

Using Technology and Communication to Improve Relationships: Post Donation Conversation Letter

Presenters: Alison Draves and Gretchen Budde

Learning Objectives: Utilizing technology to improve communication and relationships with donation partners.

Target Audience: Family Services, Recovery, Aftercare, External Affairs, Communications Centers

Session Format: Presentation and/or Abstract

Background: In 2023, 46% of referrals did not have a funeral home at the time of approach. After receiving feedback from funeral homes and hospital partners that families didn't understand what they were agreeing to and didn't understand how donation could affect their funeral arrangements DCI took additional steps to communicate this information to the family. DCI wanted to provide additional information to the family to summarize the conversation in a timely manner. Families in grief also don't recall many elements of the donation conversation. This letter provides a resource for the family to reference and provide accurate information to their funeral home regarding donation.

Goal: To provide a summary of donation conversations with families so they have a more thorough record immediately following the conversation. This will hopefully reduce post authorization calls with concerns about what was discussed and agreed upon during the donation process. Despite providing these elements in the donation conversation it was determined that providing a tool to reinforce the information will better support our families and donation partners.

Method: Email notification

- Email was decided as the best way to transmit information accurately and provide the information prior to receiving the aftercare mailings to the authorizing person.
- DCI worked with our BI Team to develop a letter that was HIPAA compliant so that it was not necessary to send secure emails that would require families to create an additional login.
 - Only use first name of patient
- Semi-automated Process– Coordinators generate the letter based on the donor ID number to accurately pull the appropriate donor information.
- A PDF copy of the letter is uploaded to the donor chart.

Process: Coordinators share the summary letter with the family following the donation conversation. The goal is to send the letter to any family who is willing to provide an email address within 24 hours. The letter reviews important elements of the conversation and next steps needed from the family regarding funeral home arrangements.

Phases: This process was established in phases so we could trial the letter and make minor adjustments to language as we launched.

- Phase 1: TDS authorizations only
- Phase 2: Authorizations in all 3 locations
- Phase 3: Added disclosure letters in all 3 locations
- Phase 4: In Process – There is a plan to create a survey to ask families for specific feedback related to the letter to ensure it is meeting the goals of the project.
- Phase 5: Create reporting to establish how many families received the letter, how many families provided email addresses that could have received the letter, etc.

Letter Elements:

- Tissues authorized
- Any noted restrictions
- Funeral arrangements
- Funeral home information
 - Name if selected
 - Instructions to contact B2L if pending/undecided
- Provides contact information for B2L 24/7 contact, Aftercare contacts, FH liaison

Impact: Expected vs Observed Impact

- Emails going to spam
- Evidence of death for family member who didn't have a service
- We have had no feedback responses from families indicating the information did not match what was provided verbally.

Sample Letters:

Disclosure:

Please accept our heartfelt sympathy for the loss of your loved one, Barry. It is our privilege to honor your decision on behalf of Barry to give the lifesaving gift of donation. We will work diligently to honor this gift to touch and impact as many lives as possible.

- Corneas which can restore the gift of sight.

The following restrictions were made on Barry's gift: No Transport

During our time together you indicated Wilson FH Cloud Springs Road, Fort Oglethorpe, GA would be assisting you and your family with final arrangements and the arrangements were No Tissue Recovery. If your arrangement or choice of funeral home change, please contact us 24/7 at 615-234-2200.

Our goal is to honor Barry's gift while working with the Funeral Home. The donation process, including transportation for recovery can add up to 24 hours of time before the Funeral Home receives your loved one.

Your chosen funeral director will work with you to provide your funeral service of choice. Providing funeral services for organ and tissues donors is a normal restorative arts practice for the funeral service professional. TDS does reimburse funeral service professionals for the extra time this might require. If you receive any concerns from your funeral home professional, please call our 24/7 Funeral Home Liaison at 866-757-6481, so we can support you and your donation decision.

During our conversation you elected to participate in our aftercare program. We hope this group and resources will help you at this difficult time. You will be receiving communication within the next 10 days. Our After Care team is here to support you and can be reached at 615-523-7804. Our Caring for Families resources can be accessed at <https://caringforfamilies.dcmds.org/>.

With gratitude and our sincerest sympathies from our entire team who have had the privilege to work directly and indirectly with you at this time.



566 Mainstream Dr #300, Nashville TN, 37228
aftercare.tds@dcids.org

B2LC 24/7 Contact
615-234-2200

AfterCare Contact
615-523-7804

TDS FH Liaison
866-757-6481

Authorization:

Please accept our heartfelt sympathy for the loss of your loved one, Martin. It is our privilege to honor your decision on behalf of Martin to give the lifesaving gift of donation. We will work diligently to honor this gift to touch and impact as many lives as possible.

- Skin grafts which can be used in two forms; a thin layer skin graft can be used for recipients who have been severely burned to provide comfort and protect them from life threatening infection. Thicker skin grafts are used for recipients recovering from large wounds, hernia repair, cleft palate or post mastectomy repair following breast cancer.
- Bone and Connective Tissue – Bone and connective tissue are transplanted to repair damage caused by trauma or disease such as fractures, cancer, osteoporosis, joint damage, restore mobility and relieve pain.

The following restrictions were made on Martin's gift: none

During our time together you indicated pending would be assisting you and your family with final arrangements and the arrangements were Possible open casket | no bathing or dressing. If your arrangement or choice of funeral home change, please contact us 24/7 at 916-569-0200.

Our goal is to honor Martin's gift while working with the Funeral Home. The donation process, including transportation for recovery can add up to 24 hours of time before the Funeral Home receives your loved one.

Your chosen funeral director will work with you to provide your funeral service of choice. Providing funeral services for organ and tissues donors is a normal restorative arts practice for the funeral service professional. SDS does reimburse funeral service professionals for the extra time this might require. If you receive any concerns from your funeral home professional, please call our Funeral Home Liaison at 916-678-6988, so we can support you and your donation decision.

During our conversation you elected to participate in our aftercare program. We hope this group and resources will help you at this difficult time. You will be receiving communication within the next 10 days. Our After Care team is here to support you and can be reached at 916-678-6014. Our Caring for Families resources can be accessed at <https://caringforfamilies.dccids.org/>.

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3940 Industrial Blvd, West Sacramento, CA 95691
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916-678-6988

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DCI Donor Services:	Alison Draves, MHA, CTBS and Gretchen Budde CTBS, MAC, CT
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Sample Letter - Authorization

1st name only for HIPAA

Tissues authorized are imported from the auth

Any noted restrictions from auth form

Funeral home information and arrangements

Indicates decision to participate in aftercare

Populates logo and address for correct recovery location

Contact information for B2L, aftercare and FH Liaison

Please accept our heartfelt sympathy for the loss of your loved one, Shelia. It is our privilege to honor your decision on behalf of Shelia to give the lifesaving gift of donation. We will work diligently to honor this gift to touch and impact as many lives as possible.

- Corneas which can restore the gift of sight.
- Skin grafts which can be used in two forms; a thin layer skin graft can be used for recipients who have been severely burned to provide comfort and protect them from life threatening infection. Thicker skin grafts are used for recipients recovering from large wounds, hernia repair, cleft palate or post mastectomy repair following breast cancer.

The following restrictions were made on Shelia's gift: None

During our time together you indicated McReynolds Nave and Larson would be assisting you and your family with final arrangements and the arrangements were Cremation - no viewing. If your arrangement or choice of funeral home change, please contact us 24/7 at 615-234-2200.

Our goal is to honor Shelia's gift while working with the Funeral Home. The donation process, including transportation for recovery can add up to 24 hours of time before the Funeral Home receives your loved one.

Your chosen funeral director will work with you to provide your funeral service of choice. Providing funeral services for organ and tissues donors is a normal restorative arts practice for the funeral service professional. TDS does reimburse funeral service professionals for the extra time this might require. If you receive any concerns from your funeral home professional, please call our 24/7 Funeral Home Liaison at 866-757-6481, so we can support you and your donation decision.

During our conversation you elected to participate in our aftercare program. We hope this group and resources will help you at this difficult time. You will be receiving communication within the next 10 days. Our After Care team is here to support you and can be reached at 615-523-7804. Our Caring for Families resources can be accessed at <https://caringforfamilies.dcid.org/>.

With gratitude and our sincerest sympathies from our entire team who have had the privilege to work directly and indirectly with you at this time.

Tennessee Donor Services
extraordinary commitment to science, health and hope

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Sample Letter Disclosure

Revised language for registered donor

Please accept our heartfelt sympathy for the loss of your loved one, Timothy. It is our privilege to fulfill Timothy's decision to give the lifesaving gift of donation. We will work diligently to honor this gift to touch and impact as many lives as possible.

All tissues authorized according to registry

Your loved one authorized the following gifts for donation.

- Corneas which can restore the gift of sight.
- Heart Valves & Associated Blood Vessels are transplanted to save the lives of those with heart defects, or diseased or damaged heart valves.
- Skin grafts which can be used in two forms; a thin layer skin graft can be used for recipients who have been severely burned to provide comfort and protect them from life threatening infection. Thicker skin grafts are used for recipients recovering from large wounds, hernia repair, cleft palate or post mastectomy repair following breast cancer.
- Blood Vessels of the abdomen & legs – are typically used for patients in need of heart by-pass or to restore circulation to damaged limbs and help prevent amputation.
- Bone and Connective Tissue – Bone and connective tissue are transplanted to repair damage caused by trauma or disease such as fractures, cancer, osteoporosis, joint damage, restore mobility and relieve pain.
- Nerves – can be used to repair traumatic upper and lower extremity injuries resulting in loss of nerve function including numbness, pain and loss of motor function. This transplant also benefits cancer patients undergoing tumor removal surgery where the adjacent nerve tissue must also be removed.

Statement to clarify gifts will be evaluated

Every gift will be evaluated and only the gifts that are appropriate based on age and medical history will be recovered.

Any noted restrictions from auth form

The following restrictions were made on Timothy's gift: None

Funeral home information and arrangements

During our time together you indicated Farrar Funeral Home Jefferson City would be assisting you and your family with final arrangements and the arrangements were viewing, unknown if burial- no dress or bathe. If your arrangement or choice of funeral home change, please contact us 24/7 at 615-234-2200.

Our goal is to honor Timothy's gift while working with the Funeral Home. The donation process, including transportation for recovery can add up to 24 hours of time before the Funeral Home receives your loved one.

Your chosen funeral director will work with you to provide your funeral service of choice. Providing funeral services for organ and tissues donors is a normal restorative arts practice for the funeral service professional. TDS does reimburse funeral service professionals for the extra time this might require. If you receive any concerns from your funeral home professional, please call our 24/7 Funeral Home Liaison at 866-757-6481, so we can support you and your donation decision.

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