



Pre-Conference Agenda
Golden Impact: Optimizing Successful Foundations

February 23, 2025
 8:00 am – 5:00 pm CT
 Hyatt Regency Hill Country | San Antonio, TX

*This agenda is subject to change

7:00am – 8:00am	Breakfast			
Plenary Sessions				
8:00am – 8:30am	Welcome and Framing			
8:30am – 9:10am	The Changing Landscape of Donation: Addressing elephants in the room Moderators: <i>Heather Osipowicz, Jacqueline Giuffrida, Wendy Garrison, Taylor Brookins, Michelle Reef, Tania Houle, Courtney Tillotta, and Kelley Green</i>			
Breakouts	Hospital Engagement <i>Heather Osipowicz</i> <i>Jacqueline Giuffrida</i>	Family Services <i>Wendy Garrison</i> <i>Taylor Brookins</i>	Referral Optimization <i>Michelle Reef</i> <i>Tania Houle</i>	Family Aftercare <i>Courtney Tillotta</i> <i>Kelley Green</i>
9:15am – 10:15am	Donation after Circulatory Death: Successful Outcomes Start Here!	Finding an approach model that works for you <ul style="list-style-type: none"> • Preparing for difficult approaches • FRAT development & Implementation • Hot approaches 	The Pathway to the Desired Outcome of Donation Referral Response Models: Who is responsible for taking referrals, and how are call centers integrated into the referral response process? What does your triage process look like? Who is responsible for dispatching responses? Onsite vs Phone Response: What is your philosophy regarding onsite versus phone follow-ups, and how do you decide which approach to use? What is the responsibility of staff when they respond onsite? What is the flow and expectations of their onsite visit and phone communication?	Shining a Light on Aftercare Why Does Aftercare Grow Donation? How to Put Aftercare in the Forefront of Hospital Partnerships

10:15am – 10:30am	Break			
10:35am – 11:35am	Bridging the Gap: Connecting with the Next Generation of Providers and Practitioners	FPA DCD	AOC Communication Models: What structures help you drive referrals forward and ensure effective internal and external communication? How is your documentation structured, and how do you ensure consistency in communication? What types of referral boards do you use? Tools and Resources: What tools, such as CBIGS, and referral cards, do you provide? How do your donor management guidelines (DMGs) impact your referral education? How do you ensure their effective use without providers feel like you are trying to take over patient management?	Better Together Joining Forces to Strengthen Internal Partnerships
11:35am – 12:20pm	Networking Lunch			
Breakouts	Hospital Engagement <i>Heather Osipowicz</i> <i>Jacqueline Giuffrida</i>	Family Services <i>Wendy Garrison</i> <i>Taylor Brookins</i>	Referral Optimization <i>Michelle Reef</i> <i>Tania Houle</i>	Family Aftercare <i>Courtney Tillotta</i> <i>Kelley Green</i>
12:25pm – 1:25pm	Donor Care Centers: A Discussion Regarding the Transforming Model and its Impact on Stakeholders	How to create a supportive environment that gets a YES <ul style="list-style-type: none"> • FS AOC/Real Time Support • Decline Reviews • Ongoing Training Services/Approach AOC 	Referral Flow and Follow-Up: How do you differentiate the response between new organ referrals and referral follow-ups, and what is the expected flow of response? Does this change with pediatric referrals?	Real Conversations with Real Impact What's Your Practice? Correspondence & Identity Disclosure
1:25pm – 2:25pm	Harnessing Electronic Medical Records to Optimize Resource Use	Vicarious Trauma & Burnout	Closing Referrals and Hospital Re-Referral: What communication do you provide to close an organ referral and how do you ensure a re-referral is made when appropriate? How are you ensuring updates of patient	Creating a Support Foundation for Families After Donation Seamless Support for Donor Families - The Transition Between Authorization & Aftercare

			changes on active referrals are communicated back to you? How do you guarantee you are notified of the cardiac time of death for tissue screening?	Let's Count the Ways...Honoring Donor Heroes
2:25 –2:40pm	Break			
2:45pm – 3:45pm	Donor Care Centers	Interviewing & Onboarding	Quality Assessment of Referral Optimization: What Key Performance Indicators (KPIs) are you using to measure the effectiveness of your referral program? What change initiatives have you implemented and what did you learn? How are you integrating your quality teams into these processes?	Shining a Light on Aftercare Why Does Aftercare Grow Donation? How to Put Aftercare in the Forefront of Hospital Partnerships
3:50pm – 5:00pm (70 Minutes)	Developing a Culture of Donation: All Teach All Learn Moderators: <i>Heather Osipowicz, Jacqueline Giuffrida, Wendy Garrison, Taylor Brookins, Michelle Reef, Tania Houle, Courtney Tillotta, and Kelley Green</i>			