

Emergency Professionals Connection



A newsletter published by Donate Life Arizona

Protecting and Saving Lives: It's Personal



Fallen Officer David Glasser, 34, saved four lives with seven organ donations and restored vision for two others after he was killed on duty.

The Phoenix Police Department retired his badge, 8144, after his untimely death, but Officer David Glasser's service to the community did not stop there. A year before an on-duty shooting claimed his life after he responded to a burglary call, his wife Kristen Glasser says he made sure he was registered as an organ and tissue donor.

"He was a people-first kind of person and officer," says Kristen, recalling the conversations they had about wanting to be donors.

David formed part of the Neighborhood Enforcement Team, and he built relationships with the people he swore to protect in Laveen.

"When we had kids, it was even more personal for him," Kristen says. "He wanted all kids to have the safest possible environment to grow up in."

As an officer, David made it a priority to create positive interactions with law enforcement.

"He was a great officer. He served this department and this community for 12 years," former Phoenix Police Chief Joe Yahner said in a press conference shortly after Glasser passed away in 2016—taken too soon at 34 years old.

"Everything you thought was going to happen in life all of a sudden is turned upside down," says Kristen, explaining what the years since the incident have been like for her and her two children. "Having to navigate through this has been interesting."

Because David checked the box, his final act of service was his gifts of life. David donated seven organs to four recipients in Arizona. David also restored vision for two people and helped a glaucoma patient through eye donation. Skin, vascular and bone tissue were also recovered to heal up to 20 more people.

"He had picture perfect integrity," Kristen says. "He was someone who always stood up for what was right."

That burglary call would be the last scene he responded to, but he is forever a hero. Kristen started the David Glasser Foundation in his honor, which works to forge a better bond between law enforcement and the community through efforts such as youth sports, events and other partnerships. Through this nonprofit, the domino effect of kindness inspired by David's dedication to the community continues to this day.

"I've heard from two recipients who wrote me letters," Kristen says, recalling the bittersweet emotions that come with being a donor wife. "It's hard to know that his heart is with someone else, but the fact that the recipient is with his family and gets to see his grandkids—that's amazing."



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Greetings

From President and CEO, Tim Brown
Donor Network of Arizona

The cover of this Emergency Professionals Connection features an honorable story—not only because Officer David Glasser wore a badge, but because he knew the value of selflessly saving lives.

Yes, he was an organ and tissue donor, but the work he put into protecting the Laveen area included an element for which Donor Network of Arizona (DNA) has a refreshed passion: listening. Glasser was a leader, and he truly heard the people under his watch about how to better serve.

That moral reinforced our 2018 commitment to our partners in donation, and it renews our promise for the new year. A great way to share love and improve relationships is by listening. We listened to Glasser's story about serving, which provided clarity for DNA in our mission to make the most of life. We also invited experts to DNA throughout 2018 to share how organ and tissue donation affects them and their work.

Listening opened our eyes to the variety of your tasks, the extent to which you go to do a job well and what paramedics, police officers and trauma teams do to allow the gift of life.



DNA President and CEO Tim Brown talks with Stephanie Russell, a donor mother, whose son served in the military before becoming a tissue and cornea donor.

Once Glasser's uniform came off at the end of a workweek, his favorite way to unwind was watching football—particularly the Cardinals. Because of him, his four recipients have enjoyed more seasons to cheer on their favorite teams with the people they love.

It gives us hope that more Arizonans will make 2019 another record-breaking year, so more recipients can live, love and listen.

A handwritten signature in black ink that reads "Brown".

Phoenix Firefighters for Life



Community program director with United Phoenix Firefighters Association Community Charities, Tom Caretto (r), with Tim Brown (l), DNA CEO and president, at the Donation Champions Awards Breakfast Nov. 13, 2018.

Workplace Partner award at the 2018 Donation Champions Awards.

On Nov. 13, 2018, the ceremony at the Arizona Biltmore celebrated individuals and organizations that come together to make donation for transplantation possible in Arizona. DNA recognized more than 100 hospital, health care, media and community partners for their dedicated efforts to help make the most of life through the gift of organ and tissue donation.

In a recent partnership, the Phoenix Fire Department teamed up with Donate Life Arizona to promote the need for donation. Both organizations recognize the critical role first responders play in saving lives, whether it's directly during an emergency or indirectly through organ and tissue donation.

Caretto has been instrumental in promoting donation to emergency responders. In partnership with Blue Cross Blue Shield, Caretto coordinated the promotion of donation messaging on 10 Phoenix Fire engines and a van. He is an excellent resource and a great advocate for the gift of life.

Life is sweet, and it's even sweeter to show appreciation. Donor Network of Arizona (DNA) awarded Tom Caretto, community program director with United Phoenix Firefighters Association Community Charities, the Outstanding

"We are very excited to lead the charge in driving registrations in Arizona, and United Phoenix Firefighters Charities is creating a dialogue amongst our partners on how we all can do more to save lives through organ and tissue donation," says Caretto.

Stronger in Body and Spirit

Tracy Warren-Hein is a wife and mother. That's where her priorities live. So, when doctors diagnosed her with breast cancer, she thought her time with family may be limited.

In 2017, Warren-Hein had frequent hot flashes and breast tenderness, but she dismissed it as the onset of menopause.

"I have no family history of breast cancer, and frankly, I had the smallest chest possible," Warren-Hein told the audience when she presented at Donor Network of Arizona (DNA) for Breast Reconstruction Awareness (BRA) Day Oct. 17, 2018. "Breast cancer was the furthest thing from my mind."

Still, something told her to visit her OB-GYN. She got a mammogram, an ultrasound and a biopsy. She had the unthinkable—cancer.

Doctors originally told her the cancer was curable and that she wouldn't need radiation or chemotherapy. After a double mastectomy, they learned cancerous cells had spread to multiple lymph nodes.

The original promise of a relatively simple recovery changed to exhausting treatments and hair loss. But during her mastectomy, she received tissue from two donors, a detail that surprised her.



Tracy Warren-Hein celebrated BRA Day at Donor Network of Arizona, where she shared her story of hope and healing to DNA staff.

"Honestly, I had never thought of skin as something that is donated," says Warren-Hein, adding she feels grateful to the donors who helped her heal through reconstructive surgery and return to a healthy, fulfilling life.

"I never imagined I'd be the recipient of such a precious gift. Organ and tissue donors are making recipients stronger in body and spirit," Warren-Hein says.

BRA Day educates women and others about the options for reconstruction following a mastectomy. Only 23 percent of women know the wide range of breast reconstruction options available to them. Breast reconstruction means more than just restored appearance. It helps women feel whole again after the physical and emotional challenges that come with a breast cancer diagnosis.

Splitting is Caring

Donor Network of Arizona (DNA) is the state's only Eye Bank Association of America (EBAA) Accredited Eye Bank to process and distribute ocular tissue. The priority of the eye bank's staff is to support ocular surgeons' efforts to treat glaucoma patients and restore sight for the visually impaired.

Advances in ocular surgical techniques and eye bank procedures refined over the last two decades now allow for some cornea donors to restore vision for up to four people. Historically, a single donor's cornea tissue was distributed for two transplantable grafts.

In the summer of 2018, DNA began offering additional graft distribution options for the Descemet Membrane Endothelial Keratoplasty (DMEK) corneal surgical technique, which allows for DNA's eye bank to perform corneal segmenting—which is the splitting of one cornea into two grafts for transplantation. The anterior segment of the cornea is removed after DMEK tissue processing. It undergoes additional processing for

long-term preservation. The corneal tissue process is limited to donors from 55 to 75 years old.

How it works:

Using a surgical microscope to separate the tissue layers, the DMEK graft is removed from the cornea and the remaining anterior layer is rinsed and stored. The result are two segments—the DMEK graft and the anterior graft.

"DNA transplanted more than 120 DMEK grafts in 2018. Five of those DMEK grafts were segmented or split, which resulted in two transplantations from one cornea," says Sharlene Rupp, eye bank supervisor. "As the result of the generosity of others, more than 900 people received the gift of sight."

DNA sends DMEK grafts to ocular surgeons for immediate surgeries. The anterior layer is sent to another EBAA accredited eye bank for long-term preservation. These corneas in long-term preservation solution can be used for tectonic surgical procedures or glaucoma shunt coverage up to five years later.

| Emergency Medical Service & Fire Departments | July - Dec. 2018 *Total Organ, Eye and Tissue Donors |
|--|---|
| Air Evac Services | 7 |
| American Medical Response | 79 |
| Arizona Ambulance Transport | 1 |
| Arizona Fire Medical Authority | 3 |
| Avondale Fire Department | 3 |
| Avra Valley Fire District | 2 |
| Benson Police Department | 1 |
| Buckeye Fire Department | 3 |
| Bullhead City Fire Department | 2 |
| Casa Grande Fire Department | 5 |
| Chandler Fire Department | 9 |
| Corona de Tucson Fire Department | 1 |
| Daisy Mountain Fire District | 2 |
| Drexel Heights Fire Department | 2 |
| Eloy Fire Department | 1 |
| Fort McDowell Yavapai Nation Fire Department | 1 |
| Fort Mohave Mesa Fire Department | 1 |
| Fry Fire | 1 |
| Gilbert Fire Department | 7 |
| Glendale Fire Department | 15 |
| Golden Shores Fire Department | 1 |
| Golden Valley Fire Department | 1 |
| Golder Ranch Fire District | 4 |
| Goodyear Fire Department | 6 |
| Green Valley Fire District | 2 |
| Guardian Fire Department | 3 |
| Healthcare Innovations | 2 |
| Kingman Fire Department | 1 |
| Lake Havasu City Fire Department | 2 |
| LifeLine Ambulance | 3 |
| Maricopa Fire Department | 2 |
| Medical SVC Winslow | 1 |

| Emergency Medical Service & Fire Departments | July - Dec. 2018 *Total Organ, Eye and Tissue Donors |
|--|---|
| Mesa Fire Department | 21 |
| Mohave Valley Fire Department | 2 |
| North County Fire & Medical District | 1 |
| Northwest Fire District | 7 |
| Pascua Pueblo Fire Department | 1 |
| Peoria Fire Department | 13 |
| Phoenix Fire Department | 96 |
| Pima County OME | 1 |
| Queen Creek Fire Department | 2 |
| Rincon Valley Fire Department | 1 |
| River Medical | 4 |
| Rural Metro | 11 |
| Salt River Fire Department | 1 |
| Scottsdale Fire Department | 12 |
| SEAZ Bisbee Fire Department | 1 |
| Sedona Fire EMS Arizona | 2 |
| Sierra Vista Fire Department | 2 |
| Sun City Fire Department | 8 |
| Sunrise Air Ambulance | 2 |
| Superstition Springs Fire Department | 5 |
| Surprise Fire Department | 11 |
| Tempe Fire Department | 4 |
| Three Points Fire District | 1 |
| Timber Mesa Fire Department | 1 |
| Tolleson Fire Department | 3 |
| Tri-City Fire Department | 2 |
| Tubac Fire Department | 1 |
| Tucson Fire Department | 29 |
| Verde Valley Ambulance | 2 |
| Yuma Fire Department | 2 |

*These statistics reflect the number of donor cases directly impacted by EMS involvement during the given time frame.

DonateLifeAZ Registry



(As of Feb. 7, 2019)

Not sure if you're already registered? Reaffirm your decision at DonateLifeAZ.org!

GENEROSITY BY THE NUMBERS

January - December 2018

283

organ donors

1,417

tissue donors

14

birth tissue donors

294,142

Arizonans were added to the DonateLife AZ Registry.

Sight was restored for

913

people.

779 *lives were saved.*

*Thank you for your work in
saving and healing lives*

Registering to be an Organ and Tissue Donor at the Motor Vehicle Division:

Behind the DONOR ♥

I want to be placed on the permanent early voting list and receive an early ballot by mail for each election I am eligible.

DONOR ♥ I check this box to become an organ/tissue donor and join the DonateLifeAZ Registry. **DONOR ♥** will print on my license.

I am a U.S. Military veteran and would like the word "VETERAN" printed on my license/ID. (Documentation Required)

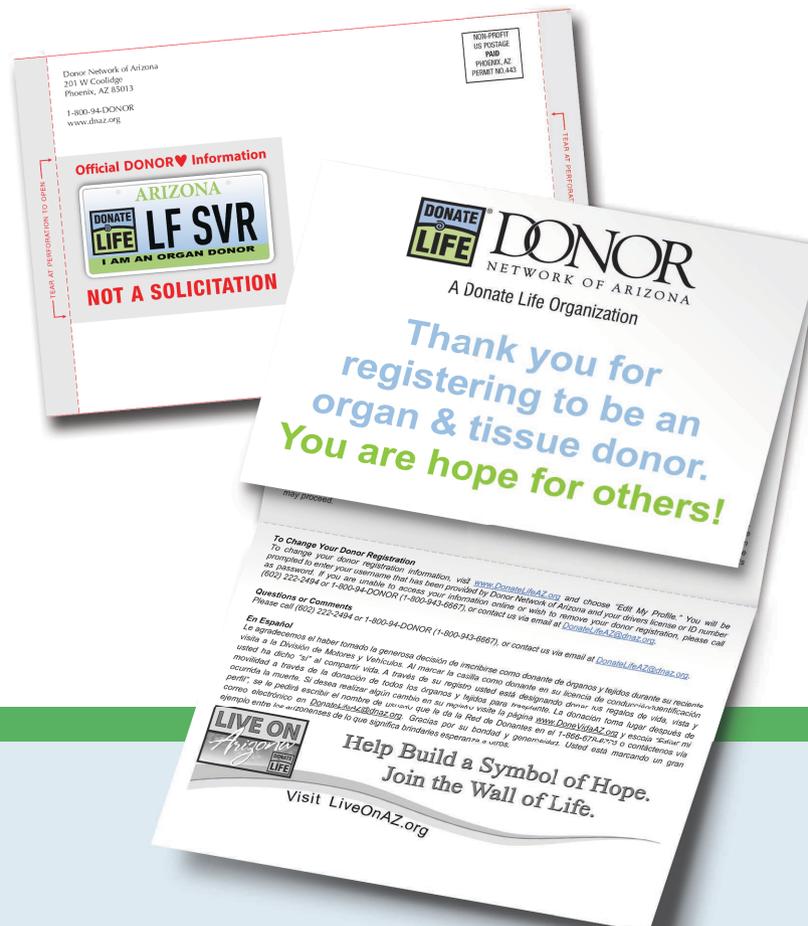
1 The client checks the box on their DL/ID application. Their decision is entered into the ADOT MVD computer system.

2 A temporary credential is issued for the client featuring the **DONOR ♥** insignia. The insignia is also printed on the permanent credential sent to the client in the mail several weeks later.

3 Each week, the ADOT MVD computer system automatically sends information of the clients who registered to the DonateLifeAZ Registry.

4 The DonateLifeAZ Registry uploads the information of new registrations, and updates addresses of current registrations.

5 Within four to six weeks, all new registrants receive a letter from Donor Network of Arizona detailing how their decision can save and heal lives through organ and tissue donation.



Contact Us:

For more information, please contact Rhiannon Kneuen at 602-222-3806.



Help Build a Symbol of Hope. Join the Wall of Life. Visit LiveOnAZ.org