

## Recognizing Outstanding Service Excellence



**Katy McCue**

*Pacific Northwest Transplant Bank*

### **Rueben Gross from Pacific Northwest Transplant Bank submitted the following nomination...**

Organ donation is a rare event in large hospitals and is even rarer in a smaller hospital. When the organ donation process doesn't happen often, the staff working in these facilities often have questions and concerns, are sometimes uncooperative, and sometimes see the professionals of the organ procurement organization as an outsider and feel hassled by the process thereby making the process of recovering organs for transplant a rocky road for those of us involved. On this particular Saturday in October 2011, Katy, a Hospital Development Coordinator, made herself available to assist in the greater good, to help make sure that an organ donation case went smoothly in a hospital that has an organ donation case maybe 2-4 times per year. When Katy is present during the organ donation process, she is able to be available for the staff to answer questions, problem solve the process, navigate policies, and tackle obstacles either before they happen or as they happen in real time. In addition to being a support to the hospital staff, Katy also makes herself available to the donor's family and supports them throughout the grieving process. This allows the Organ Donation Coordinator, such as myself, the time needed to attend to other crucial tasks in the organ donation process such as medical management of the patient, answering phone calls from transplant centers, coordinating transportation, paperwork, among other critical duties. Katy is well known in these hospitals by providing education and support throughout the year and therefore is seen as a familiar and friendly face. The staff recognizes her and trusts her which helps them to trust the rest of the Pacific NW Transplant Bank (PNTB) team. Katy is definitely a team player in an organization that only runs on team effort.

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