



Leadership & Engaged Learning in Organ Donation & Transplantation

2023 ADVANCEMENT LEARNING SERIES

Increasing Staff Retention by Valuing and Understanding the OPO Employee

TODAY'S PANELISTS



Leanne Arnold
PHR, SHRM-CP
Director, Human Resources



Cheryl Edwards
CPTC
Senior Donation Coordinator



Lindsey Speir
MHA, BSN, RN, CPTC
Vice President,
Organ Operations



Q&A

Welcome to Q&A

Questions you ask the host and panelists will show up here

Type your question here...

Send anonymously

Cancel Send



The New MPSC Transplant Performance Metrics: Are You Ready?

Tuesday, February 28, 2023, 3:00pm – 4:00pm ET
12:00pm – 1:00pm PT

Available Continuing Education Credits: 1 CEPTC Credit, 1 Nursing Contact Hour

SPEAKERS:



Lindsay Smith
Transplant Quality Director
Vanderbilt Transplant Center



Jon Snyder, PHD, MS
Director
SRTR

Only Skin Deep: Telepathology and Kidney Procurement

Tuesday, March 7, 2023

2:00pm – 3:00pm ET | 11:00am – 12:00pm PT

Available Continuing Education Credits: 1 CEPTC Credit, 1 Nursing Contact Hour

SPEAKERS:



Nicole Barry, LPN, CTP

Organ Referral Preservation
Supervisor

Donor Network of Arizona

Continuing Education Information

Evaluations & Certificates

Nursing

The Organ Donation and Transplantation Alliance is offering **1.0 hours of continuing education credit** for this offering, approved by The California Board of Registered Nursing, Provider Number CEP17117. No partial credits will be awarded. CE credit will be issued upon request within 30 days post-webinar.

CEPTC

The Organ Donation and Transplantation Alliance will be offering **1.0 Category I CEPTC credits** from the American Board for Transplant Certification. Certified clinical transplant and procurement coordinators and certified clinical transplant nurses seeking CEPTC credit must complete the evaluation form within 30 days of the event.

Certificate of Attendance

Participants desiring CE's that are not being offered, should complete a certificate of attendance.

- Certificates should be claimed within 30 days of this webinar.
- We highly encourage you to provide us with your feedback through completion of the online evaluation tool.
- Detailed instructions will be emailed to you within the next 24 hours.
- You will receive a certificate via email upon completion of a certificate request or an evaluation
- Group leaders, please share the follow-up email with all group participants who attended the webinar.



Deanna Fenton

Senior Manager, Program
Development and
Operations



Need Assistance?

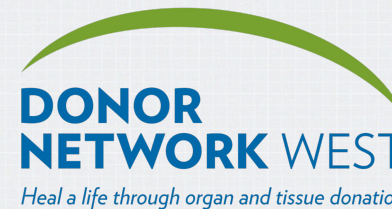
Contact Us via Zoom Chat, or
info@organdonationalliance.org
786-866-8730

Meet Our Moderator



Mary Cannon M.ED

Hospital Development Educator



Meet Our Presenters



Leanne Arnold

PHR, SHRM-CP
Director, Human
Resources



Cheryl Edwards


CPTC
Senior Donation
Coordinator



Lindsey Speir

MHA, BSN, RN, CPTC
Vice President, Organ
Operations





Multigenerational Workforce in the OPO

Cheryl Edwards RN MS CCRN CPTC

Senior Procurement Coordinator

New England Donor Services

Historical OPO and DC role

- MUCH smaller waitlist
- Less donor activity, more roles (DC/FSC/HRC)
- Most cases within 24hrs from consent to OR
- Much wider scope of “rule outs”
- Predominantly local allocation
- 24 hour shifts, week at a time, start to finish



Pro's of Multi Generational Staff

- Varied Priorities
- Teamwork
- Wider range of expertise
- Promotes Innovation
- Best Practices/Different perspectives
- Different approaches to problem solving

Current Challenges - OPO Staff Perspective

- Long Hours – 240 hrs/month plus travel, meetings, education (more in 5 week months) as compared to ICU/any Full Time job which is 160 hours/month
- Challenges keeping a Work/Life Balance, dealing with burnout
- Perceptions that Senior Leaders lack insight into daily challenges
- Post Covid, ICUs are offering better hourly wages, Pension, Benefits
- Travel Jobs (can be local) are even more lucrative, and you can set your own hours. Some Travel DC jobs are 12 hours only
- Cases are more challenging and take longer to complete, more obstacles
- Frustration over allocation challenges.
- Lack of opportunity to advance/promotions, merit raises vs standard increase
- Lack of cross department collaboration and support

Potential Solutions

- **Flexible work hours** – 10 hour/12 hour/16 hour overlapping shifts
- Self Scheduling
- Benefit time, merit raises, recognition
- Shared Governance – staff who participate in decisions that affect their work life may be more engaged, increase in job satisfaction, i.e. schedules, policies,
- Managers who prioritize inclusion
- Provide support for field staff

Retention at OPOs

Leanne Arnold

Director, Human Resources

Lindsey Speir

Vice President, Organ Operations



Mid-America Transplant Results

- Retention Results
 - Filled 75% more jobs in 2022 than in 2021
 - First Year Turnover: Decreased 40.6%
 - Total turnover remained flat
- Promotions & Internal Transitions
 - Increased 27.2%
 - From 11.4% to 14.5%
- Employee Engagement increased 3.4%
 - Second consecutive year as a Top Workplace
 - National recognition for Purpose & Values
- 75% of employees voluntarily participated in DEI and Belonging training and events



Hiring Process

- Defined Steps and Best Practices
- Standard Work

Engagement

- Employee-owned department action plans
- DEI and Belonging strategy
- Connected to the mission

Development

- Leader development
- Employee development
- Career Ladders

Performance Management

- Goals
- Behavioral Anchors/Competencies
- 1:1 Feedback
- Calibration of Success

Compensation

- Market Study & Ranges
- Merit & Incentives
- Comprehensive benefits

A Special Thanks to Our Presenters



Leanne Arnold

PHR, SHRM-CP
Director, Human
Resources



Cheryl Edwards

CPTC
Senior Donation
Coordinator



Lindsey Speir

MHA, BSN, RN, CPTC
Vice President, Organ
Operations



Q & A

QUESTIONS & ANSWERS