Transporter Toolkit

A GUIDE FOR WISCONSIN LIONS TRANSPORTERS
Dear Lions Transporters:

First, I would like to take the opportunity to thank you for your hard work and dedication to our mission, “Giving the gift of sight.” Those awaiting corneal transplants rely on your commitment to their well-being on a daily basis. You are an integral part of the donation and transplantation process and we greatly appreciate your dedication to Lions Eye Bank of Wisconsin.

Because corneal transplant outcomes rely heavily on rapid turnaround, your quick response times are vital to our success. This could not be achieved without you, standing by to react, with just a moment’s notice. Like few other missions, LEBW’s operations do not close for Thanksgiving, Christmas, or even the Super Bowl. As a matter of fact, this is when we are typically working the hardest, preparing for the surgeries scheduled to take place the following day. And of course, everyone understands, donations are never halted, nor can they be predicted. We appreciate that you understand the need that presents itself 24/7/365, yet you still volunteer to make this incredible commitment to service, sometimes even pulling away from your own special family plans.

We hope you find this toolkit, developed especially for you, helpful. As you review the Transporter Toolkit, it is our hope that you feel it properly explains:

- LEBW’s mission / vision and how your role fits in.
- The need for rapid response to tissue transport needs – better understanding time sensitivity.
  - Earlier incoming tissue arrivals provide for higher quality corneas for transplant.
  - Emergent needs, despite holidays, snow-covered roads, and special events, are of urgency.
- The benefits of early communication, if situations arise, that present availability issues.
- What type of gift, exactly, is in your hands, to better prepare you to speak to your incredible calling.
- Responsibilities related to strict confidentiality requirements.

In closing, I again would like to personally thank you for your service, as it is essential to our mission. We appreciate all you do to serve our donors and their families; our surgeons and their patients. Your contribution keeps our mission moving in the right direction! It is our pleasure to have you as part of this team!

Sincerely,

Darice Langham
Executive Director
Lions Eye Bank of Wisconsin
Advocates for the Blind: Lions Clubs International

Founded in 1917, The International Association of Lions Clubs is the largest non-governmental agency associated with the United Nations, with more than 1.4 million Lions Club members worldwide, representing 43,300 clubs in 714 districts covering 182 countries.

There are approximately 45 million cases of curable and preventable blindness existing worldwide, a number that will double by the end of the decade.

In 1925, Lions Clubs International featured Helen Keller as the guest speaker at their convention in Cedar Rapids, Ohio. Through her interpreter, Helen Keller challenged the Lions to constitute themselves as “Knights of the Blind” in a crusade against blindness.

As a result, Lions Clubs International sponsors thousands of programs for the blind and visually impaired around the world each year. The Lions Eye Bank of Wisconsin is an affiliated Lions organization for the Wisconsin Lions of Multiple District 27 and is governed by a Board of Directors that includes representatives from all 10 districts within Multiple District 27.
History: Lions Eye Bank of Wisconsin—Giving the Gift of Sight

Wisconsin's first eye bank began in 1953 in Milwaukee, sponsored by the Marquette University Medical School. In 1964, the Milwaukee Eye Bank was taken over by the Wisconsin Lions Foundation (WLF) and was renamed the Wisconsin Lions Eye Bank.

In 1969, a separate eye bank facility in Madison, Wisconsin, was started with similar goals to the Milwaukee program, administered through the University of Wisconsin and University Hospitals and Clinics. The two eye banks divided areas of service based on geographic and demographic considerations.

In the spring of 1999 officials of both parties agreed it was in their best interest to have a single Eye Bank serving the needs of Wisconsin and a merger was completed.

In June 2000, the name of the eye bank was changed to Lions Eye Bank of Wisconsin Inc. recognizing the efforts of Wisconsin Lions and following approval of Lions Club International.

Lions Eye Bank of Wisconsin, Inc. is now considered to be an affiliated organization of the Lions of Wisconsin Multiple District 27. As an affiliate, the Wisconsin Lion’s operate with the eye bank to provide local transportation of tissue, volunteering of their time, and their advocacy for the importance of organ donation and registration.

We thank the Lions Clubs of Wisconsin for their dedicated service to our organization, our partners and most importantly, the donor families and recipients. Thank you for helping to continue our mission of giving the gift of sight.
LEBW General Overview

Lions Eye Bank of Wisconsin (LEBW) is a non-profit 501(c)(3) organization of professionals and community volunteers dedicated to honoring those who decide to donate eye tissue; our goal is to restore sight through the transplantation of corneas, research and education to advance the knowledge and treatment of eye diseases.

LEBW fulfills this mission by procuring, processing, and distributing eye tissue to corneal transplant surgeons, researchers, and educators.

Lions Eye Bank of Wisconsin is regulated by the Food and Drug Administration (FDA) and is accredited by the Eye Banking Association of American (EBAA). LEBW maintains a strict Quality Program, reviewing our own internal processes, as well as auditing our external partners to ensure quality is upheld from donation to transplantation.

A corneal transplant becomes necessary when a person’s cornea becomes cloudy or damaged due to disease, injury, or hereditary conditions. In these situations, the cornea must be removed and replaced with healthy donated tissue. Corneal transplant surgery is the most frequently performed human transplant procedure in the United States. On average, 48,000 corneal transplants are performed each year. To learn more about corneal tissue donation and transplantation, visit our website at www.lebw.org.

With more than 550 clubs and 18,000 members in the state of Wisconsin, Lions Clubs provide an important community link helping Lions Eye Bank of Wisconsin as Ocular Tissue Transporters and taking part in encouraging people to sign up on the Wisconsin Donor Registry. Their support is greatly appreciated.
Lions Eye Bank of Wisconsin

- Not for Profit 501(c)(3)
- Lions supported organization
- Partners with UW Ophthalmology & Visual Science Dept. for research initiatives
- Serving Wisconsin for 50 years
- Serving 150 donor hospitals, offering education & regulatory support
- Registered and in good standing with the FDA
- Accredited by the Eye Bank Association of America (EBAA)
- Highly trained staff including Certified Eye Bank Specialists (CEBTs)
- 100% of WI ocular surgical requests filled, year after year
- Equipped to fill Wisconsin’s emergent, same day, surgical needs
- Full Service Eye Bank to include:
  - Initial Screening
  - Recovery
  - Determining Final Eligibility
  - Processing
  - Distribution

Grats tissue and other financial assistance funds available for those facing extreme financial challenges
Donor Support Center Overview

The Donor Support Center (DSC) is staffed 24 hours a day, 365 days a year. The DSC manages approximately 5000 inbound and outbound calls per month from hospitals, organ procurement organizations, tissue banks, medical examiner offices, funeral homes, physicians and transporters.

The DSC manages all the referrals to LEBW for potential donation. When they receive a referral, the first step is to determine medical suitability for recovery. To do so, the DSC staff will review the patient’s medical history with the referring hospital, hospice center or other referring party. They will ask a series of screening questions. After the screening, if the patient is not a medically suitable candidate they will inform the nurse to release the body.

If the patient is a medically suitable candidate, the DSC will contact the Wisconsin Department of Health Services to find out if the patient had self-authorized donation and registered their wishes in the First-Person Consent Registry. The DSC staff will then contact the legal next of kin to inform them of their loved one’s registry status or present the opportunity for donation and ask for legal authorization for donation. Once authorization is established, the DSC will dispatch a LEBW Recovery Tech to the location of the body to perform the cornea recovery. Ideally, recovery takes place as quickly as possible after death (less than 15 hours). After 18 hours, it is very unlikely the cornea will be viable for transplant. However, corneas may still be suitable for research or education purposes. The LEBW Recovery Tech will contact the DSC to let them know when recovery is completed. Recovered tissue will be packaged in a BROWN box.
The DSC is also required by the Federal Drug Administration to complete a medical and social history interview with the legal next of kin or party with the most medical/social knowledge of the patient. This very detailed interview can take one hour or longer to complete with the family member(s). Additionally, if the patient’s death falls within the jurisdiction of the Medical Examiner, then the DSC must coordinate recovery with the ME Office.

**If you contact the DSC and they are not answering the phone, please leave a message.** It is likely that they are serving families or working on coordination with a donation partner at that time and will return your call as quickly as possible.

When recovery is completed, the DSC will begin contacting the appropriate Dispatchers or Lions Club transporters to arrange each leg of the transport. Some transports may require contacting as many as 10 dispatchers to bring tissue into LEBW. Multiple dispatchers may be contacting the DSC to report back who is covering each leg of the route.

- It is imperative that you keep your Dispatcher informed of any changes in your availability to transport **at least 48 hours in advance** (whenever possible). Inaccurate information creates unnecessary call volumes, decreases efficiency and increases cost.

- Please respond as quickly as possible to requests for transport. Tissue is packed in ice and can only remain properly cooled for a limited period of time. The best place to store tissue is in a temperature controlled environment at LEBW.

- When you have completed your leg of the transport, please **call the DSC and tell them the drop off time and location of the delivery (877) 233-2354.** If the DSC does not answer the phone, please leave a message. The DSC must know the location of every tissue in transport and keep the LEBW Laboratory Staff informed of any changes in the estimated time of arrival.

Once received, the LEBW Lab will perform a physical exam of the cornea to begin determining the medical suitability of the cornea for transplant, research or education. The patient’s complete medical chart will be obtained from the hospital and a thorough review will be conducted. During this time, LEBW may have to contact the patient’s physician or other health care providers to obtain clarification on any diseases or conditions that may potentially be communicable to a waiting recipient. Once LEBW has determined that the tissue is viable and safe for transplant, the tissue will be matched with requests for cornea from Surgeons.
Corneal tissue generally must be transplanted within 3-5 days after it arrives at LEBW. The shorter the time from preservation of the cornea to transplant the better the outcomes for patients.

Most Corneal Surgeons schedule their transplants surgeries weeks in advance. They let LEBW know their schedules and what type of tissue they will need. Once they have accepted tissue for transplant, LEBW will prepare the cornea according to the needs of the surgeon. The prepared cornea will be packaged in a WHITE box.

- When the tissue is ready to be delivered to the Surgery Center, the DSC will contact the appropriate Dispatcher or Lions Club transporter. **Delays in transporting cornea to surgical centers can have a serious impact on transplant recipients.** The transplant patient will have fasted prior to their scheduled surgery and arrive on their scheduled day/time ready to be prepped for surgery. They come with great anticipation for the possibility of a new life.

- **The cornea for transplant is likely arriving the day before their surgery or the morning of the surgery.** If the cornea does not arrive on time, patients may have to reschedule their surgery. Corneas that arrive too late have to return to LEBW to be matched with another surgery. Unfortunately, it is often too late to do so and can result in the cornea being discarded.

- **Please call the DSC to inform them of the time and location of the drop off. The DSC must keep the surgical center informed of ANY possible delay, as it could adversely affect the patient.**

Your support in communicating with DSC insures that there is ample time to evaluate, place, prepare and distribute cornea to waiting recipients. By working together, we can assure that this very precious cargo will make it to its final destination and change the life of our friends and neighbors who are waiting for the gift of sight.
Cornea Donation Process

1. Death notification
2. Review basic medical information
3. NOK (Next of Kin) is contacted for authorization
4. RT (Recovery Tech) is dispatched to recover tissue
5. Tissue is transported to LEBW
6. Tissue evaluation
7. Complete MR to determine final eligibility.
8. Tissue suitability
   - YES: Distribution offers tissue to Surgeons
   - NO: Tissue is discarded or offered for research/education if applicable
   - Tissue is processed if needed.
   - Tissue is transported to Surgery Center
Lions Club Transporters

There are over 550 Lions Clubs throughout Wisconsin who serve their communities, meet humanitarian needs, encourage peace and promote international understanding. Close to half of these clubs serve as transporters for the Lions Eye Bank of Wisconsin.

LEBW Transporters transport boxes of eye tissue from pick up and drop off locations. This system has been coined ‘The Corneal Express’, because the transporters relay the boxes of tissue from the pickup/drop off locations all the way to the LEBW office in Madison, Wisconsin, or outbound to surgery centers. This is for both incoming tissue (tissue coming from various locations in the state to LEBW) or outgoing tissue meaning tissue that is being sent from LEBW to surgery centers (ready to transplant).

What is in the Box?

**BROWN Box:** Incoming tissue – tissue that is transporting IN to LEBW

**WHITE Box:** Outgoing tissue – tissue that is being sent OUT to surgery centers for transplant recipients. (Think WHITE OUT – white boxes go out).
What’s in the box?

You’re transporting eye tissue such as corneal tissue or sclera. 90% of transported tissue is the cornea. The cornea is the clear covering over the front part of the eye, much like a contact lens. Sclera is tissue recovered from the whole globe. Thanks to transporters like you, the gift of sight is made possible here in Wisconsin.

Why it’s important

The tissue you’re transporting may be used for:

**Surgery**
- to restore vision and in some cases provide it for the first time

**Education/Training**
- for ophthalmology students and medical training

**Research**
- for better treatment of diseases such as glaucoma and macular degeneration

877.233.2354
Lions Eye Bank of Wisconsin now has its own in-house 24-hour Donor Support Center! Both incoming and outgoing tissue will be arranged by the LEBW Donor Support Center at: 877.233.2354 ext. 1

1. Be realistic with your dispatcher about your schedule for pick up allowing for weather, traffic, and personal schedule, but try to go as quickly as possible.

2. Always take the box inside the designated relay point. It is not necessary to wait until the next driver arrives.

3. Thank the people at the relay point for what they do for the Eye Bank and Lions.

4. If multiple boxes are at the relay point, check to be sure you pick up the correct box or boxes by reading the label for the end point delivery. Brown boxes are incoming tissue being sent to the Lions Eye Bank of Wisconsin, white boxes are outgoing tissue to a surgery center. Be sure to check the address so it is delivered to the correct location.

5. Place box in the rear seat away from direct heat and in an upright position.

6. Call the LEBW Donor Support Center if there is a problem with your delivery (running late, accident, etc.)

7. Call the Donor Support Center as soon as you have dropped your tissue off at the relay point to notify them your route has been completed.

8. If picking up or delivering tissue to the LEBW office after hours, please use the call button to alert staff. Also, do not arrive too early for a pickup if after normal work hours, as staff may not be at the LEBW much before the appointed time. Staff could be involved in recoveries or taking tissue to Fed Ex.

9. Be patient if you are a transporter in the middle part of a route. While we try to estimate travel times and pick up times as well as we can, there can be delays in transporter arrival times beyond LEBW’s and the transporters control.

Thank you for being a Transporter and for your dedicated service to Lions Eye Bank of Wisconsin!
Routes and Legs of Transport

There are pick up and drop off locations throughout the state. The club that is closest to the pickup point will receive a call from the LEBW Donor Support Center to begin the process of transporting the tissue. The Donor Support Center will provide time frames and pickup/drop off details. In the meantime, the next club on call to continue the transport will have been notified by the DCS and is awaiting the arrival of the box, for the next leg of the trip.

Each ‘leg’ of the route that one club is responsible for transporting is anywhere between 30 minutes and 1 hour driving time. The routes typically require anywhere between 2 and 10 Lions Club transporters.

There are 32 areas that rotate clubs who are on call to transport on a monthly basis. Each area can contain anywhere from 2-12 Lions Clubs who volunteer to transport for LEBW.

Example) Appleton area Lions Clubs who transport include: Fox River, Grand Chute, Greenville, Hilbert, Kaukauna, Sherwood, Appleton Noon (rotate monthly).

In addition, there are 26 clubs who do not fall in these larger areas, and are on call every month – they do not rotate clubs. These clubs are on call 365 days of the year.
Elkhorn: Walworth Area
Johnson Creek: Watertown
Hayward: Spooner Area
Plateville: Southwest Area
Transporting Tissue

Business hours delivery (8am-5pm)

- Deliver to the lower-level/side the building
- Give tissue to technician
- If no one is at the window, ring the doorbell

Delivering after hours

If you need to deliver tissue after-hours, you may still deliver to the lower level, just as you would during the day. **The door is locked**; please ring the doorbell. If the “Technician Away” sign is up, delivery should be made to the front of the building in the tissue lockboxes.

Delivering to these boxes should be made **ONLY** when the lower level delivery door is locked:

1. Walk to the front entrance and enter
2. Locate the tissue delivery box
3. Place the tissue box in the holder
4. Snap the lock shut

Business hours delivery

- Deliver to the
  - lower-level/side the building
- Give tissue to technician
- If no one is at the window, ring the doorbell
Dispatchers

Some of the Lions Clubs who transport for LEBW have dispatchers. The dispatcher(s) functions as the main point of contact for your club. They field calls from the DSC when there is a transport, provide an updated list of contacts for their club and communicate key information with the LEBW Community Outreach Specialist.

The DSC contacts the dispatcher when your club is on call for the month and there is tissue in your area that needs to be transported. The dispatcher then either reaches out to their club’s list of transporters or take the transport themselves.

The DSC will typically only call the designated dispatcher to set up the transport.

Some clubs and areas do not have dispatchers, or rotate dispatchers. Please remember to ensure there is a point person to communicate information to the club and LEBW.

Backup Clubs

Every month, there is a club that serves as a backup to the club that is on call for the month. For those in larger areas, your club will always be the backup club to transport the month AFTER you are on call. Backup clubs are utilized by the Donor Support Center when the on-call club cannot be reached to transport.
LEBW Community Outreach Specialist: Roles and Responsibilities

The Community Outreach Specialist helps coordinate volunteer efforts with the Lions Club transporters. Each month, the Community Outreach Specialist will reach out to the on-call clubs for the following month, requesting an updated contact list of dispatchers and transporters. They will also provide any general updates to the club. As the dispatcher or main coordinator of your club, it is important to communicate with the Community Outreach Specialist throughout the month that you are on call, providing any availability updates, transporter changes and any issues that you are facing. All changes are communicated from the Community Outreach Specialist to the Donor Support Center.

The Community Outreach Specialist will also:

- Provide resources to the Lions Clubs including: car stickers, window clings, signage, lanyards, and other items that help identify the clubs as LEBW transporters.
- Meet with clubs annually or as needed to present LEBW organizational updates and/or LEBW Transporter overview.
- Coordinate outreach events and fundraising efforts.
- Help assign speakers for district conventions and other events.
- Assist in organizing all LEBW events including the Annual meeting, golf outing, Donor Remembrance ceremony, and Crystal Vison Awards.
- Build relationships and partnerships statewide, bringing awareness to LEBW and the importance of donation.
Lions Eye Bank of Wisconsin
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lebw.org
Facebook & Twitter @LionsEyeBankWI