

Key Factors

P.1a - Organizational Environment

1. Service Offering and Area: Regional organ and tissue procurement organization (OPO) for 3.2 million people living within a federally assigned territory inclusive of 62 counties located within the states of North Dakota (ND) and South Dakota (SD).

2. Work Systems: The main service offering is accomplished through the organizations two work systems: Organ Work System (OWS) and Tissue Work System (TWS)

3. Vision, Mission, and Values (V/M/V): **Vision:** Organs and tissues are always available. **Mission:** We save and improve lives. **Values:** Compassion, Teamwork, Honesty, Quality, Improvement.

4. Workforce Profile: LOTS is a 24/7 business in which many of the employees are decentralized. Workforce Profile (Figure P.1-4) reflects employee profile and includes Job Type (Leadership Team- 10%, Staff- 90%), Gender (Male- 35%, Female- 65%), Tenure (<1 Year- 20%, 2-5 Years- 41%, 6-10 Years- 21%, 11+ Years- 18%), and Ethnicity (African American- 20%, White- 70%, Other, 10%)

5. Assets and Technology: LOTS owns a custom-built facility in Columbia, ND which houses a critical care unit where organ donation management occurs and with a fully equipped operating room. Key clinical technologies and equipment include x-ray, ultrasound, and typical OR equipment. LOTS leases a twin-engine turbo prop plane equipped with medical equipment to transport donors to the facility for organ and tissue recovery. Utilizing technology, LOTS provides staff with collaborative tools, real-time access to key data including an electronic medical record (EMR) system, and reporting services that provide customized reports.

6. Regulatory Requirements: LOTS operates under a highly regulated environment and identifies key regulatory requirements in Quality Compliance Management (Figure P.1-5). Mandatory regulatory agencies include: CAP (safe laboratory practices), CMS, EEOC, FDA, DoL, IRS, and OSHA. Voluntary compliance with regulatory and accreditation agencies include: UNOS/OPTN (organ allocation/operational oversight), AATB (Standards for Tissue Banking Accreditation), and AOPO (Standards for Organ Procurement Accreditation)
