

## INSIDE THE ROLE:

We coordinate the recovery and finding recipient matches of organs as part of the donation process, which includes working closely with our Family Services team and our donor families, evaluating donors for organ suitability, managing the care of donors and allocating suitable organs, scheduling a time for the organ recovery, and going to the operating room, where ultimately our efforts come to fruition and hopefully all intended organs are recovered for transplantation.

Duties vary from morning phone calls and chart entries, going onsite to meet with care teams and occasionally donor families, and starting or continuing and completing cases. We do thorough chart reviews to determine a patient's suitability to be a donor and we work closely with the hospital care team to determine if and when it is appropriate to speak to a family about organ donation. Being onsite means always looking for opportunities to educate the hospital staff about the donation process. We see cases from start to finish, from speaking to the family, to medical management, finding recipients through UNOS (United Network for Organ Sharing), scheduling complicated logistics, and then helping in the OR to document, communicate to centers, and package and send organs to transplant centers.

As ORCs, we work with multiple people daily, including other departments and hospital staff. We are the common thread between multiple members involved in a single case. We work with ER physicians, intensivists, hospitalists, anesthesiologists, surgeons, nurses, respiratory therapists, social workers, chaplains, scrub techs, medical examiners, and LifeCenter staff such as Administrators On Call, Family Services team, Organ Utilization Coordinators, Surgical Recovery Coordinators and more. Collaboration is essential between all of these individuals to ensure that we are working toward the common goal of donation.

The Travel ORC group may work anywhere in our service area (Alaska, Washington, North Idaho, and Montana) during their on-call week and regional ORCs mostly travel within their specific region, but occasionally travel throughout the rest of the service area as appropriate.

So, our "normal" day is always changing and that is a major aspect of this job that many of us love. We never fully know what our week or days will look like. We could spend a whole week on one case or start three cases in one week. It all depends on the unique needs of each donor case.

These roles are a great fit for someone who loves facing challenges, variety in the day-to-day work, travel, working with diverse and differing staff roles in a hospital setting, and is seeking an opportunity to be a part of a close-knit, mission-driven clinical team.





## **Terri K. I Joined us in 2018**

"Organ donation allows me to continue to care for clinically complicated patients transitioning to comfort care while supporting their families through this process. I take great pride and responsibility in making sure that the end of life is well managed, and every family member is supported. I assist with approaching families with the opportunity to take part in saving lives through organ donation. I collaborate with various health care professionals to optimize organ function in the attempt to help as many transplant recipients as possible—all while coordinating with the transplant recipient team members, the donor hospital and LifeCenter teams up until organ recovery. The work we do at LifeCenter is truly rare and amazing. "I am so thankful to be part of a passionate and dedicated team. I know what I do truly makes a difference and that drives me to not only keep coming back, but to consistently look for ways so that we can help more people."

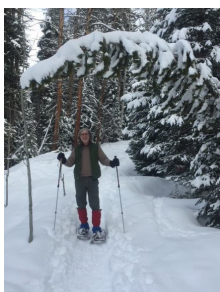
## **Melanie M. I Joined us in 2020**

Melanie admits she hasn't quite figured out what "normal" is in her job. "I wake up, drink my coffee, and get myself ready for whatever it is I'm assigned to do. If I'm not assigned anywhere yet, I stalk our database and read through other people's charting. It helps me to learn and grow in this role. I'm on case activity, I tend to focus so intently on all the things I need to get done...recently, courage is the value that speaks to me most. When I get thrown a curve ball and have a brief moment of internal panic, I take a deep breath, say those positive affirmations taught in onboarding, then figure out what I have to do to get the job done." She shares that her favorite moment in the midst of the stress was one day right before going to OR with a donor. "I hugged my donor's mom and she said to me, 'We couldn't have gotten through this without you.' It was a reminder that while I got into this to help save lives through donation, I was originally inspired by this job because of the support for the family."



## **Bill G. I Joined us in 2003**

"Being an ORC would allow me to use more of my nursing skills as well as provide me the opportunity to participate in outreach programs. I facilitate the recovery and allocation of organs to be used for transplants. It varies from a morning of phone calls and chart entries, going on-site to meet with health care teams and occasionally families, and starting or continuing and completing cases. "It is a very spontaneous and irregular work schedule that can occur in three different time zones." He is driven in his work because he likes being an integral link in the chain of meaningful events and activities in which he is involved.



## **Brianna H. I Joined us in 2020**

"I am in the Travel ORC group, so I may could be anywhere in our service area during my on-call week. So, my 'normal' day is always changing and that is one thing I love about this job." Brianna shares that it is our donor families and donors that keep her going. "I love working with families during one of the worst times of their lives," she says. "There is something about helping the families see a little light in the process of donation and how their loved one is truly saving lives."

