

*inspired to achieve excellence*

# In just 1 DAY at Mid-America Transplant

GRACIE  
LIVER  
RECIPIENT



## Donor Services

**Answered over 100 phone calls** referring potential organ and tissue donors and spoke with 10 families regarding the benefits of tissue donation.

## Family Support Services

**Offered solace** through organ and tissue donation for a family who just lost a loved one.

## Tissue Services

Procured skin, bone, and corneas from a 25-year-old involved in a fatal motor vehicle accident. Multiple burn and cancer victims **received life-saving procedures.**

## Organ Services

Evaluated a 41-year-old, who suffered a life ending aneurysm, determined medical suitability regarding donation, then **procured and placed 5 life-saving organs.**

## Hospital Services

**Developed relationships** with physicians, nurses, and chaplains to create a positive donation experience for every family.

## Corporate Communications

Monitored, shared, posted and published organizational communication across all mediums to **promote our mission.**

## Performance Excellence & Quality Systems

Examined current processes to guarantee a family's gift is **optimized and ensured regulatory compliance.**

## Information Systems

Supported, upgraded, and **developed computer technology** to coordinate effective employee communication.

## Finance

Ensured donor families aren't burdened with hospital bills. Purchased medical supplies that are utilized through the donation process.

## Human Resources

Made certain we have **top-quality staff** to serve donor families through comprehensive compensation, benefits, and recognition programs.

## The Foundation

**Provided outreach and education** to support community at large.

## DMV

**Provided friendly and knowledgeable service** to help each customer obtain their Missouri Driver's License and inspired 33 heroes to join the donor registry.