

COUNCIL MEETING 2015

Sharing Our Passion for Life

Preparing the transplant community
to serve every patient in need



WELCOME



Welcome to Council Meeting 2015! This is your opportunity to meet your colleagues from throughout the global transplant community, learn about the latest developments in HCT, and hear from patients, donors and health professionals about how the work you do is changing lives. Come prepared to share best practices, ask questions, and interact with the people involved in developing the resources and services essential to our industry. Tell us what we can do to support you in your work, so that together, we can save more lives.

You will also receive updates at Council Meeting on the state of marrow and cord blood transplantation, developments in clinical, scientific and health services research, and healthcare policy; learn about new programs for patients and caregivers; and hear what we're doing to improve the donor experience.

I encourage you to make the most out of the Friday evening reception and networking opportunities during the meeting, and to take inspiration from the Saturday evening keynote and donor/recipient dinner event so you can share their stories with your peers. Together, we are making a difference. Let's celebrate our achievements and work together to help more people get the transplant they need with the best outcome. Help us share our passion for life!

Jeffrey Chell, M.D.

CEO, National Marrow Donor Program® (NMDP) / Be The Match®

Council Meeting 2014 Highlights:

- More than 1,300 attendees from 33 countries
- 36 educational sessions resulting in 3,435 CE hours issued
- Keynote presentation by Sally-Ann Roberts, news anchor and donor to sister, Good Morning America Co-anchor Robin Roberts
- Numerous networking opportunities with healthcare colleagues



OVERVIEW

Agenda Overview

Attendees have the opportunity to network and share ideas with colleagues from around the world. They also interact with product and service providers essential to our industry.

Council Meeting includes:

- Opening general session featuring network updates by NMDP/Be The Match® CEO, Jeffrey Chell, M.D.
- Concurrent educational sessions on topics related to clinical and scientific research, health care policy, and patient and donor advocacy
- Friday evening reception and networking
- Saturday closing dinner, featuring a keynote presentation and the donor/recipient meeting



Background

The NMDP/Be The Match is the hub of a worldwide network of more than 500 leading medical facilities in marrow and cord blood transplantation. Patients in need of an unrelated transplant depend on the NMDP/Be The Match to find a matching marrow donor or cord blood unit. Each month, more than 520 patients receive transplants through this network. Since 1987, the NMDP/Be The Match has facilitated more than 68,000 transplants to give patients a second chance at life. Be The Match Foundation®, the fundraising partner of the NMDP/Be The Match, works to secure private support to advance the NMDP/Be The Match's mission.

Who Should Attend

This annual meeting is held for the NMDP/Be The Match network to collectively address the challenges of marrow and cord blood transplants for patients in need. Network partners, nurses, laboratory technologists, and other health professionals in the HCT field are encouraged to attend.



It is a great opportunity to meet other employees from transplant institutions. I met many nurses that do the same job, met NMDP/Be The Match personnel, vendors and physicians. It was a great time.'

—Transplant Center Attendee



Audience Profile

Attendees include the following:

- Transplant Center Coordinators and other members of the patient's transplant team who each play various roles throughout the patient's transplant process, which include selecting donors, educating and counseling patients and their families and providing direct patient care.
- Donor Center Coordinators who are responsible for working directly with donors and educating and counseling them throughout the evaluation and collection processes.
- Apheresis and Collection Center Coordinators who manage the peripheral blood stem cell (PBSC) and/or bone marrow collection processes, ensuring donor health and well-being and adherence to quality practices related to product collection.
- Cord Blood Bank Representatives who manage all aspects of collection, typing and storage of cord blood units.
- Community Engagement Representatives who are responsible for engaging community members in the mission of the NMDP/Be The Match, and recruiting new members to the Be The Match Registry®.

...it was most beneficial to finally meet and interact with my colleagues and work-up specialists from my region. Although it was a large event, I was able make contact with individuals I've only spoken with over the phone.'

—Apheresis/Collection Center Attendee



Council Meeting Venue



Hilton Minneapolis
1001 Marquette Ave. S.
Minneapolis, MN 55403
Phone: 1 (612) 376-1000
Hotel Reservations: 1-800-HILTONS

The Hilton Minneapolis hotel, renovated in March 2014, is a 25-story, Victorian-style brick high-rise boasting a fantastic location in the center of Minneapolis' financial center and just minutes away from many Minneapolis attractions. The hotel is a world-class convention and leisure destination located near theaters, shops, restaurants and other cultural attractions. It is steps from Target Center and Target Field. The Mall of America, Minnesota Zoo and TCF Bank Stadium are just a short drive or ride away.

Enjoy a grand welcome as you arrive in the hotel lobby, offering floor-to-ceiling windows, crystal chandeliers, marble floors and a custom art collection featuring Minnesota landmarks by Minnesota artists.

Contact Us

Contact Lisa Schuler, Council Meeting Planner, with questions at councilmeeting@nmdp.org or call 1 (800) 526-7809 or 1 (612) 465-7852.




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Taneika, with her daughter, Jade, transplant recipient

 This organization has
always coordinated the
best conference I attend.’
—*Transplant Center Attendee*



MEETING AGENDA

WEDNESDAY, NOV. 4, 2015: PRE-MEETING ACTIVITIES

7:00 am to 7:00 pm WMDA Working Group and Committee Meetings

THURSDAY, NOV. 5, 2015: PRE-MEETING ACTIVITIES

7:00 am to 5:00 pm WMDA Education Day and Working Groups

8:00 am to 5:00 pm Computer Room

9:00 am to 7:00 pm Council Meeting Registration

1:30 pm to 5:00 pm Hematopoietic Transplant Coordinator Certification Exam

6:30 pm Optional Tours



Be The Match Walk + Run participants

It was inspirational to think that, somewhere out there, there was a family who had a whole lot of bad news and no matter what happened, I, as a donor, had given them a spark of hope.'

—Randy, donor




FRIDAY, NOV. 6, 2015: COUNCIL MEETING

7:00 am to 8:00 am	Breakfast 3RD FLOOR, GRAND BALLROOM												
7:00 am to 5:00 pm	Computer Room												
7:00 am to 5:30 pm	Registration 3RD FLOOR												
7:00 am to 7:30 pm	Sponsor Exhibits, Margaret Palmer Jewelry, Shop Be The Match, and Discovery Center 3RD FLOOR												
8:00 am to 10:15 am	General Session GRAND BALLROOM												
10:15 am to 10:45 am	Break												
10:45 am to 12:00 pm	Educational Breakout Sessions See page 9 for session details.												
10:45 am	<table><tr><td>ACTIVE Records: Good Documentation Practices 10:45-11:45</td><td>Guts, Grace and Gumption: Seven Practices of Extraordinarily Resilient Leaders 10:45-12:00</td><td>HLA for the Rest of Us 10:45-11:45</td><td>Spirituality in Adolescent and Young Adult Transplant Recipients 10:45-12:00</td><td>The Use of Cord Blood: Past, Present and Future 10:45-11:45</td><td>Voice of the Customer: A Member-to-Donor Journey 10:45-12:00</td></tr></table>	ACTIVE Records: Good Documentation Practices 10:45-11:45	Guts, Grace and Gumption: Seven Practices of Extraordinarily Resilient Leaders 10:45-12:00	HLA for the Rest of Us 10:45-11:45	Spirituality in Adolescent and Young Adult Transplant Recipients 10:45-12:00	The Use of Cord Blood: Past, Present and Future 10:45-11:45	Voice of the Customer: A Member-to-Donor Journey 10:45-12:00						
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11:45 am to 12:30 pm	Lunch GRAND BALLROOM												
12:30 pm to 2:00 pm	Education Plenary Session: Around the World in 90 Minutes: Increasing Donor Access and Diversity through Worldwide Collaboration GRAND BALLROOM												
2:00 pm to 2:30 pm	Break												
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5:30 pm to 7:30 pm	Networking Reception SALONS ABC												
7:00 pm	Optional Tours												



SATURDAY, NOV. 7, 2015: COUNCIL MEETING

7:00 am to 8:00 am	Breakfast GRAND BALLROOM					
7:00 am to 5:00 pm	Registration					
7:00 am to 3:30 pm	Sponsor Exhibits, Discovery Center, Shop Be The Match and Margaret Palmer Jewelry 3RD FLOOR					
7:00 am to 4:00 pm	Computer Room					
8:00 am to 10:00 am	Education Plenary Session: Trends in Transplantation GRAND BALLROOM					
10:00 am to 10:30 am	Break					
10:30 am to 11:45 am	Educational Breakout Sessions See page 9 for session details.					
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5:00 pm to 6:00 pm	Social Hour 3RD FLOOR FOYER					
6:00 pm to 8:30 pm	Dinner Event: GRAND BALLROOM Donor/Recipient Meeting, Keynote: Caryn Sullivan					
8:30 pm	Meeting Adjourns					

 I loved the speaker and donor/recipient meeting, it always brings a tear to my eye and makes a very interesting job a very worthy one.'
—Donor Center Attendee



EDUCATIONAL SESSION INFORMATION

Overview

These sessions provide attendees with the opportunity to discuss current issues, innovations, and trends in the field of hematopoietic cell transplantation (HCT), as well as discover operational, clinical and psychosocial approaches to optimize patient and donor care.

Love the variety of subjects and topics offered at Council Meeting—definitely something for everyone at every level of experience.’

—Research Center Attendee

ACTIVE Records: Good Documentation Practices

Learn the regulatory requirements and industry best practices for Good Documentation Practices: documentation that is ACTIVE: Accurate/Complete/Timely/Indelible/Version controlled/Error corrected. This session will include audience participation with real-life examples that apply to a regulated environment.

Audience: All Attendees

Level of Expertise: Basic/Intermediate

Speaker: Ann Kemp, MT(ASCP), RAC, CQA

Advancing Donor and Cord Blood Selection Practices

This interactive search strategy session will include case studies allowing attendees to explore and practice advanced topics in donor and cord blood selection, with an emphasis on utilization web tools to aid in search strategy practices.

Audience: Transplant Center Attendees

Level of Expertise: Intermediate/Advanced

Speaker: Janelle Olson, PhD

The Answer is CLear: Learn Three Ways to Improve Your SOPs

Receive an introduction to Standard Operating Procedure (SOP) writing strategies designed to support your success. Learn how applying the principles of Chunking, Labeling and Relevance will make your SOPs easy to use, understand and search.

Audience: Apheresis, Collection, and Donor Center Attendees

Level of Expertise: Basic/Intermediate

Speakers: Claudia Hannah and Jody McNaughton

Ask Regulatory: You Have Questions, We Can Help

Bring your regulatory compliance questions to this session hosted by the NMDP/Be The Match Regulatory Compliance staff. Ask questions on multiple topics and bring back ideas to improve compliance within your facility.

Audience: Apheresis and Donor Center Attendees

Level of Expertise: Intermediate

Speakers: Sallie Allman, BS, Lori Hanley, MT(ASCP), CQA, CQM-OE(ASQ), RAC(RAPS), Ann Kemp, MT(ASCP), RAC, CQA and Stephanie Thompson, BS



The Auditors Are Coming! Are You Prepared?

Hear an overview of the NMDP/Be The Match Regulatory Compliance Audit Program, including its scope and areas of focus. Attendees will be given information on best practices for audit preparation. The session will include an opportunity for attendees to ask questions of auditors.

Audience: Apheresis and Donor Center Attendees

Level of Expertise: Basic/Intermediate

Speakers: Lori Hanley, MT(ASCP), CQA, CQM-OE(ASQ), RAC(RAPS),
Ann Kemp, MT(ASCP), RAC, CQA, and Stephanie Thompson, BS

Balancing the Equation Between You and Your Donor

Step into the lab for an introductory course on the 'organic elements' necessary for positive donor conversations. We'll review phone etiquette, establishing rapport, and reacting effectively in initial conversations with donors.

Audience: Donor Center Attendees

Level of Expertise: Basic/Intermediate

Speakers: Jeni Newman, BS, CHTC and Nan Yonts, RN, BSN, OCN

Be the Meeting Hero Your Organization Needs

Most people think they know how to run an effective meeting, and yet far too many meetings fall short. In this session, you'll learn the most important actions you can take to be sure your meetings are productive and engaging.

Audience: All Attendees

Level of Expertise: Basic

Speaker: Tom LaForce, MBA

Breaking Bad News

Effective communication helps you connect with others, collaborate and share information. Communication can be challenging, however, when bad or serious news needs to be shared. Learn communication strategies to improve how you communicate bad or serious news in your professional and personal life.

Audience: All Attendees

Level of Expertise: Basic

Speaker: Willis Navarro, MD

Great chance to discuss topics presented. Meet and greet with other attendees, presenters, and staff.'

—Transplant Center Attendee



Caregiver Voices: Another Perspective on the HCT Experience

The role of the HCT caregiver is essential. Most transplant centers require patients to have a 24/7 caregiver for a minimum of 100 days after allogeneic HCT. In this session, three caregivers and an HCT Clinical Social Worker will discuss the caregiver experience including challenges, rewards, signs of caregiver distress, coping strategies and recent research on the impact of the HCT process on caregivers. You will also learn how NMDP/Be The Match supports caregivers through the Caregiver's Companion and Parent's Companion Programs.

Audience: Recruitment and Transplant Center Attendees

Level of Expertise: Intermediate

Speakers: Brian Lucas, MPA, Jill Randall, MSW, LICSW, Lizette Salazar, Katie Schoepner, MSW, LICSW, and Jana Simms

CARs on the Road to a Cure

This session will provide an introduction and background on the development of the technology used to create Chimeric Antigen Receptor (CAR) engineered T Cells as well as a review and comparison of several recent clinical trials.

Audience: Cooperative Registry and Transplant Center Attendees

Level of Expertise: Intermediate

Speaker: David Porter, MD

Considerations for Donor Selection Beyond 5 Locus Matching

Learn about considerations for donor selection outside of the typical five HLA loci. Hear how additional factors, such as DPB1 matching, donor KIR, and non-HLA factors such as donor age, sex, blood type, and CMV status can impact HCT and be used to optimize donor selection.

Audience: Cooperative Registry and Transplant Center Attendees

Level of Expertise: Intermediate

Speakers: Sarah Cooley, MD, MS, Joseph Pidala, MD and Bronwen Shaw, MD, PhD

Cooperative Interchange of Current Industry Practice in HPC, Apheresis Collection

A panel of subject matter experts in peripheral blood stem cell collection will discuss current industry practice. Presentation will include the panel's responses to questions and comments posed by the network, case studies, and a question and answer session.

Audience: Apheresis and Donor Center Attendees

Level of Expertise: Intermediate

Speakers: Beth Hartwell, MD, John Miller, MD, PhD, Elizabeth Perry, MD and Karen Plewacki, RN, MT(ASCP) BB, HP



Ava, transplant recipient, with her parents; Ron and Janet

Cooperative Interchange of Current Industry Practice in HPC, Marrow Collection

Hear from a panel of experts in marrow collection about current industry practices. The presentation will include responses to questions and comments posed by the network, case studies, and a question and answer session.

Audience: Collection and Donor Center Attendees

Level of Expertise: Intermediate

Speakers: Linda Burns, MD, Corina Gonzalez, MD, Sharon Swift, RN, CHTC, BMTCN and Michael Punzel, MD, PhD

Diagnosis to Infusion: A Patient's Journey

Hear a basic overview of the common diseases treated by allogeneic transplantation as well as insight into the patient experience and treatment leading up to transplantation. The interactive session will address questions from the most basic to the most complex.

Audience: All Attendees

Level of Expertise: Basic

Speaker: Bronwen Shaw, MD, PhD

Donor Center Best Practices

Are you looking for ways to make your work more efficient and effective? In this session, learn best practices from your donor center colleagues and leave with ideas that you can bring back to your center for implementation.

Audience: Donor Center Attendees

Level of Expertise: Basic/Intermediate

Exploring the NMDP/Be The Match Network

When we think of our own organizations, it's natural for us to think that we are at the center and other organizations revolve around us. This session will explore the NMDP/Be The Match network: what it means, who is in it, and how we work together for the common benefit of our donors and patients.

Audience: All Attendees

Level of Expertise: Basic

Speakers: Kim Ikenberry, BS and Heidi McFadyen, BA

From Patient to Survivor: Implementing Post-Transplant Care Plans

Explore the development and implementation of patient-centered survivorship care plans. A physician with expertise in survivorship care, a transplant recipient, and a member of the Health Services Research Program will discuss: 1) Commission on Cancer requirement for all cancer patients to receive a survivorship care plan; 2) Transplant center challenges and solutions for coordinating appropriate long-term care; 3) Transplant recipient experience with survivorship care; and 4) Results from the Individualized Care Plans for HCT Survivors qualitative study (conducted by the CIBMTR HSR Program and RCI BMT). Session participants will have an opportunity to share their own experiences with survivorship care plans.

Audience: Transplant Center Attendees

Level of Expertise: Intermediate/Advanced

Speaker: K. Scott Baker, MD

Getting Things Done: How to Plan & Prioritize Your Day



This session is back by popular demand! Have you ever noticed that a handful of people in the office seem to get a large volume of work done, and you never see them sweat? What are the secrets of these highly productive people and how can we learn the techniques that turn overwhelm into well-being and mental chaos into a steady flow of productive actions? Learn how to take back control of your life and career, get organized and get it all done!

Audience: All Attendees

Level of Expertise: Basic

Speaker: Sue Hawkes, BFA

Globally Consistent Product Labeling: USA and International Strategy

Hear about current progress toward globally-consistent product labeling, including ISBT 128 implementation for labeling of NMDP/Be The Match products in the United States, and about efforts throughout the world. In addition to the ISBT 128 unique product identifier, get introduced to the revolutionary “GRID,” or Global Registration Identifier for Donors, which produces a globally standard identification format for donors and listed cord blood units.

Audience: All Attendees

Level of Expertise: Intermediate

Speakers: Bette Braem MSSW, CMQ/OE (ASQ) and Pat Distler, MS, MT(ASCP)SBB

Guts, Grace and Gumption: Seven Practices of Extraordinarily Resilient Leaders

Many leaders working within complex systems would agree that anything can and will happen on any given day. Resilience proves to be one of the most valuable leadership characteristics. Leadership resilience has a quality of transformation to it—it is about becoming better as a result of adversity. This session introduces leadership resilience and illuminates a few key resilience practices that strengthen resilience as a “go to” leadership response.

Audience: All Attendees

Level of Expertise: Intermediate

Speaker: Elle Allison-Napolitano, PhD

Healthcare Economics and HCT

“I thought all the sessions offered did a great job of blending medical learning’s/insights with professional development opportunities to create a well-rounded event for attendees. I learned about things from the internal workings and offerings of NMDP to what was happening in the medical research realm to how to manage through emotionally difficult times.”

—Donor Center Attendee



This session will discuss healthcare economics in the current reimbursement environment – the costs of cancer care and HCT, the impact on patients and families and the value that payers are looking for from their investment in the healthcare system.

Audience: All Attendees

Level of Expertise: Intermediate

Speakers: Stephanie Farnia, MPH and Richard Maziarz, MD

HLA for the Rest of Us

Unravel the jumble of letters and numbers that is HLA and get down to the basics of what HLA is, why it matters, and how to communicate HLA to donors, patients and the general public. This session will be interactive, and is intended for non-expert HLA attendees.

Audience: All Attendees

Level of Expertise: Basic

Speakers: Marney Milsten and Tami Maus, MT(ASCP), CHTC

Immunogenetic Research at the NMDP/Be The Match: Putting it into Practice

The Immunogenetic Operations and Research department conducts research to improve the search for an unrelated donor and donor selection. Learn about the various research projects and learn how to apply the findings to an unrelated donor search. Specific projects include:

- DPB1 T cell Epitope permissive matching analysis among potential 10/10 donors
- Registry efforts to improve success of unrelated donor searching for African-American patients
- Using a patient's HLA genotype frequency to inform search prognosis

Audience: Transplant Center Attendees

Level of Expertise: Advanced

Speakers: Katie Howe, PhD, CHTC, Kevin Tram, BA and Kimberly Wadsworth, PhD

It's All Relative: Challenges and Solutions of Related Donor Transplants

Families are complicated, they can be spread all over the world and include unique dynamics. Because of this, transplant centers face many challenges while trying to coordinate related donor transplant activities. These challenges can take a toll on transplant center staff and require creative problem solving. This session will focus on the challenges and solutions seen by transplant centers during a related donor workup, as well as explore new ways in which NMDP/Be The Match can support related transplant programs.

Audience: Transplant Center Attendees

Level of Expertise: Intermediate

Speakers: Leah Atwood, RN, BSN, OCN, Laura Snoussi, RN, MSN, OCN and Jeff Wren, BS, MBA, CHTC



Language Access Needs for Patients Who Are Limited English Proficient (LEP)

Providing culturally and linguistically appropriate services, such as translated and interpretive resources, is essential to optimize health outcomes. This session will describe the language access needs of LEP HCT patients in the U.S., review the results of the needs assessment, and guide a discussion about a translations clearinghouse for HCT resources to better support the language access needs of LEP HCT patients, caregivers and family members.

Audience: Transplant Center Attendees

Level of Expertise: Intermediate

Speakers: Lensa Idossa, MPH and Heather Moore, MPH, CHES

Leveraging Lean & Quality Systems—A Roundtable and Benchmarking Opportunity

Quality and continuous improvement have many different names, approaches and methodologies across leading firms and industries. Given the growing trends in transplant and health care, many organizations are implementing programs to serve customers better, while reducing time or cost and enhancing the workplace climate. Enjoy a brief overview of these types of programs, learn from your peers who have implemented and found success with these tools, and have our panel answer your questions.

Audience: All Attendees

Level of Expertise: Intermediate

Speakers: Betty Braem, MSSW, CMQ/OE (ASQ), Susan Campion, Rose Caro, BBA, Mary Ellen Galiczynski, RN, BSN, OCN and Michael Smith, BS

Looking After the Family: Care and Management of Related Donors

This session will review current and ongoing research in the CIBMTR and NMDP/Be The Match on topics related to the care and management of the related donor. This will include updates on the NIH-funded RDSafe study, a prospective study including pediatrics, adults and older adults, which is investigating both clinical and HRQoL factors related to their experience. We will also review the ethical and regulatory issues surrounding related donor care, drawing in part on the results from a recent CIBMTR Donor Health and Safety Working Committee survey.

Audience: Donor and Transplant Center Attendees

Level of Expertise: Intermediate

Speakers: Chloe Anthias, MRCP, Michael Pulsipher, MD and Galen Switzer, PhD

Post-Transplant Infectious Complications and the Role of Cellular Therapy

The session will start with an overview of post-transplant infectious complications and the conventional therapies used for treatment. Additional discussion will center on the use of donor-derived (or 3rd party) cytotoxic T lymphocytes to treat infections and infection-induced lymphoproliferative disorders.

Audience: Cooperative Registry and Transplant Center Attendees

Level of Expertise: Intermediate/Advanced

Speakers: Miguel Perales, MD and John Wingard, MD



Spirituality in Adolescent and Young Adult Transplant Recipients

When spiritual needs are met, patient satisfaction is higher and health outcomes are improved. Spiritual concerns are a significant source of psychosocial distress for adolescent and young adult (AYA) patients. Learn about the AYA HCT patient experience of spiritual distress, the effect on health outcomes, and strategies to improve spiritual care.

Audience: Transplant Center Attendees

Level of Expertise: Basic/Intermediate

Speaker: Geila Rajaei, MDiv, BCC

Staying Up to Date with Apheresis Collection Procedures

In this session, take a deeper look at the new collection protocol for the Optia as well as discuss the prediction algorithms for apheresis collections.

Audience: Apheresis and Donor Center Attendees

Level of Expertise: Intermediate

Speakers: Johannes Fischer, MD and Jennifer Rabin, RN, BSN

Taking the Confusion Out of CTLs

Cytotoxic T Cells (CTLs) – More requests are being made of donors to give whole blood to grow these cell lines, but are we prepared to answer our donor's questions about them? What are the benefits to the patient? How do we manage some of the more confusing aspects of the process, like timing and pending eligibility, at the donor center? Learn from both a DC coordinator and a TC coordinator what CTLs mean for both donors and patients in what will likely be an increasing trend in the future.

Audience: Donor Center Attendees

Level of Expertise: Intermediate

Speakers: Courtney Byam, MPH, CHTC and Mostafa Rouhanian, BS

Transplant Center Specific Outcomes Analysis—Generation and Use

This session will give an introduction and background on the Transplant Center Specific Outcomes Analysis. Also discussed will be analysis and modeling, and result reporting to the community.

Audience: Transplant Center Attendees

Level of Expertise: Intermediate/Advanced

Speakers: J. Douglas Rizzo, MD, MS and Mary Senneka, MBA, CPPM

The Use of Cord Blood: Past, Present and Future

Since the first umbilical cord blood transplantation almost 30 years ago in a Fanconi's anemia patient, more than 30,000 cord blood transplants have been performed worldwide. This session will present the evolution of cord blood applications and practices and its impact on patient outcomes, as well as the future implications and uses for disorders other than blood cancers.

Audience: All Attendees

Level of Expertise: Basic

Speaker: Joanne Kurtzberg, MD



Understand the Donation Process from the Donor's Perspective

What is the donation experience like? What happens when donors find out their donation is put on hold or cancelled? What does it mean when a donor is unavailable? Hear first-hand from a panel of donors and other people involved in the donation process to help transplant centers understand the process so they can better educate the patient.

Audience: All Attendees

Level of Expertise: Basic

Speakers: Jenny Borgerson, Todd Huley, Sean Patterson, Stacey Prieur, RN, BSN, CHTC, Deanna, Roling, BA, CHTC

Voice of the Customer: A Member-to-Donor Journey

This interactive session will address the critical touch points in the member-to-donor journey. Diving into these donor and member touch point responses will help us recognize the voice of our members and donors and identify key personas. Understanding these personas allows us, the network, to create a common language and work together to identify solutions critical to our future successes and ultimately improve donor availability.

Audience: Donor and Recruitment Center Attendees

Level of Expertise: Basic

Speakers: Michael Smith, Casey Beardslee, and Jim Tincher

What's Up Doc? Your Questions Answered by the Experts

This is a continuation of last year's What's Up Doc? session. Do you have MORE questions about the donation and transplant process? Do you wonder why and how medical issues impact donor or recipient safety? When counseling donors, are you often asked difficult questions and wish you had additional knowledge and a more in-depth understanding to respond? This interactive session with the physicians will provide an opportunity to have those complex questions and issues addressed.

Audience: Apheresis, Collection and Donor Center Attendees

Level of Expertise: Basic/Intermediate

Speakers: Linda Burns, MD and John Miller, MD, PhD

Thanks to the Council Meeting Education Advisory Teams for planning the educational content of this meeting.



EDUCATIONAL SESSION RECOMMENDATIONS BY AUDIENCE

Based on feedback from network colleagues, these are recommended sessions for each audience:

Apheresis Centers

- ACTIVE Records: Good Documentation Practice
- The Answer is CLearR: Learn Three Ways to Improve Your SOPs
- Ask Regulatory: You Have Questions, We Can Help
- The Auditors Are Coming! Are You Prepared?
- Cooperative Interchange of Current Industry Practice in HPC, Apheresis Collection
- Globally Consistent Product Labeling: USA and International Strategy
- Understand the Donation Process from the Donor's Perspective

Collection Centers

- Balancing the Equation Between You and Your Donor
- Breaking Bad News
- Getting Things Done: How to Plan, Prioritize Your Day
- Guts, Grace and Gumption: Seven Practices of Extraordinarily Resilient Leaders
- Leveraging Lean & Quality Systems – A Roundtable and Benchmarking Opportunity
- Understand the Donation Process from the Donor's Perspective
- What's Up Doc? Your Questions Answered by the Experts

Cooperative Registries

- Advancing Donor and Cord Blood Selection Practices
- CARs on the Road to a Cure
- Considerations for Donor Selection Beyond 5 Locus Matching
- Diagnosis to Infusion: A Patient's Journey
- Immunogenetic Research: Putting it into Practice
- Post-Transplant Infectious Complications and the Role of Cellular Therapy
- The Use of Cord Blood: Past, Present and Future

Cord Blood Banks

- Advancing Donor and Cord Blood Selection Practices
- Ask Regulatory: You Have Questions, We Can Help
- The Auditors Are Coming! Are You Prepared?
- Getting Things Done: How to Plan, Prioritize Your Day
- Post-Transplant Infectious Complications and the Role of Cellular Therapy
- Taking the Confusion Out of CTLs
- The Use of Cord Blood: Past, Present and Future



Donor Centers

- ACTIVE Records: Good Documentation Practice
- Balancing the Equation Between You and Your Donor
- Breaking Bad News
- Getting Things Done: How to Plan and Prioritize Your Day
- Leveraging Lean & Quality Systems – A Roundtable and Benchmarking Opportunity
- Taking the Confusion Out of CTLs
- What's Up Doc? Your Questions Answered by the Experts

Recruitment Centers

- Balancing the Equation Between You and Your Donor
- Be the Meeting Hero Your Organization Needs
- Breaking Bad News
- Diagnosis to Infusion: A Patient's Journey
- Getting Things Done: How to Plan and Prioritize Your Day
- HLA for the Rest of Us
- Understand the Donation Process from the Donor's Perspective

Transplant Centers

- Advancing Donor and Cord Blood Selection Practices
- The Auditors Are Coming! Are You Prepared?
- Breaking Bad News
- Caregiver Voices: Another Perspective on the HCT Experience
- Considerations for Donor Selection Beyond 5 Locus Matching
- Guts, Grace and Gumption: Seven Practices of Extraordinarily Resilient Leaders
- Post-Transplant Infectious Complications and the Role of Cellular Therapy



CONTINUING EDUCATION

Learning Objectives

Council Meeting 2015 attendees will:

- Discuss current issues, innovations and trends in the field of HCT
- Discover operational, clinical and psychosocial approaches to optimize donor and patient care
- Participate in an environment of peer networking and collaboration

Online Meeting Evaluations and Verification of Participation

Attendees will complete meeting evaluations and verify participation for continuing education credits online after Council Meeting.

Maximum CE Credits Available

Friday, Nov. 6 – 5 contact hours

Saturday, Nov. 7 – 6.5 contact hours

Total 2015 Meeting Hours: 11.5 contact hours

Continuing Education Requirements

Continuing education credits are available for participants who attend the sessions and then **complete and submit** the online evaluation.

Attendees will receive an email following the meeting to verify participation and complete evaluations for all sessions attended. Upon completion of the online evaluation, attendees will receive a Certificate of Attendance via email stating the number of continuing education credits earned. Please retain this email for your training records.

Deadline: NOV. 30, 2015. Credits will **only** be awarded to those who submit the required evaluation by Nov. 30, 2015. Continuing education credits **will not** be issued after this date.

Continuing Education is available for:

- **Medical Technologists:** The National Marrow Donor Program is approved as a provider of continuing education in the clinical laboratory sciences through the ASCLS PACE Program. ASCLS PACE® 1861 International Drive, Suite 200, McLean, VA 22102.
Up to 11.5 contact hours may be claimed for program #115-035-15.
- **Nurses:** The National Marrow Donor Program is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation (COA).
Up to 11.5 contact hours may be claimed for this educational activity.
- **Social Workers:** National Marrow Donor Program, #1386, is approved as a provider for social work continuing education by the Association of Social Work Boards (ASWB) www.aswb.org, through the Approved Continuing Education (ACE) program. National Marrow Donor Program maintains responsibility for the program. ASWB Approval Period: 08/10/2015 - 08/10/2016. Social workers should contact their regulatory board to determine course approval for continuing education credits
Social workers participating in this program may receive up to 6.0 clinical continuing education clock hours.
- **All other health professionals** requesting continuing education credit for this activity will be issued a Certificate of Attendance.



REGISTRATION

Registration for Council Meeting 2015 includes attendance at all general and educational sessions (unless otherwise noted), the Friday night networking reception, Saturday night donor/recipient meeting and event, as well as meals and beverage breaks held during scheduled meeting activities.

Registration Fees

- Council Meeting Early Discount Registration Fee (Register before Oct. 1, 2015): \$350
- Council Meeting Standard Registration Fee: \$400
- Council Meeting Friday only: \$175
- Council Meeting Saturday only: \$200
- Council Meeting Saturday Dinner only: \$100

Important Dates

- Oct. 1 Early Registration Discount Ends
- Oct. 15 Last Day for Hilton Hotel Rate
- Oct. 31 Online Registration Closes

Register Online

> Register Now

To complete the quick and easy registration, click the button above or go to:

Network.BeTheMatchClinical.org/Council and click on **Register Now**. You will receive an email confirmation of your registration and a summary of your selected itinerary once you complete registration. Walk-in registration for Council Meeting is not encouraged.

Attendees must provide a credit card (VISA or MasterCard) or mail a check to the address below for meeting registration fees:

NMDP/Be The Match
Attn: Council Meeting, Lisa Schuler
3001 Broadway St. N.E., Suite 100
Minneapolis, MN 55413-1753

Registration Cancellations

NMDP/Be The Match requires written notification in order to process a cancellation.

Registration fees will be refunded in full for cancellations received by the NMDP/Be The Match on or before Oct. 1, 2015. After this date, no registration refunds will be provided for cancellations. Send cancellation requests to: councilmeeting@nmdp.org. Please note, guests are responsible for cancelling their own hotel and travel reservations.

Badge and Registration Materials

Council Meeting registration materials, including attendee badges and optional event tickets, will only be available for pick up onsite at the Hilton Minneapolis meeting venue. Registration check in opens at 9:00 am on Thursday, Nov. 5.

Participant name badges must be displayed for admittance to all Council Meeting sessions, meals and social events.



HOTEL, AIRFARE AND TRANSPORTATION

Hotel

All Council Meeting attendees are responsible for making their own hotel reservations and must provide a credit card to hold the reservation. Lodging at the Hilton Minneapolis is available at the discounted meeting rate of \$158 plus taxes per night for single and double occupancy. The NMDP/Be The Match contracted room block is available until Oct. 15, 2015, or until the group block is sold out, whichever comes first. Discounted room rates are available on a first-come, first-serve basis. Standard room rates at the Hilton Minneapolis average \$310 plus tax per night for single occupancy.



Make your reservations either online or by phone:

> Hilton Minneapolis Online Booking

- Click the button above for Hilton Minneapolis online booking. An immediate electronic confirmation will be provided.
- Call the Hilton Minneapolis at **1-800-HILTONS** or at **1 (612) 376-1000**. Indicate that you are attending the NMDP/Be The Match Council Meeting. A confirmation number will be provided over the phone when you make your reservation.

NMDP/Be The Match occupancy rates for the Hilton Minneapolis are as follows:

- Single/Double Standard – \$158 plus tax per night
- Single/Double Executive Floor – \$198 plus tax per night
- Junior Suite – \$208 plus tax per night
- Junior Suite Executive Floor – \$248 plus tax per night
- Additional Person – \$20 per night

AIRFARE

Council Meeting attendees are responsible for making their own airfare reservations. Attendees are welcome to contact the NMDP/Be The Match travel agents to make flight arrangements for Council Meeting. Call 1 (800) 356-1012 or 1 (612) 627-8108 between 8:00 am and 5:00 pm Central Time for assistance.

Attendees are also welcome to book their airfare to Council Meeting through their own preferred travel agency or website.



GROUND TRANSPORTATION

All ground transportation expenses are the responsibility of attendees.

- **SuperShuttle Transportation Services** are available for the discounted rate of \$15 one way or \$24 round trip per person with the [SuperShuttle Coupon](#). Details for making reservations and locating SuperShuttle vans at the airport can be found on the coupon.
- **Taxicab service** is available for approximately \$35 one way.
- **Light-rail service** is available for \$2 one way from the Minneapolis-St. Paul International airport to the downtown Minneapolis Nicollet Mall Station. This station is located five blocks from the Hilton Minneapolis.



Owen, transplant recipient, with his donor, Laura



GENERAL MEETING INFORMATION

ADA Accessibility/Accommodations

NMDP/Be The Match is committed to ensuring that Council Meeting is fully accessible to all persons. If you have a specific dietary or accessibility requirement, please indicate this when you register and every effort will be made to accommodate your request. If you require auxiliary aids or services identified in the Americans with Disabilities Act, please submit a request for this when you register.

CHTC Exam

NMDP/Be The Match will offer coordinators the opportunity to take the Hematopoietic Transplant Coordinator Certification Examination in paper and pencil format while attending Council Meeting. Eligibility criteria, cost and the exam application are available in the Candidate Handbook at Network.BeTheMatchClinical.org/Council. Eligible candidates must submit the application specific to the Nov. 5, 2015, test date when applying. The application deadline to sit for this exam is Friday, Sept. 12, 2015.

Please contact Lyndsey Aspaas at 1 (612) 627-5865 or laspaas@nmdp.org with any CHTC exam questions.

Concierge

The Hilton Minneapolis staff will gladly assist with restaurant reservations, city tours, airport transportation and general information about the Minneapolis area. Assistance is available at the Concierge Desk on the main lobby level daily during hours of operation.

Council Advisory Group (CAG)



Council Advisory Group: Front Row (L to R): Linda Eckenbrecht, Barbara Adler-Brecher, Shakila Khan, Chris Cielak, Ruthee-Lu Bayer / Back Row (L to R): Yvonne Ybarra (Vice Chair), Hope Guidry-Groves, Barbara Nolan, Jennifer Rabin, Dan Arndt, Melinda Caltabiano (Chair)

The Council Advisory Group serves as a liaison between the network, NMDP/Be The Match management, and the NMDP/Be The Match board of directors. The goal is to identify opportunities for improvement in Network operations, assist in resolution of issues posed by council members, and provide input and education recommendations for annual Council Meeting content.



Education Advisory Team

The education advisory team members identified and planned the content of Council Meeting 2015. A list of team members can be found on the Council Meeting website.

Grant Program

The Council Meeting Grant Program is designed to provide network center partners with greater flexibility and a rewarding Council Meeting experience. The grant program promotes a broad representation of our network, while being good stewards of resources available.

Each center that received a grant(s) has the flexibility to determine how their grant funds are allocated. Multi-center partners are strongly encouraged to send a minimum of one representative from each corresponding center type (TC, AC, CC, DC, CBB, RG), as applicable, to provide a broad representation and opportunity for learning across the organization. If a center receives multiple grants, the NMDP/Be The Match asks partners to send attendees from these particular center types.

Grant allocations are intended to be used toward expenses associated with Council Meeting, including travel, hotel, registration fees and mileage/parking. Centers will be reimbursed after the meeting based on the actual number of attendees that correspond with their grant allotment. One person must register and attend the meeting to claim a grant allotment.

Attendees must pick up their registration packet and name badge in order to confirm attendance at Council Meeting and qualify for their respective grant allotment.

The online form for grant allotment reimbursement is available at [Council Meeting 2015](#). Attendees should submit their completed forms by Nov. 30, 2015, to claim their center's reimbursement.

Information Kiosk

Look for the Information Kiosk near the escalators on the 2nd floor of the Hilton Minneapolis for help with questions about Council Meeting, including meeting room locations, Wi-Fi login details, mobile app info and exhibitor information.

Keynote Speaker

Caryn Sullivan, an award-winning columnist and author, will be the keynote speaker for the Saturday night dinner event. Drawing from the breadth of her own experiences, Caryn provides support and insights to help others cope with their life challenges; offer support to friends or loved ones who are dealing with difficulties; and recognize that while they may not control the situation, they can control their attitude and response to it.



Love Your Melon

Be The Match has partnered with Love Your Melon, an apparel brand run by college students across the country on a mission to give a hat to every child battling cancer in America. Love Your Melon has reserved more than 45,000 hats to donate to children battling cancer in the United States through its original buy one, give one program. This is equal to the number of children currently undergoing cancer treatment in the country. The hats are donated in person at hospitals nationally by Love Your Melon college ambassadors dressed as superheroes.



Ryan, transplant recipient



Jodi, transplant recipient, with Brie, her donor

Margaret Palmer Jewelry

Stop by to view the unique jewelry collections from Margaret Palmer. Purchase some pieces to add to your own collection or for a special someone. A percentage of the purchase will go toward supporting Be The Match Foundation.



Meeting Presentation Materials

Presentations or handouts available for downloading will be posted on the Council Meeting 2015 website after the meeting.

Mobile App

As a part of attendance, attendees agree to allow their contact information to be published in the Council Meeting mobile app, which is accessible only to registered attendees. Attendees can change this option in their profile once they download the mobile app.

Name Badges

Attendee name badges must be displayed for admittance to all Council Meeting sessions and social events. Name badges will be available for pick up at the NMDP/Be The Match registration desk on the 3rd floor of the Hilton Minneapolis.



Optional Tours

The Fit Tourist Walking Tour – Thursday and Friday

Join us on a walking tour to see some of the best historical, architectural and artistic sites of the Twin Cities and appreciate the natural beauty located right in our downtown area. This tour will showcase the illuminated buildings, Stone Arch Bridge and St. Anthony Falls area. If weather is an issue, the skyways will be incorporated into the tour. Tours typically last 1-1½ hours depending on the group size, the speed of the walkers and how many pictures are taken.

Cost: \$15 per person

Microbrewery Tour – Thursday Only

Enjoy a brisk fall evening visiting two Northeast Minneapolis breweries in limo style. Starting with **Sociable Cider Werks**, enjoy a variety of sociable ciders that are well carbonated, dry and always made from real apples. Simply put, they should be enjoyed like great draught beer.



The tour will continue to **Fair State Brewing Cooperative**, Minnesota's first cooperative brewery. Experience the collective perspective of each craft beer, created by brewers who strive to build community connections through their ales and lagers. Tour: Thursday evening only.

Cost: \$35 a person for transportation. Food and beverages at your own expense.

Photography Release

As part of your registration for Council Meeting 2015, NMDP/Be The Match reserves the right to use videos and photographs taken during the meeting for future educational and marketing purposes.

Registration Desk Hours:

Thursday, Nov. 5	9:00 am to 7:00 pm
Friday, Nov. 6	7:00 am to 5:30 pm
Saturday, Nov. 7	7:00 am to 5:00 pm

Shop Be The Match

Stop by to see current Be The Match apparel and merchandise. Purchase some great items to show your passion for saving lives. Net proceeds from your purchases directly support Be The Match Foundation.



Sponsor Exhibits

Representatives from sponsoring organizations relative to HCT will be available to discuss their products and services.

Schedule:

Friday, Nov. 6	7:00 am to 7:30 pm
Saturday, Nov. 7	7:00 am to 3:30 pm



Wi-Fi

NMDP/Be The Match is pleased to provide meeting attendees with complimentary wireless internet access throughout the 2nd and 3rd floor meeting space and lobby of the Hilton Minneapolis. To connect, select the **Hilton wireless network: HHMeetings**, enter the **Username: BeTheMatch** and enter the conference code: **CM2015** when prompted. This code is not applicable to guest room Internet.

I thought in all the five years I've attended council that this was the very best so far. I really appreciated the chance for networking and taking time to learn about how we can better ourselves in our profession and in life!

—Recruitment Center Attendee



SPONSORS/EXHIBITORS

The opportunity to exhibit at Council Meeting 2015 is reserved for sponsoring organizations. Organizations can choose from several sponsor level options listed below that offer a unique set of opportunities for engaging Council Meeting attendees.

LIFESAVER: \$30,000 (confirmed sponsor)

Exclusive Sponsor of the Saturday Night Closing Dinner Event

- Logo displayed on tables at closing dinner and acknowledgement from podium
- Sign displayed in exhibit booth announcing closing dinner sponsorship
- Company logo displayed on Council Meeting registration website
- Logo displayed in mobile app and at registration area
- Invitation to Sponsor Reception and reserved seating at Saturday Dinner
- One exhibit space and six Council Meeting registrations

CHAMPION: \$20,000

Exclusive Sponsor of ONE of the following opportunities:

- > Friday evening networking reception (logo displayed at reception)
- > Attendee name badge holders (logo on badge holder) (confirmed sponsor)
 - Company logo displayed on Council Meeting registration website
 - Logo displayed in mobile app and at registration area
 - Invitation to Sponsor Reception and reserved seating at Saturday Dinner
 - One exhibit space and four Council Meeting registrations

ADVOCATE: \$15,000

Exclusive Sponsor of ONE of the following opportunities:

- > Mobile App (logo featured on top app screen banner)
- > Promotional item for attendees (Item determined by Council Planning Team, logo on item)
- > Wi-Fi (logo featured on login screen)
 - Company logo displayed on Council Meeting registration website
 - Logo displayed in mobile app and at registration area



- Invitation to Sponsor Reception and reserved seating at Saturday Dinner
- One exhibit space and four Council Meeting registrations

AMBASSADOR: \$10,000

Exclusive Sponsor of ONE of the following opportunities:

- > Hotel key cards w/logo (logo placed on hotel room key cards) (confirmed sponsor)
- > Infused water station: Friday and Saturday, 3rd Floor (Logo displayed at kiosk) (confirmed sponsor)
- > Bottled water at hotel check in (Bottled water w/logo wrap)
- > Hotel chocolates turndown service: Friday OR Saturday, Hilton only (Logo on chocolates)
 - Logo displayed in mobile app and at registration area
 - Invitation to Sponsor Reception and reserved seating at Saturday Dinner
 - One exhibit space and three Council Meeting registrations

FRIEND: \$5,500

- Logo displayed in mobile app and at registration area
- Invitation to Sponsor Reception and reserved seating at Saturday Dinner
- One exhibit space and two Council Meeting registrations

Sponsorship opportunities will be awarded to organizations on a first-come, first-selected basis.

Interested in Sponsorship?

Contact:

Angie Dahl

Be The Match Foundation®

Phone: 1 (612) 884-8670

Email: adahl@nmdp.org



KEY CONTACTS

Registration and Logistics:

Contact Lisa Schuler at 1 (612) 465-7852 or councilmeeting@nmdp.org

Speakers and Educational Sessions:

Contact Lyndsey Aspaas at 1 (612) 627-5865 or laspaas@nmdp.org

Save the Date

Council Meeting 2016: Nov. 11-12 in Minneapolis



As the years go by, I am increasingly amazed by the miracle of bone marrow transplantation and by the goodness and generosity of those who make it possible.'

—Nancy, transplant recipient

