

“The Donor Resource Center is only one of the links in the donation process. Our hospital relationships serve as the other vital link. Our collaboration enables us to maximize organ and tissue donation, saving and enhancing the lives of patients in our community and beyond.”

Kim Davis

Managing Director of Donor Resources



A registered nurse, certified procurement transplant coordinator and certified tissue banking specialist, **Kim Davis** works to build and cultivate productive organ and tissue donation systems within the hospitals LifeGift serves. She is also responsible for institutionalizing nationally recognized best practices and maintaining an atmosphere of continuous improvement throughout the region as a Regional Collaboration Leader for the Organ Donation Breakthrough Collaborative. Strong collaborative relationships with hospitals keep them in compliance with state and federal regulations that govern organ, tissue and eye donation, saving and enhancing the lives of individuals in need of transplants. This is accomplished through data analysis and feedback to and from the hospitals and ongoing education opportunities for medical and nursing staff.



Carla Arreola has more than 12 years experience building and managing high-volume customer service and call center operations. As manager of the Donor Resource Center for the past three years, Arreola is responsible for staff supervision, tissue donor conversion rates as well as internal and external customer satisfaction. All of this is accomplished through work flow design, measurement, analysis and continuous process improvement.

“Our center’s staff members perform numerous functions critical to the donation process. However, when asked about their work and its rewards, they never fail to cite the unwavering generosity of families. On a regular basis, they witness everyday people thinking of and helping others.”

Carla Arreola

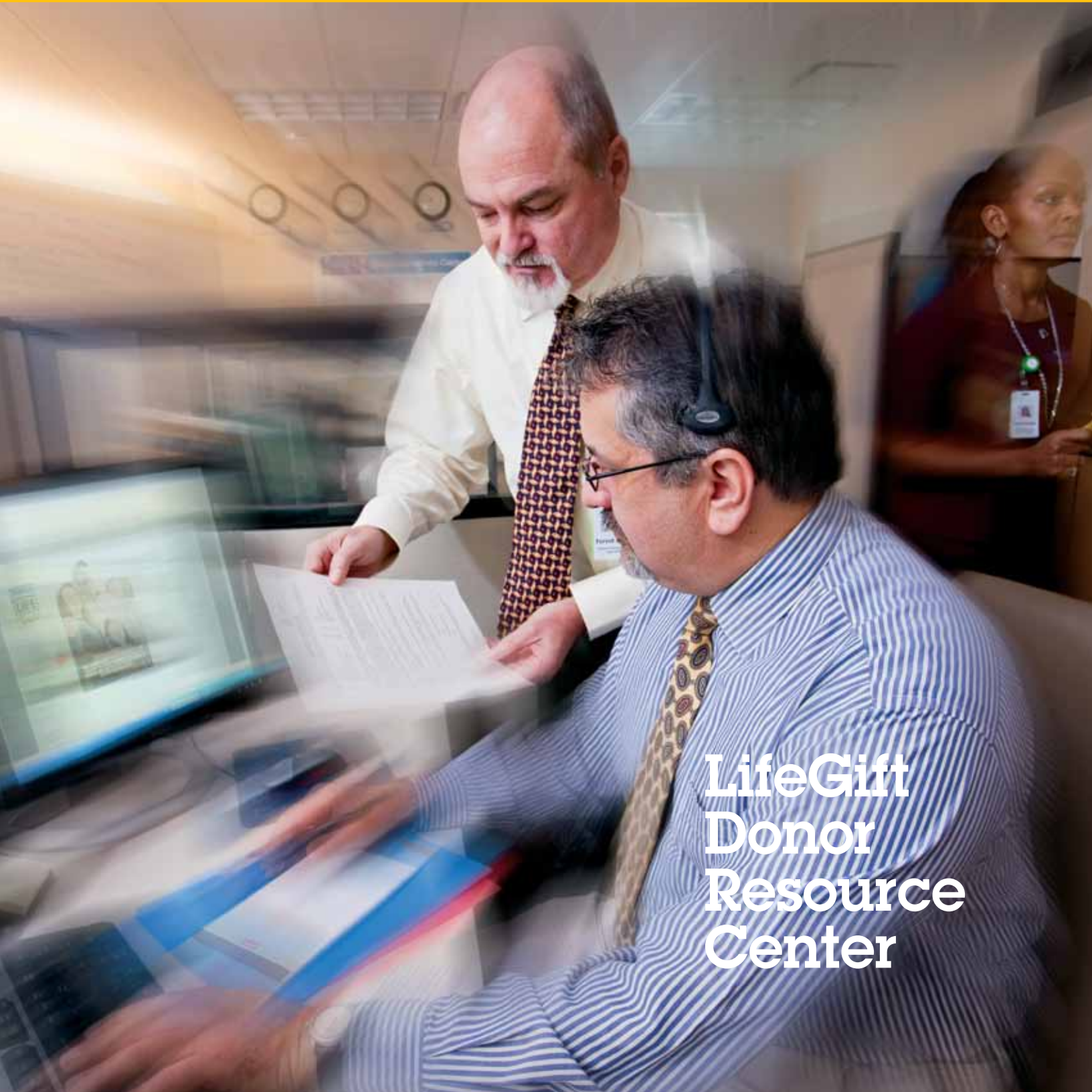
Manager of Donor Resource Center

2510 Westridge Street
Houston, Texas
800-633-6562





YOUR LIFELINE FOR ORGAN AND TISSUE DONATION



**LifeGift
Donor
Resource
Center**

LifeGift Communications Center is now the **LifeGift Donor Resource Center**, your 24/7 lifeline for organ and tissue donation.

The LifeGift **Donor Resource Center** (DRC) works with more than 200 hospitals around the state to ensure that families are offered the opportunity to donate and that organs and tissues are made available to save and enhance lives throughout Houston, Fort Worth, Lubbock, Amarillo and beyond. The three Texas regions – North, Southeast and West – served by LifeGift include 109 counties.

A focal point for all donors and potential donors, the DRC screens more than 30,000 referral calls per year and facilitates a number of critical functions in the organ and tissue donation process.



Hospital Partners

- Collaborates with more than 200 hospitals in our network, which spans Southeast Texas, parts of North Texas and West Texas
- Serves as the official contact for death notification calls from hospital staff on every death
- Screens referrals and assesses potential donors for medical suitability in collaboration with hospital staff
- Confers with primary physician as needed in obtaining in-depth medical history on prospective donors
- Enters data and maintains data integrity of the LifeGift donor network, including information on donors and also demographic data on the network's 200+ hospitals
- Facilitates communication between LifeGift and transplant centers

Donor Families

- Notifies next of kin of donor designation or requests consent for donation with 5,000 families a year in cases in which their loved one appears to be an appropriate candidate for tissue donation. Acquires extensive medical and social history on the prospective donor from family members
- Assists families with numerous needs, including those involving the donation process and also those regarding other end-of-life considerations, such as funeral planning, grief counseling referrals and financial assistance referrals



LIFE GIFT

Donor Resource Center

www.LifeGift.org/DRC
800-633-6562

1,046
tissue
donors*

283
organ
donors*

Funeral Homes and Medical Examiners

- Coordinates donation with medical examiners, justices of the peace and funeral homes
- Provides educational resources and training for funeral home directors

Logistics

- Maintains the “on-call” status of numerous critical groups, including LifeGift donation clinical specialists, medical directors, surgeons, tissue and eye bank staff, tissue recovery staff and tissue processing partners
- Coordinates donor transportation via couriers and ambulance services



Donate Life – Texas Registry

The LifeGift Donor Resource Center accesses the Donate Life – Texas Registry on each and every referral to ensure donor designations are honored.

ABOUT THE REGISTRY

The Donate Life – Texas Registry was established to provide Texans with the opportunity to give the gift of life to others through organ and tissue donation. This state database lists

individuals who have officially indicated their decision to donate organs, eyes and tissue to benefit the thousands of people of all ages currently awaiting transplants.

TEXANS ENROLL IN THE REGISTRY VIA SEVERAL METHODS:

- Electronically at www.DonateLifeTexas.org or its Spanish companion site, www.DoneVidaTexas.org.
- At their local Texas Department of Public Safety (DPS) office or online when applying for or renewing a driver’s license or identification card
- Online when registering a vehicle through the Texas Department of Motor Vehicles

The registry was implemented in 2006, after Texas lawmakers called for the creation of a system for Texans to officially declare their decision to be a donor. In 2007, the Texas Legislature named the registry the Glenda P. Dawson Donate Life – Texas Registry in memory of State Representative Glenda Dawson, a kidney transplant recipient who led the effort for the registry’s creation.

