Hero Swap
A Day in the Life:
Donor Management and Transplant Centers

November 10, 2018
Agenda

• Welcome & Introductions
• Donor Center Scenario and discussion
• Transplant Center Scenario and discussion
• Takeaways
• Q&A
The following faculty and planning committee staff have no financial disclosures:

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<thead>
<tr>
<th>Name</th>
<th>Institution</th>
<th>Disclosure</th>
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<tr>
<td>Barbara Hile</td>
<td>Michigan Blood Panel Speaker</td>
<td>None</td>
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<tr>
<td>Stacey Prieur, Karmanos Cancer Institute Panel Speaker</td>
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<td>Alicia Houghton-Brown</td>
<td>NMDP/Be The Match Planner</td>
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<td>Wendy Hearn</td>
<td>NMDP/Be The Match Nurse Planner</td>
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Introductions & Roles

• **Team Members:**
  • Barbara Hile, BS Education
  • Stacey Prieur, RN, BScN, CHTC

• **Co-Session Leaders:**
  • Alicia Houghton-Brown: International Case Manager, Be the Match
  • Pearl Wistl: Operations Lead, Be The Match Mexico

• **Nurse Planner:**
  • Wendy Hearn: Nurse Coordinator, Be the Match

Grab your cape.
Objectives:

At the conclusion of this session, attendees will be able to:

1. Describe key challenges faced by Donor Center/Transplant Center colleagues.
2. Apply learned techniques to increase service level and decrease time to transplant.
3. Identify best practices in the work up process.
Our Coordinator Experts

- Stacey Prieur
  - Karmanos Cancer Institute
  - Bone Marrow Transplant Coordinator
- Barbara Hile
  - Michigan Blood
  - Director, NMDP Services

Grab your cape.
Scenario 1: Donor Center

- Young male
- Difficulty getting in contact
- College student
  - Involved in sports
  - Needed parental and coach approval
- Extended medical through a neurologist
Discussion

- Have you seen these challenges as well?
- If so, how have you overcome them?
- What did you learn from the scenario?
Scenario 2: Transplant Center

- Very urgent
  - Insurance delay
  - Difficult search (Workup number 8)
- Research study
  - Patient workup needs to be re-done each time
- Specific prep regimen timeframe
  - One requested collection date
Discussion

• Have you seen these challenges as well?
• If so, how have you overcome them?
• What did you learn from the scenario?
Takeaways

- Multiple roles and responsibilities
- Unique challenges in target demographic
- Insurance barriers
- Donor scheduling barriers
- Urgent updates needed by all parties
- Multiple requested collection dates helpful
ASK AN EXPERT

What questions do you have for our experts?

Grab your cape.
Thank you!