



## Authorization Strategies: Getting Comfortable with the Uncomfortable

### When:

Tuesday, October 13, 2020  
2-3pm ET / 11am-12pm PT

### Speaker(s):

**Brett Kesselring, BSN, RN, CPTC, CTBS**  
Supervisor Authorization and Training  
Gift of Hope Tissue Donor Network

### Emily Keys, RRT

Manager of Family Support Services  
Louisiana Organ Procurement Agency

### Target Audience:

Administrators • Coordinators •  
Physicians • Nurses • Surgeons •  
Managers • Quality Improvement •  
Social Workers • Other Donation and  
Transplantation Professionals

### Purpose:

The dynamics of donation discussions have long been identified as key components to increasing conversion. Join us to hear successful techniques from two OPO's who have cultivated some new processes surrounding family care. Elements of the presentations will include staff development and accountability, phone approaches, and family care excellence in the age of a pandemic. If your OPO is taking a closer look at authorization practices, you won't want to miss this session as it will provide some practical techniques for adjusting to the changing healthcare landscape and family care roles.

### Objectives:

At the end of the webinar, participants should be able to:

- Describe how internal Authorization Data transparency can drive change.
- Discuss in-depth, focused education and tracking program for family care staff.
- Identify the benefits of utilizing dual advocacy and establishing an Authorization Coach huddle.
- Identify strategies used to strengthen phone approach skills and increase staff comfort
- Describe the weekly debrief tool used to share how Family Advocates overcome unique challenges.

## Register at [OrganDonationAlliance.org/webinar-series](https://OrganDonationAlliance.org/webinar-series)

### Continuing Education Credits

The Organ Donation and Transplantation Alliance offers 1 Category 1 CEPTC credit from the American Board for Transplant Certification.

This program has been approved by the Organ Donation and Transplantation Alliance. Provider approved by the California Board of Registered Nursing, Provider #17117, for 1.0 Contact Hour.

### Credit for OnDemand Recording

OnDemand CEPTC and nursing credits are available after watching the OnDemand recording and completing the evaluation process on the OnDemand site. Credits are available for a duration of 12 months from the date of the webinar.

### Live Webinar Cost

\$80 per webinar connection. \$10 late fee applied to registrations received less than 3 days in advance.

### Cancellation Policy

Cancellations must be submitted at least 5 business days prior to webinar, and are subject to a \$10 nonrefundable processing fee. Inside of 5 days, all attendance costs are nonrefundable.

