



HOSPITAL PARTNER SURVEY

LifeSource values the strong collaboration we have with our hospital partners. In November of 2020, we sought feedback to understand the experience with LifeSource processes during COVID. We are grateful to the 63

hospital team members from throughout our three states who during a very busy time responded. The input provided will assist us in our continued evaluation and improvement of our services.

SURVEY RESULTS

	MEAN SCORE	2018 MEAN	CHANGE
OVERALL SATISFACTION	8.7	9.1	-.3
<i>Collaboration and communication</i>	8.4	9.43	-1
<i>Care and sensitivity</i>	8.8	9.8	-1
<i>Partnership during donation cases</i>	8.7	9.1	-.4
<i>LifeSource makes good decisions</i>	9.1	9.1	0
<i>LifeSource makes realistic demands of my time</i>	8.6	9.0	-.4
<i>LifeSource is sensitive to <u>hospital team</u> during donation cases</i>	8.8	8.9	-.1
<i>LifeSource is sensitive to <u>donor families</u> during donation cases</i>	9.0	9.7	-.7

SAMPLING OF HOSPITAL STAFF COMMENTS

Positives

I think they do a great job, especially during these difficult times.

Please continue your excellent work. It makes a huge difference both to the grieving families, and to the ones they help.

It is a pleasure to work with you and I feel lucky to be a part of it.

The LifeSource staff I have dealt with have been very friendly and informative.

Opportunities

I find it helpful when you're able to have donation conversations with families in person; your team is better able to have a sense of family hesitations or questions or general support needs when in person.

During the busy days of COVID-19 it is difficult to coordinate the necessary protocols (i.e oxygen challenges, recruitment maneuvers, metaneb). Is there a way the LifeSource nurse could assist to keep the timing of the procedures running smoothly?

Keep the in-person contact, it is a real strength of yours.

"...it is somewhat difficult with remote management of donor patients to be able to communicate and stay up to date."

Better communication and decreasing how many things are needed. Thank you for what you do.

We welcome LifeSource on the unit as soon as you have enough staff.

NEXT STEPS

This feedback aligns with the current LifeSource direction to solidify communication planning processes with hospital care teams and increase on-site family support and donor management.

A communication resource was implemented in December 2020 to serve as a process guide for care, coordination and support planning at the start of donor management.

During the first quarter of 2021, LifeSource is increasing

our presence in your ICUs in support of families and to partner with your teams. This will be a phased approach, beginning with LifeSource coming on-site when family care conferences are scheduled OR families are considering end-of-life decisions. Your communication in these circumstances is so appreciated, and as always, please contact us any time you have questions or would recommend our presence on-site.

Continued gratitude and admiration for all you are doing, including your leadership in donation.