

Category 6 Operations: Designing and Improving Work Systems to Save Lives

Grace Harcek, Director of Performance Excellence

Cassie Hertert, Director of Learning & Development



Takeaways

Understanding Work Systems

Managing Operations

Impacting Our Mission



MISSION

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

VISION

Maximizing all donation opportunities

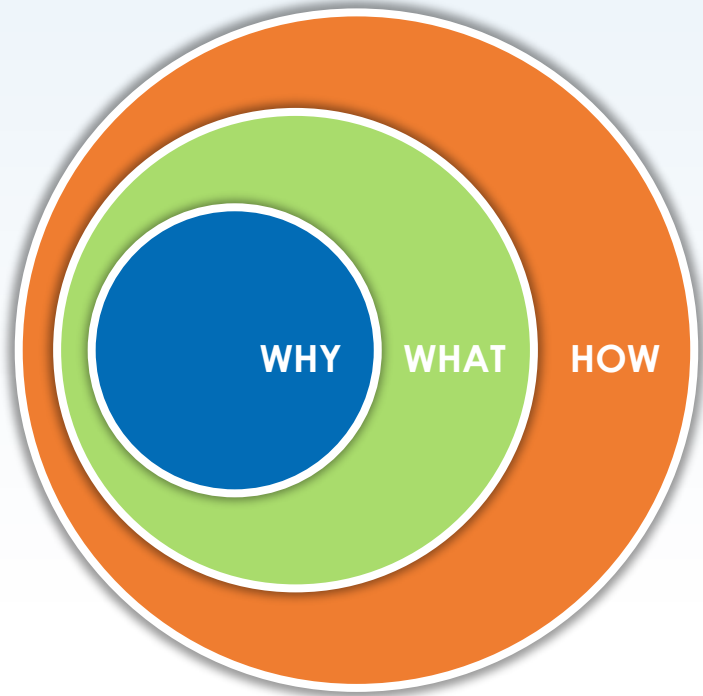


ILEAP

Integrity
Leadership
Excellence
Accountability
People First

**CORE
VALUES**

Work Systems and Work Processes



WHY

To Save Lives

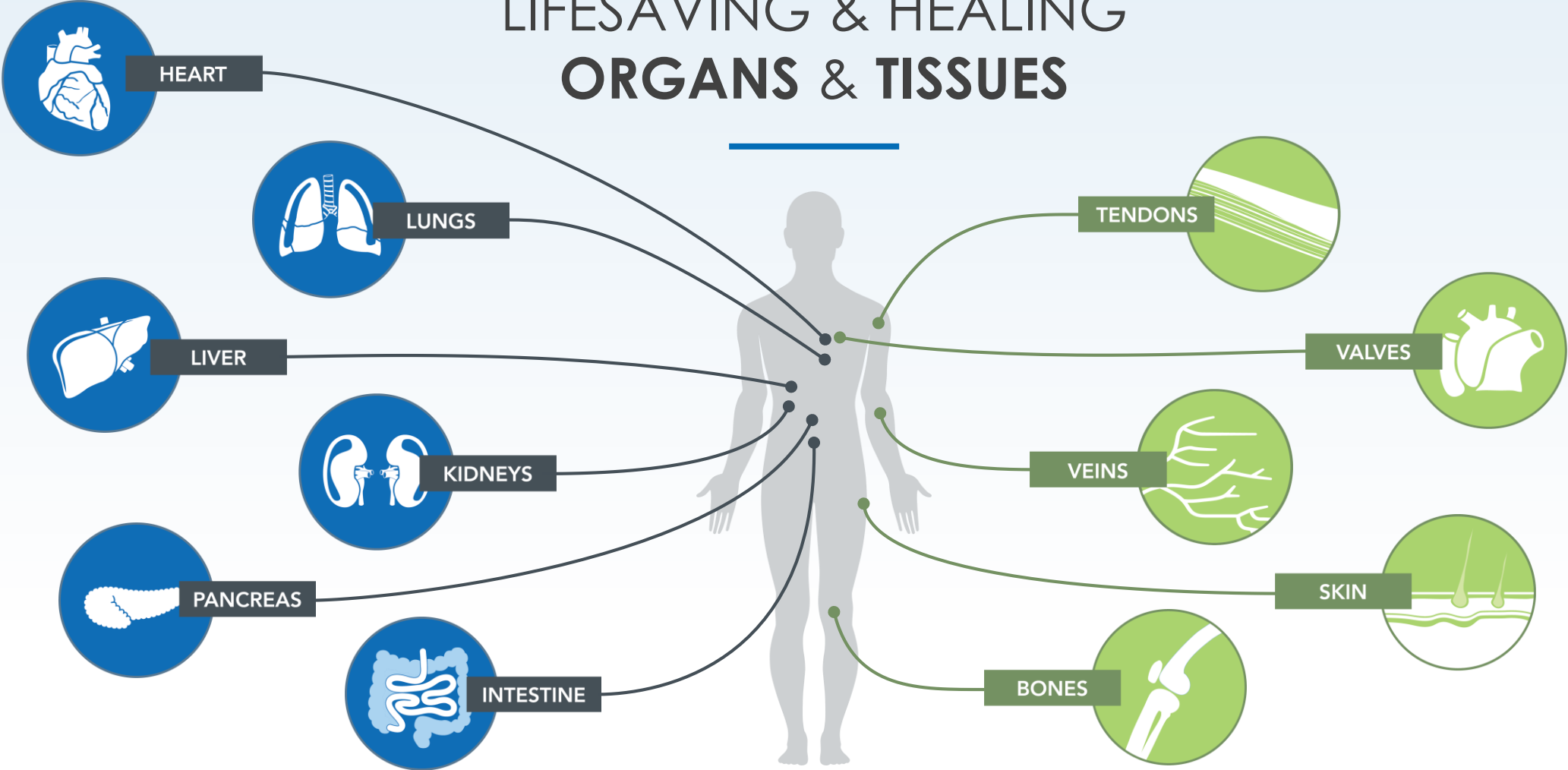
WHAT

Organ & Tissue Donation for Transplantation

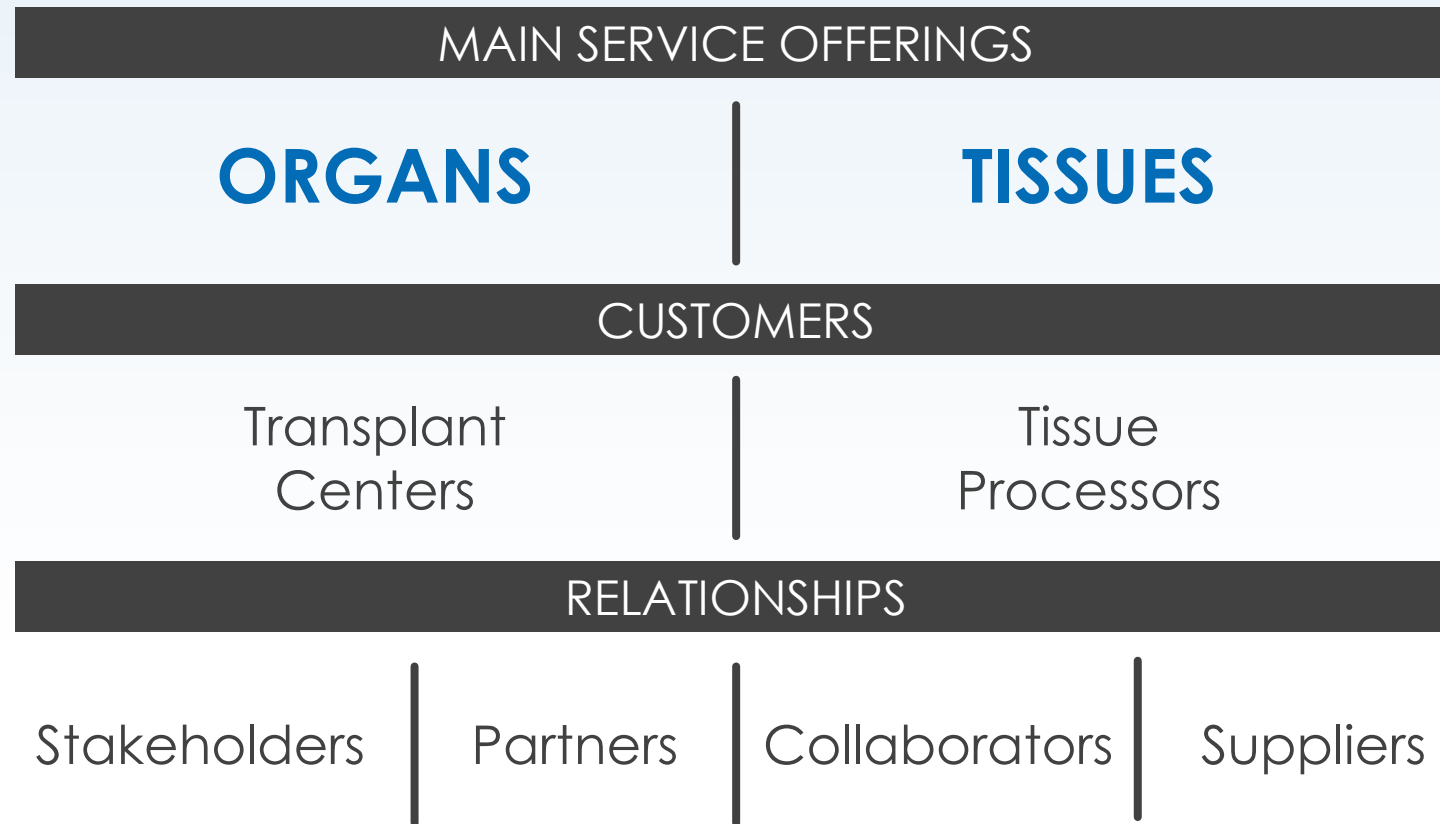
HOW

Key Work Systems & Processes

LIFESAVING & HEALING ORGANS & TISSUES



Key Factors for Performance Excellence



Work Systems

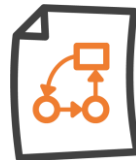


ORGAN
WORK SYSTEM

Mission-Driven
Relationships



TISSUE
WORK SYSTEM

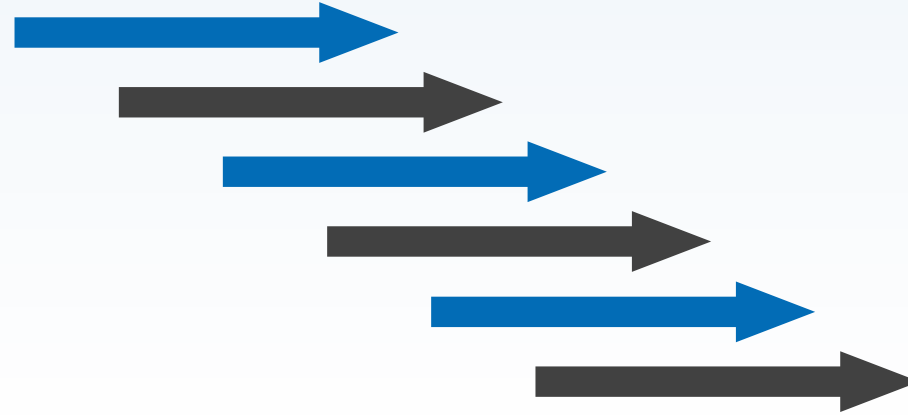


Key Support Processes

ORGAN & TISSUE

Work System Processes

Referral



Delivery of
Services



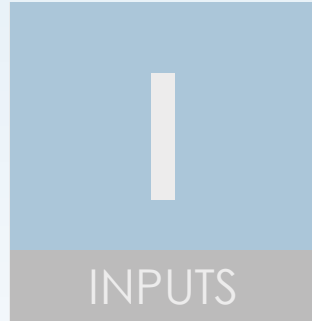
Defines the Requirements.



Educating and inspiring the public to join the donor registry



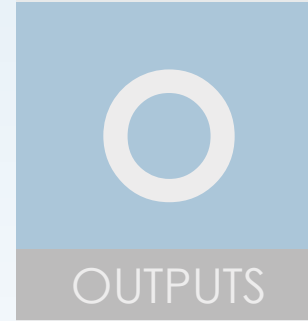
PR Agency
Graphic Designers
Photographers
Event Management
National Organizations
Advocates for Life
DMV
Department of Revenue



Messaging
Imagery
Financial Resources
Data
Research



1. Identify Target Audience
2. Craft messaging
3. Identify delivery mechanism
4. Create Visuals
5. Produce Information
6. Deliver

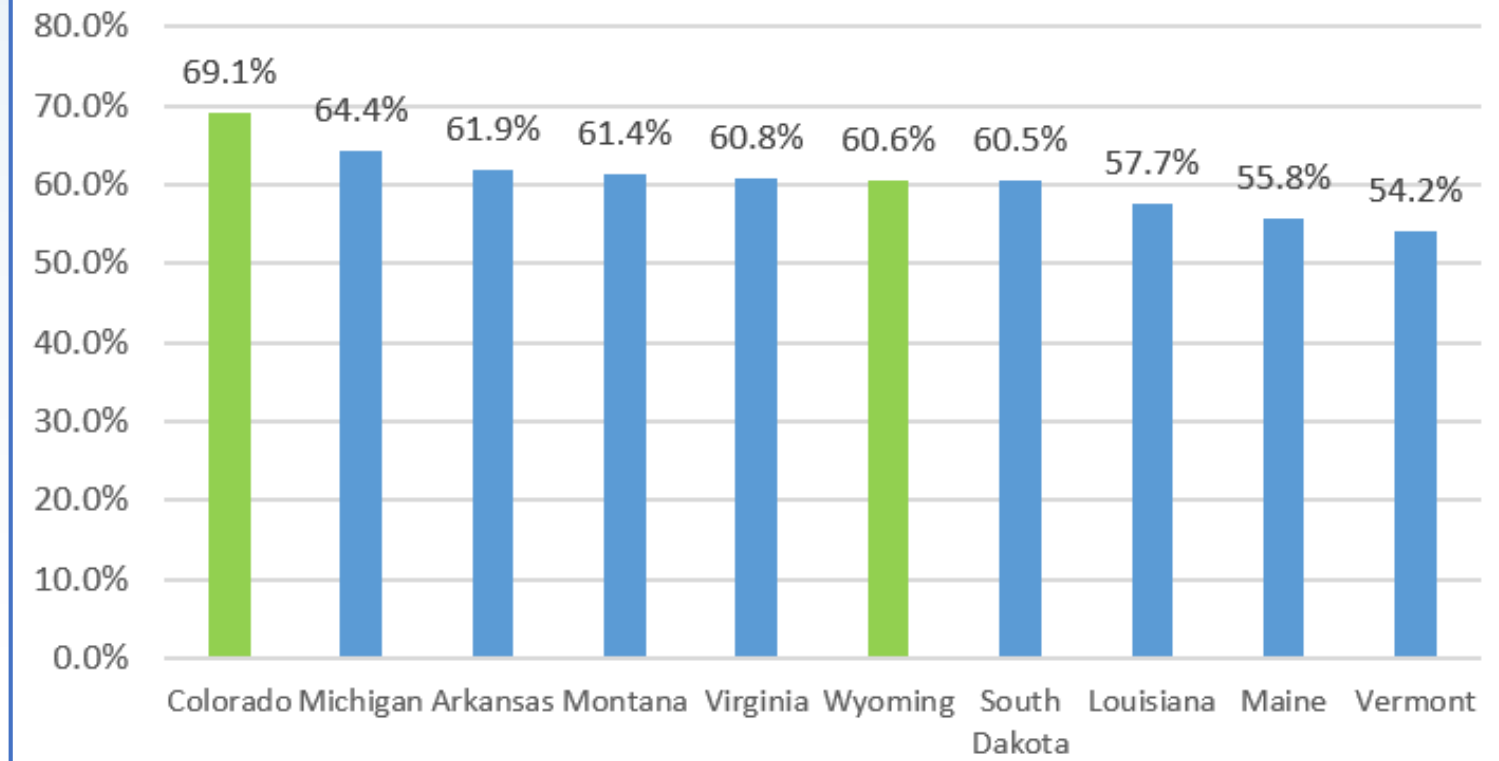


Information



Community –
Residents of
Colorado &
Wyoming

State Donor Designation Rate 2018

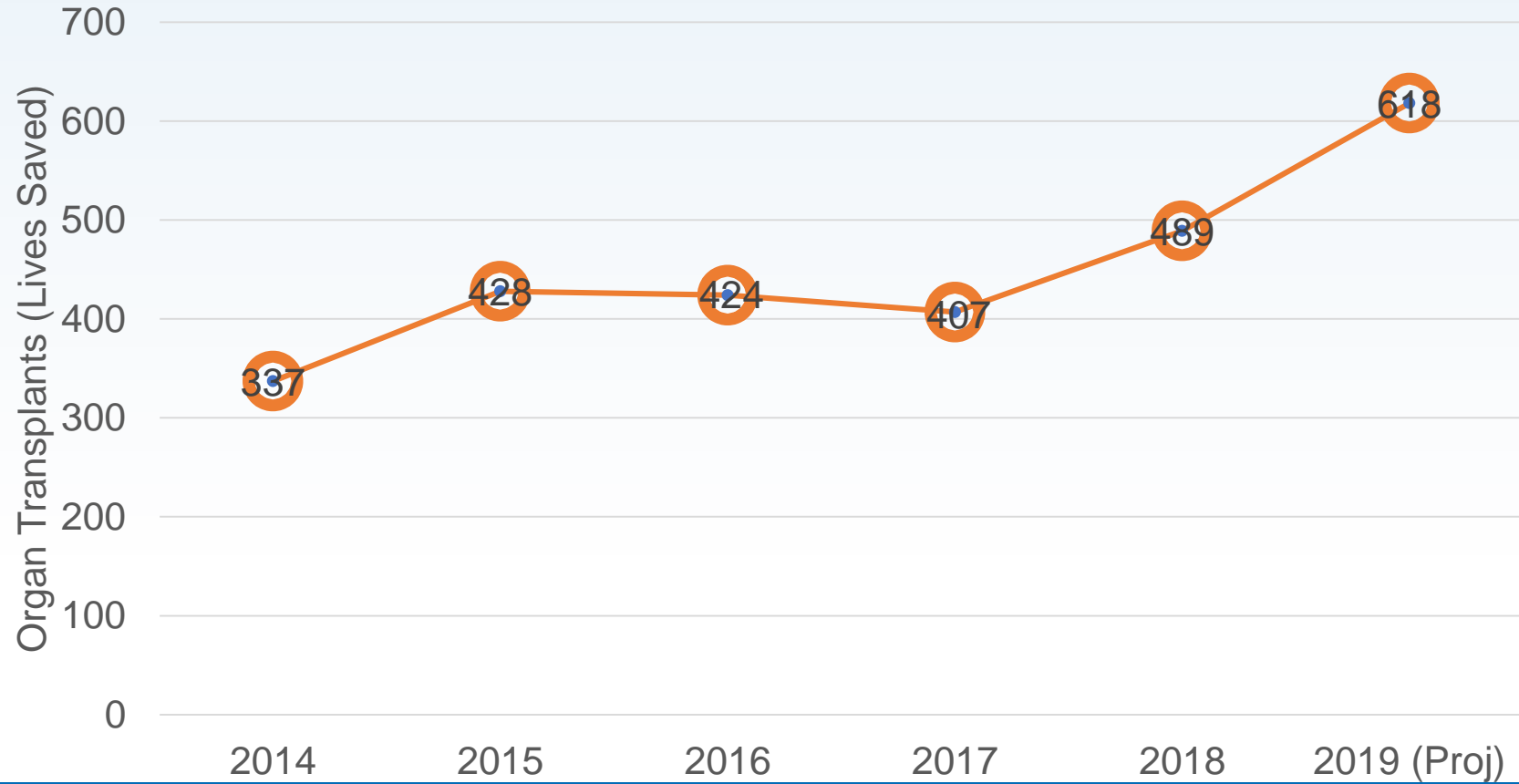


Organ Transplants: Lives Saved



RMPEX Journey 2011 - 2015

Baldrige Journey 2016 - 2019





2014 - 2019

2,625

LIVES SAVED
THROUGH ORGAN DONATION

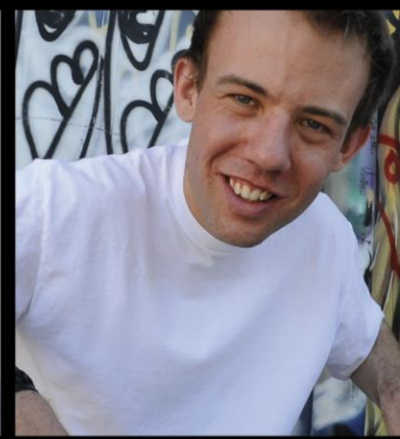


2014 - 2019

750,000

LIVES SAVED & HEALED
THROUGH TISSUE DONATION





Small Group Discussion

- 1) What do work systems look like at your organization?
- 2) What challenges have you encountered?
- 3) What are you going to take back to your organization?