



## Iowa Donor Network, North Liberty & Altoona (IA)

Iowa Donor Network is among 66 Iowa EMS, fire, dispatch, health care and commercial agencies currently subscribed to Aladtec.

Juli Tripple, Tissue Recovery Manager with the Iowa Donor Network, first used Aladtec (then called EMS Manager) while serving as a paramedic with a Des Moines-area ambulance service, more than a decade ago.

When she joined IDN, schedules were created on a Word document. The manager assigned names to shifts, then emailed and printed out the document for staff.

"It was a Word document that was regularly updated," said Tripple. "It was so hard to keep current, saving the latest version on the shared drive, or e-mailing it. You'd have several different versions out there with changes, so (Aladtec) absolutely streamlined things -- made our world easier.

"I would say one of my favorite features is the staff being able to trade on their own and be responsible for that," she said.

IDN has a two-tiered mission: increase the number of registered donors through organizing programs in schools, worksites, churches, and media, and to coordinate the actual donation process.

When donors become available, representatives from the IDN evaluate the opportunity, check for the deceased in the state donor registry, discuss donation with family members, engage the computer system that matches donors and recipients, obtain a match list for that specific donor, and arrange for the recovery and transport of donated organs. They also provide bereavement support for donor family members.

While the educational component is an 8-to-5 job conducted in comfort from an office, the pace jumps from idle to full speed when word of a recovery or would-be donor comes in.

"It definitely takes a whole team. We work pretty closely together. A lot of our team members have come from EMS, and it can be intense at times. You have to have the right personality," said Tripple.

The first call often comes to IDN's Communication Center from any of Iowa's 118 hospitals, all of which must report deaths under Medicare/Medicaid regulations. The comm center is staffed 24/7 by at least two donation specialists. The agency may also receive word of



### Department Info:

**Roster:** 140-plus FT, PT, on-call and view-only users.

**Calls in 2017:** Approx. 60 donations, 700-900 partial recoveries.

**Service area:** State of Iowa -- 56,000 sq.miles, 3.1 million people.

**Aladtec users since 2009**



potential donors from medical examiners, funeral directors, nursing homes, and EMS personnel.

If the decedent was pre-registered as a donor, they inform the family. If not, they'll ask the family to authorize donation. If consent is given and donor meets certain requirements, the search begins to find potential recipients from the national waiting list for well-matched patients. Considerations include blood type, body size, the degree of illness, distance from the donor, tissue type and time on the list. Their transplant teams contact the best-matched patients for each organ. A surgical team recovers the organs, then bone, corneas, skin, tissues, heart valves. Organs are sent to the transplant hospitals in-state or well beyond, where patients and transplant teams are waiting.

A case can be a straight-forward tissue recovery at a hospital or funeral home, involving two or three staff members, or very complicated, involving teams executing closely choreographed roles anywhere in the nation.

Minutes matter. Matches must be located and transplants must happen quickly. Up to eight people can benefit from major organ donations and up to 50 through eye and tissue donations.

"We have divided our on-call in to tissue recovery and organ recovery -- our two main work systems. Within those two work systems, we have a 24-hour call center, tissue recovery staff, funeral director staff, organ staff, and transportation assistants -- drivers that help us get where we need to go safely, and transport blood and other items," said Tripple. "We have anywhere from 24-hour call to 12-hour shifts scheduled, some of that is just on-call within that 12-hour shift."

Along with main offices in North Liberty near Iowa City, and Altoona, near Des Moines, IDN schedules in-house coordinators at five major Iowa hospitals; the University of Iowa in Iowa City, Mercy Des Moines, and Methodist in Des Moines, and Mercy & St. Luke's in Sioux City.

"We define our service area as the State of Iowa. We do work with all the other organ procurement organizations throughout the United States to transport. If we need to do a fly-out to take our surgeons to another state to help recover organs for someone in yet even another state, we can do that," Tripple said.

"The organ side of things is a lot different because (donors) are still on a ventilator in a hospital, so you have more of the team working with you that are in the hospital -- the surgeons, anesthesiologist, nurses from the hospital, plus our coordinators. Whereas our tissue teams, which are more of an autonomous team, have two-, three- or four team members and they are responsible for the entire recovery."

The evolution of smartphones and improved wireless connectivity has made the Aladtec solution even more convenient.

"Absolutely. I would say most people probably look at the schedule on their phone more than they look at it on the computer."

Although Tripple is familiar with Aladtec's Forms feature, timeclock capability, and other functions, scheduling and shift trades are IDN's primary uses.

"The fact that I can set up the repeat and rotation to what I want it to in however many weeks I want to have it repeat -- basically it's a two-week repeating rotation. It's so easy to add staff, remove staff, update changes -- and the fact that we don't have to change our password every 30 days," she said, laughing. "So stuff like that, it's just really easy to use. We love it."

IDN doesn't maintain license and certifications for staff but members are encouraged to use the tool themselves if they choose, Tripple said. "We have a different system to house all forms, policies and tracks those changes."

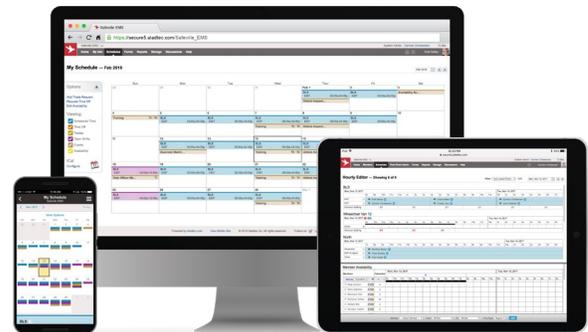
"We have a lot of different systems we use for a lot of different things, and you hear -- 'Oh well, this system seems to not be working as normal --' You know, that kind of thing? I never hear anything about anyone having any issues with (Aladtec).

"I think the staff is comfortable with it. It's simple, and I think it's great for them to be able to put a trade out there and people pick it up. They really like it."



### Juli Tripple

Juli Tripple has worked at Iowa Donor Network since 2004. She is currently the Tissue Recovery Manager.



Aladtec provides online employee scheduling and workforce management software to 2,100-plus organizations, primarily within the Public Safety Sector. Customers count on Aladtec constantly to help save time, improve efficiency and enhance communications. The company is headquartered in River Falls, WI. For information about our affordable platform or to try a free demo, please visit: [www.aladtec.com](http://www.aladtec.com)