



Title: Transplant Coordinator		
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POSITION TITLE: Transplant Coordinator

FLSA CATEGORY: Non-Exempt

DEPARTMENT: Clinical Services

OSHA CATEGORY: I

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 Transplant Coordinator must be dedicated to supporting the mission of the California Transplant Donor Network to provide the opportunity to improve and extend lives through organ and tissue donation for transplantation. The Transplant Coordinator is responsible for 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. These duties typically include immediate response to donor referrals, donor evaluation and management, providing families with the option of organ and/or tissue donation, coordination of organ recovery, donor family and hospital staff follow-up, coordination of organ recovery and preservation, and organ distribution as needed, in conjunction with other departments of CTDN as indicated. This position requires a proactive team player who must uphold the core values of the organization which include integrity, respect, honor of diversity, personal accountability, creative initiative, team work and excellence.

ESSENTIAL JOB FUNCTIONS:

Level I - Transplant Coordinator

Clinical Activities, Referral and Donor Evaluation, Management, and Recovery

The Transplant Coordinator Level I must provide consistent and timely service to hospitals that refer potential organ and tissue donor candidates in the capacity as a first responder to determine medical suitability and family needs. The coordinator must also possess basic knowledge of medical and legal principles of donation consent, and management. This is necessary in order to effectively communicate with physicians, hospital, and Organ Procurement Organization (OPO) staff involved in organ donation.

1. Accepts on-call responsibilities when contacted and responds to all referrals / donors promptly and appropriately in accordance with CTDN policy.



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2. Responsible for aspects of basic donor evaluation and management including review and assessment of past and current medical and social histories. Must be able to assess hemodynamic stability and, in association with CTDN clinical staff, implement strategies to maintain and/or improve specific organ function.
3. Accurate communication of donor status to appropriate CTDN staff and other transplant professionals. Coordinates this care with donor hospital staff, consulting physicians, and CTDN staff to ensure optimal organ recovery.
4. Consistently provides accurate and complete information regarding potential donors and strives to maximize the number of organs recovered. Is able to interpret laboratory results of blood work and adjust treatments (ventilator & with medication) to normalize results
5. Understands pharmacologic agents used in donor management, and with CTDN staff support, is able to implement and adjust medications to maximize organ function. Identifies instability or deterioration in hemodynamic status of the donor and is able to communicate effectively to appropriate CTDN staff
6. May be responsible for assisting with scheduling of the OR. ,
7. Obtains, stores, labels, packages, and distributes pre-recovery peripheral blood for tissue typing and serological testing.
8. Maintains concise, accurate records of data regarding donor management. This includes completing all required data forms and logs (I-Transplant donor data, UNOS forms, and other required forms.
9. 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.
10. Understands and complies with organ donor management policies and procedures as well as organizational policies and procedures to ensure maximum outcome of transplantable organs from each donor patient. Adheres to the standards of practice for quality assurance procedures established within the organization.
11. Consults with the various clinical resources within CTDN, as needed, on issues pertaining to the clinical and technical aspects of quality organ donor evaluation and management.
12. Maintains all equipment/supplies required for donor management and evaluation. This includes notifying the appropriate CTDN staff when supplies become depleted.
13. Provides donor/referral information for CTDN staff to conduct an after action review.

Organ and Tissue Allocation

In a team effort with placement, clinical, and management staff, assists with the coordination of organ placement according to established organizational organ allocation policies and UNOS policy.

1. Understands and accurately maintains donor information and charting as well as responds to request for additional testing needed to facilitate allocation of all medically suitable organs and tissue during donor management.

Donor Family Interactions

1. Provides basic assistance to donor families and utilizes CTDN or hospital resources (i.e. Family Resource Coordinator, Medical Social Worker, and Clergy). Is able to communicate any family needs or after-care to CTDN staff as necessary.



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Other Responsibility

1. Ensures that all paperwork is collected and distributed in a timely fashion for all donor purposes, data entry purposes, and follow-up.
2. Ensures that the ITX chart is up-to-date at the close of the shift and formal report to relieving coordinator is completed.
3. Collects pertinent and required clinical data of each donor case. Reviews feedback on donors and the donor management process to improve quality, as warranted.

Professional/Personal Competency

1. Maintains critical care knowledge to ensure ability to function independently in donor hospitals, either internally or through external avenues.
2. Seeks guidance and assistance from team members and management staff to improve job function

Other

1. Maintains complete and accurate donor, business, timecard, and expense records as required.
2. Prepares and submits appropriate donor paperwork for monitoring and tracking.
3. Maintains donor supplies and equipment to ensure adequate preparation, availability and supply.
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. Maintains an adequate proficiency level with the use of office equipment to enable completion of assigned duties (i.e. FAX, computers, printers, copiers, etc.).
6. 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.

Level II - Transplant Coordinator

Clinical Activities/Donor Evaluation and Management

The Transplant 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. As necessary, participates in the development and implementation of appropriate policies and procedures relating to donor identification, referral and management.
2. Accepts shift responsibilities and responds to all referrals promptly and appropriately.
3. Responsible for all aspects of donor evaluation and management including review and assessment of past and current medical and social histories; assessment of hemodynamic stability and implementation of strategies to maintain and/or improve specific organ function; accurate communication of donor status to Placement Coordinators and other transplant professionals. Coordinates this care with donor hospital staff, consulting physicians, and CTDN staff to ensure optimal organ recovery. Consistently

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provides accurate and complete information regarding potential donors and strives to maximize the number of organs recovered per family wishes. Appropriately utilizes Transplant Specialists.

4. Contacts Medical Examiner and/or Coroner, and/or appropriate legal authority to obtain clearance to proceed with the organ recovery.
5. In cooperation with the Placement Coordinator, coordinates the surgical recovery and distribution of organs and tissues and assists with the surgical recovery when necessary.
6. Responsible for appropriate disposition of the donors body, i.e., coroners office, morgue, mortuary, etc. and notifying the appropriate parties.
7. Obtains, stores, labels, packages and distributes pre-recovery peripheral blood for tissue typing and serological testing to facilitate organ placement, whenever possible.
8. Maintains concise, accurate records of data regarding donor referrals and recoveries. This includes completing all required data forms and logs (financial, donor data, UNOS forms, and other required forms). 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.
9. 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 procedures established within the organization.
10. Consults with the Manager on call, Resource Triage Coordinator, Advanced Practice Coordinator and/or CTDN Medical Director, as needed, on issues pertaining to the clinical and technical aspects of quality organ donor evaluation, management, and organ allocation.
11. Maintains all equipment/supplies required for donor management and evaluation. This includes notifying the appropriate individual when supplies become depleted.
12. Participates in post-donor review with team members and appropriate management staff per CTDN policy.
13. Participates in appropriate follow-up with nurses, physicians, and other donor hospital staff, transplant center staff, and other OPOs per policy, as requested.
14. Provides Hospital Service Coordinators information for debriefing on-site experiences.

Organ and Tissue Allocation

In a team effort with placement, clinical, and management staff, assists with the coordination of organ placement according to established organizational organ allocation policies and UNOS policy.

1. Understands and accurately communicates policies and procedures related to the allocation of organs.
2. Assists with the facilitation of organ allocation including local placement, regional and national sharing, payback systems, and importation of organs as necessary and directed by appropriate CTDN manager.
3. Assists with the coordination of tissue allocation according to established policies as necessary and directed by appropriate CTDN manager.



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Donor Family Interactions

Provides assistance/resources to the donor hospital staff regarding the organ and tissue consent process. This includes discussing organ and tissue donation with the family, obtaining signed informed consent, pursuing donor intent as indicated by signed donor cards, providing information and follow-up letters to both the hospital staff and the donor family regarding the outcome of the donation.

1. Recognizes and understands potential donor family dynamics, and coordinates approach to family with integration of appropriate hospital staff and CTDN Family Services Coordinator, when appropriate.
2. Recognizes importance of correct timing of the approach process; assists hospital staff in understanding family needs, not limited to providing for individual and family's culture and religious preference. Involves Community Outreach Coordinators when appropriate.
3. Supports families during grief situation with caring, empathetic attitude.
4. Discusses organ/tissue donation options with potential donor families. Gives accurate up-to-date information for informed consent. Provides timely follow-up information to donor families and hospital staff.
5. Provides Director or Supervisor of Family Care Services with necessary information about the donation process and family dynamics to enable her/him to facilitate donor family follow-up according to CTDN policy.
6. Contacts Director of Communications in the event of potential media attention. Acts as liaison between Family and Public Affairs personnel.
7. Provides support and appropriately utilizes Family Resource Coordinators as appropriate.

Off Site Responsibilities

1. Following each donor case, accurate information must be provided to the appropriate hospital development team in a timely manner.
2. Collects and provides follow-up information and documentation to county coroner's and medical examiners. This includes complete written operative reports and coroner forms.
3. Ensure that all paperwork is collected and distributed in a timely fashion for all donor purposes, data entry purposes, and follow-up. Ensure that the chart is complete, the check off sheet signed and the chart to CTDN office in a timely fashion
4. Collects pertinent and required clinical data of each donor case.
5. Participates with the Donation Services Liaison in the development and implementation of clinical management protocols specific for donor hospitals. This includes presentations/in-services at critical care courses, orientations, etc.
6. Participates in community outreach events and public education programs as indicated in career ladder.
7. Reviews feedback on donors and the donor management process to improve quality, as warranted.
8. Participates in donor/referral review process and attends staff meetings and workshops as mandated.

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.



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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. Full time staff actively participates in CQI team activity as assigned by CTDN CQI Guidance Team.
6. 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.
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. Maintains ability to precept new staff when requested by management.
6. Participates in projects and activities by volunteering, and obtains supervisor approval or as assigned by management.
7. Maintains an adequate proficiency level with the use of office equipment to enable completion of assigned duties (i.e. FAX, computers, printers, copiers, etc.).
8. May be required to perform other duties as assigned.

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REPORTING TO:

Supervisor of Clinical Services

DIRECT REPORTS:

N/A

KNOWLEDGE, SKILLS AND ABILITIES:

The Transplant 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.



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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 of 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 Transplant Coordinators to maintain a valid California driver's license and current vehicle insurance based on California minimum insurance coverage standards.

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:

This position requires manual dexterity sufficient to operate phones, faxes, computers, and surgical equipment, speak clearly both in person and over the phone in order to accurately convey information to donor families, hospital staff, and other transplant personnel either in person or over the telephone. Likewise, it is necessary to be able to hear at normal speaking levels either in person or over the telephone and vision sufficient to read patient charts and lab results is required. The individual must also have and maintain the mental capacity to retain critical information such as hospital policies and procedures and state and federal regulations for organ and tissue donation.

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.



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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.



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

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

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



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New Employee Training Schedule

Employee Name:

Employee #:

Job Title: Transplant 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	
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