

Key Factors

P.1a - Organizational Environment

1. Service Offering and Area LOTS is the regional organ and tissue procurement organization (OPO) for 3.2 million people living within a federally assigned territory inclusive of 62 counties across two states.

2. Work Systems- The main service offering is accomplished through the organizations two work systems: Organ and Tissue

3. Vision/Mission/Values (VMV) and Core Competency- Vision: Organs and tissues are always available; Mission: We save and improve lives; Values: compassion, innovation, honesty, teamwork, quality. Core Competency: Mission-driven workforce

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. Workforce Health and Safety Requirements: Standard office and clinical safety requirements. Special requirements for "after-hours" staff members include reserved office parking spots, secured parking and sensor lighting.

6. Workforce Engagement Factors: 1) Workforce connection to the mission; 2) Employee Benefits; 3) Relationships with Coworkers

7. Assets and Technology: LOTS owns a custom-built facility in Columbia, NT which houses a critical care unit where organ donation management occurs and with a fully equipped operating room (OR). The key clinical technologies and equipment include x-ray, ultrasound, and typical OR equipment. Utilizing technology, LOTS provides its workforce with collaborative tools, real-time access to key data including an electronic medical record (EMR) system (Transplant Technologies, and reporting services that provide customized reports.

8. 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)
