

P.1a Organizational Environment

Organizational Context 1 of 58 federally designated, nonprofit, regional organ/tissue procurement organizations (OPO) in U.S. for 25+ years. Serves 3.2 million people in federally assigned territory: 62 counties in North Takoma (NT) and South Takoma (ST). Located in Columbia, NT.

Product Offerings Main offering: facilitation of organ/tissue donation, through two work systems: organ and tissue. Delivery for both requires coordination of partners, collaborators, key suppliers via Partnership Model (P.1-2).

MVV + C Mission: We save and improve lives. Vision: Organs and tissues are always available. Values: compassion, teamwork, honesty, quality, improvement. Culture: strong drive to meet mission. MVV are foundation for culture, basis for how applicant is managed.

Core Competency Mission-driven workforce. Care/compassion delivered by “human touch.” Staff actions/behaviors linked to creating positive donation experience for donor family (collaborators.)

Workforce Profile 150 employees, decentralized, segmented by work system/department. 10% leadership. Tenure: 20% 1 year or less, 41% 2–5 years, 21% 6–10 years, 18% 11+ years. 65% female. Ethnicity: 70% white, 20% African American (DSA 25%), 10% other (DSA 5%). No workforce reductions. No organized bargaining units. Expanding clinical/nonclinical staff due to increased donations. No volunteers. Key requirements: staff connection to mission (VMV), employee benefits, relationships with coworkers.

Assets Custom-built facility with critical care unit and fully equipped operating room (OR). Key clinical technologies/equipment: x-ray, ultrasound, typical OR equipment. Leases plane equipped with medical equipment. Technology: EMR system, reporting services for customized reports.

Regulatory Environment Mandatory: CAP, CMS, EEOC, FDA, DoL, IRS, UNOS/OPTN, OSHA; Voluntary: AATB, AOPO (Figure P.1-5). Local environmental/regulatory for fire/sanitation, biohazard trash disposal local/state regulations.