## Key Factors Worksheet Please Note: Example Only – this worksheet is only partially completed and is from a previous case study.

### P.1a Organizational Environment

**Organizational Context** One of 58 federally designated, nonprofit, regional organ and tissue procurement organizations (OPO) in the United States for more than 25 years. Serves 3.2 million people within a federally assigned territory inclusive of 62 counties located within the states of North Takoma (NT) and South Takoma (ST). Located in Columbia, NT.

**Product Offerings** Main service offering is facilitation of organ and tissue donation, accomplished through two work systems: Organ and Tissue. The delivery of services for both work systems requires coordination of partners, collaborators, and key suppliers via the Partnership Model (P.1-2).

**Mission, Vision, Values, and Culture** Mission: We save and improve lives. Vision: Organs and tissues are always available. Values: Compassion, Teamwork, Honesty, Quality, Improvement. Culture: strong drive to meet the mission. MVV are foundation for culture and basis for how the organization is managed.

**Core Competency** Mission-driven workforce. Care and compassion delivered by the “human touch.” Actions and behaviors by staff are directly linked to creating a positive donation experience for the donor family (collaborators.)

**Workforce Profile** 100 employees, decentralized, segmented by work system and department. 10% leadership. Tenure: 20% 1 year or less, 41% 2 – 5 years, 21% 6 – 10 years, 18% 11+ years. 65% female. Ethnicity: 70% white, 20% African-American (DSA 25%), 10% other (DSA 5%) No workforce reductions. No organized bargaining units. Expanding clinical and nonclinical staff due to increased donations. No volunteers. Top three staff survey attributes: staff connection to the mission, followed closely by employee benefits and relationships with coworkers.

**Assets** Custom-built facility in Columbia, NT with a critical care unit and fully equipped operating room (OR). Key clinical technologies and equipment include x-ray, ultrasound, and typical operating room (OR) equipment. LOTS leases a twin-engine turbo prop plane equipped with medical equipment. Technology: electronic medical record (EMR) system, and reporting services for customized reports.

**Regulatory Environment** CAP, CMS, EEOC, FDA, DoL, IRS, UNOS/OPTN, OSHA, AATB, AOPO, Figure P.1-5. Local environmental and regulatory for fire and sanitation, biohazard trash disposal local and state regulations.