

	procurement.
	2. Follow the hospital policy regarding post-mortem body care after the organ recovery
	3. When requested, notifies the legal next-of-kin when the organ/tissue procurement is completed.
	4. Contacts the Coroner when procurement is obtained from donors who are Coroner's cases.
	NOTE: All lines and tubes must remain on donor, for the inspection by the Coroner.
Decedent Affairs	5. Arrange for donor pick up by mortuary selected by legal next of kin.
<u>F. TISSUE/EYE DONOR RECORD MANAGEMENT</u>	
Health Information Management	1. Maintains medical records of potential donors records
OPO Coordinator	2. Performs a monthly death review to verify that all potential tissue donors have been identified.
	3. Provides feedback to the Organ Donor Council on any missed donors

VII. REFERENCES:

- A. California Health and Safety Code, Chapter 7150, the "Uniform Anatomical Gift Act."
- B. California Health and Safety Code, Section 7152
- C. California Uniform Determination of Death Act (1982) California Health and Safety Code 7180
- D. California Health and Safety Code, Section 7181
- E. California Health and Safety Code, Section 7182
- F. Uniform Determination of Death Act
- G. California Health and Safety Code, Section 7184, Required Request Act
- H. Omnibus Budget Reconciliation Act, November 1987
- I. 42 CFR 482.45 Condition of Participation: Tissue, Organ and Eye Procurement
- J. University of California Irvine Health Care Patient Care Related Policy "Donation After Cardiac Death,"
- K. University of California Irvine Medical Center Procedural Services Policy "Counts – Sponge Needle and Instrument"
- L. University of California Irvine HealthSystems Patient Care Related Policy "Surgical/Procedural Verification"

AUTHOR: Organ Donor Council
Risk Management

APPROVALS: Organ Donor Council
 Ethics Committee
 Critical Care Committee
 OR Committee
 Policy Review Committee
 Performance Improvement Committee
 Med Exec Committee
 Governing Body

August 18, 2008



The Next Few Days...

We are very sorry for your loss. At a time like this, families often feel overwhelmed. It may be hard to concentrate or remember things. Some families have never experienced a death and do not know where to begin in making the necessary arrangements. We have put this booklet together to provide some guidance on things you may be thinking about in the next few days.

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Understanding Brain Death

At this time, the shock and pain you may feel about your loved one's condition can make it difficult to understand and remember everything that you are being told by the doctors and nurses. Even though the doctor has explained brain death, you may still be unsure what brain death means. Here is an explanation.

There are two ways to pronounce death: when a person's heart stops beating or when the brain stops functioning.

The brain cannot survive without oxygen. Brain death occurs when there is no blood or oxygen supplied to the brain. Without blood and oxygen, the brain cells die. When the brain dies, the person cannot move, breathe, think, or feel. Pain and suffering cease.

Brain death is death, and cannot be reversed. Often people confuse brain death with a deep coma or vegetative state. With a deep coma, there has been significant brain injury but there is slight brain activity. With brain death, there is no brain activity.

Brain death can be difficult to accept because it may look as if the person is sleeping. The ventilator (breathing machine) fills the lungs with oxygen and helps keep the skin color normal and warm. Since the heart has its own pacemaker independent of the brain and oxygen is being supplied to the body, the heart continues to beat. It can be difficult to accept that the brain can be dead and the heart continues to beat.

Many tests are performed by the doctor to determine if brain death has occurred. Most or all of these tests take place at the person's bedside. Two doctors must independently examine the person and determine the person is brain dead before death is declared. Once brain death is determined, by law, the ventilator must be removed. Once removed, the heart will eventually stop beating.

*in love they are
remembered
and in memory they live*

Understanding Donation...

...when Brain Death is Determined

The doctor has informed me that my loved one is brain dead. What does that mean?

Brain death occurs in patients who have suffered severe injury to the brain. As a result of the injury, the brain swells and obstructs its own blood supply, causing brain tissue to die, and permanent loss of brain function. This condition is irreversible. However, the vital organs, such as the heart, lungs, liver, pancreas, and kidneys can be kept viable for a few days if supported by artificial mechanical support.

When does a person become a donor?

Donation is an option only after all attempts to save your loved one have failed and death has been pronounced. The process of donation takes place only after two physicians, who are not associated with the donation process, declare a person brain dead, using strict neurological criteria.

Are all families approached about the opportunity for organ donation?

Federal law requires that all families of brain dead patients be offered the opportunity of donation.

What is the recorded time of death for a brain dead person? Is it when the person is declared brain dead or when the heart actually stops beating?

The recorded time of death is when the physician pronounces the patient brain dead. Medically and legally, the person is dead at that point.

How long is the ventilator kept on after a person is declared brain dead?

Once you consent to donation, the coordinator will work towards finding the recipients and arranging a surgery time in the operating room. In order to provide oxygen to the vital organs, your loved one's body will remain on the ventilator until the organs are recovered during surgery. At the time of recovery, the ventilator will be removed.

...after Cardiac Death

At what point will treatment be stopped?

The decision to stop treatment will be made when you and the medical team agree it can no longer help your loved one.

When does a person become a donor?

Donation takes place only after the ventilator has been removed, when the heart and breathing have ceased, and death has been declared.

Is the family present when the ventilator is removed?

In most cases, if you want to be with your loved one when the ventilator is removed, you can arrange this with the medical team caring for your loved one.

...Donation Questions

How does tissue donation save and improve lives?

Corneas restore sight.

Skin grafts are a temporary covering to reduce pain and lower the chance of infection to patients with severe burns.

Heart valves help children born with heart problems or adults who have heart valves damaged by disease.

Bone is used to repair or replace bone after serious injury, bone cancer, or crippling diseases of the bone.

Blood vessels improve circulation and prevent amputation of limbs.

Are we responsible for the costs associated with donation?

All costs related to organ and tissue donation will be paid for by OneLegacy. Hospital costs incurred before the consent for donation remain the responsibility of the relatives or persons in charge of the estate and can be discussed with a financial counselor from the hospital.

Is an open casket funeral possible after organs and/or tissue are removed?

An open casket funeral is possible after organs and tissue are removed. Donation does not disfigure the body or interfere with an open casket funeral should you desire one.

Will OneLegacy help with funeral expenses?

OneLegacy is not permitted to financially assist with the funeral arrangements. If the mortuary charges extra money to embalm the deceased due to organ or tissue donation, OneLegacy will cover that extra charge.

Will we find out about the recipients of the donation?

Your family will receive a letter explaining which organs were recovered and transplanted, and give general information about the recipients who were helped because of your generous decision to donate. You will receive a letter explaining which tissue was recovered and how that tissue is used to help tissue recipients.

What does OneLegacy do for us once the donation is complete?

OneLegacy offers ongoing bereavement support through the Family Services Aftercare Program. Our staff is available to answer questions, offer support, and provide referrals as needed.

*"Tom
gave
the gift of life
to Bill*

*From Donor sister
Tina Vanderhorst Parker*

Understanding Your Grief Experience

A tragic event has occurred in your life. You have experienced the terrible and unexpected loss of someone close to you. No words can take away the pain you now feel. We hope this information will help you understand some of the feelings you may be experiencing. It is important to remember that grief is different for everyone; there are no set timetables or stages that we must follow. However, there are common emotions associated with grief that may be helpful for you to understand.

Shock

You may feel dazed and stunned, especially because you are experiencing the unexpected and sudden death of your loved one. This feeling is nature's way of protecting you from the overwhelming reality of what just happened.

Confusion

It may be hard for you to focus; disconnected thoughts race through your mind and it may be hard to complete tasks.

Anxiety

You may fear that you or others you love will die, too. You may feel that you will not be able to deal with everyday realities such as work or caring for your family. You may even panic as you think through the repercussions of this death.

Anger

Anger is normal in most grief experiences, but especially so in an unexpected death. We look for someone or something to blame, either for the tragic event itself, or for the inability to make your loved one better.

Guilt

At times we direct our anger and blame toward ourselves. We are flooded with thoughts of "if only". If only I had been there. If only I had been watching more closely. If only I had died instead. Often times these thoughts are not logical, but they are a part of our feelings.

Sadness

Sadness comes in doses and we experience it over time. Your body, mind and spirit need time together to allow you to embrace the depth of your loss. You may feel tired or have trouble sleeping. Your body reacts to your loss as well. Be patient with yourself.

* * * * *

When someone you love dies, you must mourn if you are to heal. But healing also requires the support and understanding of those around you as you embrace the pain of your loss. We wish you peace and healing in the time that lies ahead.

Edited and reprinted from "Afterwards" with permission from Dr. Alan Wolfelt, of The Center for Loss and Life Transition, (970) 226-6050, www.centerforloss.com

Coroner Information

Why is the coroner involved?

California law requires the Medical Examiner/Coroner to investigate deaths that occur from unknown causes or under suspicious circumstances. The decision about what deaths should be investigated is made by the Medical Examiner. Not all deaths require a legal investigation.

Is viewing allowed?

Any viewing or visitation is done at the mortuary and is not permitted at the forensic facility.

Will an autopsy be performed?

The Coroner will decide if an autopsy is necessary. The basic reason for an autopsy is to determine the medical cause of death. Another reason is to gather evidence for presentation in a court of law. At a later date, you may be glad this information was obtained.

Is there a charge for autopsies?

There is no charge for an autopsy when it is part of the Coroner's investigation.

Are there transportation fees?

Yes. Government Code Section 27472 authorizes the Coroner's office to assess up to \$200.

When can we have the funeral?

The Coroner will complete the investigation as soon as possible and release the body to the funeral home of the family's choice. The funeral director will work with the Coroner's office and should be able to assist you in setting the time and date for the funeral.

How do we obtain Death Certificates?

Death Certificates are issued by the county health department. Certified copies can be ordered through the funeral home or purchased from the county health department.

Coroner Case Number: _____

Your funeral home will be in contact with the Coroner's Office. For information on when the body will be released from the Coroner, please contact your funeral home.

Planning a Funeral

Arrangements for your loved one's funeral can be made after you leave the hospital. Family, friends, or hospital staff can help you choose a mortuary. If you need help finding a funeral home, we suggest that you ask family and friends who have experienced the death of a loved one for advice. It may be helpful to have a family member or close friend accompany you. Remember that you do not have to choose the first funeral home you talk to or visit. You can call or visit a number of facilities and then choose the one that best suits your needs. You may wish to take the following with you to the mortuary:

- Your loved one's name, date and place of birth, Social Security number, occupation, parents' names and (if a veteran) proof of military service
- List of relatives and their relationship to the deceased
- A list of individuals who may wish to be pallbearers or speak at the service
- Clothing your loved one will be buried in

Other things to consider:

- Write an obituary – include personal information, personal comments, and the time and place of services
- Obtain extra copies of the death certificate for: each individual life insurance policy claim, property transactions, bank accounts, Social Security and SSI benefits, pension claims, etc.
- Arrangements for food or a reception after the service
- If flowers are to be omitted, decide on an appropriate memorial to which gifts may be made (a church, charity, school, or library)
- Have someone at your home during the funeral service to assure home security
- If your loved one was a victim of a crime, you may be able to get financial assistance for medical bills, funeral, or burial and grief counseling through the California State Victim Compensation Board at (800) 777-9229 or www.boc.cahwnet.gov



Checklist of Things to Be Done

Many people have suggested that it is useful to have a checklist to help determine what they might be faced with during the first several days and weeks following the death of a loved one.

Family members and friends can help with the following:

- Making a list of family, friends, employers, and business colleagues to be notified by phone
- Notifying children's schools
- Answering the phone or door and keep a record of all calls and people visiting
- Coordinating food for the family for the next few days
- Coordinating special needs of the household such as childcare, cleaning, grocery shopping, etc.

You may need to do the following:

- Contact your bank concerning any existing accounts
- Notify life insurance companies, creditors, credit card companies, and automobile insurance company of the death
- Contact your local social security office, **800-772-1213**, if you are eligible for benefits and to report the death
- If the deceased was living alone, notify utilities and landlord; tell the post office where to send mail; take precautions against theft

OneLegacy Family Services

OneLegacy Family Services provides bereavement support to donor families. In working with donor families, we learn what this grief experience is like for you and at the same time learn about your loved one and the impact he/she had on your life. We understand that there is nothing we can do to take away your pain, but we do hope to support you in your healing.

In addition to offering emotional support and helping to answer questions, donor families can expect the following services from Family Services staff:

- A letter with information about the outcome of your loved one's gift will be sent to you in the mail
- Letters of support and literature about grief are provided
- The Companion, our newsletter for donor families, helps to connect donor families through stories and shared experiences
- Information on written communication between donor families and recipients is available. If you choose to correspond, Family Services will assist you in this process
- You will receive an invitation to our Donor Remembrance Ceremony "Fields of Gold"
- Referrals for counseling and support groups are available upon request
- Trained donor family peers are available by phone to offer their support and understanding
- In the future, we will extend an invitation to join OneLegacy's volunteer program, the Ambassadors, if you wish be an advocate for donation or to share your loved one's story with others

Please feel free to contact us at **800-786-4077** if you have questions or would like additional support. We wish you peace and healing in the time that lies ahead.





The Next Few Hours...

Sharing the Gift of Life

Please accept our heartfelt sympathy for the death of your loved one. During this trying time, you will be asked to make many decisions—some in the next few hours. One of these may be the opportunity of tissue donation, a generous and invaluable gift.

Tissue transplantation saves and heals nearly one million people in the U.S. each year. Many families feel pride in knowing that even after death, their loved one was able to help others.

Because tissues must be recovered within a few hours after death, you may soon receive a phone call from OneLegacy, the non-profit organ and tissue recovery agency serving the greater Los Angeles area.

One donor can save or bring health and healing to more than 50 lives through the gift of:

Corneas which restore sight

Heart valves for healing heart malformations

Bone which can prevent amputation

Skin which can save the life of burn patients

Ligaments and tendons which restore mobility

Veins which are used in heart bypass surgery

If You Receive a Phone Call

If it is determined that your loved one may be able to donate tissue, you will receive a call from a donation coordinator in the next few hours to answer any questions that you may have about donation. (If you have Caller ID, the call will come from 888-278-0553.)

The following list of questions may serve as a guide for that conversation:

Will a decision to donate tissue delay my loved one's funeral?

No. Donation should not cause a delay in funeral arrangements.

Is an open-casket funeral still possible?

Yes. The body is treated with respect and open casket viewing remains an option after donation has taken place. Your donation coordinator will discuss your funeral plans and guide you in the donation process so that your funeral plans will be honored.

Will I be responsible for costs involved with the donation of tissue?

No. Money is not exchanged for the donation of one's tissue. The donor's family is responsible only for the medical expenses incurred before death and funeral costs. If there are additional funeral home charges because of your donation, OneLegacy will cover the extra costs.

Does my religion approve of tissue donation?

All major religions approve of organ and tissue donation, with only one exception (Shinto).

The donation coordinator will also ask you questions to obtain more information about your loved one's medical and social history.

What Do I Do Now?

We encourage you to discuss tissue donation with your family. We thank you for taking a moment during this difficult time to consider helping others through tissue donation.



OneLegacy is dedicated to achieving the donation of life-saving and healing organs and tissues for those in need of transplants and to providing a sense of purpose and comfort to the families we serve.

OneLegacy is the non-profit organ and tissue recovery agency serving the diverse communities of Los Angeles, Kern, Orange, Riverside, San Bernardino, Santa Barbara and Ventura counties.

OneLegacy
221 South Figueroa Street
Suite 500
Los Angeles, CA 90012
www.onelegacy.org

For more information about
organ and tissue donation:
www.donateLIFEcalifornia.org

We Gratefully Acknowledge Donor Alliance, Inc. and Gift of Hope Organ & Tissue Donor Network

OneLegacy JOB DESCRIPTION

TITLE:	Family Care Coordinator (FCC)
REPORTS TO:	Clinical Manager
DEPARTMENT:	Clinical
LOCATION OF JOB:	OneLegacy DSA
FLSA STATUS:	Non-Exempt
EMPLOYMENT STATUS:	Full-Time
PREPARED BY:	Renee Hawthorne
DATE PREPARED:	07/12/05
DATE REVISED:	04/21/08

Position Summary:

Responsible for representing OneLegacy to the potential donor's family (including) Legal Next of Kin (LNOK). While obtaining consent, provides support, and information while maintaining position of dual advocacy to donor family and hospital staff. Acts as a liaison between hospital staff and OneLegacy.

Duties & Responsibilities

Essential Job Functions:

Family Care and Consent

1. Discuss donation with LNOK and family members of potential donors and to obtain informed consent for organ and tissue donation from appropriate LNOK.
2. Verify that medical-legal documentation necessary for organ recovery is completed according to UNOS/CDC guidelines.
3. Work with hospital to obtain administrative consent for donation when appropriate.
4. Inform and support family in cases of first person consent for donation.
5. Assist donor family in locating available resources and provide for personal, social, spiritual and other needs such as: phone calls, funeral home contacts, etc.
6. Work to assure integration of hospital staff by keeping them informed of the donation process and any of the needs or concerns of the families.
7. Work with hospital and OneLegacy staff to insure the LNOK is presented with the opportunity to donate in the most appropriate manner.
8. Assist After Care Department in providing support to donor families such as: phone calls, donor ceremonies, events etc.
9. Address and resolve any issues identified following the donation process.
10. Use computers to enter data for OneLegacy and/or transmit data to UNOS or transplant centers.

Referral Response and Consent

1. Respond promptly and appropriately to potential donor referrals to assess family dynamics and enhance the consent process.
2. Review donor suitability with Admin on Call (AOC) as needed
3. Identify and collaborate with hospital staff integral to the consent process.
4. Identify and locate LNOK for consent.
5. Acts as a liaison between hospital staff and patient's family.

Professional Education

1. Provide education to hospital staff on the benefits of organ and tissue donation and ongoing services provided by OneLegacy to grieving families.
2. Participate in public education forums as requested.
3. Provide educational materials (e.g. placards, phone stickers, newsletters) to appropriate hospital units.
4. Provide education to hospital staff about the consent and family care process.

Call Responsibilities

1. Shares 24-hour "on call" responsibilities, on a rotating basis, with other FCC Staff.
2. Carries a beeper and cell phone while on call and assures that all equipment is working properly.
3. Confines travel when "on call" to service area. Notifies the AOC and answering service as appropriate, in the even they must leave service area.
4. Follow-up on unresolved cases as directed by AOC.

Other Responsibilities

1. Supports the organization's Standards of Professional Conduct as outlined in the OneLegacy Employee Handbook, and the mission, vision and values statements.
2. Has a personal self-care plan to ensure emotional and physical readiness for job responsibilities.
3. Participates in regular FCC team meetings and conference calls.
4. Maintains current statistics on personal consent rate and forwards to Family Services' Executive Assistant the first of each month.
5. Provides bi-weekly schedule of activities to Family Services' Executive Assistant.
6. Stays current with best practices in consent and grief support.
7. Maintains competency for the position.
8. Participates in office quarterback meetings.
9. Performs other duties as assigned

Knowledge, Skills and Abilities:

1. Superior communication skills.
2. Ability to communicate with tact and diplomacy.
3. Superior problem solving skills.
4. Works well under pressure.
5. Superior organizational skills.
6. Strong interpersonal skills.
7. Excellent verbal and written communication skills.
8. Knowledge of Microsoft applications.

Job Qualifications:

Education and Experience:

Education: High School or GED equivalent.
Experience: Customer service; bilingual preferred, especially Spanish.
Certification/License: OneLegacy requires employees to maintain a current California driver's license and current vehicle insurance based on California minimum insurance coverage standards.