



Trillium Gift of Life Network **Annual Highlights Report 2011/12**

Moving Forward

Reaching Out and
Improving Performance

Highlights

This year, Trillium Gift of Life Network (TGLN), in collaboration with its partners, moved forward with some exciting and successful initiatives to set new records and exceed benchmarks in saving and enhancing lives through organ and tissue donation and transplantation in Ontario.

Achievement

Meeting goals
and transforming lives
in the process

Ronnie Gavsie, TGLN's new President and CEO, joined us last July.

One of Ronnie's key priorities was to strengthen partnerships that support and enable organ and tissue donation and transplantation, and spread the word about the importance of donor registration. Ronnie reached out to key opinion leaders, government officials, members of the public, hospital representatives, health care professionals and many others across the province.

Mission

Saving and enhancing more lives through the gift of organ and tissue donation and transplantation in Ontario.

Goals

Maximize organ and tissue donation for transplantation in partnership with stakeholders

Deliver high-quality, efficient services and operations

Inspire and motivate Ontarians to register their consent to donate organs and tissue

Position TGLN as a workplace of choice

Objectives for 2011/12 fiscal year

Achieve a 57 per cent TGLN conversion rate for organ donation at Tier 1 hospitals, 234 organ donors and a 3.44 organ yield per donor	Achieve a 35 per cent tissue consent rate, 1,841 tissue donors and 160 multi-tissue donors	Implement a comprehensive corporate-wide quality management system, meet reporting requirements and achieve efficiencies in work processes	Work collaboratively with national and provincial partners to ensure appropriate roles, accountabilities and linkages in the donation and transplant system	Achieve 216,000–370,000 additional donor registrations in the MOHLTC database	Improve staff engagement

Partnering for success

At the request of the Ministry of Health and Long-Term Care (MOHLTC), TGLN assumed a larger system oversight role for transplantation in 2011/12. In collaboration with MOHLTC, TGLN created a donation and transplantation structure, joining provincial partners and experts in donation and transplantation.

With the help of the Donation Steering Committee, which comprises representatives from hospitals, the provincial coroner's office, CritiCall and ORNGE, TGLN advanced the effective management of organ and tissue donation through the implementation of consistent guidelines and practices. The Committee endorsed donation policies and procedures and several important donation best practices, including standardized provincial clinical triggers to promote timely referral of potential organ donors.

The Transplant Steering Committee, which is responsible for approving and communicating policies and monitoring performance, steered the work of the three organ-specific working groups, which comprise clinical and administrative content experts. Key milestones achieved by these working groups include:

The Liver/Small Bowel Working Group:

- Developed provincial listing and referral criteria; and
- Created a communications plan for patients, practitioners and other groups.

The Heart/Lung Working Group:

- Developed and approved referral and listing criteria;
- Created a communications plan for patients and other groups; and
- Started working on developing metrics to measure performance outcomes.

The Kidney/Pancreas Working Group:

- Completed a modeling exercise evaluating the effect of sharing kidneys within the province, agreeing in principle to move to a single provincial allocation system;
- Approved referral and listing criteria, and worked towards finalizing the provincial kidney allocation algorithm; and
- Worked to develop a communications plan for patients, practitioners and other groups.

TGLN also partnered with the Canadian Blood Services (CBS) to ensure that Ontario would be launch-ready in the summer of 2012 for the National Organ Waitlist (NOW), which replaces the current waitlist maintained by London Health Sciences Centre. TGLN worked with CBS to ensure the continued efficiency of the organ and tissue donation processes and the streamlined transfer of Ontario's data to NOW to help avoid duplication of data entry by Ontario providers, including transplant programs and human leukocyte antigen (HLA) laboratories.

Expanding our reach: working with hospitals to improve organ and tissue donation performance

In 2011/12, TGLN surpassed previous Ontario organ donor records, with 222 deceased organ donors. Hamilton Health Sciences, London Health Sciences Centre and The Ottawa Hospital continue to lead the province with the highest number of donors.

In addition to its continued focus on the 21 previously designated hospitals, TGLN expanded its reach to 12 new hospitals, helping them implement mandatory reporting of death or imminent death of patients in critical care units to TGLN. As well, TGLN and 33 hospitals worked together to improve donation performance and strengthen partnerships. Our collective efforts paid off. Of the 21 previously designated hospitals:

- Two of the most important contributing donor centres — University Health Network and Sunnybrook Health Sciences — met or exceeded benchmarks;
- Eight of the 21 hospitals met their benchmark rates for three or more consecutive years;
- Ten hospitals approved the standardized provincial clinical triggers; and
- Eight hospitals have a formal, committee-approved process to follow up on organ donation case variances from identified best practice.



Beyond this group, in the 12 new hospitals:

- An overall 26 per cent increase in timely referral rates was achieved;
- All 12 hospitals introduced standardized provincial clinical triggers;
- Eleven hospitals have struck organ and tissue donation committees; and
- Although only half of the new hospitals started mandatory reporting requirements in the past six months, deceased organ donors increased from 14 to 20 over the year.

TGLN exceeded its organ yield goal this year, with a record 3.72 organs per donor. These gains were made possible through:

- Early intervention and support during the donation process;
- Timely access to organ-specific tests;
- Advanced standardized infectious disease testing of high-risk donors; and
- Technological advances, including lung repair at UHN and province-wide use of kidney perfusion pumps.

TGLN set a new record for tissue donors, with an 8 per cent increase over last year, or 1,749 donors. Hospital-wide reporting increased the pool of donors, and the ongoing Call-Screen-Connect strategy increased tissue consent to 39 per cent.

TGLN continued to work with its partners in coroners' offices to help them create strategies and protocols whereby deaths outside of hospital are referred to TGLN and the opportunity for tissue donation is offered to the families of the deceased. As well,

- TGLN's eye team received a significant boost from the Toronto Automobile Dealership Association in the form of a van, to assist in the recovery and delivery of tissue for patients awaiting corneal transplants;
- In partnership with the Ontario Professional Firefighters Skin Bank, TGLN expanded its



geographical reach within the Greater Toronto Area (GTA) for recovery capabilities. This resulted in a steady increase in skin donation throughout the year. TGLN continues to collaborate with all of its tissue banks on recovery initiatives.

- Bone donation declined in 2011/12 due to a decrease in medical suitability. On a more positive note, a new bone bank opened in Thunder Bay in 2011, and TGLN is working closely with The Lake Superior Centre for Regenerative Medicine (RegenMed) to support bone donation in Northwestern Ontario.

Increasing registered donors

The much-awaited and highly successful launch of online donor registration through beadonor.ca in June 2011 was a game changer, generating widespread media interest and earning over 300 mentions, with a potential reach of 60 million people online.

Beadonor.ca provides a simple, convenient and quick way for Ontarians to register their consent for organ and tissue donation or to check whether they are already registered. In addition to advertising, social media and earned media played — and continue to play — a vital role in increasing online donor registrations through beadonor.ca.

Vidia Mattai
Client Service Representative,
ServiceOntario, Cedarbrae Mall

As of March 31, 2012,
2.4 million — 21 per cent —
of eligible Ontario residents were
registered organ and tissue donors.

- Registered donors increased in 2011/12 by 287,325 — surpassing our target of 216,000
- 44,289 of these registrations came through beadonor.ca.

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beadonor.ca

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Organ and tissue
donation
saves lives

Supporting volunteers and celebrating our donor families

As awareness and understanding of the importance of organ and tissue donation and transplantation grow across the province, more people have become involved in the drive to save and enhance lives. We now have more than 300 volunteers, and we reached out to support more than 400 volunteer events promoting organ and tissue donor registration during the year. Our partnerships with faith-based leaders and diverse communities to enhance awareness of organ and tissue donation and promote donor registration have provided a strong foundation on which to build as we move forward.

Our donor families are at the core of what we do. This year, we expanded support for and recognition of donor families, and included both organ and tissue donor families in our *Celebration of Life* events.

Driving quality and performance

In 2011/12, we implemented key internal streamlining and productivity improvement processes to help us reach our quality management goals and comply with Health Canada's *The Safety of Human Cells, Tissues*

and Organs for Transplantation Regulations (CTO). Significant strides in enhancing information systems to support evidence-based decision-making and facilitate improvements and efficiencies in service delivery were also made.

Working together to save and enhance lives

Our success in moving forward, reaching out and exceeding targets is directly attributable to the dedication of our staff and Board members, the collaboration of our partners and the ongoing support of our many volunteers.

We are especially grateful for the support of MOHLTC, for the skill and commitment of the critical care and transplant physicians and, most importantly, for the generosity of donor families. It is through their dedication and vision that we are able to save and enhance lives in Ontario, every day.

As grateful as we are for the successes, we must not relax. The challenge to save and enhance more lives remains enormous, and we are committed to doing whatever it takes, working diligently to meet the challenge and to enhance the donation and transplantation system in Ontario.

Top-Line Results for Organ and Tissue Donation and Transplantation in Ontario

Table 1	2011/12	2010/11	2009/10
Deceased Organ Donors	222	213	221
Percentage of DCD Donors	18.5%	19.2%	15.8%
Conversion Rate	60%	55%	53%
Organ Yield	3.72	3.5	3.62

Table 2	2011/12	2010/11	2009/10
Tissue Donors	1,749	1,622	1,366
Eyes	1,724	1,598	1,354
Skin	30	10	0
Heart Valves	47	42	35
Bone	69	84	85
Tissue Consent Rate	35%	33%	29%

Table 3	2011/12	2010/11	2009/10
Organ Transplants	989	929	996
Living Donor Transplants	254	254	280
Deceased Donor Transplants	735	675	716
Organ Transplant Waiting List*	1,526	1,611	1,667

Table 4	2011/12	2010/11	2009/10
Registered Donors*	2,423,291	2,135,966	1,965,992
Percentage of Eligible Population Registered*	21%	19%	18%

* March 31



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