospital Development staff. ([Hosting OPO will provide conference facility including AV, and food and beverage for attendees and facilitators.](#)) Please contact Donna Dick at donnad@natco1.org.

HOSPITAL DEVELOPMENT CORE CURRICULUM: On-site Workshop

2 Day Schedule

Day 1

- 9:00 a.m. – 5:00 p.m.** **Back to the Future** (Change Packet, First Things First, PDSA Improvement Strategy)
- Regulatory and Data Resources** (Legislative requirements, e.g. CMS, The Joint Commission, state-laws, FDA, Data resources - SRTR, OPTN, UNOS, etc., how to find and utilize them.)
- Dashboards and Data** (What do they say...which data is important to whom? Learning how to utilize quality tools to drive improvement.)
- Hospital Plans in Action: Creating a Shared Vision** (Developing and implementing collaborative plans and projects with your hospital for improved outcomes and best practices.)
- Time Management Strategies** (Scheduling the Big Rocks and eliminating the gravel.)

Day 2

- 9:00 a.m. – 5:00 p.m.** **Maximizing Hospital Development Through Successful Communication:**
- Understanding personality types, self-awareness and communication goals.
 - Working with difficult situations and difficult people.
 - Donation as the Mission, Real Time Hospital Development, Rounding with a Purpose, Engaging Physicians
 - Hospital Behavior and Etiquette
 - Relationship Building and Negotiation Skills. *Building relationships is better than a one-time deal.*
 - Teamwork
- Team Presentations**

Course Faculty

Tania A. Houle, MBA, CPTC, Manager of Partner Services, Legacy of Hope
Karen Libs, Program Manager, NATCO

Course Format

The Hospital Development Core Curriculum course was developed based on feedback from HD directors and managers across the nation. Attendance of the entire course, which includes the group presentation on the final day, will result in a certificate of attendance.

Please bring your computer so you can access the material. Small group discussions and projects are facilitated and completed throughout the course with feedback from faculty. As a concluding exercise, all teams will be building and delivering a brief presentation on the final day, utilizing information and “best practices” shared during the HD course.