



## JOB DESCRIPTION

Job Title: Resource Triage Coordinator  
Prepared By: Human Resources

Reports to: Director, Operations Center  
Approved By: VP of HR

FLSA Status: Non-Exempt  
Date: May 2018

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Donor Network West's mission is to save and heal lives through organ and tissue donation. We honor and respect the donors and families we serve with compassionate care, and inspire our communities to donate life. Every employee at DNW is responsible for fostering an organizational culture that is based on collaboration, support, and service. This includes being a proactive team player who strives for excellence by upholding the Donor Network West's core values of Teamwork, Integrity and Passion.

### GENERAL JOB FUNCTION

The Resource Triage Coordinator is integral to providing leadership and continuity of service to all donor families and hospital partners in a 24 x 7 x 395 operations center that receives referrals, screens potential organ and tissue donors with referral facilities, approaches families to offer the option of donation, and coordinates all logistics involved in the donation process. This individual is responsible for enhancing the mission of DNW by responding to, and triaging organ/tissue referrals so the appropriate DNW staff can be dispatched to facilitate the donation process. The role provides immediate response to organ donor referrals, evaluation by phone of the referral, engagement of the attending physician and hospital team for the implementation of guidelines for care/catastrophic head injury orders, support and evaluation of family needs, identification of resources needed for the referral and triaging the referral to the appropriate DNW staff member. In conjunction with the physician, determines medical suitability of potential organ donors and utilizes appropriate resources to achieve this. The individual may also be assigned duties as determined by management, developing, implementing and monitoring policies, procedures strategies, and action plans related to the procurement and utilization of organs and tissues for transplantation, medical research, and education.

### JOB DUTIES AND RESPONSIBILITIES

#### Call Day Clinical Activities/Organ Donor Evaluation and Management

- Provides consistent and timely service to hospitals, donor families, and other transplant personnel in all potential donor situations.
- Assists staff in identifying issues related to the donation process and in collaboration creates a plan of action
- Provides coordination of onsite staff for organ donors and referral activity
- Provides initial risk management assessment.



- Provides effective feedback to staff during the course of a call day and if appropriate follows up with staff's manager/supervisor.
- Activates the occurrence reporting system and follows up as necessary. May implement the occurrence alone or in conjunction with managers/supervisors.
- Participates in the development and implementation of appropriate policies and procedures relating to organ donor identification and referral management.
- Consistently demonstrate a high level of customer service to internal and external partners.
- Responsible for triage of new organ referrals, obtains clinical information to determine medical suitability, provides assessment of hemodynamic stability and initiates communication with attending physician and or hospital staff to maintain stability and potential organ viability. Will provide accurate communication of referral status to Clinical Procurement Coordinator (CPC) and other transplant professionals.
- Creates case plan for organ referrals including further needs once onsite staff involved
- Moderates AM Huddle and reports on all referrals with accurate information and case plan
- Ensures huddles are called on referral processes as determined necessary, reviews to ensure documentation of case planning occurs
- Is able to direct the drawing of blood and labeling of specimens for infectious disease testing to facilitate organ placement, when required by phone.
- Maintains concise, accurate records of data regarding donor referrals and recoveries. Maintains accurate information on all laboratory values, medications and diagnostic tests required to evaluate and manage all potential and/or actual donors. This also includes recording problems/incidents and reporting them in the established manner.
- Understands and complies with organ recovery policies and procedures as well as organizational policies and procedures. Adheres to the standards of practice for quality assurance/improvement procedures established within the organization.
- Consults with other Transplant Network staff and/or DN West Medical Director, as needed, on issues pertaining to the clinical and technical aspects of quality organ donor evaluation.
- Participates in post-donor and or post referral review with team members and appropriate management staff.
- Participates in appropriate follow-up with nurses, physicians, and other donor hospital staff, transplant center staff, and other OPOs per policy, as requested.
- Provides Donation Program Consultant (DPC) information for debriefing on-site experiences.
- May precept new DNW staff, in conjunction with primary preceptor, in orientation to the process of response to referral.
- Ability to respond to a referral and or donor with an onsite presence in times of high activity.



- Manages "Backboard" cases: makes calls to determine case plan and moves referrals between I-transplant and Backboard as needed.
- As needed, helps with transportation arrangements for staff responding to referral and donor activity
- Approves and assures judicious use of overtime
- Takes sick calls and records them in the reporting system.

#### Authorization Situations/Family Care

- Will access donor registries on all referrals 80 years old and younger. If First Person Authorization is identified the RTC will attach the Document of Gift to the chart and ensure the CPC and hospital is aware of it.
- Evaluates potential donor family dynamics, in phone discussion with bedside staff and discloses information to appropriate internal staff to assist with the distribution of resources to a case.
- May interact with families by phone when resources are limited, or the situation dictates.
- Contacts appropriate DNW resources in the event of potential media attention.

#### Other Responsibilities

- Assist the DPC in the development and implementation of response to referral protocols specific for donor hospitals. This may include presentations and or in-services at critical care courses, orientation etc.
- Completes categorization of outcome of cases in ITX for eligibility criteria as outlined by CMS
- Reviews feedback on donors/referrals and the donor/referral management process to improve quality, as warranted.
- Participates in conference calls to review donation/referral activity and attends staff meetings and workshops as mandated.
- Participates in chart reviews and shares findings with management. Performs spot audits to assess for compliance after implementation of change or education.
- Works with Donation Services team (s) and Medical Director to review cases and activity to identify opportunities to improve outcomes

#### Professional/Personal Competency

- Maintains state of the art knowledge of end stage organ disease, organ recovery, donor maintenance, transplantation and organ preservation through appropriate professional organizations.
- Maintains critical care knowledge to ensure ability to function independently in donor hospitals, either internally or through external avenues.
- May be required to perform other duties as assigned.

#### **QUALIFICATIONS**



To perform this job successfully, an individual must be able to perform each essential duty. The qualifications listed are representative of the knowledge, skill, and/or ability required. This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Compassionate, conscientious, ethical, and must possess strong interpersonal skills which will allow her/him to deal effectively with individuals or group of individuals, particularly a variety of medical professionals as well as donor families.
- Strong written and verbal communication skills; and an ability to work productively both independently, and as a team participant with accountability to all other team members for meeting agreed upon objectives.
- Maintain strong organizational skills that will allow him/her to assess changing environments; be able to establish appropriate priorities; handle highly stressful situations in a calm, mature manner, using sufficient judgment and discretion at all times.
- Provide accurate assessments of job performance and recommend changes in policies, procedures, strategies and action plans.
- Qualified to perform donor evaluations and donor management without supervision
- Possess knowledge of medical and legal principles of organ donor evaluation, authorization, and donor management necessary to effectively communicate with physicians and hospital staff involved with a potential organ donor.

#### **EDUCATION AND EXPERIENCE**

- Bachelor's degree in registered nursing or biologic sciences or an equivalent degree/diploma/certification in an allied health field, i.e., EMT/P or Respiratory Therapist.
- CA registered nurse license or certification as a Physician Assistant, or allied health field. Maintain a valid CA driver's license and current vehicle insurance based on CA minimum insurance coverage standards.
- Minimum 2 years' experience in critical care units or at least 2 years' experience in transplant and/or organ procurement preferred

#### **PHYSICAL DEMAND OF WORK**

On file in Human Resources.

#### **EMPLOYEE ACKNOWLEDGEMENT**

I acknowledge that I have received and reviewed the job description for my position and I feel that I can meet the requirements with or without reasonable accommodations. I understand that this job description is intended to describe the general content and requirements of the job and that it is not an exhaustive list of all duties, responsibilities and requirements of this position. I understand that Donor Network West has the right to revise this job description at any time.



Employee  
Signature:

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Date:

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Employee Name  
(Print):

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Date:

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