

REPORT TO THE COMMUNITY:

INNOVATION

2016





Donor Network West
saves and heals lives
through organ and tissue
donation. We honor and
respect the donors and
families we serve with
compassionate care, and
inspire our communities
to donate life.

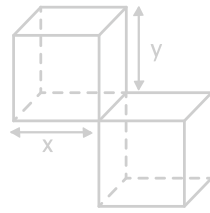
“ 2016 was a year of innovation for Donor Network West. Innovation is usually thought of in terms of technology but it’s also having the courage and creativity to look at things in a different way. Innovation can be game-changing, and in our work, it’s **life-changing.**”

- Cindy Siljestrom
Chief Executive Officer
Donor Network West

Mayor of San Ramon, Bill Clarkson
Innovation Tri-Valley Game Changers Award



#GameChangers AWARDS



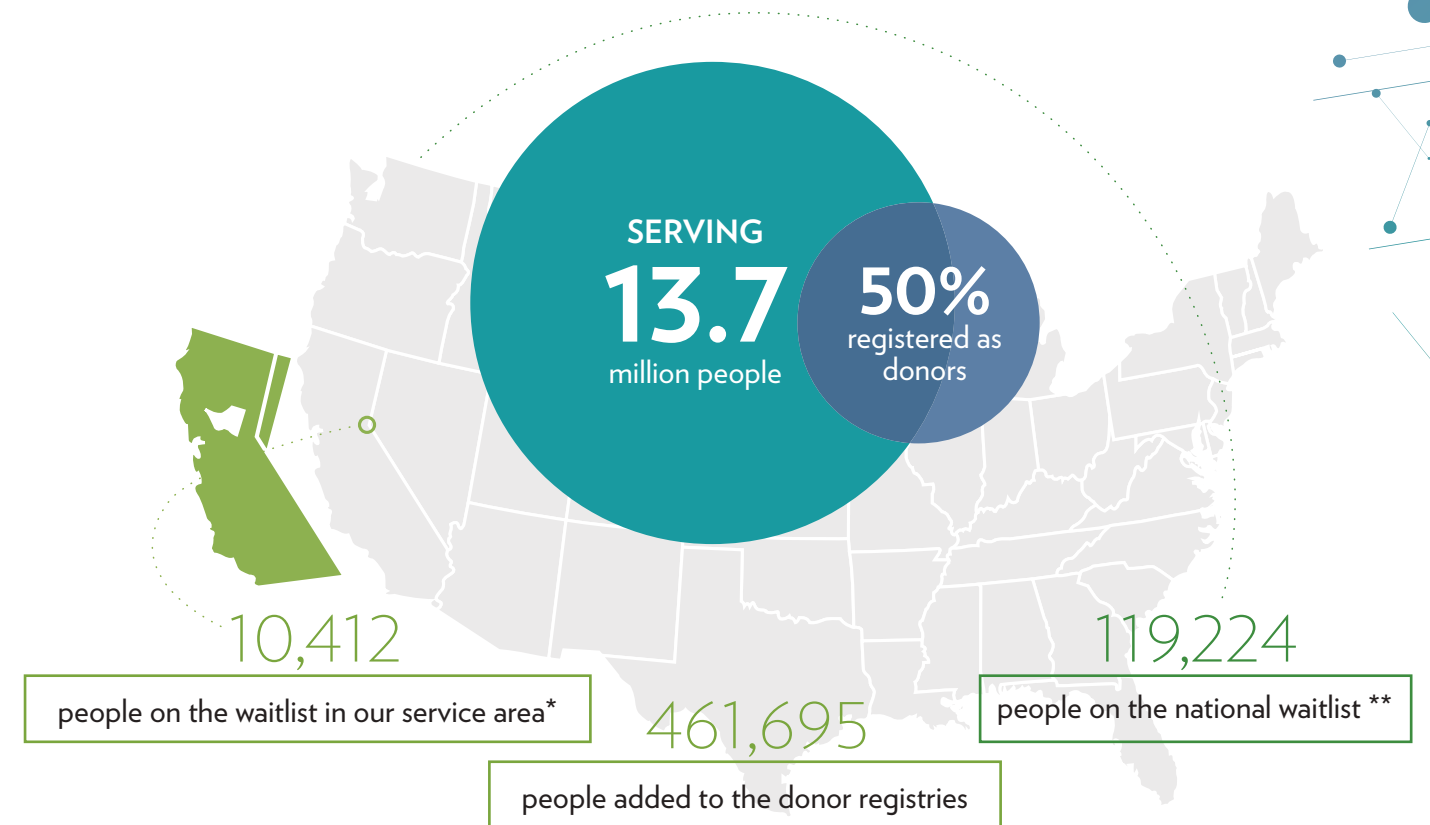
INNOVATIVE GAME CHANGER

The groundbreaking partnership puts donor families first

A first of its kind in California, Donor Network West and San Ramon Regional Medical Center's partnership announced February 2016, has enabled us to address the needs of donor families by providing a more certain time frame for the recovery of organs. The collaboration reduces the overall time between referral and recovery by allowing transplant teams to complete recoveries at San Ramon Regional's on-campus Ambulatory Surgery Center, located across the street from Donor Network West's headquarters. This helps to relieve some of the organ recovery timing stress for families. In 2016, 49 donors were successfully transferred and 161 organs were recovered through this donor transfer change in practice. On average, the timeframe for donor families was reduced by 9 hours and families were provided an exact OR time. Donor Network West was recently honored with the Innovation Tri-Valley Leadership Group's #GameChangers Award for this visionary partnership.

DONOR NETWORK WEST

Our Donation Service Area



* Based on OPTN data as of December 31, 2016
 ** Based on OPTN data as of January 6, 2017



175
HOSPITALS



44
CORONERS & MEDICAL EXAMINERS



5
TRANSPLANT CENTERS



500+
FUNERAL HOMES

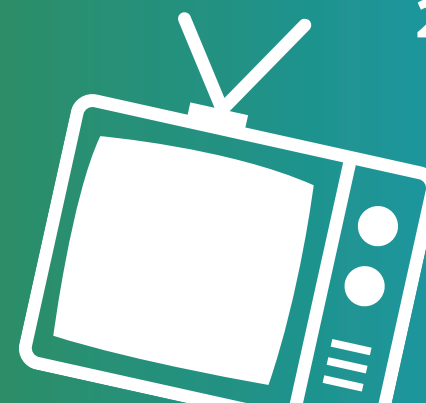


100,000
SQUARE MILES



35,548
REFERRAL CALLS received by our Operations Center

2016 MEDIA HIGHLIGHTS



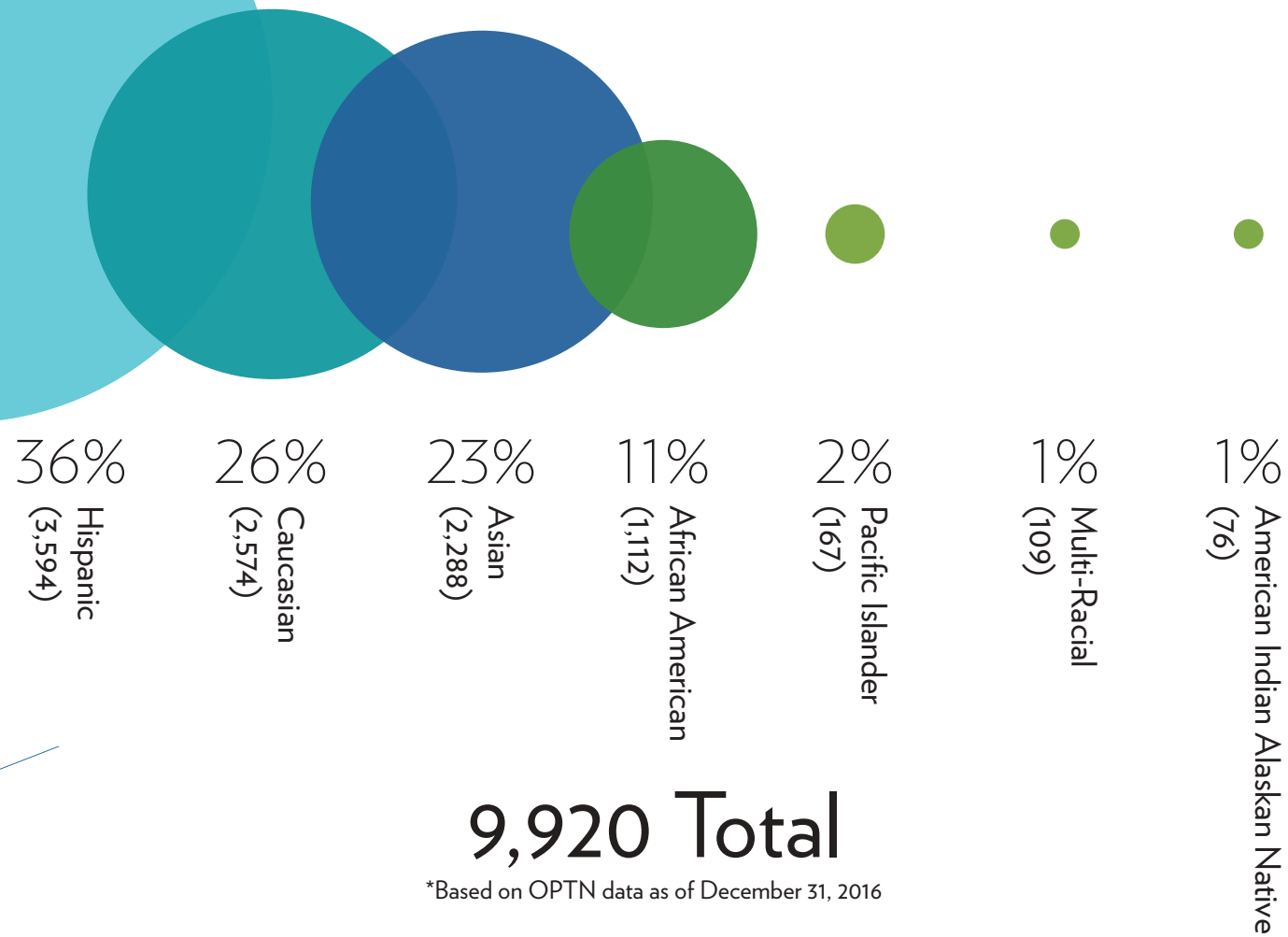
382
MEDIA STORIES
Equaling:

\$452K
in earned media

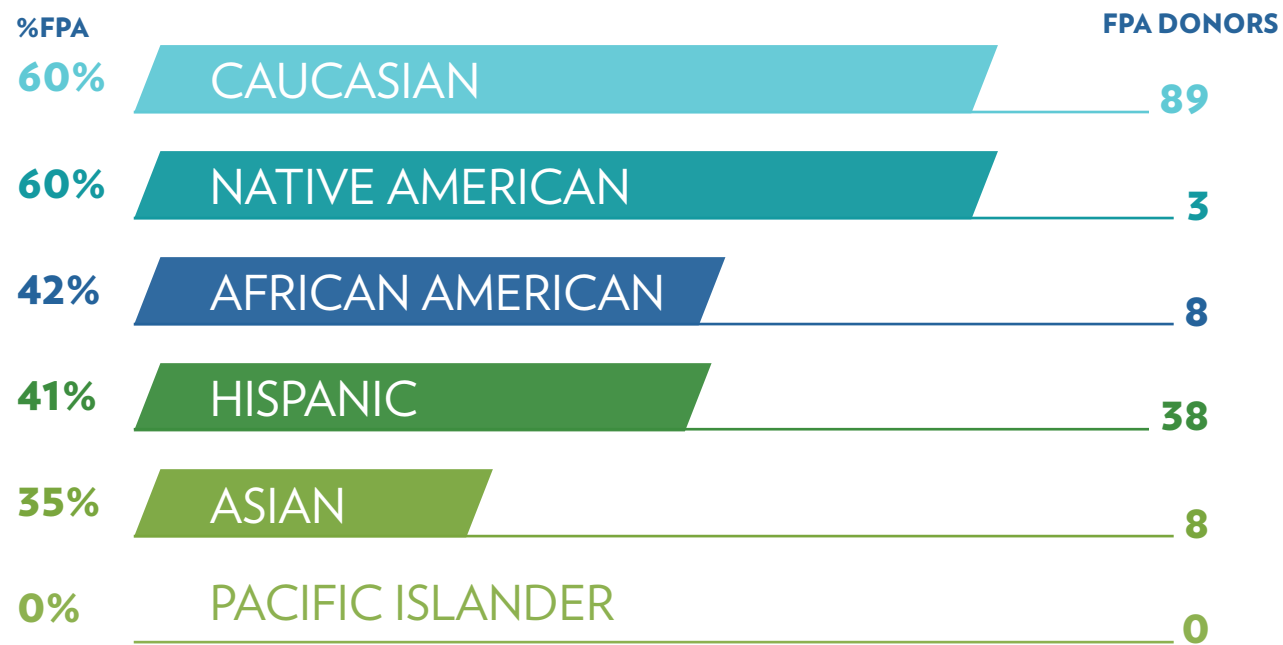
4,036
VOLUNTEER HOURS



TRANSPLANT WAITLIST BY ETHNICITY*



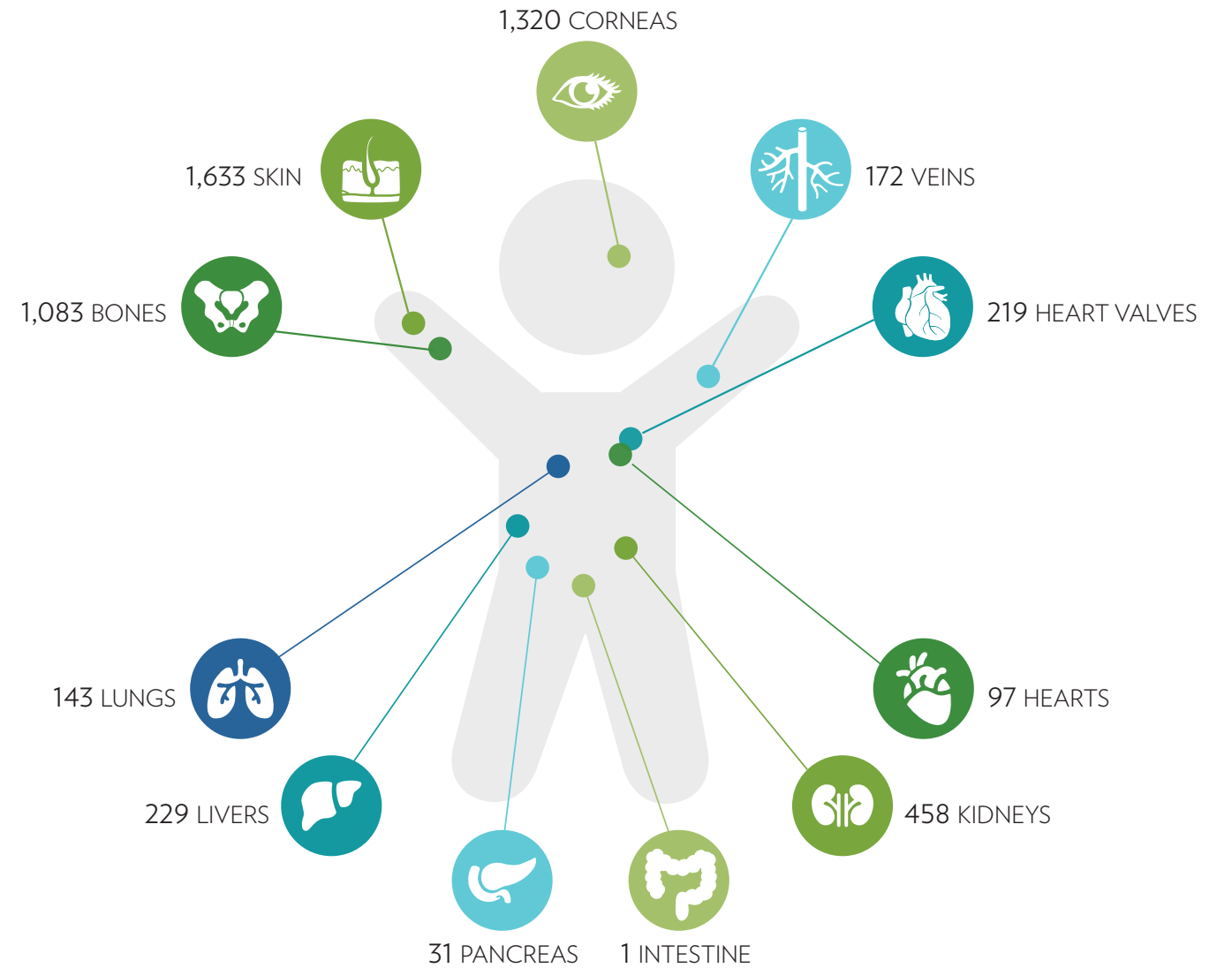
ORGAN DONORS WITH FIRST PERSON AUTHORIZATION (FPA)* BY ETHNICITY



*Registered donors

146 of 291

2016 GIFTS OF HOPE



2,461 INDIVIDUAL DONORS
90,598 LIVES IMPROVED



STATE OF THE ART

In July 2016 a new 24,000 square foot Clinical Center opened its doors with the goal to improve the recovery process of life-enhancing tissues. Located just steps from Donor Network West's headquarters, the Clinical Center houses three dedicated tissue recovery suites, a kidney perfusion facility, and storage for organ and tissue recovery samples. The new space has allowed for both an increase in tissue recovery activity and the streamlining of recovery timelines, which better serve our donor families. Included in this facility is space for a new certified dedicated laboratory in partnership with LABS, Inc. to provide expedited blood screenings to determine the suitability of potential organ and tissue donors. This means that donor families wait less time in the ICU, and could also result in additional organs viable for transplant.



Groundbreaking Idea in Nevada

In April 2016 during National Donate Life Month, what started as Reno Mayor Hillary Schieve's idea to reward donor-registered patrons at her own store became the inspiration for the launch of Have a Little Heart, a new community education initiative to recognize the generosity of registered donors. A first of its kind program in the U.S., local businesses became Donate Life Champions by providing patrons a special offer for showing their donor designation—a little red heart on their driver's license. For those not yet registered it offered an incentive to do so, while sparking discussions about donation within the community. Having just completed its second year with original participation goals far surpassed, Have a Little Heart is an outstanding example of a community and its leader coming together to save and heal lives.

50

businesses participated in 2016

OUR FINANCIALS

Income: \$81.6M
Operating Income: \$80.8M
Other Income: \$0.8M
Expenses: \$80.6M
Program Services: \$70.9M
Supporting Services: \$9.7M
Net: \$1.0M

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Director of Data & Analytics

Stefanie Woitke
Director of Operations Center



“ Innovative ideas and practices give us more hope that our son, Austin, will receive his transplant soon.”

- Sara & Lance

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