



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

7:00am – 8:00am	Breakfast - Fredericksburg Foyer			
Plenary Sessions				
8:00am – 8:30am (Fredericksburg D)	Welcome and Framing			
8:30am – 9:10am	The Changing Landscape of Donation: Identifying 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 (Fredericksburg D) <i>Heather Osipowicz</i> <i>Jaqueline Giuffrida</i>	Family Services (Fredericksburg A) <i>Wendy Garrison</i> <i>Taylor Brookins</i>	Family Aftercare (Fredericksburg B) <i>Courtney Tillotta</i> <i>Kelley Green</i>	Referral Optimization (Fredericksburg C) <i>Michelle Reef</i> <i>Tania Houle</i>
9:15am – 10:15am	Donation after Circulatory Death: Successful Outcomes Start Here!	Finding an approach model that works for you Who approaches <ul style="list-style-type: none"> When? Do you use a FRAT? FRAT development & implementation Preparing for different types of approaches with focus on difficult approaches/hot approaches- Wendy Garrison & Taylor Brookins	Shining a Light on Aftercare Why Does Aftercare Grow Donation? How to Put Aftercare in the Forefront of Hospital Partnerships -Jamie Rivas, Indiana Donor Network	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? Scott McQueer & Kristen Grimm Wulff, Gift of Life Michigan

10:15am–10:30am	Break - Foyer			
10:35am–1:35am	Bridging the Gap: Connecting with the Next Generation of Providers and Practitioners	How to rock FPA DCD- Taylor Brookins & Jaime Rivas Indiana Donor Network	Better Together Joining Forces to Strengthen Internal Partnerships – Beth Kelley & Ysabel Parra, Gift of Hope Joining Forces to Strengthen External Partnerships – Ashlei Lind, LifeCenter Northwest & Rebecca Simon, Cascade LifeAlliance	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? 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 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? Breianna Brown, Indiana Donor Network Kristen Grimm Wulff, Anthony Honeywell & Scott McQueen, Gift of Life Michigan
11:35am–12:20pm	Networking Lunch – Buffet in Foyer			
Breakouts	Hospital Engagement <i>Heather Osipowicz</i> <i>Jaqueline Giuffrida</i>	Family Services <i>Wendy Garrison</i> <i>Taylor Brookins</i>	Family Aftercare <i>Courtney Tillotta</i> <i>Kelley Green</i>	Referral Optimization <i>Michelle Reef</i> <i>Tania Houle</i>

12:25pm – 1:25pm	Golden Opportunities: Everyone Plays a Role in Hospital Development	How to create a supportive environment that gets a YES <ul style="list-style-type: none"> • Use of Family Services/Approach AOC • decline reviews -how, when, who Ongoing training – how do you decide on topics? How often? Who runs and who is invited? In person? Simulations?	Real Conversations with Real Impact What’s Your Practice? Correspondence & Identity Disclosure <ul style="list-style-type: none"> – Renata Krzyston, Gift of Hope – Katie Banik, Versiti 	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?
1:25pm – 2:25pm	Harnessing Electronic Medical Records to Optimize Resource Use	Essential Guide to Interviewing & Onboarding Finding the right fit <ul style="list-style-type: none"> • Job descriptions • Interviewing process • NEO training 	Creating a Support Foundation for Families After Donation Seamless Support for Donor Families - The Transition Between Authorization & Aftercare Let’s Count the Ways...Honoring Donor Heroes <ul style="list-style-type: none"> – Franny Johnson, DonorConnect 	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? Margo Johnson, LifeLink Foundation Jenna Davis, Gift of Life Michigan
2:25pm –2:40pm Break - Foyer				
2:45pm – 3:45pm	Donor Care Centers	Self-Care: One of Our Own Shares Her Wisdom About Working in Death and Grief Care <ul style="list-style-type: none"> – Litsa Williams, What’s Your Grief 	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? Rodney Pilson, Donor Network Arizona	
3:50pm – 5:00pm (Fredericksburg D)	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>			