



Title:	Resource Triage Coordinator		
Document Number:	Page Number:	Effective Date:	
CS-JD-110.01	Page 1 of 7	08/24/2011	

POSITION TITLE: Resource Triage Coordinator

FLSA CATEGORY: Exempt

DEPARTMENT: Clinical Services

OSHA CATEGORY: II

JOB CODE: 6

MISSION STATEMENT:

The California Transplant Donor Network's mission is to save and improve lives through organ and tissue donation for transplantation.

We concentrate our efforts on the recovery of vital organs such as lungs, heart, liver, kidneys, heart-lung and pancreas from deceased donors and placement of these organs with the over 100,000 people who are currently waiting for a life-saving organ transplant in our country. The Transplant Network also recovers corneas and a variety of tissues. The Transplant Network also offers on-going support and resources for both organ and tissue donor families.

VISION:

Our vision is to provide premier-level service to the community acting as the primary resource for organ and tissue donation in our area. We will provide excellent and compassionate support and service to the public and the health care professionals who serve them in the hope that each person who is eligible will be able to be a donor.

CORE VALUES:

We will strive to attain our vision by incorporating our core values of passion, integrity, and teamwork.

JOB SUMMARY:

The Resource Triage Coordinator (RTC) must be dedicated to supporting the mission of the California Transplant Donor Network to save and improve lives through organ and tissue donation for transplantation. The RTC enhances the mission of the California Transplant Donor Network (CTDN) by responding to and triaging organ/tissue referrals and by assisting Donor Network Staff with obtaining the appropriate resources to facilitate the donation process. The RTC typical duties include immediate response to donor referrals, evaluation by phone of the referral, possible discussions with attending MD and hospital team for implementation of guidelines for care/catastrophic head injury orders, possible support and evaluation of family needs, identification of resources needed for the referral and triaging the referral to the appropriate CTDN staff member. The RTC may also be responsible for certain supervisory duties as determined by management, developing, implementing and monitoring policies, procedures, strategies, and action plans related to the procurement and utilization of organs and tissues for transplantation, medical research, and education. This position requires a proactive team player who must uphold the core values of the organization which include passion, integrity, and teamwork.

ESSENTIAL JOB FUNCTIONS:

Call Day Clinical Activities/Donor Evaluation and Management

The Resource Triage Coordinator must provide consistent and timely service to hospitals, donor families, and other transplant personnel in all potential donor situations. The coordinator must also possess knowledge of medical and legal principles of donor evaluation, consent, and management. This is necessary in order to effectively communicate with physicians and hospital staff involved in organ donation.

1. In collaboration with other CTDN staff ensures an appropriate donation consultation to all cases.



Title: Resource Triage Coordinator		
Document Number: CS-JD-110.01	Page Number: Page 2 of 7	Effective Date: 08/24/2011

2. Assists staff in identifying issues related to the donation process and in collaboration creates a plan of action
3. Responsible for coordinating the organization's resources on a call day
4. Approves and assures judicious use of overtime
5. Provides initial risk management assessment.
6. Takes sick calls and records them in the reporting system.
7. Provides effective feedback to staff during the course of a call day and if appropriate follows up with staff's manager/supervisor.
8. Activates the occurrence reporting system and follows up with reported occurrences as necessary. May do so alone or in conjunction with managers/supervisors.
9. Participates in the development and implementation of appropriate policies and procedures relating to donor identification, referral and management.
10. Accepts "on-call" responsibilities and responds to all referrals promptly and appropriately.
11. Must consistently demonstrate a high level of customer service to outside partners.
12. Responsible for all triage aspects of a new referral; may obtain clinical information to determine medical suitability, assessment of hemodynamic stability and communication with attending physician and or hospital staff to maintain stability and potential organ viability; accurate communication of referral status to Transplant Coordinator (TC) and other transplant professionals.
13. Ensures huddles are called on referrals/donors as determined necessary, reviews to ensure documentation of case planning occurs
14. Is able to direct the drawing of blood and labeling of specimens for serological testing to facilitate organ placement, when required by phone.
15. Maintains concise, accurate records of data regarding donor referrals and recoveries. Maintains accurate information on all laboratory values, medications and diagnostic tests required to evaluate and manage all potential and/or actual donors. This also includes recording problems/incidents and reporting them in the established manner.
16. Understands and complies with organ recovery policies and procedures as well as organizational policies and procedures. Adheres to the standards of practice for quality assurance/improvement procedures established within the organization.
17. Consults with other Transplant Network staff and/or CTDN Medical Director, as needed, on issues pertaining to the clinical and technical aspects of quality organ donor evaluation.
18. Maintains all equipment/supplies required for response to referrals.
19. Participates in post-donor and or post referral review with team members and appropriate management staff.
20. Participates in appropriate follow-up with nurses, physicians, and other donor hospital staff, transplant center staff, and other OPOs per policy, as requested.
21. Provides Donation Services Liaison (DSL) information for debriefing on-site experiences.

Title: Resource Triage Coordinator		
Document Number: CS-JD-110.01	Page Number: Page 3 of 7	Effective Date: 08/24/2011

22. May precept TC's, in conjunction with primary preceptor, in orientation to the role of triaging a referral.
23. Ability to respond to a referral and or donor with an onsite presence in times of high activity.

Consent Situations/Family Care

1. May be requested to access donor registries on all referrals 80 years old and younger to evaluate whether first person consent had been declared.
2. Evaluates potential donor family dynamics, in phone discussion with bedside staff and discloses information with the TC and or FRC to assist with the distribution of resources to a case.
3. May interact with families by phone when resources are limited, or the situation dictates.
4. Contacts Administrator on Call or designee in the event of potential media attention.

Other Responsibilities

1. Assist the DSL in the development and implementation of clinical management protocols specific for donor hospitals. This may include presentations and or in-services at critical care courses, orientation etc.
2. Completes categorization of outcome of cases in ITX for eligibility criteria as outlined by CMS
3. Participates in community outreach events and public education programs as determined by Manager..
4. Reviews feedback on donors/referrals and the donor/referral management process to improve quality, as warranted.
5. Participates in conference calls to review donation/referral activity and attends staff meetings and workshops as mandated.
6. Participates in chart reviews and shares findings with management. Assists with implementation of measures to correct deficiencies in discovered in chart audits. Performs spot audits to asses for compliance after implementation of change or education.
7. Works with supervisor/management team to review cases and activity to identify opportunities to improve outcomes

Professional/Personal Competency

1. Maintains state of the art knowledge of end stage organ disease, organ recovery, donor maintenance, transplantation and organ preservation through appropriate professional organizations.
2. Maintains critical care knowledge to ensure ability to function independently in donor hospitals, either internally or through external avenues.
3. Actively participates through committee process in the advancement of organ procurement and transplantation, hospital development, and public education.
4. Seeks guidance and assistance from team members and management staff to improve job performance.
5. Participates in taskforces and teams in conjunction with direction from Supervisor and or Manager.

Other

1. Maintains complete and accurate donor, business, and expense records as required.
2. Prepares and submits appropriate referral and donor paperwork for monitoring and tracking.
3. Maintains donor supplies and equipment to ensure adequate preparation, availability and supply.



Title: Resource Triage Coordinator		
Document Number: CS-JD-110.01	Page Number: Page 4 of 7	Effective Date: 08/24/2011

4. Maintains professional working relationship and rapport with management, medical, nursing and ancillary staffs, both within and outside CTDN. Works to constructively resolve issues as needed.
5. Participates in projects and activities by volunteering, or as assigned by management.
6. Maintains an adequate proficiency level with the use of office equipment to enable completion of assigned duties (i.e. FAX, computers, printers, copiers, etc.).
7. May respond on site in extreme situations of staffing and donor activity along with all on site capable CTDN staff, e.g. APC, RC, MOC etc
8. May be required to perform other duties as assigned.

The CTDN has the right to revise this job description at any time. The job description is not a contract for employment, and the employee or the CTDN may terminate employment at any time, for any reason.

REPORTING TO:

Manager of Clinical Services

DIRECT REPORTS:

N/A

KNOWLEDGE, SKILLS AND ABILITIES:

The Resource Triage Coordinator must be compassionate, conscientious, and ethical, and must possess strong interpersonal skills which will allow her/him to deal effectively with individuals or group of individuals, particularly a variety of medical professionals as well as donor families. This position requires strong written and verbal communication skills; and an ability to work productively both independently, and as a team participant with accountability to all other team members for meeting agreed upon objectives.

This individual must maintain strong organizational skills that will allow him/her to assess changing environments, establish appropriate priorities, handle highly stressful situations in a calm, mature manner, using sufficient judgment and discretion at all times. This individual must also provide accurate assessments of job performance and recommend changes in policies, procedures, strategies and action plans. Additionally, this person must be qualified to perform donor evaluations and donor management without supervision.

EDUCATION AND/OR EXPERIENCE:

Education:

Required: Degree in registered nursing or biologic sciences or an equivalent degree/diploma/certification in an allied health field i.e. EMT/P or Respiratory Therapist.

Experience:

Preferred: Minimum two years experience in critical care units or at least two years experience in transplant and or organ procurement.

Certification/License:

California State Registered Nurse license or certification as a Physician Assistant, or allied health field e.g. EMT-P or Respiratory Therapist. CTDN requires the Resource Triage Coordinator to maintain a valid California driver's license and current vehicle insurance based on California minimum insurance coverage standards.



Title: Resource Triage Coordinator		
Document Number: CS-JD-110.01	Page Number: Page 5 of 7	Effective Date: 08/24/2011

RESPONSIBILITY FOR INTERPERSONAL AND CUSTOMER RELATIONS:

Adheres to the principles of “customer service” in all aspects of the job. Supports fellow employees and others to further the achievement of CTDN’s mission. Builds and maintains positive relations outside of CTDN. Represents CTDN effectively in client situations and to the general public.

CONTRIBUTION TOWARD WORK DIRECTION AND/OR TEAM PARTICIPATION:

Makes efficient and effective use of own time. Sets and meets realistic deadlines. Attends and participates in departmental and organizational meetings.

PARTICIPATION IN CONTINUOUS QUALITY IMPROVEMENT:

Supports the vision and mission of CTDN. Is committed to proactively focusing on and reviewing data that is collected as it relates to his/her job responsibilities.

PHYSICAL DEMANDS:

While performing some essential functions of this position, you may be required to perform some functions repeatedly; sit, stand or bend for an extended period of time; do some lifting and carrying objects such as equipment used to maintain recovered organs; moving, pushing, or pulling; and you may be exposed to blood or body fluids. Established procedures identify the appropriate personal protective measures that you should use when performing essential functions of your position.

See ADA Worksheet.

ENVIRONMENTAL INFLUENCES:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Reviewed by HR: _____ Date: _____

Supervisor: _____ Date: _____

Employee: _____ Date: _____

Note: Your signature serves as confirmation that you have read and understand this document. It is not a contract between CTDN and the employee. CTDN reserves the right to revise the job description.



Title: Resource Triage Coordinator		
Document Number: CS-JD-110.01	Page Number: Page 6 of 7	Effective Date: 08/24/2011

ADA WORKSHEET – Resource Triage Coordinator

Indicate the required demands and the equipment and/or machinery used in the performance of the job by listing the code, which corresponds to the frequency of usage. Note: Mental demands are not only learned mental skills, but also conditions that call for mental discipline.

Code	Frequency
5 =	Constantly (many times throughout each day)
4 =	Daily (daily, but only once or twice per day)
3 =	Frequently (several times per week)
2 =	Occasionally (no more than once or twice per week)
1 =	Rarely (less than once per week)

Mental Demands					
5	Reading Documents or Instructions	5	Language	3	Training
5	Detailed Work	3	Presentations	5	Multiple Concurrent Tasks
5	Problem Solving	5	Verbal Communications	4	Constant Interruptions
5	Customer Contact	4	Written Communications		Other:
5	Reasoning	5	Analytical Reasoning		Other:
2	Math	5	Changing Priorities		Other:

Physical Demands					
3	Writing	2	Standing	1	Pushing
2	Walking	1	Driving	4	Reaching
5	Speaking	2	Carrying	1	Squatting
5	Hearing	4	Sitting	1	Kneeling
4	Sight	0	Crawling	4	Twisting
1	Lifting up to 20 lbs.	1	Pulling	4	Key or Type Text
1	Climbing	3	Mobility		Other:

Equipment Used to Perform Tasks					
4	Computer Terminal	3	Fax Machine	5	Other: PDA
0	Typewriter	0	Forklift		Other:
3	Computer Printer	0	Hand & Power Tools		Other:
0	10-Key	0	Camera		
3	Audio Visual Equipment				
5	Telephone				
2	Copier				



Title: Resource Triage Coordinator		
Document Number: CS-JD-110.01	Page Number: Page 7 of 7	Effective Date: 08/24/2011

New Employee Training Schedule

Employee Name:

Employee #:

Job Title: Resource Triage Coordinator

Manager:

Training Tasks:	Task ID	Type	Date Scheduled
Human Resources	NEO001	Individual	
Information Technology	NEO002	Individual	
Learning and Development	NEO003	Individual	
Finance- Expense Reports	NEO004	Individual	
Finance- Corporate Credit Cards	NEO005	Individual	
On-Line Training Courses	NEO100-NEO107	Online	
Self-Study, Read and Acknowledge - Individual Training Plan	Individual Training Plan	R/A	
Job Specific Training Tasks:			
Skills Assessment Checklist	NEO200	Individual	
General Orientation	NEO201-NEO208	Classroom	
Brain Death	NEO 300	Classroom	
Donation Services Orientation	NEO301-NEO305	Classroom	
Clinical Orientation I	NEO400	Classroom	
Clinical Orientation II	NEO401	Classroom	
Clinical Orientation III	NEO402	Classroom	
Family Care Orientation I	NEO500	Classroom	
Family Care Orientation II	NEO501	Classroom	
Crisis Skills Workshop	NEO600	Classroom	
Manager/Supervisor Training	NEO700	Classroom	
Milestone Tasks:			
40 Day Check-in	NEO900	Individual	
60 Day Evaluation	NEO901	Individual	
120 Day Evaluation	NEO902	Individual	
Post Orientation Training Tasks:			
Annual Skills Assessment		Individual	
Annual Policy Review		R/A	
Ad Hoc - Workshops, meetings, continuing education		TBD	Ongoing