

UW HEALTH JOB DESCRIPTION

Senior Organ Procurement Coordinator

Job Code: 850002	FLSA Status: Non-Exempt	Mgt. Approval: Rudy Jackson	Date: July 2022
Department: Organ Procurement Org/53050		HR Approval: Jenny Derks	Date: July 2022

JOB SUMMARY

Under the direction of the Manager, Clinical and Donor Family Services, the Senior Organ Procurement Coordinator is responsible for the coordination of the organ donation process at the University of Wisconsin Organ and Tissue Donation (UW OTD) and throughout its entire Designated Service Area (DSA). This process involves the medical management of deceased organ donors and the coordination of organ allocation to ensure the overall quality of organs is suitable for transplant into recipients at University Hospital and at other transplant programs across the country.

The complexity of problems encountered range from extremely complex and sometimes insolvable medical issues to relatively common problems involving scheduling, logistical issues, and the utilization of available medical personnel and resources. Most problems are solved using previous experience and knowledge as the primary resources. Medical problems may be encountered that necessitate input from the OPO Administrator on call, the OPO Medical Director or other medical specialists such as Infectious Disease or Critical Care.

This position is responsible for maintaining and improving internal and external customer relationships to ensure the success of the organ donation process. The individual works collaboratively with staff across UW Health and other key personnel throughout the DSA to contribute to educational curriculum and planning, lead or delegate training for staff competency, provide education to internal or external partners, and to ensure all families are continuously supported throughout the donation process. This individual communicates and coordinates with external customer relationships such as vendors and suppliers of services needed to complete the organ donation process including, but not limited to: aircraft charters, ambulance services, tissue banks, eye banks, laboratory services, and other services necessary to the process.

This position works with UW OTD leadership and data analysts to manage processes needed to improve organ function and organ utilization, maintain regulatory compliance, provide clinical quality assurance on potential organ donor referrals and organ donor cases, review and submit required documentation to regulatory and national organizations, and collaborates with Hospital Development and DSA partners to improve clinical process workflows. The Senior Organ Procurement Coordinator supports the Manager, Clinical and Donor Family Services and other Organ Procurement Coordinators, answering questions and giving direction to enable them to carry out their responsibilities in the organ donation process. This position maintains competence in the role of the organ procurement coordinator and is regularly scheduled. The position will serve as Administrator on Call for OTD.

MAJOR RESPONSIBILITIES

Provides Clinical Process and Administrative Support: ensures clinical operations and workflows are supported and guides clinical accuracy in system changes.

- OPC Proficiency:** Maintains competence and performance excellence as an organ procurement coordinator. Supports the clinical staffing schedule, builds and supports team optimization and staff engagement with attention to the strategic goals of the organization,
- Daily Support of Internal Operations:** Provides daily clinical support with consistent exercise of intellectual decision-making based on assessment and resources. Collaborates with Organ Procurement Coordinators and Donation Support Specialists to streamline clinical and consent workflows. Serves as Administrator on Call for OTD.
- Daily Support of External Operations:** Along with the Manager, Clinical and Donor Family Services, shares in the responsibility as a resource and liaison for tissue and eye partners, for import screening, and infectious disease testing centers. Works collaboratively with community leaders, coroners, and medical examiners in the donation process.
- Clinical Liaison to Transplant Center:** Serves as a clinical donor liaison to UW Health transplant programs and intensive care units to develop a strong working relationship and increase organ donor utilization. Participates and/or coordinates staff participation in organ specific team meetings, including updating rule out organ criteria, after action reviews, and problem-solving to variances, and provides clinical input to case reviews.
- On-going Clinical Support:** Works with staff to ensure clinical practices and changes at donor hospitals are well-supported. Acts a clinical liaison between hospital development staff and DSA partners to ensure clinical processes

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have continuous improvement and understanding. Collaborates with staff, not limited to, regulatory, data, recovery, hospital development, community, leadership, and numerous donor service area hospital partners.

6. **Regional and National Support:** Represents UW OTD at regional and national meetings by learning and presenting best practices and improving clinical workflows

Regulatory, Quality Assurance, and Project Management: how we improve our organizational processes to maximize the donation and consistently maintain a regulatory state of compliance.

1. **Process Standardization and Improvements:** Works with leadership to implement and create improvements that are aligned with regulations, best practices and strategic goals.
2. **Project Management:** Supports or leads project workgroups, and identifies, supports or leads quality improvement initiatives.
3. **Regulatory Readiness:** Works with leadership, regulatory, and quality staff to coordinate, update, and implement regulatory changes to maintain clinical survey readiness (UNOS, AOPO, CMS, etc).
4. **Quality Assurance:** Reviews, corrects, and improves referral and organ donor charts and processes at UW OTD to ensure excellence in documentation. Works with data analyst to ensure accurate documentation. Leads, supports or participates in quality assurance initiatives.
5. **Clinical Documentation:** Provides clinical representation for system and organizational change, including, but not limited to, assuring appropriate documentation and processes for internal staff into charting systems, development of worksheets and checklists for staff to utilize as resources.
6. **Informatics Support:** Supports ongoing development of organ donor management systems and workflows of both internal and external systems (including EPIC, Cerner, iTransplant, etc).

Clinical Education and Outreach: Develops, Provides, and Represent Clinical Education to Internal and External Stakeholders: provides education consistently to both our internal staff members and individuals involved in donation throughout UW OTD's DSA.

1. **Clinical Education:** Provides and engages others in clinical education for both internal and external staff throughout the DSA for new processes and changes. Creates and presents clinical education and training sessions in-person or through distance education.
2. **After Action Reviews:** Works with Hospital Development specialists and clinical colleagues to coordinate and identify staff participation in after action reviews as clinical support.
3. **Clinical Process Outreach:** The individual will continuously collaborate with the Manager, Clinical and Donor Family Services to assure that appropriate OPC staff coordinate to attend, represent, present, and learn at local or national conferences to network with other OPO's throughout the country to ensure best practices are shared, vetted through teams and leadership and are implemented at UW OTD. Collaborates and engages OTD colleagues to represent the clinical team for UW OTD at local hospitals, UWHC, and national organizations.
4. **Community and Partners:** Develops and maintains relationships with political and community leaders, coroners, medical examiners, and news organizations to promote organ donation and transplantation, and local and national registries.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	Graduate of school of nursing.
	Preferred	Bachelor of Science in Nursing (BSN)
Work Experience	Minimum	<ul style="list-style-type: none"> Six (6) months of experience in acute care settings: surgical, ICU, or transplant nursing Previous clinical experience with surgical or critical care expertise
	Preferred	<ul style="list-style-type: none"> Leadership or management experience One (1) year of Organ Procurement Coordinator experience
Licenses & Certifications	Minimum	Registered Nurse licensed in the State of Wisconsin or may practice under a compact license per state regulations.
	Preferred	Certified Procurement Transplant Coordinator (CPTC)

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Required Skills, Knowledge, and Abilities	<p>Clinical Skills</p> <ul style="list-style-type: none"> Ability to collaborate with critical care teams and organ/transplantation professionals. Ability to respond and adapt to multiple events occurring simultaneously in a complex environment. Strong innovator with the ability to improve new and current processes. <p>Project Management/Administrative Skills</p> <ul style="list-style-type: none"> Excellent communication, clinical, and problem-solving skills. Ability to implement change in a positive, sensitive, and forward-thinking manner. Ability to independently produce high quality work and manage multiple projects in a timely manner with demonstrated outcomes. Strong analytical ability to develop and analyze problems and recommend solutions. Self-starter with willingness to try new ideas and inspire confidence in the key stakeholders affected by change. Ability to work collaboratively with others and promote teamwork. <p>Organizational Skills</p> <ul style="list-style-type: none"> Strong organizational and project management skills. Strong interpersonal skills to include the ability to facilitate, mentor, negotiate, and resolve conflicts and build teams. Effective communication skills both written and verbal presentation to educate others in a style that fosters trust, credibility and understanding. <p>General Skills</p> <ul style="list-style-type: none"> Strong computer skills (including computer programs such as Word, Excel, Outlook, PowerPoint and Access). Good mental and physical health to deal with highly emotional and stressful situations under a moment's notice. Ability to keep calm under pressure and influence the team to stay focused on strategic goals and improving clinical outcomes Ability to be on-call and reachable for extended periods of time (Potentially, 24 hours per day)
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AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

<input type="checkbox"/>	Infants (Birth – 11 months)	<input type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input type="checkbox"/>	Middle Adult (41 – 65 years)
<input type="checkbox"/>	School Age (6 – 12 years)	<input type="checkbox"/>	Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
X	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10	Up to 20#	Up to 10# or requires significant walking or	Negligible or constant push/pull of

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	pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.		standing, or requires pushing/pulling of arm/leg controls	items of negligible weight
X	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.