

Leadership: Leveraging Mission & Relationships to Save Lives

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Donor Alliance
Denver, Colorado



These are the
days of miracle
and wonder.

Paul Simon



ORGAN & TISSUE DONORS

TRANSPLANT WAITLIST

**ORGAN &
TISSUE DONORS**



**TRANSPLANT
WAITLIST**

Donation Service Area

WYOMING



25 Donor Hospitals

Key Customers

4 Transplant Centers
2 Tissue Processors



COLORADO

87 Donor Hospitals

MISSION

Donor Alliance saves lives through organ and tissue donation and transplantation.

VISION

Maximizing all donation opportunities

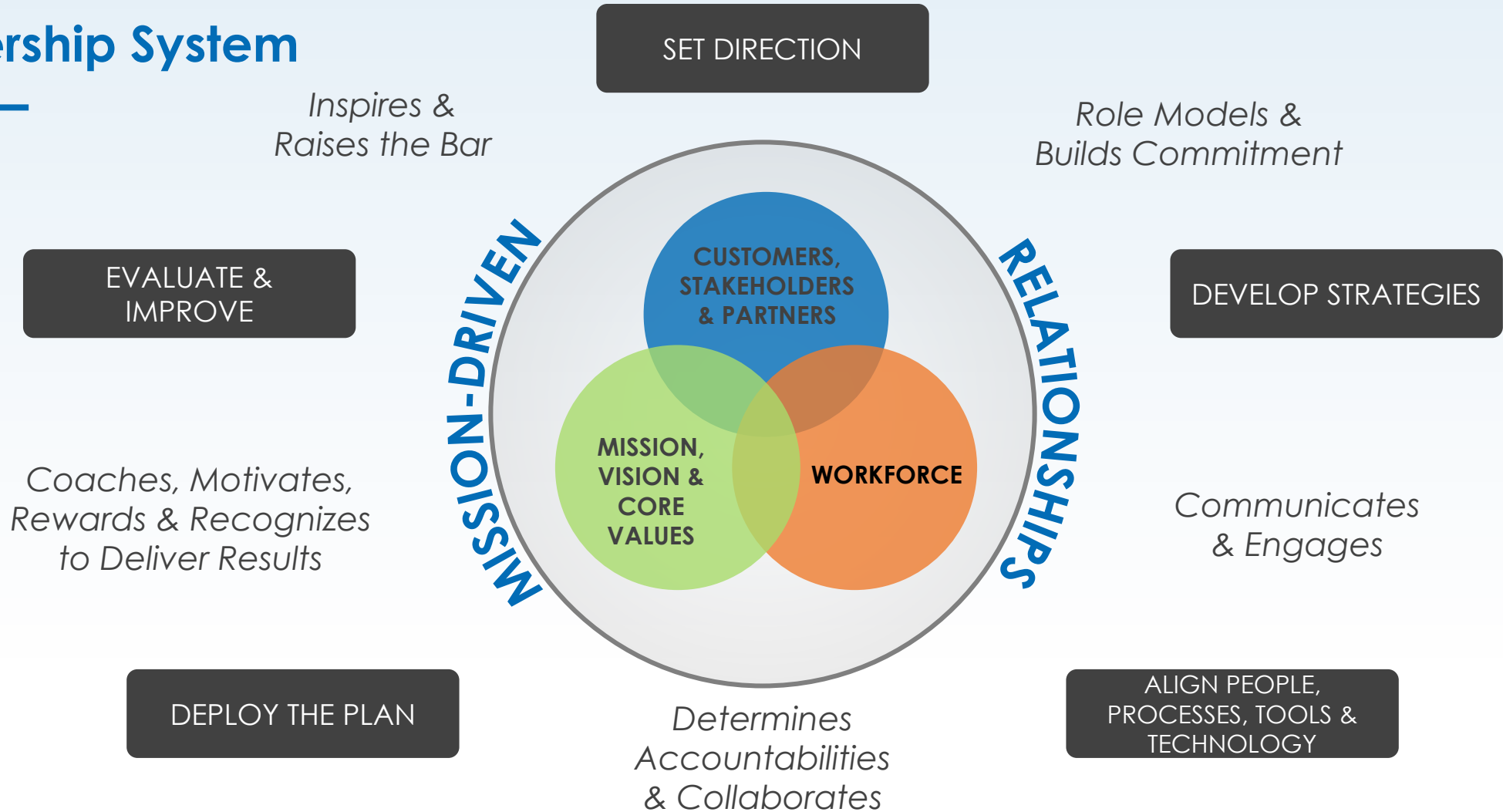


ILEAP

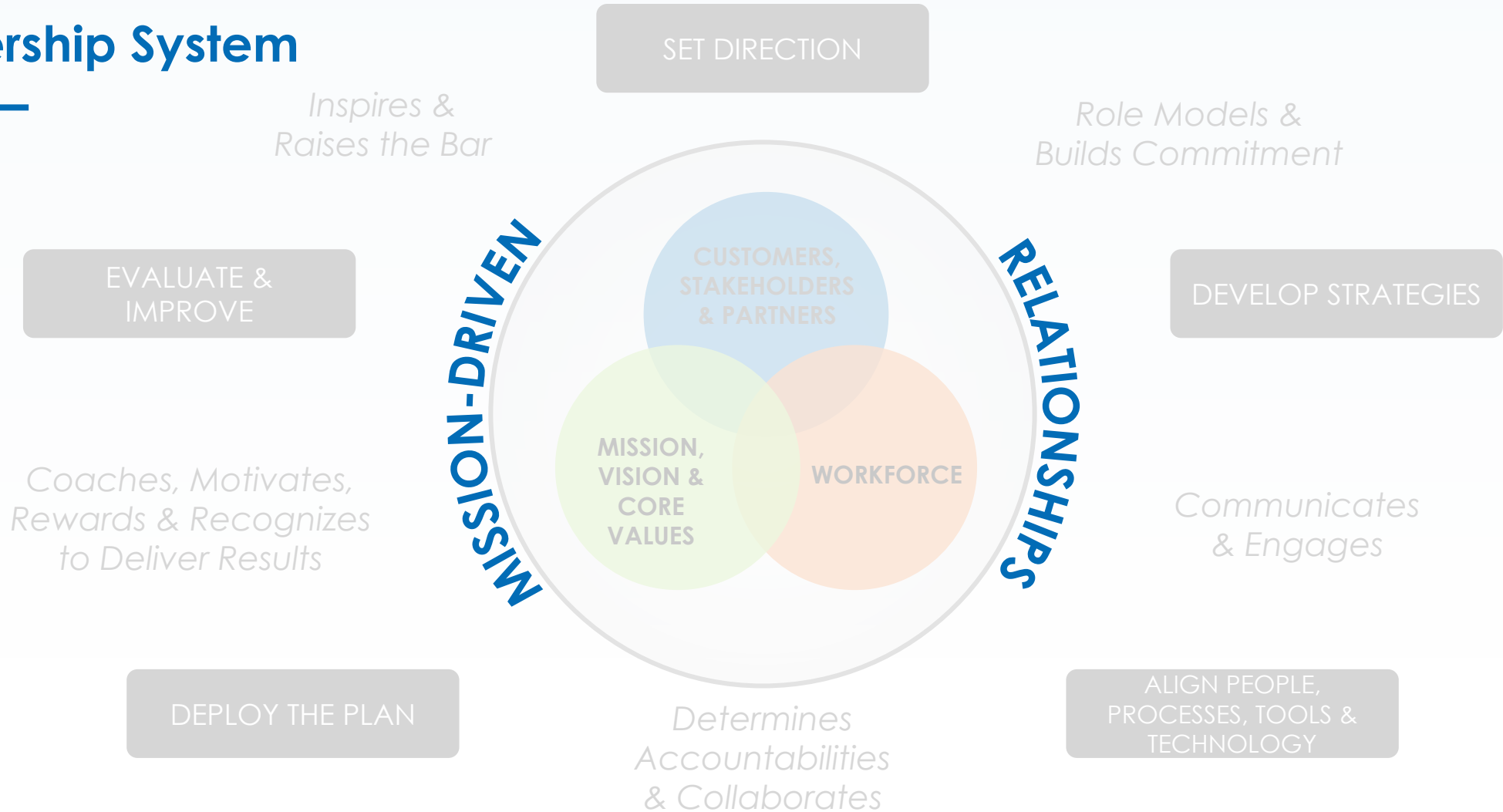
Integrity
Leadership
Excellence
Accountability
People First

**CORE
VALUES**

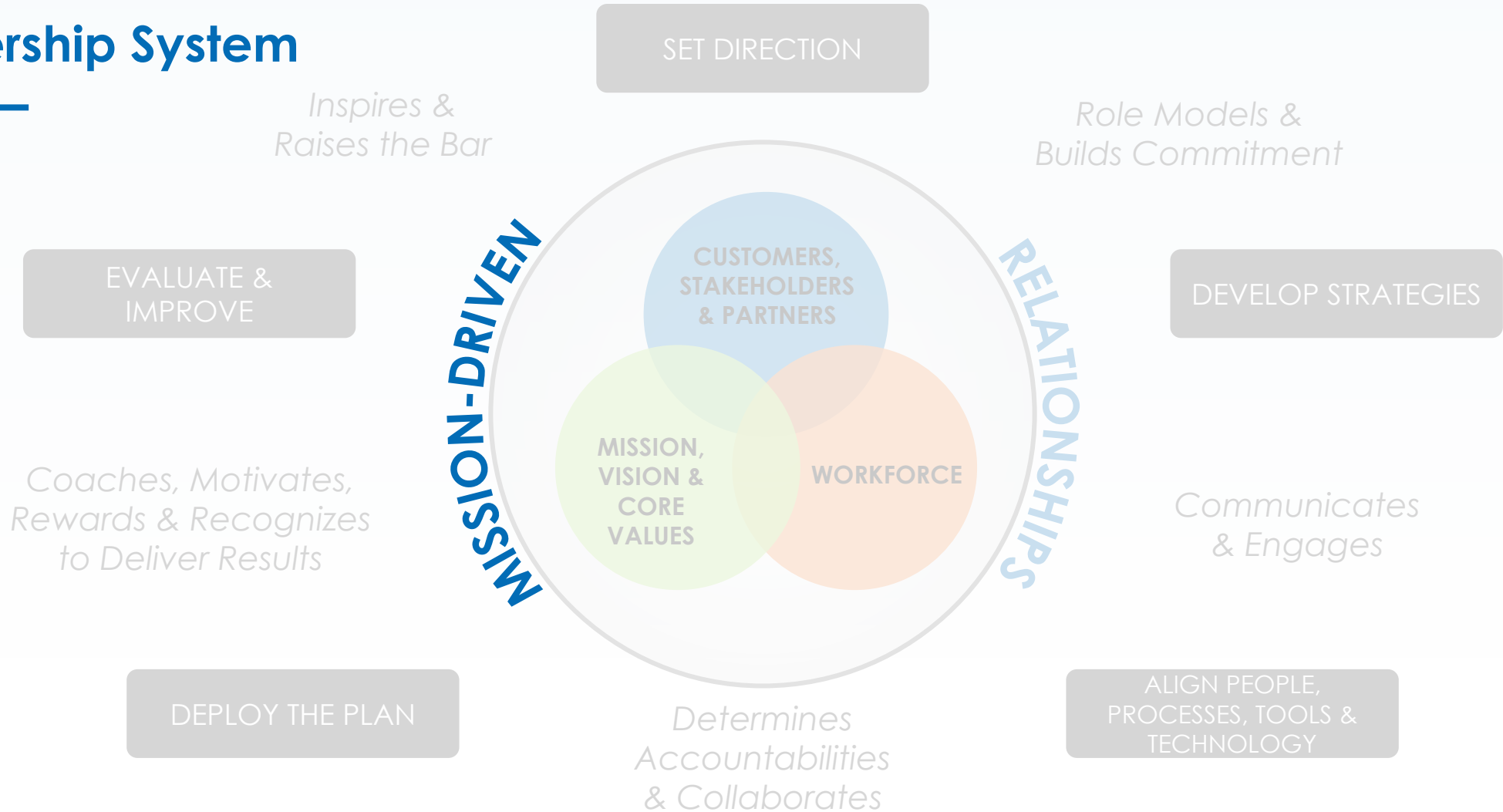
Leadership System



Leadership System



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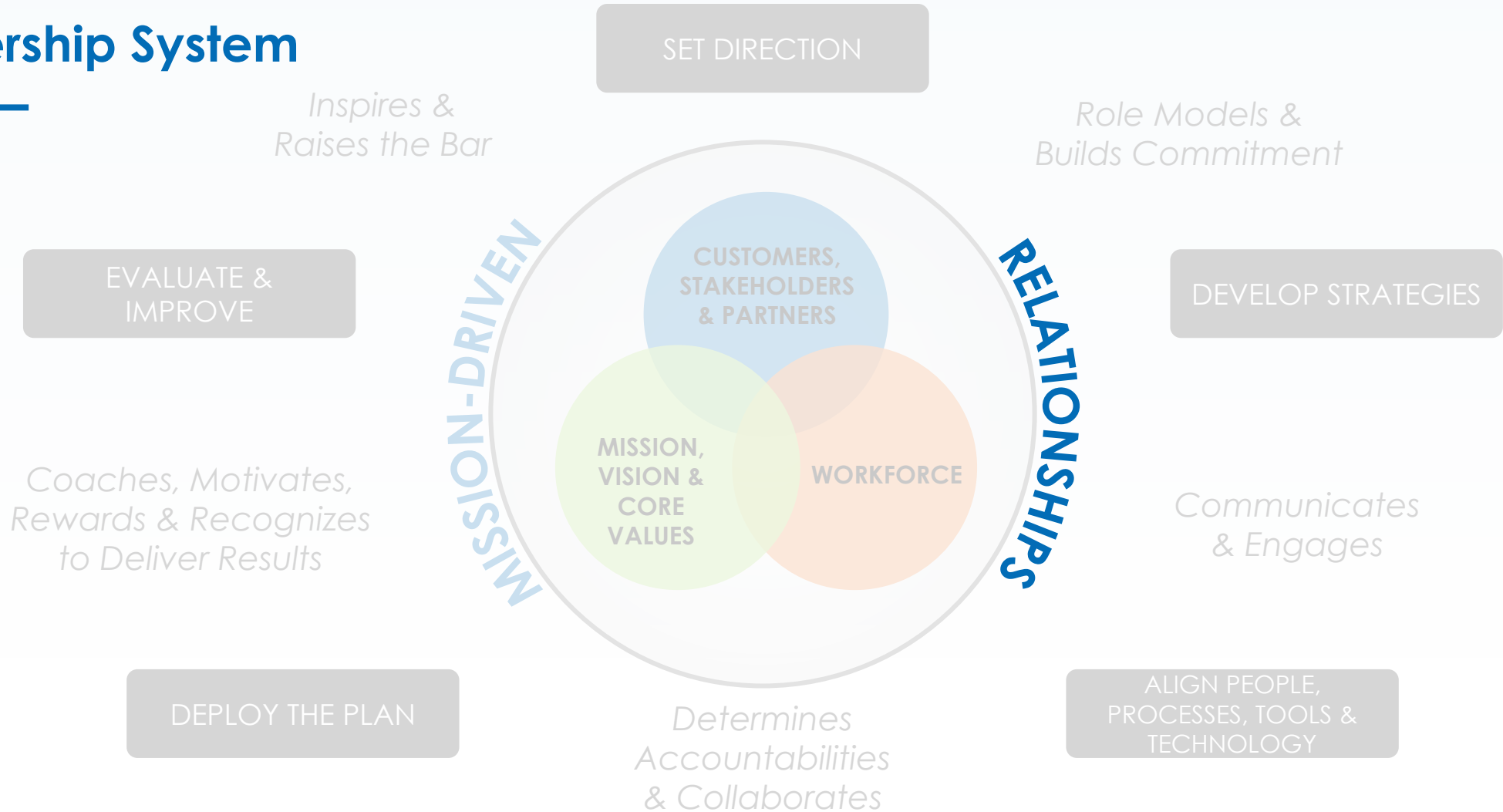


114,000



1,500,000

Leadership System



The Nine Studer Principles

- Commit to excellence
- Measure the important things
- Build a culture around service
- Develop leaders to develop people
- Focus on employee engagement
- Be accountable
- Align behaviors with goals and values
- Communicate at all levels
- Recognize and reward success



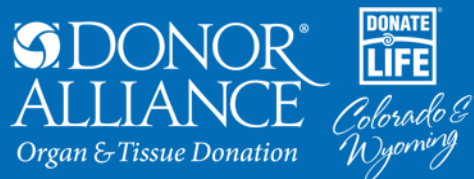


PEOPLE FIRST

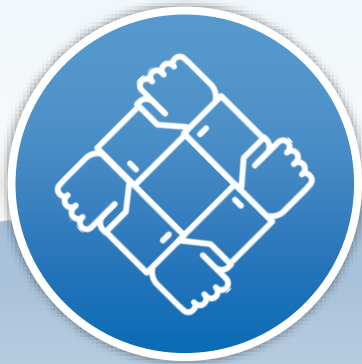
Communication & Engagement

Listening Mechanisms

Personal Communication



Communication



Workforce



Customers



Partners



Stakeholders

Employee Engagement

79.9%
2015

84.8%
2016

87.7%
2017

90%
2018

Creating an Environment for Success

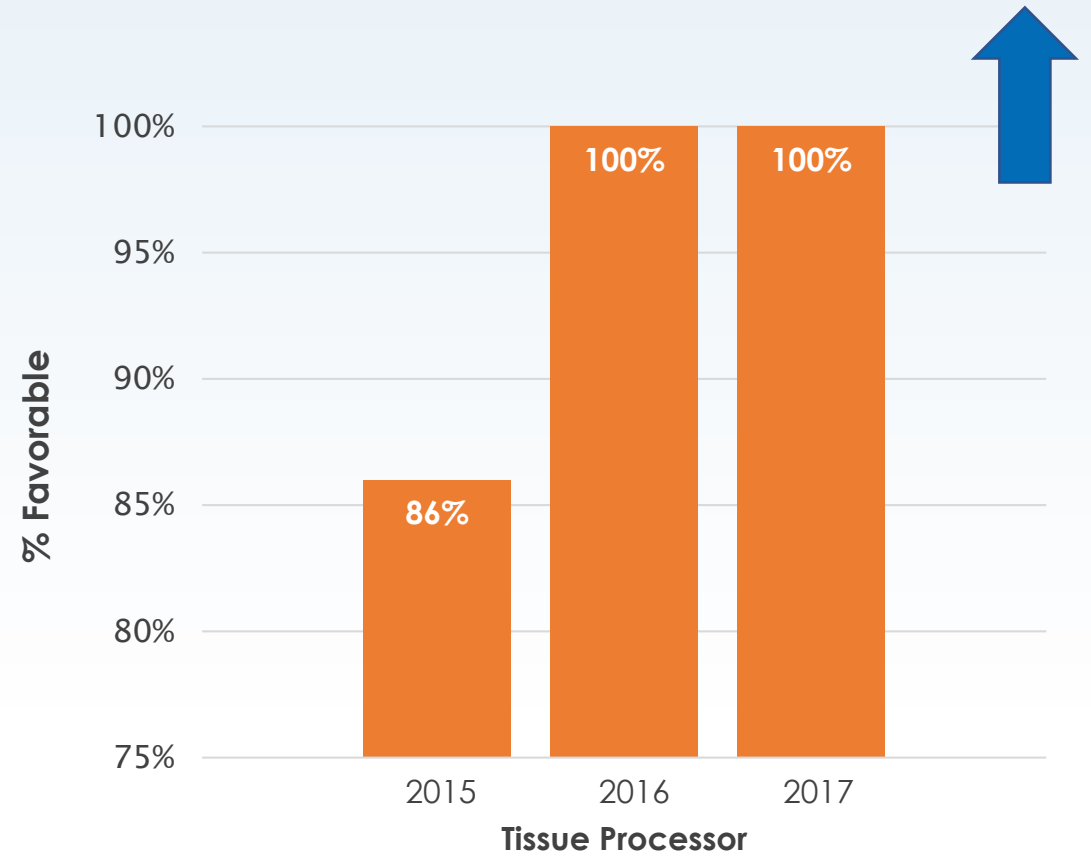
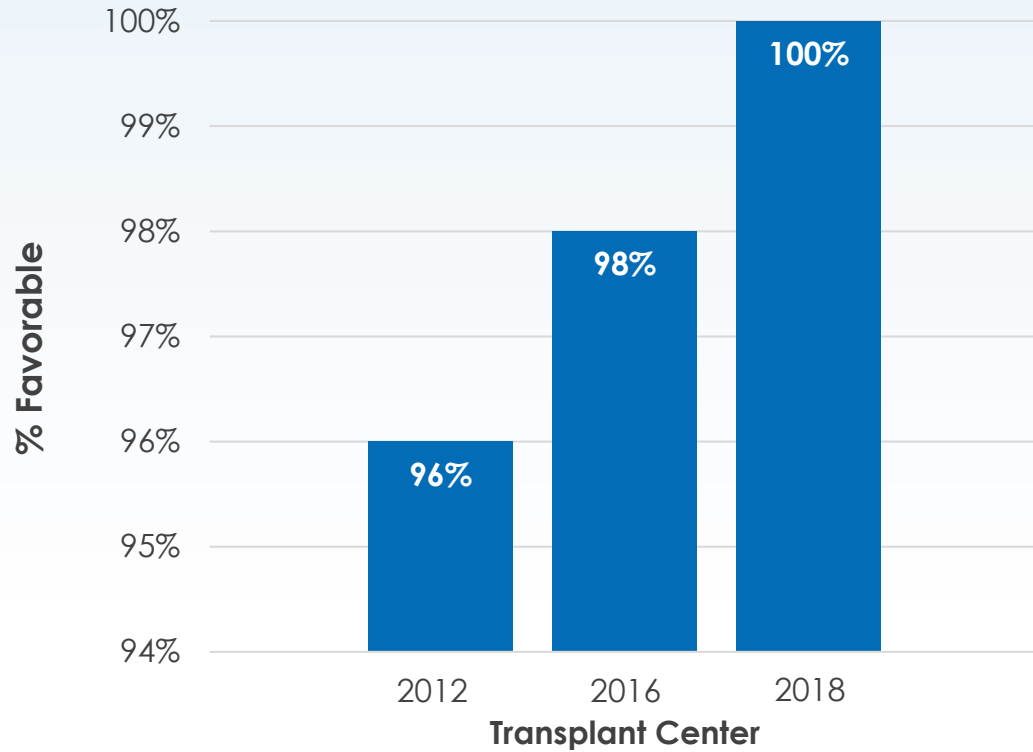
Organizational Learning

Developing Leaders

Focus on Action



Customer Satisfaction



Creating an Environment for Success

95%
Favorability
Trust in Senior Leaders

4.9/5
Board Engagement

63%
WY

Highest Donor
Designation Rates in
the Country

69%
CO



Integrated Governance & Public Trust

Ethical & Legal Behavior

Transparency in Operations

Board Engagement



Insights and Lessons Learned

- Grow the Baldrige expertise in your organization
- Nail down your Customers, listening methodology & integration
- Link your mission and employee engagement
- Engage your governance structure
- Always remember why you started...and keep going

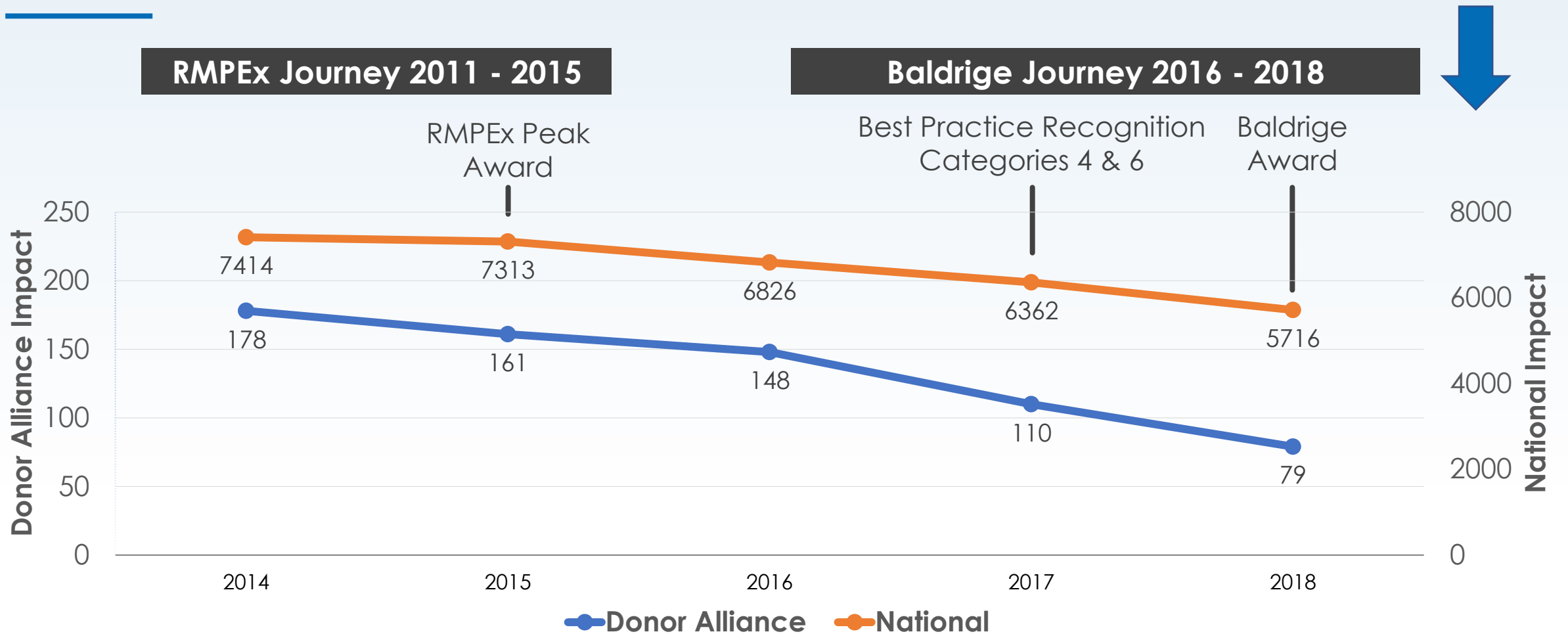
Connect to Mission







Ending Deaths on the Transplant Waiting List



Questions for the Day...and Back Home

- What does the Leadership System at your organization look like?
- What challenges have you come across?
- What are you going to take back with you?

 **DONOR[®]**
ALLIANCE
Organ & Tissue Donation



*Colorado &
Wyoming*



Malcolm Baldrige
National Quality Award

2018 Award Recipient