

# DONATION CHAMPIONS 2020

**THANK YOU,  
DONATION  
HEROES!**



A Donate Life Organization



# THANK YOU, DONATION CHAMPIONS!

All of us at Donor Network of Arizona (DNA) are giving an enthusiastic thank you to our partners in donation! At DNA, our vision is to challenge ourselves and others every day to realize Arizona's potential to save and improve lives. Thanks to our incredible donation champions, we've furthered the reach of donation and saved countless lives!

[CLICK HERE TO VIEW OUR VIDEO](#)

**DONATION CHAMPION 2020**



## DONATION CHAMPIONS

2020



# HOSPITAL CHAMPIONS

## ABRAZO WEST CAMPUS

Since the start of COVID-19, Abrazo West Campus has had a constant rise in their census. At one point, their census rose to 200%. Amidst these challenging times, the Abrazo West staff have done their best to support organ donation. A few of the amazing things they've done for our families include providing a private and safe place for our family conversations, allowing family members to visit with their loved ones, and providing support during donation after circulatory death (DCD) cases.

## BANNER CHILDREN'S AT DESERT PEDIATRIC INTENSIVE CARE UNIT (PICU)

Banner Children's at Desert (formerly Cardon Children's Medical Center) has had multiple pediatric donors since COVID-19 started, and the staff and leadership there have continued to be extremely supportive of each donor family, even allowing additional time and/or visitations. One case in particular involved a 16-year-old donor and his family. Over 100 family and friends showed up outside the hospital to support the family. Banner Children's CNO Susan Mouret and Child Life staff greeted the visitors outside and helped pass out posters and markers so they could write words of tribute to this family. Later, during the honor walk, PICU staff held up those same posters in honor of this patient and his family.

## BANNER DESERT MEDICAL CENTER

Banner Desert Medical Center has had 17 donors since COVID-19 started from March through October 2020. These 17 incredible organ donors saved 49 lives, and this wouldn't have happened without the support and dedication of the hospital staff. Many tremendous thanks to the nurses, physicians, house supervisors, case managers, social workers, chaplains, respiratory therapists, OR/PACU staff, palliative care, administration, security and many others who helped support donors and their families, especially during such challenging times. Thank you again for the strong work in support of donor families and transplant candidates, and for helping honor these patients and their families to help others through the gift of life.

A woman with dark hair, wearing a light blue top, is smiling and holding a gold-framed photograph of a young girl with glasses and a pink shirt. The background shows a body of water and trees.

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A portrait of Mike Schubmehl, a man with glasses and a beard, wearing a light blue polo shirt. The background is a soft-focus outdoor scene with pink flowers. A dark blue diagonal shape is in the top-left corner.

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## BANNER ESTRELLA MEDICAL CENTER ICU

Banner Estrella Medical Center was hit incredibly hard by COVID-19. There were times when the ICU was full, and nurses were working in mixed units. Never once did Donor Network of Arizona's (DNA) ICU contacts waiver in their support of donation. The ICU Director Mike Schubmehl diligently worked to ensure DNA's potential patients were supported properly before ICU beds were available. His whole team always worked and communicated extremely well with our team. Here at DNA, we only hear positive feedback from our team when asking about their experiences at Banner Estrella.

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## BANNER THUNDERBIRD MEDICAL CENTER

Banner Thunderbird Medical Center, along with other Arizona trauma centers, approached the unknown challenges of COVID-19 with professionalism, compassion and courage. Staff and physicians worked selflessly in the support of their patients. In addition to their selfless and unwavering support, they never lost sight of the lives that could be saved and healed through organ and tissue donation. Their process remained strong in the face of adversity. Jordan Basco, the interim critical care director, was assigned his duty in the heat of the pandemic. He led the way for process improvement, follow up and possible education opportunities for staff. His plate was overflowing, but when you thought he could do no more, he did. Banner Thunderbird Medical Center employees are true champions!

# BANNER – UNIVERSITY MEDICAL CENTER PHOENIX

## TRAUMA SURGICAL INTENSIVE CARE UNIT (TSICU)

All of Banner – University Medical Center Phoenix (BUMCP) is deserving of recognition, but the nurses, physicians and ancillary staff on the TSICU unit at BUMCP have seen an incredible amount of difficult donor cases during this pandemic. These challenges have been magnified by the restrictions placed on family presence. Despite these challenges, the unit never hesitated to keep Donor Network of Arizona in the loop about their plan of care, and went above and beyond to help with the challenges surrounding family communication.

## SPIRITUAL CARE

Under the leadership of donation champions Associate CNO Char Ciudad and CMO Dr. Goodman, BUMCP has continued to support and accommodate donation during this difficult pandemic. While continually prioritizing the health of the patients, hospital staff and the Arizona community, BUMCP has also prioritized the work of saving lives through organ donation. Specifically, through working with the Spiritual Care department and Director Katherine Tang the hospital came up with a protocol that would both satisfy the safety concerns while meeting the requests of the grieving families who wanted to be present for final goodbyes, when possible. It was this "outside-the-box" thinking that helped save several lives through organ donation.

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# BANNER – UNIVERSITY MEDICAL CENTER SOUTH

## ICU AND OR

Banner – University Medical Center South Campus has had a 100% donation rate during the pandemic from March through October 2020. All hospital staff went above and beyond to support the process and donor families. They ensured the best possible experience for the families in one of the worst moments of their lives.

# BANNER – UNIVERSITY MEDICAL CENTER TUCSON

All staff at Banner – University Medical Center Tucson have remained committed to our mission to save and heal lives through the gift of organ and tissue donation. They have also continued to honor the donors and their families by offering modified Honor Walks. In the first quarter of 2020, the donation rate was 41.7%, and through October 2020 they have increased the donation rate to 52.1%. Hospital leadership has ensured donation remains a priority during COVID-19 and offered extensive support.

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## CARONDELET ST. JOSEPH'S HOSPITAL

Carondelet St. Joseph's Hospital has built a strong, collaborative process with Donor Network of Arizona (DNA) throughout the pandemic, resulting in more donors and lives saved than in any previous year. The critical care, OR and ED staff, intensivists and trauma team have partnered with DNA to honor the wishes of donors and families, saving 21 lives from March through October 2020, and healing so many more.

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## DIGNITY HEALTH CHANDLER REGIONAL MEDICAL CENTER

Chandler Regional Medical Center has continued to support their families and communities during COVID-19. They worked tirelessly to establish and implement a donation after circulatory death (DCD) recovery process and policy. They accomplished this goal regardless of the obstacles and challenges that presented themselves. This accomplishment provides families another option to give the gift of life through organ donation without the need to transfer facilities.



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A woman with blonde, wavy hair is smiling and holding a framed photograph of a baby. She is wearing a blue patterned top. The background is a plain, light-colored wall. The text 'DONATION CHAMPION 2020' is written vertically in white on the left side of the image.

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## DIGNITY HEALTH MERCY GILBERT MEDICAL CENTER

Mercy Gilbert Medical Center has gone above and beyond to support and provide donation options to their families and communities during this challenging time. Mercy Gilbert led the charge alongside Chandler Regional to create their donation after circulatory death (DCD) recovery process and policy. Despite the obstacles, they achieved their desired outcome. Going forward, this program allows families and donors another option to give the gift of life through organ donation.

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## DIGNITY HEALTH ST. JOSEPH'S HOSPITAL AND MEDICAL CENTER

During the COVID-19 pandemic, when energy and resources have been stretched to the max, St. Joseph's Hospital and Medical Center (SJHMC) has remained focused on the wishes of patients and their families, thus keeping organ and tissue donation a priority. The collaboration from SJHMC staff during these trying times to accommodate families and their needs has been superb! From the nurses, physicians and ancillary staff at the front end, to the OR staff at the back, their demonstrated support and consistency is most deserving of our recognition!



# FLAGSTAFF MEDICAL CENTER

## PICU, ICU AND CVICU

Flagstaff Medical Center (FMC) serves the four corners of Arizona and many Native American communities. The challenges that COVID-19 brought were overwhelming. Critically ill patients on the reservation were welcomed to FMC. With both ICUs and the PACU filled with patients, many staff worked multiple consecutive shifts with very little time to eat or drink. Even during this time, the hospital never lost focus on their part in saving lives through organ donation. They maintained their processes and devoted themselves to every possibility of donation. Beth Cashett, Dylon Moore, Amy Nunemaker and many others were true champions in their collaboration with Donor Network of Arizona. Thank you FMC.

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# HONORHEALTH DEER VALLEY MEDICAL CENTER

## ICU AND CRITICAL CARE STAFF

The critical care staff at HonorHealth Deer Valley Medical Center are always incredible champions for donation! Even in the chaos that COVID-19 has caused, their commitment to our partnership, willingness to support the donation process, and incredible efforts to make the gift of life possible have never wavered. The mutual trust, teamwork and collaboration that Donor Network of Arizona experiences when in their ICU, and across the entire hospital, is only part of what makes them deserving of this recognition and the donation champion award!



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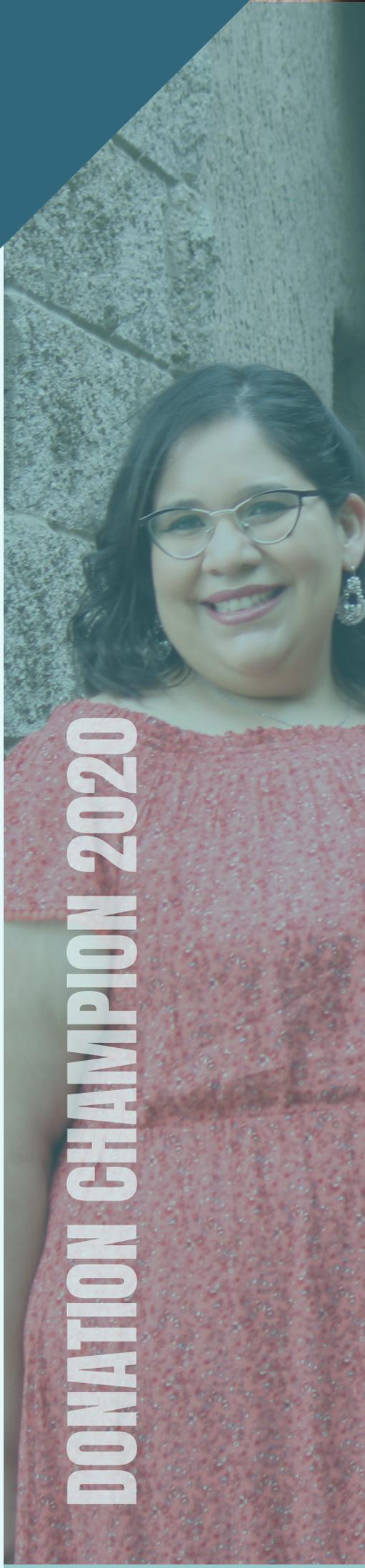
## HONORHEALTH JOHN C. LINCOLN MEDICAL CENTER ICU AND CRITICAL CARE STAFF

HonorHealth John C. Lincoln was faced with a seemingly insurmountable responsibility during the pandemic, tasked as one of the hospitals designated to care for the most critical of COVID-19 patients. Even in the most challenging of times, with overflowing ICUs, mentally and physically exhausted staff, and no end in sight, the critical care staff at John C. Lincoln never let these challenges change their dedication to our partnership or deter their efforts to maximize the gift of life through donation. They are true donation champions!

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## PHOENIX CHILDREN'S HOSPITAL PEDIATRIC INTENSIVE CARE UNIT (PICU)

Early on when COVID-19 first began, hospitals were going through a lot of planning in anticipation of its impact on their organizations. There was concern that donation would become more difficult. Phoenix Children's Hospital (PCH) did not skip a beat. All referrals were called in successfully, and PCH had five organ donors from March through October 2020. The doctors, nursing staff and social workers were exceptional partners. They collaborated with Donor Network of Arizona staff and went above and beyond to make sure families had the care and attention they needed. Doctors spoke up to ensure families were allowed to say proper goodbyes to their loved one amidst strict COVID-19 visitation policies.

A woman with dark hair and glasses, wearing a red dress, is smiling and standing in front of a stone wall. The image is partially covered by a dark teal triangle in the top-left corner.

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## TUCSON MEDICAL CENTER

Even as hospital staff and resources have been at a premium over the past several months, Tucson Medical Center staff prioritized their partnership with Donor Network of Arizona (DNA). Critical care staff and physicians collaborated with DNA staff to maximize the gift of donation, and accommodated donors into tight schedules. Administration allowed donor families additional time with their loved one. Due to this strong, collaborative process and the generosity of donors and their families, 24 lives have been saved so far from March through October 2020, and many more healed. Tucson Medical Center has had more donors this year than any prior years!

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## VALLEYWISE HEALTH MEDICAL CENTER

In the midst of tremendous uncertainty and constant change, Valleywise Health Medical Center continued to exhibit a strong culture for donation. This is demonstrated through their collaboration and teamwork with Donor Network of Arizona and unwavering commitment to honoring the gift of donation, donors and their families. This is yet another reflection on Valleywise Health's commitment to serve and improve the health of our community.

# BIRTH TISSUE DONATION CHAMPIONS

## BANNER THUNDERBIRD MEDICAL CENTER

### LABOR & DELIVERY DEPARTMENT AND ADMINISTRATION

It all started here. Banner Thunderbird Medical Center was our pilot hospital for Donor Network of Arizona's birth tissue donation program, and continues to feel like a second home. Executive leadership understood the impact this program would have. Women and Infant Services management is collaborative and supportive of an ever-evolving process. All of the nurses and surgery technicians are beyond welcoming and eager to be a part of making a difference through placenta donation. They are a fun group who celebrate each other and celebrate life every day through their dedication to their work. We can't thank this department enough for the support they have shown towards our mission.

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## THUNDERBIRD OBGYN

### KAREN WRIGHT

Karen Wright, surgery scheduler at Thunderbird OBGYN, has been supportive of Donor Network of Arizona's (DNA) birth tissue program from day one. She has taken it upon herself to speak to expectant mothers about DNA as an organization and all of the benefits of placenta donation. Karen has been a key player in the development and success of this program. All of the physicians at Thunderbird OBGYN echo Karen's support for this program. We have heard each of them thank their patient in the OR for donating. This is such a great practice full of amazing people. It has been a true pleasure for DNA to work with and get to know them all.

A woman with long dark hair, wearing a blue top, is smiling and looking down at a framed picture she is holding. The picture shows a young child. The background is a blurred outdoor scene with trees.

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# MEDICAL EXAMINER CHAMPIONS

## MARICOPA OFFICE OF THE MEDICAL EXAMINER

### INVESTIGATORS & PATHOLOGISTS

Over the past year, the Maricopa Office of the Medical Examiner (OME) has continued their support of organ and tissue donation. While Donor Network of Arizona (DNA) experienced the busiest year, so did the Maricopa OME. They continued to investigate and seek medical examiner permission so that DNA could save and heal more lives. Within the past six months, the OME in Maricopa County saw such an influx of deaths that changed their focus to mass fatality. During this pandemic, the Maricopa OME did not lose sight of donation and continued to support DNA, even during their busiest and most stressful time.

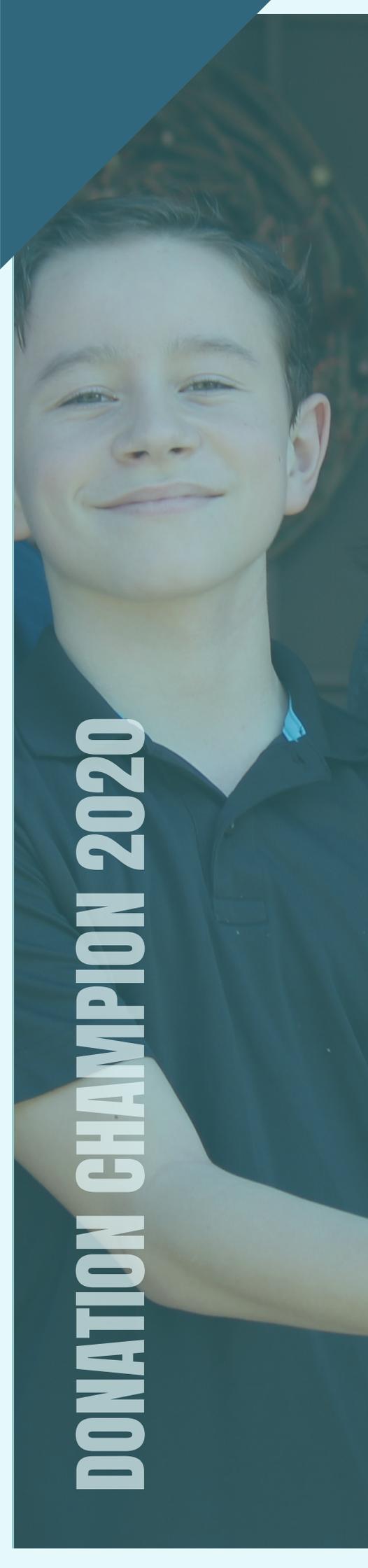
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## PIMA AND PINAL OFFICES OF THE MEDICAL EXAMINER

The Pima and Pinal OME teams have been instrumental in organ and tissue donation this past year, which continues their history of supporting donation in Arizona. The Pima and Pinal county OMEs continued to refer non-hospital deaths, and even worked with the Donor Network of Arizona (DNA) team to help bring most decedents to Phoenix during a pandemic to help with the safety of staff. DNA would not have been able to impact as many individuals without the Pima and Pinal OME teams' support of donation.



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# FUNERAL HOME CHAMPIONS

These incredible funeral home partners always support Donor Network of Arizona with organ, eye and tissue donation. They put families first, honoring their values and beliefs of helping others in need. We are so grateful for all they do to help make donation happen for so many.

ANGELS CREMATION & BURIAL

DESERT LAWN FUNERAL HOME

EVERGREEN MORTUARY CEMETERY & CREMATORY

LEGACY FUNERAL HOME

MESSINGER MORTUARY

REGENCY MORTUARY SERVICES

RUFFNER-WAKELIN FUNERAL HOME

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## MEDIA CHAMPIONS

### AZ FAMILY - DAVID CALTABIANO

David Caltabiano, AZ Family reporter, told the story of fallen Officer Larry Castrovinci. Also a veteran, Castrovinci served the public through the Glendale Police Department, and ultimately as a donor. Donor Network of Arizona (DNA) showed this media story in the first 2020 all staff meeting. The team was impressed. It's a visually stimulating, well-told story about what it means to be a donor hero. This was not Caltabiano's only work with DNA. Caltabiano is an ever-curious journalist who works closely with us to paint a full picture of what it means to register as a donor and ultimately save and heal lives.

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### AZ FAMILY- SHANE EGAN

Shane Egan, photojournalist for AZ Family, told the story of fallen Officer Larry Castrovinci through meaningful visuals. The attention to detail and production elements, such as recording B roll of Castrovinci's law enforcement headshot with the roads he worked to protect as the backdrop helped to captivate the viewer. Egan framed the piece's main storyteller, Castrovinci's sister to allow the viewer to zero in on the message of donation.

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### PEOPLE ARE WILD - KIM TUCKER, RN

Kim Tucker is a straight shooter. As a traveling nurse, she makes it part of her mission to clear up misconceptions about many topics in health care – including donation. She produced a three-part podcast series about lifesaving transplantation. Over a span of three hours, she let two transplant recipients share their donation journey and gave Donor Network of Arizona the third hour to discuss the mission and educate her viewers so they could make their own informed decision whether donation is right for them. We're already planning more discussions. Tucker is a true Donation Champion!



# ARIZONA DEPARTMENT OF TRANSPORTATION - MOTOR VEHICLE DIVISION CHAMPIONS

## ADOT MVD - JOSH LAMEY

Josh Lamey is the office manager for Arizona Department of Transportation's Motor Vehicle Department (ADOT MVD) Apache Junction and Globe/Claypool offices. Lamey is always friendly, receptive and willing to use the tools Donor Network of Arizona provides to MVD offices to promote donation. His lead customer service representative (CSR), Deb Bryant, created a colorful donation-themed bulletin board located in the hallway near the employee entrance at the Apache Junction MVD. Lamey says, "It gives us a way to showcase the thank you cards we have been receiving and provides an opportunity for all of my CSRs to read and learn about the lives your organization supports." Under Lamey's direction, his staff demonstrates a culture of generosity by prominently displaying stories of hope and facts about donation throughout their offices.

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## ADOT MVD - MADDIE KINDER

Maddie Kinder is the IT program manager for Arizona Department of Transportation Motor Vehicle Division (ADOT MVD). She has been with ADOT MVD for 20 years and is simply a joy to work with. Maddie understands the challenges of working behind the counter and serving the public. Even as those demands grew trickier during COVID-19, she ensured the lifesaving mission of Donor Network of Arizona (DNA) wasn't lost amidst the pressures of critical business operations. Recently, she informed DNA that Arizonans going online to request a duplicate license or ID would have an opportunity to check the box and become a registered donor. She understands that having a simple box to check (instead of a link directing the user to another site) is vital to growing the DonateLifeAZ Registry and saving more lives. This is just one of many examples of Kinder's commitment and thoughtful collaboration. She is a true champion for donation.

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# COMMUNITY CHAMPIONS

## DR. DANA JAMISON

A living kidney recipient, Dr. Dana Jamison is transparent in sharing her connection to donation and advocating for health disparities in African American/Black communities. Some of her most notable engagements were tabling at Juneteenth Health Fair in 2019 and using her medical expertise to address the importance of living and deceased donation. On Martin Luther King Jr. Day 2020, she marched among the community, raising awareness on kidney failure, donation and transplantation. In August 2020, she participated as a panelist in "Saving Black Lives through Organ Donation," leading the topic of historical and modern health disparities in African American communities.

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## KATHRYN CRIPPEN

### BANNER UNIVERSITY MEDICINE TRANSPLANT INSTITUTE

Kathryn Crippen, transplant institute community outreach representative, knows the value of listening to the communities that Banner University Medicine Transplant Institute serves. She sees the larger picture through a lens of generosity and is an advocate for multicultural education for her team and the public. She is on the front lines of engaging with multicultural communities at health and cultural fairs, joining Donor Network of Arizona's (DNA) multicultural committee, sharing contacts and resources with DNA, and reaching out for joint media opportunities. Crippen is truly a partner and champion of donation through her proactiveness and kind approach of community outreach.



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## NORIAN REESE

Norian Reese, donor mother and kidney recipient, is a champion of donation through continuous advocacy efforts with her family, community members and ministry work. Norian shines light on donation as a liaison of Donor Network of Arizona in her church, where she has presented during National Donor Sabbath. She has encouraged her family to volunteer, and other families to march for awareness during Martin Luther King Jr. Day 2020. She is always open to genuinely share her story, as she did for her community at MLK's health fair. In August 2020, she was as a panelist in the virtual event "Saving Black Lives through Organ Donation," leading the topic of faith and donation.

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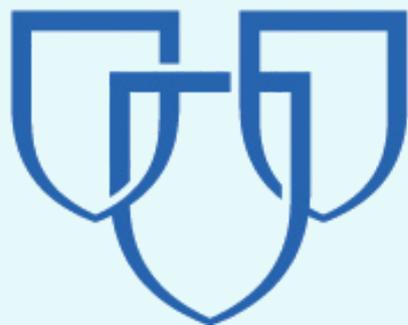
## TRANSPLANT FAMILIES

Donor Network of Arizona (DNA) has proudly partnered with Melissa McQueen and Transplant Families for several years. As recipient mothers, they know firsthand what parents who are starting their child's transplant journey need. Through helping families understand the process, they also provide information about organ donation and ways to honor the heroes who gave the gift of life. Melissa is a true advocate for donation in the pediatric community. Transplant Families was integral in starting National Pediatric Transplant Awareness Week. They invite DNA to their resource fair, display the Donate Life logo wherever possible and have put up donor displays. Transplant Families is a great partner in donation.

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## Transplant **Connect**



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