

2020 Lifebridge Year 2

Key Factors Worksheet

P.1a Organizational Environment

Organizational Context For 25 years, regional organ & tissue procurement organization (OPO) for 3.2 million people in federally assigned 62-county territory in North Takoma (NT) & South Takoma (ST). One of 58 federally designated, nonprofit OPOs in U.S. Located in Columbia, NT.

Product Offerings Main service offering: facilitation of organ & tissue donations. Two work systems: Organ & Tissue. Requires coordination of partners, collaborators, key suppliers (Partnership Model, Fig. P.1-2). Partners: 80 hospitals, several nonhospital referral organizations in DSA.

Mission, Vision, Values, and Core Competency Vision: Organs and tissues are always available Mission: We save and improve lives. Values: Compassion, Teamwork, Honesty, Quality, Innovation. Core competency: Mission-driven workforce—care and compassion delivered by the human touch.

Workforce Profile 150 employees; many decentralized, primarily at donor hospitals; segmented by work system (OWS & TWS). Leadership Team (10%), staff (90%); male (35%), female (65%); tenure: <1 year (20%), 2-5 years (41%), 6-10 years (21%), 11+ years (18%); Ethnicity: African American (20%), white (70%), other (10%). Ethnicity reflects DSA. No organized bargaining units. Requirements—healthy, safe, secure work environment; after-hours staff members: reserved office parking spots, secured parking, sensor lighting. No reductions in force; currently needs to expand clinical/nonclinical staff due to increased donations. No volunteers.

Assets Custom-built facility in Columbia, NT: critical care unit for organ donor management & fully equipped operating room. Key clinical technologies/equipment: x-ray, ultrasound, typical OR equipment. Technologies provide collaborative tools, real-time access to key data including EMR (Transplant Technologies) & reporting services that provide customized reports.

Regulatory Environment Highly regulated, state & federal, to ensure safe/equitable allocation, distribution, transplantation of donated organs/tissue. Local environmental & regulatory: fire/sanitation; biohazard trash disposal. Key regulatory agencies: CAP, CMS, EEOC, FDA, DoL, IRS, HHS/UNOS/OPTN, OSHA, AATB, AOPO.