

**OUR MISSION:**

**Working together to  
save lives through organ  
and tissue donation**

**“Donation means everything to me.  
It gives me a chance for a new life!”**

**Joyce Brooks**, Anchorage, Alaska, Double Lung Recipient





**Kevin O'Connor**

**PRESIDENT & CHIEF  
EXECUTIVE OFFICER OF  
LIFECENTER NORTHWEST**

## MESSAGE FROM OUR CEO

Despite last year's challenges related to the pandemic, the gift of life offered hope to patients awaiting a second chance — a chance to hug their children, enjoy time with their family and friends, return to work and live full lives. We are deeply grateful to the donors, and their families, who gave that second chance to thousands of others in 2020.

In this report, we share a progress update, as well as stories of loss and hope, partnership and innovation — stories that capture the resilience of our donor families, the transplant recipients, our dedicated staff and valued

partners who help us carry out our mission. These stories make us proud to steward the gift of life. While the opportunity to make a profound difference in the lives of so many is what keeps us all going, we know there is still much work to be done.

There are nearly 108,000 Americans awaiting a life-saving transplant. This fact is the motivation behind the launch of our new 'End The Wait' campaign. The campaign's focus is on resolving issues that lead to missed opportunities that limit the organ donation potential of hospitals across our service area. We anticipate this effort will save an additional 1,000 lives over the next five years. These are the lives of our neighbors, friends and family members — and the need has never been greater.

With this need in mind, the Centers for Medicare & Medicaid Services (CMS) recently introduced new Organ Procurement Organization (OPO) regulations and metrics designed to generate growth in organ donation and transplantation. These metrics also change how OPOs are held accountable for their outcomes. We welcome this effort, and we'll continue to maximize donation and push boundaries to increase organ utilization in collaboration with our hospital and transplant partners to achieve a shared goal — to save more lives than ever before.

Looking forward to a year of health, healing, continued partnership and perseverance...

Onward and upward!

**SERVING ALASKA, MONTANA,  
NORTH IDAHO AND WASHINGTON**

## Mission

**Working together to  
save lives through organ  
and tissue donation**

## Vision

**A future where no one dies on  
the organ transplant waiting  
list, high-quality tissue grafts  
are available to all in need,  
every donor and donor family  
is honored, and all employees  
are inspired and empowered to  
realize their highest potential  
in service of our mission.**

## Values

**Our values guide our behaviors,  
practices, and interactions with  
each other and with all of our  
stakeholders:**

### Collaboration

### Courage

### Integrity

### Service

**LifeCenter Northwest** is one of the 57 federally designated and nonprofit organ procurement organizations in the United States. We work together with families, medical professionals, and communities in Alaska, Montana, North Idaho and Washington to save and heal lives through organ and tissue donation.

## Alaska Woman Battles Lung Disease and COVID-19 Quarantine While Awaiting Lung Transplant

ON THE COVER:

### Joyce Brooks

**DOUBLE LUNG RECIPIENT  
FROM ALASKA**

**University of Washington Medical Center**



After serving in the U.S. Air Force in Anchorage, Joyce Brooks made Alaska her home and opened a salon. She can't pinpoint the exact onset of her labored breathing, but everyday activities like walking from the kitchen to the bedroom became a challenge. She was diagnosed with pulmonary fibrosis in 2012.

A few years into her diagnosis, Joyce gave birth to her beautiful son, Daniel, but caring for him became difficult with her illness. Joyce made the decision to move temporarily to the Seattle area — and alone — to wait for a double-lung transplant, while Daniel stayed with his dad in Alaska.

**"I arrived in Seattle on Feb. 5, 2020," Joyce said. "I knew it was going to be hard for many reasons; however, number one, for me, was being away from my son."**

And to complicate matters, the COVID-19 pandemic struck soon after she arrived in Seattle, which isolated her further, and extended her wait for lungs as most regions experienced fewer donors. Joyce, like many of us, experienced a roller coaster of emotions during this time.

In August 2020, amid the pandemic, Joyce received the life-saving call she was waiting for — a new set of lungs! Joyce returned home to her son in Alaska with a new outlook on life thanks to her donor.



PHOTOS: Daniel Rabb

## Organ Transplant Partners

**Providence Sacred Heart  
Medical Center**

**Seattle Children's Hospital**

**Swedish Medical Center**

**UW Medicine**

**Virginia Mason Medical Center**

## Tissue Partners

**Allergan**

**Axogen**

**Community Tissue Services**

**CryoLife**

**MTF Biologics**

**Pinnacle Transplant Technologies**

## Staff Leadership Co-author Articles in the *American Journal of Transplantation*



**Candy Wells**, Director  
of Organ Utilization,  
LifeCenter Northwest



**Kevin O'Connor**,  
President and CEO,  
LifeCenter Northwest

**"Expedited SARS-CoV-2 screening of donors and recipients supports continued solid organ transplantation"** explores how a winning combination of science and collaboration helped LifeCenter Northwest honor the decisions of donors and save more lives during the COVID-19 pandemic.

**"Solid organ donation after death in the United States: Data-driven messaging to encourage potential donors"** highlights the benefits of a data-driven approach to organ donation and donor registration messaging that focuses on the potential of an individual's future need for an organ.



# Organ Donation Amid the COVID-19 Pandemic

## A year of rapid adaptation and continued resilience to honor donors, comfort families and save lives

**E**ven in the best of times, organ donation is a complex undertaking. Our staff overcame significant obstacles last year — working within the confines of restricted access to medical centers, the implementation of COVID-19 testing of potential donors, limited PPE, flight delays and restrictions on next of kin being with a dying loved one. Successfully overcoming these challenges is a testament to the resilience of our staff, the support received from hospital partners and the selfless generosity of donor families.

### Sienna Rettig

ORGAN, EYE AND TISSUE DONOR  
Providence Sacred Heart Medical Center

Sienna Rettig, 22, was a senior at Gonzaga University in Spokane, Wash., when she tragically died only weeks before graduation. She was a registered organ donor, which came as no surprise to her family. They shared that Sienna's last act — helping others through donation — fit exactly who she was. Shortly before Sienna's passing, and during Washington's shelter-in-place order, she organized friends to safely donate blood to help others in need. She was selfless, kind and thoughtful. Always.

Sienna's mother, Diane Rettig, shared that during the vigil held by Sienna's friends and fellow students, she saw that the person she knew her daughter to be was that person to everyone. "Sienna always made others feel special," Diane said. "She was never one to judge, but she took a genuine interest in everyone she met."

### Our support of donor families evolved during the pandemic

Donor Family Advocates, like Nettie Jensen, walk donor families through the donation process, facilitate memory making and advocate for families who might require special circumstances. The Rettigs were one of these families. They lost their daughter and sister during a time when hospitals limited how many people, even family members, could visit.

"Many families weren't able to be there during quarantine to see their loved ones take their last breath," said Nettie. "It's my job to be the family's surrogate stand-in. I'll facilitate goodbyes through video calls and hold their loved one's hand for them."

For the Rettigs, some of the quarantine restrictions had lifted, and Nettie arranged for them to say their goodbyes in person, but unfortunately, they could not all be in the room together. Nettie recalled comforting the parents after escorting the siblings in to spend time with their sister.

"I just sat on the hospital curb with mom, crying with her," said Nettie. "They were a close family, and it was hard for them to be apart during a time when they physically needed each other."

This is one of many stories where frontline staff counseled, consoled and supported donor families in their darkest moments, while also managing their own health and safety during a pandemic.



### 24/7 Dedication

When commercial travel was reduced by 70% in the region, a dedicated employee provided door-to-door service to facilitate the donation and transplant of kidneys from a one-month-old donor. This precious gift was personally escorted from Seattle by commercial flight and taxi to an out-of-state transplant center to ensure safe arrival. This special effort enabled the grieving family to make a meaningful decision and offer the gift of life to another child in need.



### Tissue Donors Leave Legacy of Health and Healing

Thanks to the generosity of our tissue donors and the dedicated work of our tissue team, LifeCenter Northwest achieved a 10% increase in tissue donation from 2019 to 2020. Despite the many challenges of the pandemic — most notably, several tissue processing centers slowed or temporarily suspended operations due to COVID-19 — we leveraged our diverse tissue processing partnerships and continued to facilitate tissue donations that will be used to replace heart valves, repair ligaments, treat burns and heal bone/joint injuries.

**"My father passed away on Oct. 7, 2020. We donated some portions of his skin for burn victims. It was a decision we didn't take lightly, but when we found out how many people he could help, it changed our minds."**

— Dana Dobbs, donor daughter



### COVID-19 Donor Testing

In a year that brought so many challenges to our nation's healthcare system, LifeCenter Northwest is extremely grateful for our partners — like the University of Washington's Dr. Joshua Lieberman — who went above and beyond to help overcome those challenges.

Early in 2020, when COVID-19 cases in our region spiked, transplant centers were hesitant to accept organs or tissue without comprehensive COVID-19 testing on potential donors.

COVID-19 testing capability was limited across the country, but the University of Washington (UW) was a major testing hub in Seattle. Starting in March, we met with Dr. Lieberman (a pathologist at UW specializing in infectious disease) to design a COVID-19 testing program for donors and recipients.

**"Supporting LifeCenter's work has been the most meaningful way I've been involved with the outbreak, by far, and I'm so humbled to be a part of supporting organ transplantation," said Dr. Lieberman.**

Dr. Lieberman was instrumental in coordinating time-sensitive COVID testing for donors, and — as a result — those donors saved hundreds of lives that might have otherwise ended too soon. In early 2021, LifeCenter Northwest proudly presented Dr. Lieberman with a "Donation Champion" award honoring him for his outstanding partnership.



### A First for LifeCenter Northwest: Donation After Circulatory Death Heart Recovery

We facilitated our first heart recovery from a donor after circulatory death during the public health crisis — at the time, this procedure was one of only 50 of its kind in the nation's history.

Donation after circulatory death is a challenging but necessary process for donation professionals and medical care teams, requiring close partnership to safely expand the pool of potential donors and pursue every chance to save more lives.

## Community Outreach and Aftercare



LifeCenter Northwest manages the donor registries in both Montana and Washington

2020 Donor Registrations:

**WA: 146,247**

**MT: 29,234**

(99% of these registrations were through the Washington Department of Licensing and the Montana Motor Vehicle Division)



**14,566**

Points of communication to donor families

**1,036**

Donor families served through our Donor Family Aftercare Program

**150**

Organ donors honored at the Wash. and Mont. Governor's Gift of Life Awards in 2020



**2,402**

Phone calls

**671**

Correspondence between donor families and recipients

**8**

online virtual support group sessions hosted for our donor families

## Organ Donation



**298**

Total Organ Donors in 2020

**95**

Donation after Circulatory Death\*

**203**

Donation after Brain Death\*

\*There are two ways people die: when their heart stops (circulatory death) and when their brain dies (brain death). Both brain death and circulatory death are formal, legal definitions of death declared by hospital medical professionals and must be declared before donation is possible.



**74** Hearts



**90** Lungs



**196** Livers



**490** Kidneys



**9** Pancreata



**2** Intestine



**53%**

Organ Donation Rate  
The percentage of potential donors who become donors



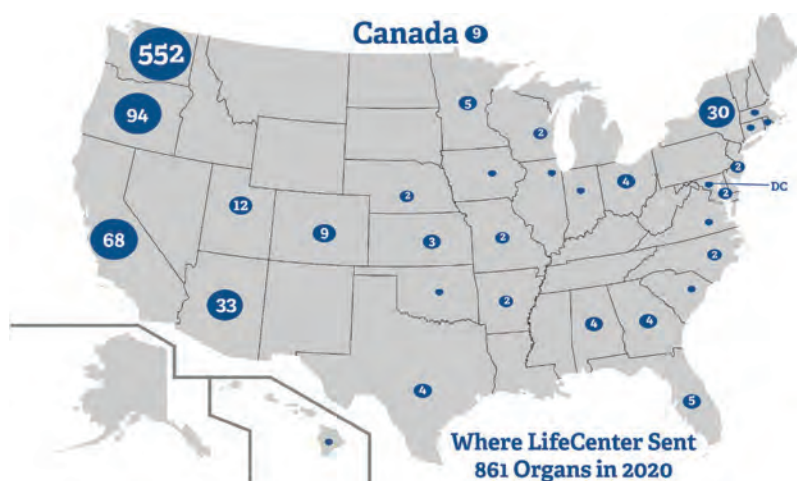
**61%**

Organ Authorization Rate  
The percentage of families or patients who authorize donation

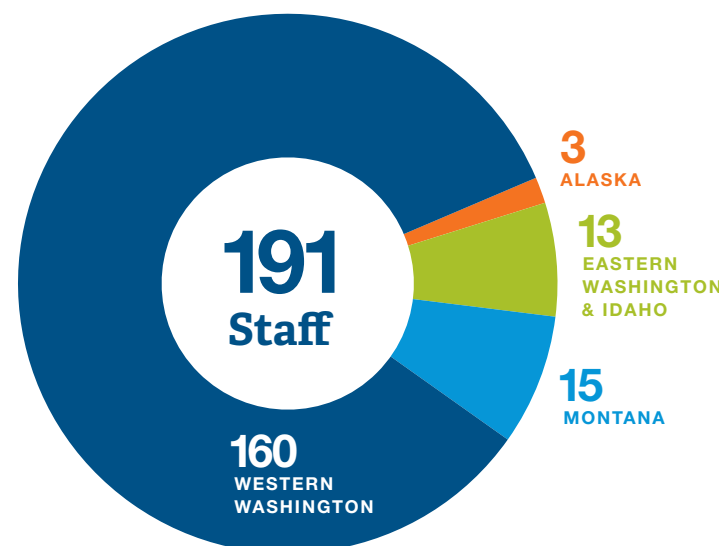
**861**

Total Organs Transplanted  
(813 lives saved)

Organs were transplanted in 31 different states, Washington, D.C. and Canada



## LifeCenter Northwest Team



## Tissue Donation

**647**

Total Tissue Donors

MOST EVER FOR LIFE CENTER NORTHWEST: 10% INCREASE FROM 2019

**80,875**

Estimated Processed Tissue Grafts



**41%**

Tissue Donation Rate



**61%**

Tissue Authorization Rate



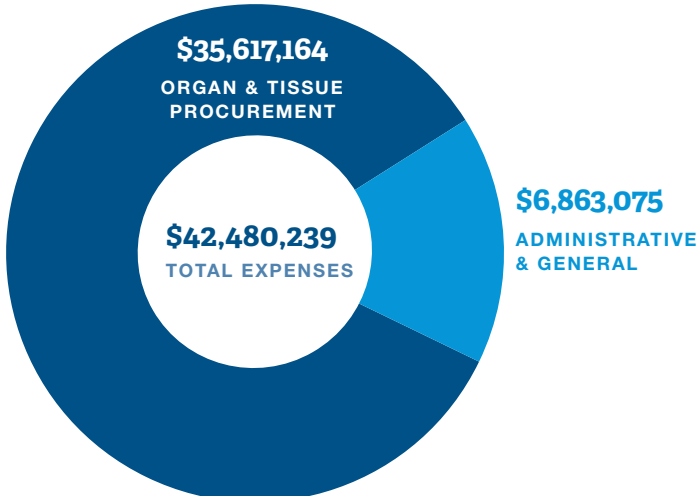
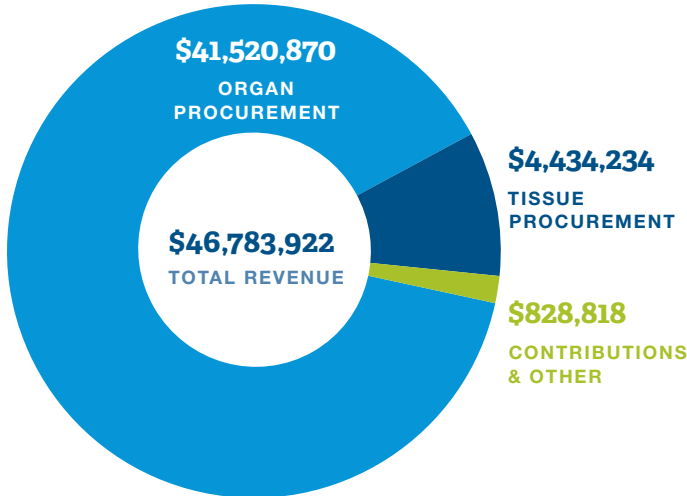


# 2020 Financial Report

## Financial Position

DECEMBER 31, 2020

Assets:	\$ 34,900,157
Liabilities:	\$ 8,663,305
Net Assets:	\$ 26,236,852



# 2020 Values Award

Each year we present our Values Award to a staff member who goes above and beyond to exemplify our core values. Employees are nominated by their peers and selected by the leadership team.



## Jennifer Rodvold ADMINISTRATIVE PROGRAM COORDINATOR

Jennifer joined LifeCenter Northwest in 2017 and has firmly established herself as an ambassador of LifeCenter's values.

Jennifer's interest in organ and tissue donation was sparked in 2005, when one of her best high school friends was tragically killed in a car accident. She was an organ, eye and tissue donor.

"To think that I could work in an environment where I could carry out her legacy every day and be reminded of her generosity seemed like a dream job,"

she said. "I have kept a picture of her at my desk since I started to never forget why I am here."

The Values Award recipient must be a person who demonstrates alignment with LifeCenter's values of Courage, Integrity, Service and Collaboration. Jennifer notes that "it is not about thinking every day 'what value should I choose today' or 'does this action meet the values.' This is just how I live my life." While Jennifer lives out all the values, she has a special affinity for the value of service, which is exemplified at the core of all her work.

# Two-Time Transplant Recipient Overcomes Adversity

**Tim Dean** has type 1 diabetes and suffered from end-stage renal disease.

"I started the dialysis diet, and I was having more seizures, just walking on the street or even while I was getting dialysis," he said.

Eventually, dialysis lost its efficacy. Transplant quickly became Tim's only option.

Tim shared that his family did not want to get tested for living donation because they weren't supportive of him living as a gay man.

Fortunately, Tim was placed on the transplant wait list and received a call from the hospital that a kidney was available.

His surgery was successful; however, this wasn't the end of his transplant experience. It's common for type 1 diabetes patients to need both a kidney and a pancreas transplant. One year later, Tim was placed on the wait list for a pancreas.

"The pancreas was harder," said Tim. "I had to have a mental health assessment and a provider set up. I was thinking 'I got this!' But once I got approved, it really hit me: I'm actually waiting for someone to die so that I can live."

Today, Tim is healthy after receiving his second transplant. He continues to fight for his health but is thankful for the support of his community, which continues to stand by his side. He recognizes the gravity of the gift he was given and doesn't take it for granted.

**"I do encourage people to be donors because people are waiting and people are in need," he shared. "It's really saving someone's life. If someone is waiting for a transplant, don't give up."**

# Northwest Native Leaves a Life-Saving Legacy

**John Wasson Jr.** was the youngest of four children. He had Down Syndrome, and thanks to his mother, a lifelong education advocate, John attended special education classes at the University of Washington, which started a lifelong love of learning.

His sister, Awnie Thompson, shared that like most young children, John was encouraged to sit in laps to settle and read stories. To John, this translated as the only place to sit, and he would choose a family member's lap over the floor or furniture, which was the source of many giggles as he grew older.

Awnie also said that John was a social butterfly, thriving in the company of others. From bowling to sporting events, he loved to be a part of the action. As an adult, John joined his brother at local bars to watch Seahawks games and experience the energy and excitement with local fans.



While John led a full life of love and adventure, he passed away unexpectedly at the age of 49.

John gave the gift of life and sight through the donation of his kidneys, corneas and tissue. His lungs and liver were donated to research, saving countless more lives in pursuit of healthcare advances.

"The opportunity to choose donation for John helped to shift our focus and see the positive," said Awnie. "He wasn't able to really help people so directly in life, but he is the reason — the hero — to so many people who get to go on living. That means something to us."



# Billings Family Man Saves a Life Through Donation

**Randy Scott** always put his wife and children first. When it came to Little League games, school plays and music concerts, Randy was there. He was the first to roll up his sleeves and volunteer to build baseball fields, install sprinkler systems or chauffeur kids to music camp. Randy also understood the value of living in the moment. “He loved to get down on the floor with his grandkids and play cars or make pancakes and let them help,” recalls his son, Shann. “It was special to them.”

On a return trip home to Billings, Randy collapsed from a suspected brain aneurysm in the airport. He was rushed to St. Vincent Hospital, but he could not be resuscitated.

Randy was a registered organ donor, and this decision was a blessing for his entire family. Shann described the value of the added days the family had to hold their dad’s hand, talk to him, and partake in the keepsakes we offered to keep their dad’s memory alive.

“It was an opportunity to spend time with our family,” says Shann. “We were able to work through the grief and it was hard. But now we have keepsakes, like the picture of my dad’s handprint that my kids painted around the frame, and it now hangs in our house.”

**As the ultimate family man, Randy would be proud to know that he kept a family together with the gift of his kidney. “It made sense with the kind of person he was,” says Shann.**



## Mikhail Stewart

**ORGAN, EYE AND TISSUE DONOR**  
Kadlec Regional Medical Center

Thanks to sponsorship provided by our tissue partners at Axogen, Mikhail was honored for his life-saving gifts with a special floragraph in the 2021 virtual Donate Life Rose Parade held in Pasadena, Calif. on New Year’s Day. Mikhail’s two children, Henley and Maverick, participated in honoring their dad’s legacy by filling in the eyebrows on their dad’s floragraph before it debuted in the parade.

For Mikhail’s wife, Kylie Stewart, it’s important that her children understand the legacy their father left behind through donation. “When I told Henley that daddy was a hero and saved other people’s lives, I really think it shed so much light on all the heaviness she was holding,” Kylie recalled.

Mikhail’s legacy lives on through his family and the recipients he was able to help through the gift of organ and tissue donation.



L-R: Stewart’s wife, Kylie; mother, Sue; and his two children, Henley and Maverick, who pose with the finished floragraph.

## 2020 LifeSaver Winners

At LifeCenter Northwest, collaborating with local hospitals, medical centers and medical professionals is an essential part of fulfilling our mission. Our LifeSaver Award honors individuals who go above and beyond — demonstrating a commitment to improving donation outcomes and culture through their actions, time and energy.

### JANUARY

**Dr. Josiah Hanson**

HARBORVIEW MEDICAL CENTER, SEATTLE, WA

### FEBRUARY

**Heather Murray, RN**

PROVIDENCE REGIONAL MEDICAL CENTER EVERETT, EVERETT, WA

### MARCH

**Cody Doane, BSRN**

BENEFIS HEALTH SYSTEM, GREAT FALLS, MT

### APRIL

**David Kidd, RN**

MULTICARE GOOD SAMARITAN HOSPITAL, PUYALLUP, WA

### MAY

**Charelle Woods, CNA**

TRIOS HEALTH SOUTHRIDGE HOSPITAL, KENNEWICK, WA

### JUNE

**Dr. Adam VanRegenmorter**

PROVIDENCE ST. PATRICK HOSPITAL, MISSOULA, MT

### JULY

**Dr. Corey White**

PROVIDENCE ST. PETER HOSPITAL, OLYMPIA, WA

### AUGUST

**Cammie Rome, RN**

SKAGIT VALLEY HOSPITAL, MOUNT VERNON, WA

### SEPTEMBER

**Jennifer Carney, RN**

OVERLAKE MEDICAL CENTER & CLINICS, BELLEVUE, WA

### OCTOBER

**Clair Korrell, RN**

ST. CLARE HOSPITAL, LAKEWOOD, WA

### NOVEMBER

**Leslie Hansen, RN**

YAKIMA VALLEY MEMORIAL HOSPITAL, YAKIMA, WA

### DECEMBER

**Dr. Martin Lee**

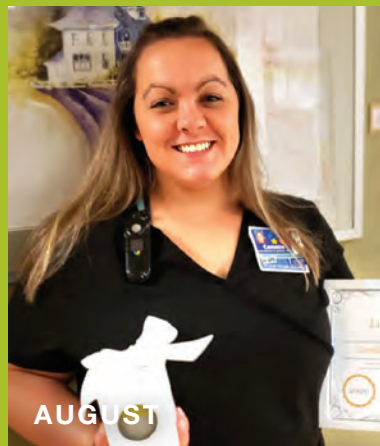
MULTICARE AUBURN MEDICAL CENTER, AUBURN, WA



APRIL



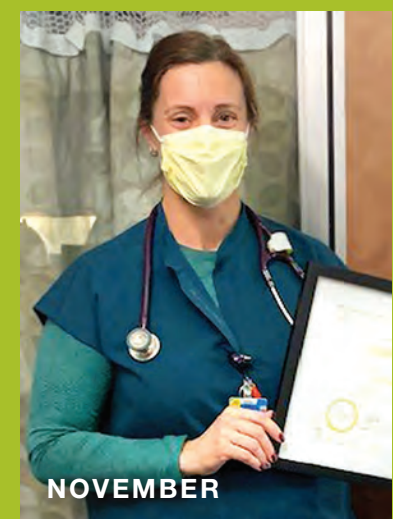
JULY



AUGUST



MAY



NOVEMBER



DECEMBER



# 2020 Hospital Awards

Every year, LifeCenter Northwest celebrates our hospital and community partners by recognizing their outstanding efforts that contributed to successful donation programs in the previous calendar year.

**The Donation Excellence Award** is presented to one hospital in our service area that demonstrates impressive outcomes, strong and effective processes and unwavering dedication to improving the lives of both donor families and transplant recipients. This year, we honor:



**St. Michael Medical Center,  
Silverdale, Wash.**

**St. Michael Medical Center**, part of Virginia Mason Franciscan Health, has produced impressive donation outcomes over the past several years, maintained or improved their donation processes and generally dedicated themselves to becoming one of the top-performing donor hospitals in the Puget Sound region.

St. Michael Medical Center has seen a tremendous amount of growth over the past three years. Their donor potential has increased from five donors to 11 donors, but they've still maintained an above-average timely referral rate and achieved an overall 100 percent authorization rate in 2020.

Last year, St. Michael Medical Center maintained or improved its donation metrics in all key categories — all while juggling the pandemic and opening a new hospital facility. We are consistently impressed with the dedication and tenacity of the entire staff, and we are honored to give them our 2020 Donation Excellence Award.

## Donation Champion Award

### **Brandi Cornwell**

**BENEFIS HEALTH SYSTEM, GREAT FALLS, MONT.**

The Donation Champion Award is presented to one individual who has had a significant, systemic and long-term impact on the donation program at their hospital.

Over the last few years, Brandi Cornwell has more than lived up to her title as Donation Champion. Brandi is the surgical manager and has been the primary point of contact for the organ and tissue donation program at the hospital for many years. If it has something to do with donation at Benefis, Brandi helps to make it successful.

Throughout 2020, COVID-19 made her job harder, but Brandi was always looking to communicate new requirements, ensure that donation was a priority, find ways to be more helpful and improve the donation program at Benefis. For her, the outcomes truly matter and for that reason, she is our Donation Champion of the year.



## LifeSaver Of The Year Award

### **Dr. Adam VanRegenmorter**

**PROVIDENCE ST. PATRICK HOSPITAL, MISSOULA, MONT.**



This award is chosen from a pool of 2020 LifeSaver Award winners and is presented to one individual who best exemplifies a commitment to improving donation outcomes and culture in their hospital through their actions, time and energy.

Dr. Adam VanRegenmorter is a pathologist in Missoula, but he was a vital part of successful organ donation at a small critical access hospital about an hour outside of Missoula. This hospital was recently presented with their

first-ever organ donation case. While it was a priority for the hospital to support donation, they needed additional support and tools.

Dr. VanRegenmorter generously offered up his expertise throughout the donation process. He made himself available for multiple phone consultations to determine medical suitability and stayed in constant contact with LifeCenter Northwest's medical director and organ recovery staff. Toward the end of the case, he analyzed liver, kidney and thyroid biopsies to ensure the safety of organs for transplant. Dr. VanRegenmorter's help ensured donation could occur — and three lives were saved as a result.

## Excellence in Community Partnership Award

### **Jesse Chipps**

**KING COUNTY MEDICAL EXAMINER'S OFFICE, SEATTLE, WASH.**

The Excellence in Community Partnership Award is presented annually to one individual in our service area that has demonstrated unwavering dedication to collaborating with LifeCenter Northwest to improve the lives of those in our community.



Jesse Chipps has been instrumental in setting up a program for the King County Medical Examiner's Office (KCMEO) to refer potential tissue donation cases. Jesse started this program in their very first year at KCMEO. This KCMEO program has allowed the families served by their office to gain some semblance of meaning and purpose after the loss of a loved one, recognizing the hope that donation can bring.

In 2020, KCMEO and LifeCenter Northwest were able to provide comfort to 24 donor families and healing to thousands of tissue recipients. Before this referral program, we might have only had the ability to help one family per year from KCMEO. We anticipate this program will continue to grow and help more families, and we are proud to have a strong partnership in our community with Jesse and KCMEO.

## Excellence in Improvement Award

### **PeaceHealth St. Joseph Medical Center BELLINGHAM, WASH.**

Organ and tissue donation is a complex and heavily regulated process, and it is difficult to excel in every area. We are continually humbled by the continuous efforts of our hospital partners toward process improvement.

This award honors the hospital that made significant gains in compliance metrics in the last year.

We are impressed with the efforts that PeaceHealth St. Joseph has taken to improve their donation program to maximize the lives saved through organ and tissue donation.

PeaceHealth St. Joseph leadership has shown tremendous support for donation and has committed to continuous improvement of their donation culture and programs. They have provided access to LifeCenter by inviting Hospital Development staff to attend monthly key contact meetings, trauma quality meetings and quarterly critical care meetings. Additionally, PeaceHealth St. Joseph has sought to have each new ICU physician have a discussion with LifeCenter around the donation policies and regulations for their hospital.

PeaceHealth St. Joseph has implemented a pre-extubation checklist, which preserves the option for donation for more patients and their families. Not only have all their key metrics improved, their overall donor volume has increased significantly.





Donation Innovation Award  
**Virginia Mason Franciscan Health  
Virtual ICU (vICU)**  
**TACOMA, WASH.**

The Donation Innovation Award is presented to one hospital or system that has demonstrated a commitment to careful evaluation of their organ donation processes and has taken specific steps to improve outcomes.

The Virginia Mason Franciscan Health Virtual ICU (vICU) is a team of more than 150 clinicians and IT professionals. Thanks to a fleet of computers, monitors, phones and even a Bluetooth-enabled stethoscope or two, the team monitors hundreds of beds across many Virginia Mason Franciscan Health hospitals — all without leaving their Tacoma



headquarters. In their quest to move toward proactive care, the vICU has become a valuable part of the Virginia Mason Franciscan Health donation program.

One of the key initiatives that the vICU undertook was expanding the organ donation referral process by initiating the referral call when they recognized a patient had met clinical triggers, without a request from the bedside. With this change, Virginia Mason Franciscan Health saw an increase in timely referral rates and retained a low missed opportunity rate. The team also expanded its involvement over the past year by assisting with donation cases, including monitoring vitals on potential donor patients and assisting with many late night requests from LifeCenter.

The vICU's dedication to improvement — and their commitment to careful evaluation of the system-wide organ donation processes — can be seen and felt across all of Virginia Mason Franciscan Health hospitals in our region.

2020 Achievement Awards

Donation Referral  
Achievement Award

Timely referrals have a significant impact on donation outcomes. One of the most important steps in donation is recognizing that a patient has met referral criteria and making the referral call in a timely manner. Achieving and maintaining a high timely referral rate is incredibly challenging and requires a strong commitment. This award is presented to the following hospitals for reaching or exceeding a referral rate of 90 percent for organ donation or 95 percent for tissue donation.

**Organ Donation**

- 673rd Medical Group/  
Joint Base Elmendorf-Richardson Military Hospital
- Benefis Health System
- Bozeman Health Deaconess Hospital
- Community Medical Center
- Confluence Health Central Washington Hospital
- Fairbanks Memorial Hospital
- Mason General Hospital & Family of Clinics
- Seattle Children's Hospital
- St. Clare Hospital, Lakewood
- St. Michael Medical Center, Silverdale
- St. Peter's Health
- St. Vincent Healthcare
- Virginia Mason Medical Center
- Yakima Valley Memorial Hospital

**Tissue Donation**

- Advanced Care Hospital of Montana
- Benefis Peace Hospice of Montana
- Brendan House
- Franciscan Hospice House, University Place
- Great Falls Clinic
- Gritman Medical Center
- Indian Health Services – Fort Belknap Hospital
- Kootenai Health
- Liberty Medical Center
- Mineral Community Hospital
- Missouri River Medical Center
- Montana State Hospital
- Montana VA Health Care System
- MultiCare Deaconess Hospital
- Odessa Memorial Healthcare Center
- PeaceHealth Peace Island Medical Center
- Pioneer Medical Center
- Poplar Community Hospital
- Providence Sacred Heart Medical Center & Children's Hospital
- Pullman Regional Hospital
- St. Anthony Hospital, Gig Harbor
- St. James Healthcare
- St. Peter's Health
- Swedish Medical Center, Mill Creek
- The Rehabilitation Hospital of Montana
- Trinity Hospital

Organ Donation Achievement Award

Hospitals with high donation rates often excel at recognizing donation referral criteria and making timely calls, maintaining the opportunity for donation and collaborating with LifeCenter Northwest for planned donation discussions. Achieving a high donation rate requires a sustained commitment to ensuring every donation opportunity is realized.

Hospitals with a two-year average of three or more potential donors per year who reach or exceed a 65 percent donation rate:

- Billings Clinic
- Bozeman Health Deaconess Hospital
- EvergreenHealth Medical Center
- Overlake Medical Center & Clinics
- Providence St. Peter Hospital
- St. Michael Medical Center, Silverdale
- Swedish Medical Center, Edmonds
- UW Medical Center – Northwest

Hospitals with a two-year average of less than three potential donors reaching or exceeding a 75 percent donation rate:

- 673rd Medical Group/  
Joint Base Elmendorf-Richardson  
Military Hospital
- Madigan Army Medical Center
- Marcus Daly Memorial Hospital
- St. Anthony Hospital, Gig Harbor
- St. Clare Hospital, Lakewood
- St. James Healthcare
- St. Joseph Regional Medical Center
- Swedish Medical Center, Issaquah

Tissue Donation  
Achievement Award

Many factors impact tissue donation, including timely referrals, logistics, community education and outreach. Hospital staff play an integral part in the process, and the average U.S. donation rate is around 50 percent. This award is presented to the following hospitals for reaching or exceeding 55 percent:

- Billings Clinic
- Franciscan Hospice House, University Place
- Holy Rosary Healthcare
- MultiCare Valley Hospital
- PeaceHealth Peace Island Medical Center
- PeaceHealth St. Joseph Medical Center
- Providence St. Joseph's Hospital
- St. Francis Hospital, Federal Way
- St. Michael Medical Center, Silverdale
- Steele Memorial Medical Center
- UW Medical Center – Northwest

Collaboration Achievement Award

Organ donation cannot happen without the collaboration and teamwork between hospital and LifeCenter Northwest staff. One of the most important areas for collaboration is at the time of family conversation regarding donation. This award honors our hospital partners that excel in the area of planning a collaborative family conversation with LifeCenter Northwest.

This award is presented to the following hospitals for reaching or exceeding a 90 percent collaborative request rate:

- 673rd Medical Group/  
Joint Base Elmendorf-Richardson  
Military Hospital
- Alaska Regional Hospital
- Bonner General Hospital
- Fairbanks Memorial Hospital
- Grays Harbor Community Hospital
- Harborview Medical Center
- Kadlec Regional Medical Center
- Kittitas Valley Healthcare

- Kootenai Health
- Marcus Daly Memorial Hospital
- MultiCare Auburn Medical Center
- MultiCare Good Samaritan Hospital
- MultiCare Valley Hospital
- Overlake Medical Center & Clinics
- PeaceHealth St. Joseph Medical Center
- Providence Alaska Medical Center
- Providence Holy Family Hospital
- Providence Regional Medical Center  
Everett, Colby Campus
- Skagit Valley Hospital
- St. Anne Hospital, Burien
- St. James Healthcare

- St. Joseph Medical Center, Tacoma
- Swedish Medical Center, Cherry Hill
- Swedish Medical Center, First Hill
- Swedish Medical Center, Issaquah
- Trios Health Southridge Hospital
- Valley Medical Center
- Virginia Mason Medical Center

DESIGN: DavidOwenHastings.com





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