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2022 CAASE Award Submission

CAASE Awards Submission

Submission Category:

Innovation in EMS

Submission Title:

Innovation In Clinical Excellence Through Strategic Partnerships

Contact Name:

Eric Liddle

Organization:

Royal Ambulance

Email:**Preferred**

eric.liddle@royalambulance.com

Address:**Organization**

14472 Wicks Blvd

San Leandro California 94577

United States

Phone:**Work Phone**

9168015333

Number of Annual Service Requests:

82500

Number of Ambulances:

95

Business Type (check all that apply):

Business

Partnership

Project Participants (Names, Job Titles & Email Addresses of individuals involved in the project):

Hasieb Lemar, Chief Operating Officer, Royal Ambulance, hasieb.lemar@royalambulance.com
 Jim Bizieff, Clinical Operations Manager, Royal Ambulance, jim.bizieff@royalambulance.com
 Lauren Macmadu, VP of Marketing and Communications, Donor Network West, LMacmadu@dnwest.org
 Nakia Madrigal - Donation Program Consultant, Donor Network West, nmadrigal@dnwest.org
 Sharon Swain - Donor Transfer Program Manager, Donor Network West, SSwain@dnwest.org
 Luis Mayen - VP of Strategic Partnerships and BD, Donor Network West, LMayen@dnwest.org

Situational Analysis (Background of Project):

In 2016, Donor Network West began investigating ways to decrease the overall case timing for transporting and recovering organs from deceased donors by providing lifesaving organs for transplantation. The team needed a way to streamline its organ recovery operations for surgical teams traveling from all across the West Coast and reduce the need for clinical teams to travel long distances within their donation service area.

Project Goals:

1. Optimize workflow for donors being transported for organ recovery by establishing a dedicated transportation partner to save resources while ensuring clinical quality. 2. Develop a partnership between San Ramon Regional Hospital, Donor Network West, and Royal Ambulance to create and operationalize a centralized transplantation hub in Northern California. 3. Increase volume and quality of donated organs via implementation of best practices.

Planning & Implementation (describe process from the planning phase, including research, through implementation phase. Include the overall length of your project in weeks/months):

Donor Network West partnered with Royal Ambulance and San Ramon Regional Medical Center to co-design and launch the Donor Recovery Inter-Facility Transfer (DRIFT) Program. This unique program established a centralized location at San Ramon Regional Medical Center where procurement professionals and surgical recovery teams could perform organ, eye, and tissue recoveries for transplant and research. The partnership has resulted in a decrease in case timing, decreases in overall transportation costs, and improved outcomes for waiting transplant recipients. As Donor Network West's dedicated transport provider, Royal Ambulance's Critical Care teams received specialized training to provide enhanced care for donors, often during long-distance transports. This collaborative partnership, extending across three organizations, created a highly reliable workflow that has helped Donor Network West save and heal more lives through organ and tissue donation.

Results (Did you achieve your goals? How did you measure results?):

500+ Life saving organ donors transported by Royal Ambulance to date
 1680+ Organs recovered and transplanted

Impact (What impact has this project had on your service? Information can be given as narrative. However, if possible, please provide qualitative and quantitative information.):

Our success with this project has created a blueprint for developing other customized clinical protocols. Now, Royal with Jim's expertise, has launched several customized clinical programs to support unique health system needs including: MCS & ECMO: Elevating Royal to be the leader in MCS ECMO transportation in the state of California through partnership with ECMO PRN. Burn: Customized clinical and communication protocols to accelerate and ensure safe transfer for burn



patients to Common Spirit Health. Neuroscience: Development of a custom transport program to ensure timely transport of higher level of care transfers to UCSF Health's Neurosciences team.

Budget (Did you have a budget? Budget numbers can be provided as a percentage of overall operating or departmental budget.):

No budget was allocated for this project.

Supporting Documents #1:

Donor Network West Case Study (5).pdf

Supporting Documents #2:

Supporting Documents #3:

Supporting Documents #4:

Supporting Documents #5:

Supporting Documents #6:

Comments:

CAASE Awards Submission Fee:

CAASE Awards Submission - \$500.00

General Section

Donor Network West Launches DRIFT Program to Support Organ Recovery Operations



Serving 45 counties across California and Nevada
Partnered with 175 hospitals



Donor Network West is proud to partner with Royal Ambulance. Together we have been able to save and heal more lives.



Janice Whaley
President and CEO
Donor Network West

The Situation

In 2016, Donor Network West began investigating ways to decrease the overall case timing for transporting and recovering organs from deceased donors providing lifesaving organs for transplantation. Donor Network West needed a way to streamline their organ recovery operations for surgical teams traveling from all across the United States and reduce the need for clinical teams to travel long distances within their donation service area.

The Solution

Donor Network West partnered with Royal Ambulance and San Ramon Regional Medical Center to co-design and launch the Donor Recovery Inter-Facility Transfer (DRIFT) Program. This unique program established a centralized location at San Ramon Regional Medical Center where procurement professionals and surgical recovery teams could perform organ, eye, and tissue recoveries for transplant and research. The partnership has resulted in a decrease in case timing, decreases in overall transportation costs, and improved outcomes for waiting transplant recipients.

As Donor Network West's dedicated transport provider, Royal Ambulance's Critical Care teams received specialized training to provide enhanced care for donors, often during long distance transports. This collaborative partnership, extending across three organizations, created a highly reliable workflow that has helped Donor Network West save and heal more lives through organ and tissue donation.

The Results

500+

lifesaving organ donors transported by Royal to date.

1680+

organs recovered and transplanted.



Total Healthcare Transportation Solution
www.royalcareconnect.com P: 877 995-6161

Headquarters
San Leandro
California 94577

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