

# LIFEBANC

## Job Description

<b>Job Title:</b>	In-House Coordinator
<b>Department:</b>	Hospital Services
<b>Reports to:</b>	Hospital Services Supervisor
<b>FLSA Status:</b>	Full-Time, Exempt
<b>Exposure Category:</b>	Category 2
<b>Date:</b>	September, 2016
<b>Purpose Statement</b>	
<p>Supports the mission, vision and values of Lifebanc by developing and maintaining a positive donation culture within the assigned hospital(s) thereby assisting in achieving donation goals. Develops, implements and maintains commitment plans: analyzes and reports organ, eye and tissue (O/T/E) data and seeks strategies to improve in areas indicated. Responsible for ensuring that all donors and potential donor families are offered the opportunity for donation through the collaboration with Lifebanc and hospital staff members.</p>	
<b>Key Result Areas</b>	
	<p>Educate and coach staff on organ and tissue donation process to optimize outcomes including conversion rate, OTPD, and number of donors (organ and tissue).</p> <ul style="list-style-type: none"> <li>• Design and conduct professional education programs to meet the needs of assigned hospitals. (E)</li> <li>• Provides ongoing hospital staff development in clinical and quality improvement. (E)</li> <li>• Educates hospital staff on specific criteria that must be reported to Lifebanc within an appropriate timeframe to ensure donation opportunities are timely. (E)</li> <li>• Create and customize professional education materials for informal and formal presentations, large and small audience educational forums, including slide and PowerPoint presentations, booklets, teaching tools, etc. (E)</li> </ul>
	<p>Utilizes superior customer service skills to identify decision-making individuals who can influence hospital protocols.</p> <ul style="list-style-type: none"> <li>• Completes required hospital visit schedule. (E)</li> <li>• Conducts individual/department meetings with key hospital staff members.(E)</li> <li>• Provides onsite support and collaborates with the healthcare team, Lifebanc Medical Director, Manager of Procurement &amp; Preservation Services and/or Administrator on Call in real-time on all active referrals and/or cases. (E)</li> <li>• Provide on-going coaching to Lifebanc staff to optimize donation process from referral to recovery within assigned hospitals. (M)</li> <li>• Assist with obtaining and maintaining hospital EMR access for Lifebanc staff onsite and/or remotely. (E)</li> <li>• Establishes, nurtures and promotes ongoing relationships with nurses, chaplains, physicians and other hospital staff to ensure a high level of customer service. (E)</li> </ul>

	<p>Develops appropriate Commitment plans for assigned level hospitals to create and/or maintain positive change in practices related to the entire donation process.</p> <ul style="list-style-type: none"> <li>• Analyzes and responds to medical record review data. (E)</li> <li>• Provides information about hospital culture, critical issues and hospital champions (M)</li> <li>• Maintain and track commitment plan and progress throughout the year for O/T/E donation via Electronic Medical Record (EMR) System. (M)</li> </ul>
	<p>Completes all required hospital services documentation for assigned hospitals to ensure compliance with Lifebanc, AOPO and regulatory standards.</p> <ul style="list-style-type: none"> <li>• Inputs all hospital related activity via Lifebanc EMR system. (E)</li> <li>• Composes and responds to all quality system occurrences via Lifebanc occurrence database. (E)</li> <li>• Work with hospital administration to review, revise, and/or create policies to ensure hospital compliance with state and federal statutes. (E)</li> <li>• Updates hospital demographics and key contact information as indicated or at least annually. (E)</li> </ul>
	<p>Responds to referrals at the assigned hospital(s) in compliance with Lifebanc policies.</p> <ul style="list-style-type: none"> <li>• Reviews the patient’s medical chart to assess donor suitability. (E)</li> <li>• Evaluates the patient’s neurological status, conferring with medical staff caring for the patient. (E)</li> <li>• Completes the appropriate Lifebanc referral documentation including electronic data entry. (E)</li> <li>• Provides documentation in the patient’s chart regarding the OPO evaluation and informs hospital staff of Lifebanc’s plan regarding the patient. (E)</li> <li>• Conducts daily updates on pending referrals for continued evaluation of donor suitability. (E)</li> <li>• Works with the healthcare team to assist with coordinating the medical management of the potential and/or actual donor. (M)</li> <li>• Works with the healthcare team to help facilitate any diagnostic tests and/or procedures needed for adequate organ donation evaluation. (E)</li> </ul>
	<p>Identifies and approaches the appropriate next of kin for organ, tissue and eye (O/T/E) donation.</p> <ul style="list-style-type: none"> <li>• Participates with the health care team during brain death testing and end of life discussions with next of kin and/or significant others of potential and registered O/T/E if possible. (E)</li> <li>• In the absence of donor designation, works with the patient’s legal next-of-kin to offer the opportunity for O/T/E donation. (E)</li> <li>• Provides informed authorization or disclosure to all donor families. (E)</li> </ul>
	<p>Conducts a comprehensive medical social history interview with the next of kin, significant others and/or healthcare professionals of potential organ and tissue donors in compliance with CMS, AATB, AOPO standards and Lifebanc policies.</p> <ul style="list-style-type: none"> <li>• Completes the electronic Donor Risk Assessment Interview per Lifebanc policies and standards. (E)</li> <li>• Maintains the ability to initiate the start of a case, including gathering samples for serology testing and tissue typing, as well as medically managing the organ donor as outlined in Lifebanc’s Clinical Practice Guidelines. (M)</li> </ul>

	<p>Provides crisis intervention and counseling techniques for the donor family during the organ donation and recovery process in compliance with Lifebanc policies.</p> <ul style="list-style-type: none"> <li>• Provides support for donor families that remain on-site at the hospital during the donor case. (E)</li> <li>• Provides donor families with all necessary documentation involved in the donation process. (E).</li> <li>• Completes accurate reporting and documentation to Family Support Liaisons and/or Administrator on Call during change of shift to ensure donor families remain supported. (E)</li> <li>• Facilitates the scheduling of the organ recovery in collaboration with the family’s wishes and availability of healthcare/transplant teams. (M)</li> <li>• Provides corrections/review/completion of donor outcome letter generated through the EMR’s per Lifebanc policy. (E)</li> </ul>
	<p>Maintains an individual consent rate, which demonstrates best practice skills in the area of consent.</p> <ul style="list-style-type: none"> <li>• Completes mandatory consent training on a quarterly basis (E)</li> <li>• Monitors monthly consent rate (E)</li> <li>• When necessary or assigned, attends skill development opportunities to support and maintain the organization consent rate goals. (M)</li> </ul>
	<p>Performs other job duties, as assigned.</p>

**JOB QUALIFICATIONS**

**Education and Experience:**

Bachelor’s Degree preferred in social work, psychology, health care, education or ministry. At least 5 years progressive experience in a related field. Experience in dealing with families in grief and/or crisis situations. CPTC (Certified Procurement Transplant Coordinator) preferred.

**Certification and Licenses:**

- N/A

**Knowledge, Skills, and Abilities:**

- Strong organizational skills.
- Ability to maintain confidentiality.
- Ability to be on call and work extended hours.
- Ability to work independently, to exercise initiative, and exercise sound judgment.
- Ability to communicate effectively with a wide range of people including families, physicians, nurses, clergy and staff regarding sensitive issues.
- Ability to function as a team member.
- Ability to work in office and hospital settings. May also work out of car and from home at times.
- Ability to travel locally or out of state for meetings or continuing education.
- Current valid driver’s license and automobile insurance.

**EMPLOYEE ACKNOWLEDGEMENT:**

I acknowledge that I have received and reviewed the job description for my position. I understand that this job description is intended to describe the general content and requirements of the job and that it is not an exhaustive list of all duties, responsibilities and requirements of

this position. I also understand that Lifebanc has the right to revise this job description at any time. Furthermore, this job description is not a contract for employment and my employment with Lifebanc is an “at-will” employment relationship.

**Employee:** \_\_\_\_\_  
(Signature)

**Date:** \_\_\_\_\_

**SUPERVISOR APPROVAL:**

**Supervisor:** \_\_\_\_\_  
(Signature)

**Date:** \_\_\_\_\_