



A YEAR OF INNOVATION

TWO THOUSAND TWENTY ANNUAL REPORT





MISSION

SAVING AND HEALING LIVES THROUGH
ORGAN, TISSUE AND EYE DONATION

*Cover photo by Mickey Shuey, courtesy of the Indianapolis Business Journal.
This image was featured on the front page of the IBJ for a story about the opening of our Organ Recovery Center.*

VALUES



THINK BIG

Bring our passion.
Push the boundaries.
Tackle challenges.



SERVE WELL

Be a good steward.
Support the team.
Respect those we serve.



BE REMARKABLE

Champion the cause.
Do exceptional work.
Leave a lasting impression.



““ *From all of us at
Indiana Donor Network,
thank you for supporting
the miracle of donation
and transplantation.* ””

No one could have predicted the kind of year this would turn out to be or the challenges we would all face. At Indiana Donor Network, 2020 demanded more teamwork and innovation than any year in our history — and we rose to the occasion.

Amid a global pandemic, we broke our annual record for the number of lifesaving organ transplants by nearly 30%, opened our new organ recovery center, supported more families of donor heroes than ever before, reimaged our entire youth education program and inspired more Hoosiers to say yes to signing up as organ and tissue donors.

Saving more lives than ever before took collaboration, passion and grit from our team, our hospital and professional partners, and our community members. Most importantly, we could not have done this without our donor heroes and their families.

As you read through this annual report, you'll find this was truly a year unlike any other. It was unique not only because of the obstacles we faced but also because of what we accomplished despite those obstacles.

From all of us at Indiana Donor Network, thank you for supporting the miracle of donation and transplantation.



Kellie Hanner, RN, MBA
President and CEO



2020 AT A GLANCE

Across the organization, 2020 was off to a great start, with Indiana Donor Network on pace to surpass the success of 2019. But by March, a global pandemic threatened the immediate future of donation and transplantation.

Seeing opportunity in spite of adversity, the team at Indiana Donor Network used innovative methods to ensure another record-breaking year of saving and healing lives through organ, tissue and eye donation and transplantation.



4,231,889 Hoosiers were registered as organ donors at the end of 2020



252 organ donors gave the gift of life — an increase of more than 27% from 2019

2,313 family members of organ, tissue and eye donors supported through the aftercare program

857 organs transplanted — an increase of nearly 30% from 2019

542 school and community presentations and events celebrated and raised awareness of organ, tissue and eye donation and transplantation



43 recoveries conducted at the new Indiana Donor Network organ recovery center

34 new positions created to support continued growth of the organization



10,893 service hours volunteered in support of our mission (equivalent to more than five full-time staff)

54% non-registered donation after circulatory death authorization rate, compared to 34% in 2019

1,379 tissue and cornea donors gave the gift of healing and sight

40,280 students and community members educated on donation and transplantation



OPENING OF THE INDIANA DONOR NETWORK ORGAN RECOVERY CENTER

Because the benefits of on-site organ recovery are numerous, Indiana Donor Network has been making plans for quite some time to construct and open an organ recovery center within our facility.

However, we accelerated those plans in the spring of 2020 to assist our donor hospitals with the challenges of the COVID-19 pandemic, which included limited beds, ventilators and operating room availability. With a timeline of a little more than a month and a supply chain decimated by the pandemic, our team undertook the Herculean task of readying the center for opening, including the ordering of 300 new supplies and 100 types of equipment while also doubling the number of instruments that require sterilization.

In mid-May 2020, Indiana Donor Network conducted its first on-site organ recovery, beginning a new era of donation and transplantation in Indiana. **Physicians completing a satisfaction survey for recovering organs on-site reported 100% satisfaction in 64 completed surveys.**

BEFORE



APRIL 13

Expedited on-site recovery center planning and execution began.

MAY 15

Mock run-throughs completed.

MAY 21

First organ donor transported to the Indiana Donor Network Organ Recovery Center.

AFTER



Advantages to On-Site Organ Recovery

Recovering organs at Indiana Donor Network's facility, as opposed to a hospital operating room, has several benefits to transplant recipients, donor families and the healthcare system overall.



MORE LIVES SAVED

Research has shown organ procurement organization-based organ recovery leads to more organs transplanted per donor, saving additional lives and maximizing each donor's gift of life.



BETTER DONOR FAMILY EXPERIENCE

Hospital-based organ recovery hinges on the availability of an operating room, often creating long wait times for donor families. Transporting donors to our facility virtually eliminates that wait time, meaning a better experience for the families of donor heroes. Our facility has also allowed families access to their loved one for final goodbyes that the pandemic otherwise restricted.



IMPROVED PROCESS FOR HOSPITAL PARTNERS

Hospital units will no longer need to manage these donors from a clinical standpoint. The intensive care unit bed the donor occupied will once again be available for other patients, and the operating room will not be held for organ recovery, which can often take many hours.



REDUCED HEALTHCARE COSTS

Recovery at an organ procurement organization is far less expensive than hospital-based recovery, meaning the costs typically paid by the transplant community, including private insurance companies and the Centers for Medicare and Medicaid Services, are greatly reduced.



ON-SITE OUTCOMES

43 ORGAN
DONORS

180 ORGANS
RECOVERED



COMMUNITY OUTREACH GOES VIRTUAL

Community outreach and education are essential to increase the number of people signed up as donors, spark conversations about donation and improve the overall sentiment Hoosiers have toward organ, tissue and eye donation and transplantation. Despite the unique challenges of 2020, our community development and marketing and communications teams continued to engage Hoosiers by reimagining our in-person outreach programs as virtual experiences.

*Lindsey Johnson, community development specialist,
presenting donation and transplantation virtual education.*

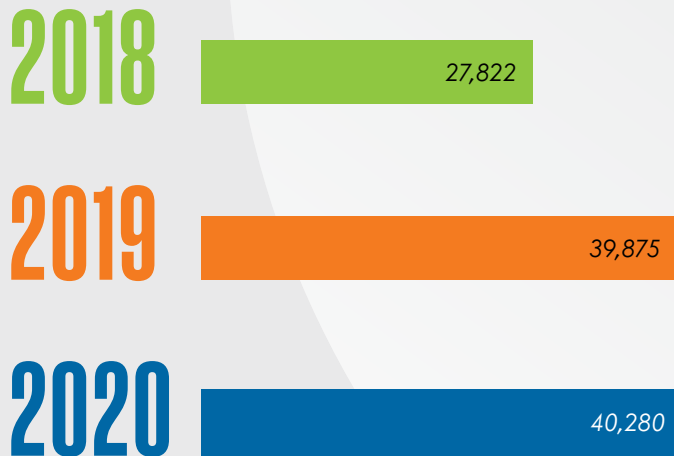
DOING MORE WITH LESS

While we know in-person education is the most persuasive type of education, an unexpected positive outcome of the pivot to virtual education is the efficiency gained. Limited to virtual education, the team spent less time driving and more time educating. From digital educational resources to Facebook Live events and online presentations, the number of Hoosiers educated on donation and transplantation in 2020 increased from 2019, despite not being able to educate in person. We're taking these learnings with us into 2021 by designing a program that combines in-person and virtual learning for the best possible student experience.

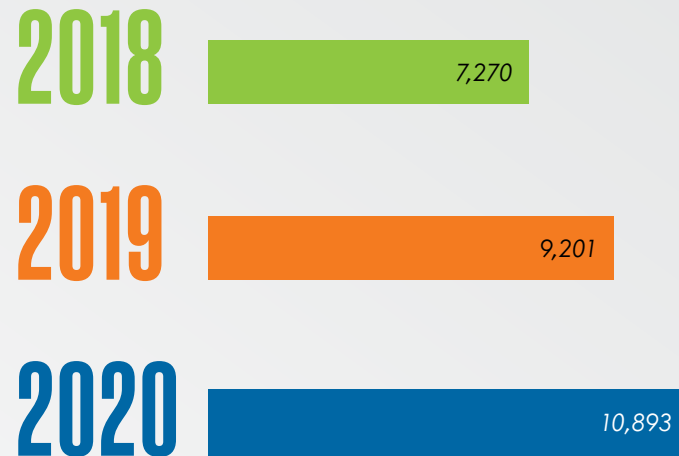
VOLUNTEER ADVOCATES BREAK SERVICE HOURS RECORD ONCE AGAIN

In 2020, the incredible team of Indiana Donor Network volunteer advocates contributed a record-breaking 10,893 service hours in support of organ, tissue and eye donation and transplantation awareness. Their efforts resulted in thousands of face masks donated to partner hospitals during the nationwide personal protective equipment shortage, more than 600 comfort shawls knitted and crocheted for the family members of organ and tissue donor heroes, and thousands of Hoosiers inspired around donation and transplantation through their stories of hope.

COMMUNITY INTERACTIONS AND IMPRESSIONS



ADVOCATE SERVICE HOURS



COMMUNITY OUTREACH



DARRIAN ARCH



NIKKI REED



FACEBOOK LIVE EVENTS

Darrian Arch, Miss Indiana USA 2019, shared her mother's experience of waiting for a kidney transplant during a special Facebook Live event. Shortly after the Facebook Live event, her mother received a lifesaving transplant.

Nikki Reed, co-host of WZPL's The Smiley Morning Show, shared her living kidney donation journey and answered community questions on Facebook Live.

"LIFESAVERS" VIDEO SERIES

Indiana Donor Network worked with the Donate Life Indiana team to create **a seven-part video series, "Lifesavers,"** to educate Indiana's youth on the importance of vital organs and tissues.



SUMMER CAMPS

Indiana Donor Network and Donate Life Indiana partnered with various summer camps, including Girl Scouts of Central Indiana and Fort Wayne Parks & Recreation, to provide **virtual education on organ, tissue and eye donation and transplantation.**

FUNERAL DIRECTOR SYMPOSIUM

Indiana Donor Network hosted its annual Funeral Director Symposium virtually and saw **record attendance, with more than 100 funeral industry professionals participating.** At the symposium, Indiana Donor Network also launched a partnership program for funeral homes who choose to take a more proactive approach to donation and transplantation.

DONATE LIFE INDIANA EDUCATION RESOURCES

Indiana Donor Network partnered with Donate Life Indiana to develop **custom e-learning materials for Indiana educators.** These resources ensured the topic of donation and transplantation continued in virtual and in-person classrooms.



DRIVEN2SAVELIVES RYAN NEWMAN CAMPAIGN

Driven2SaveLives, an Indiana Donor Network grassroots campaign that encourages racing fans to sign up as organ donors, expanded into NASCAR with the help of native Hoosier driver Ryan Newman as its newest brand ambassador. **The Ryan Newman campaign resulted in a significant increase in donor registrations on Driven2SaveLives.org.**

DRIVEN2SAVELIVES SOCIAL AMBASSADOR CAMPAIGN

In response to Indy 500 event cancellations, Driven2SaveLives recruited racing industry influencers in a month-long social media campaign. **Their posts endorsing organ donation reached more than 600,000 people and inspired 53 race fans to sign up as organ donors.**

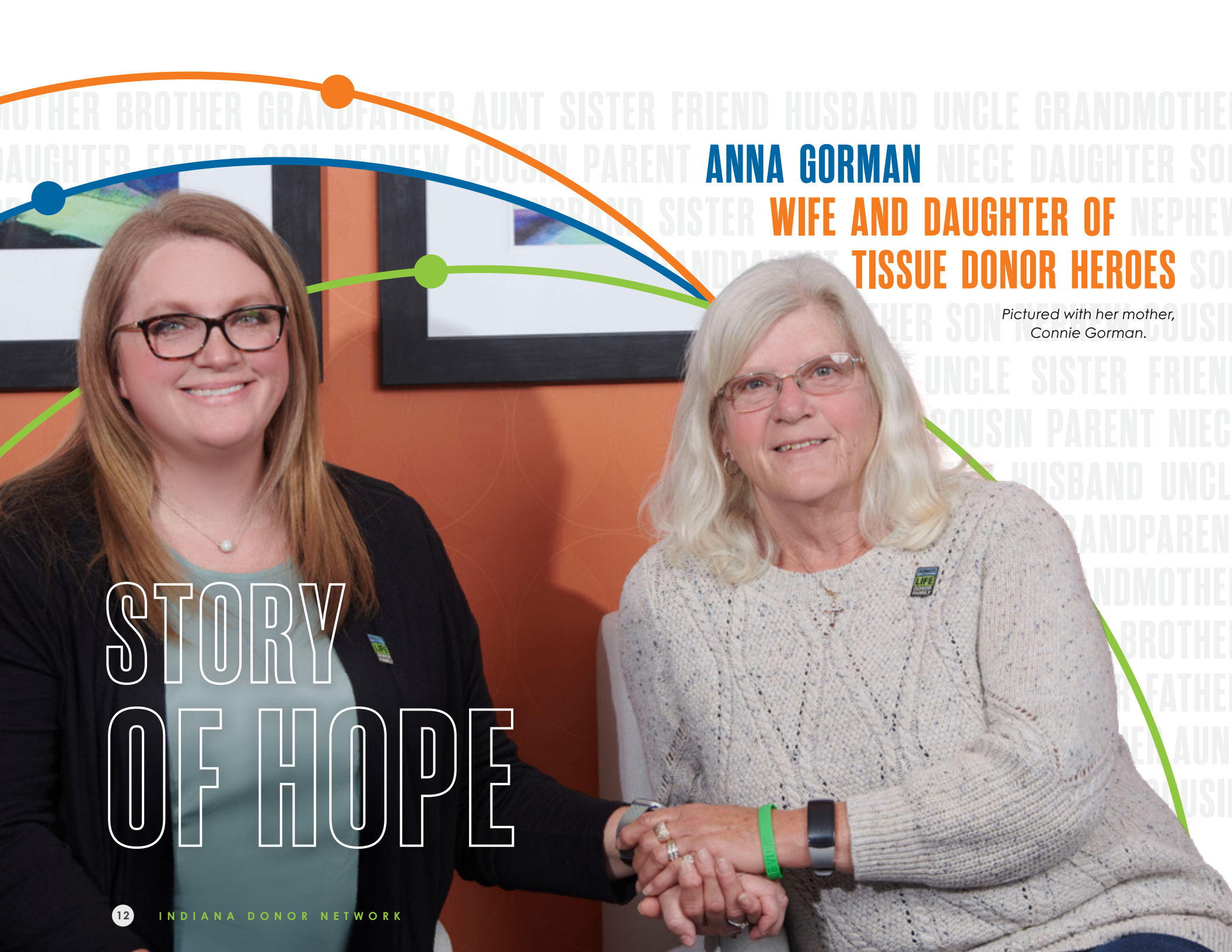
600,000

people were reached through the campaign

EARNED MEDIA

Indiana Donor Network prioritizes securing news media placements because of the incredible potential to reach millions of people with our message. **In 2020, we worked with 122 news outlets to run 328 stories highlighting donation and transplantation.** High-profile stories graced the covers of the Indianapolis Star and Indianapolis Business Journal, and Driven2SaveLives was featured nationally by NBC Sports.





ANNA GORMAN

**WIFE AND DAUGHTER OF
TISSUE DONOR HEROES**

*Pictured with her mother,
Connie Gorman.*

STORY OF HOPE

Anna Gorman has been a registered organ donor since she obtained her first driver's license in 1996. Her mom, Connie Gorman, knew about organ and tissue donation from working in the medical field for 35 years. Today, both women are grateful for how a basic understanding of the life-altering impact of donation helped them cope with firsthand experiences losing loved ones.

Anna's husband, Adam, was just 39 years old when he died unexpectedly in 2017. The couple had been married for six years.

"Adam decided to be an organ donor the year he passed away, and he made sure I knew that he was signed up," recalls Anna.

That conversation, along with what she knew about Adam and his giving spirit, made it easier for her to agree to tissue donation. Adam was able to donate skin, bones and both corneas, which Anna later learned had restored sight for two people in Egypt.

Connie's husband, Larry, had also expressed a desire to donate but thought he was too old. Taking advice from his wife and daughter, Larry Gorman agreed to let the medical professionals determine if he could donate. When he died in February of this year, Connie and Anna gave permission for tissue donation.

"We wanted to remember Larry as continuing to live on," Connie says.

For Anna, the desire to advocate for organ and tissue donation also endures. After receiving bereavement support materials from Indiana Donor Network for more than a year, Anna filled out a questionnaire that included some suggestions for outreach to donor families. Soon after, she received a call from Indiana Donor Network inviting her to become a member of the organization's Donor Family Council.

"It feels like a family, and being on the council has definitely helped with my grief process," Anna says. "They understand what I'm going through."

Although she's finishing her term on the council this year, Anna plans to stay involved with Indiana Donor Network, helping to make sure people understand the benefits of donation.

"Organ donation is such a good way to honor a loved one's life," she said. "I'm able to tell people that my husband and my dad helped people live a better life. It's truly amazing how life-changing donation can be."

***"My dad was
always giving,
and so was Adam.
We wanted their
legacies to
carry on."***

– Anna Gorman



RESTRUCTURED HOSPITAL SERVICES DEPARTMENT STRENGTHENS HOSPITAL RELATIONSHIPS

The organ and tissue donation process begins when medical professionals make a referral phone call from the hospital to Indiana Donor Network. For this reason, serving our valued hospital partners well is the highest priority for the hospital services team at Indiana Donor Network. In 2020, the team made significant changes to improve the donation process for hospital partners and save more lives than ever before.



TIME BETWEEN
HOSPITAL REFERRAL AND
INDIANA DONOR NETWORK
ARRIVAL ON SITE

34%
FASTER

FROM JANUARY–JULY 2020
COMPARED TO AUGUST–DECEMBER 2020



FASTER ARRIVAL AND ONGOING SUPPORT

To better understand hospital partner needs in 2019, hospital services surveyed hundreds of medical teams across the state of Indiana. The results revealed one common request — the need for Indiana Donor Network to arrive on site faster and provide ongoing support throughout the entire donation process.



INCREASE IN TEAM SIZE

In 2020, hospital services answered that call by tripling their team's size to include on-site clinical coordinators assigned to the state's top trauma centers.



UPDATED REFERRAL PROCESS AND MORE TIME AT THE BEDSIDE

Hospital services made additional improvements by revising the referral process so that anyone on the unit can make the initial referral call. This change gives nurses more time to focus on bedside care and reduces their time spent on the phone.

This has been a welcomed change amongst our partners. "Having an Indiana Donor Network in-house clinical coordinator has helped with real-time assistance with questions from bedside staff and physicians as we work together through the donation process," notes Karla Rausch of Ascension St. Vincent Hospital. "It has also led to more efficient process improvement and increased education for our staff. We streamlined our referral process to promote more timely referrals, which has led to more timely clinical evaluations."

"Our relationship with Indiana Donor Network has strengthened with having an in-house clinical coordinator because it now feels like a team relationship. We are all in this together to do the best for the patient and their family."

– Karla Rausch, Manager, Medical ICU at Ascension St. Vincent Hospital

RESULTS

INCREASE IN ORGAN DONORS ACROSS EIGHT TRAUMA CENTERS

140²⁰¹⁹ 177²⁰²⁰

HOSPITAL ORGAN REFERRAL PHONE CALLS

6,840²⁰¹⁹ 10,010²⁰²⁰



ORCHESTRATING DONATION THROUGH THE VITAL LINK DONATION CENTER

The Vital Link Donation Center team works tirelessly behind the scenes to orchestrate the entire donation process while helping families navigate their loved one's donation journey. As donation and transplantation remained an essential business throughout the pandemic, the Vital Link team managed a record number of incoming referral calls while also increasing authorization rates for tissue donation.



The transportation team honored Frederick Luckett Jr. for his gifts of organ and tissue donation with an unforgettable motorcycle memorial procession.

The Vital Link Donation Center team is committed to family support and superior service.



CONTINUING EDUCATION

Losing a loved one is understandably painful, making the next steps after death difficult for families. Sensitive to these challenges, the Vital Link team undertook additional continuing education in 2020 to learn even more ways to better support families throughout their grief and the donation process.



EXPRESSING GRATITUDE

Considering donation conversations are predominantly exchanged over the phone, the team wanted to offer a more personal experience for families. In 2020, the team created a new gratitude video series which is shared with families following their loved one's donation. These videos allow clinical support coordinators to put a face to their name and express their gratitude to families for their decision to save and heal lives.



EXPANDING FLEET

The Vital Link Donation Center also expanded its fleet of vehicles and the number of drivers to offer more timely service for professional partners located in Indiana's remote areas. Transportation team members were privileged to escort donor heroes and their loved ones with memorial processions from the Indiana Donor Network Organ and Tissue Recovery Center to the funeral home.

RESULTS

OVERALL TISSUE DONATION AUTHORIZATION RATE

48% ANNUAL GOAL 51.63% ACTUAL

HOSPITAL REFERRAL PHONE CALLS

23,315 2019 29,030 2020





MOTHER BROTHER GRANDFATHER
DAUGHTER FATHER
SISTER FRIEND HUSBAND UNCLE GRANDMOTHER
NIECE TINA GAITHER DAUGHTER SON
GRAND SISTER DAUGHTER OF AN NEPHEW FATHER
PARENT WIFE ORGAN DONOR HERO MOTHER
DAUGHTER FATHER SON NEPHEW COUSIN
UNCLE SISTER FRIEND
NEPHEW COUSIN PARENT NIECE
FRIEND HUSBAND UNCLE
NIECE GRANDPARENT
UNCLE GRANDMOTHER
MOTHER BROTHER
DAUGHTER FATHER
GRANDFATHER AUNT
NEPHEW COUSIN
PARENT NIECE GRAND

STORY OF HOPE

Tina Gaither likes talking about her mom.

Donné Mills, Tina will tell you, was an avid reader, followed current events and taught her grandchildren Black history. She was a stroke survivor who spent the last two years of her life caring for her brother who has a disability. Donné also supported organ donation, and Tina remembers vividly the first time they talked about it.



“About the time I got my driver’s license, she talked to me about being an organ donor. She made a point to discuss it with me several times; it was very important to her.”

When Donné died suddenly in late June of 2020, Tina didn’t have the chance to say goodbye. She did, however, find healing through her mom’s organ donation. Donné’s kidneys, lungs and liver saved the lives of four people. And, while Tina and her four children miss their mom and grandma every day, Tina takes comfort in knowing her mom lives on through others.

“It’s hard to be sad about losing a loved one when you know they’ve given this gift to someone else,” Tina says. “The fact that she was able to extend the lives of four people is just amazing.”

Tina is hopeful she’ll be able to correspond with or meet the recipients someday. From information provided to the family shortly after the donation, Tina knows all four recipients are women and are around the same age as her mom.

“It touches me that they are all women, and they’re all in my mom’s peer group,” she says.

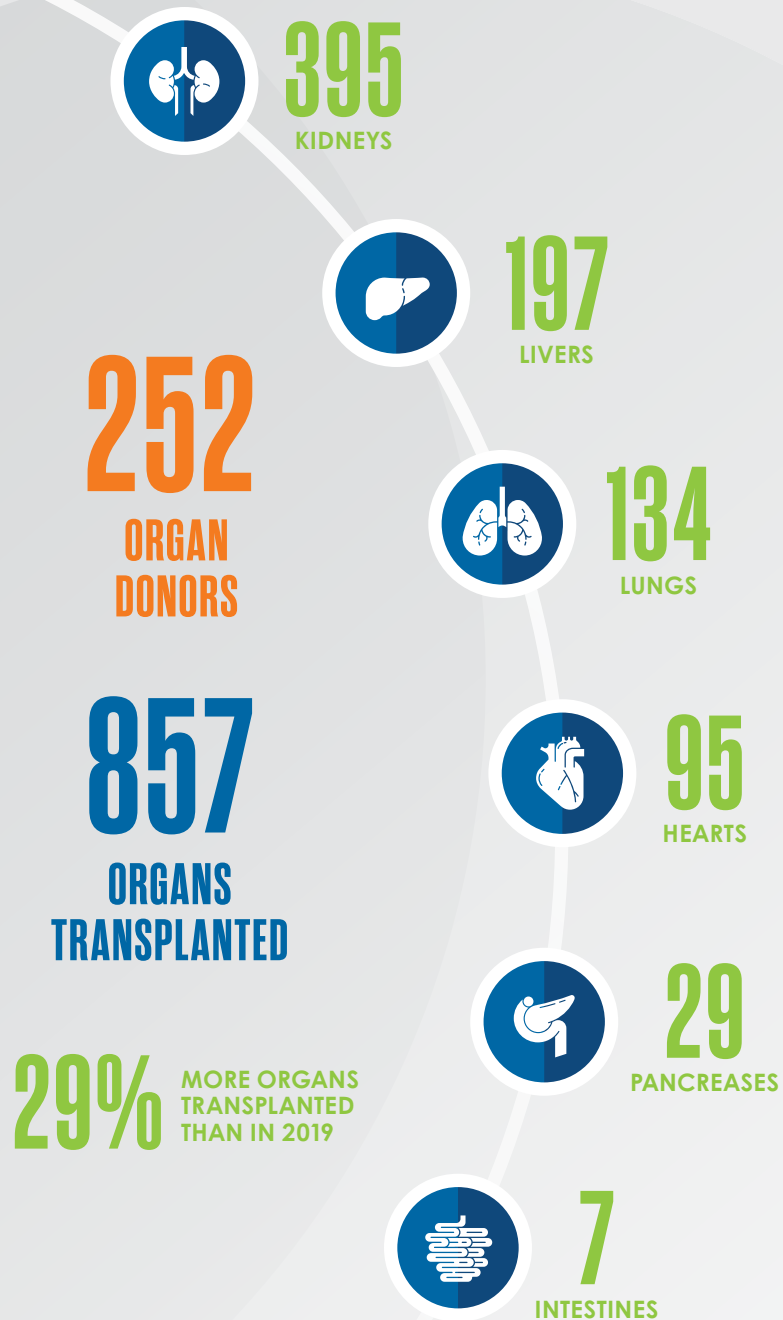
Continuing what Donné started when her daughter was just a teenager, Tina intends to help educate others about organ donation. Earlier this summer, she shared her mom’s story with the IndyStar for a series on donation.

“This is something my mom would have been really excited to be a part of — with the impact of her gift, even now, she’s still an amazing advocate for organ donation.”

“My mom wanted to do good things and leave a mark on the world. Who could have imagined that this was going to be the way?”

– Tina Gaither

RECORD-BREAKING NUMBER OF LIVES SAVED THROUGH ORGAN DONATION



For the more than 100,000 people waiting for lifesaving organ transplants, every single donor counts. In 2020, even with the odds stacked against the donation and transplantation community, the organ services team broke down every barrier. Not only did they continue recovering organs amid the pandemic, they **increased the number of organ donors by 27% and the number of organs transplanted by nearly 30% when compared to 2019**. This increase led to a record-breaking 857 organs transplanted.

CLINICAL OPERATIONS CHANGES LEAD TO MORE LIVES SAVED

By comparing organ transplant success rates with transplant centers across the country, it became apparent more lives could be saved by making changes to clinical operations. To increase the number of potential organ donors, organ services lessened age limit restrictions and started accepting more donor heroes with known medical histories.

ORGAN DONOR AGE LIMIT INCREASES BY DONOR TYPE



Age increased
from 65 to 70



Age increased
from 75 to 80

NEW PARTNERSHIPS ALLOW ORGAN DONATION TO CONTINUE QUICKLY AND SAFELY

Thanks to our partners at the Indiana State Department of Health, the organ services team secured access to COVID-19 testing very early in the pandemic, allowing the team to promptly rule out COVID-19 and continue saving lives. The team furthered access with a partnership with Mid America Clinical Laboratories for rapid COVID-19 testing.

PRIORITIZING SELF-CARE AND CONTINUING EDUCATION

The tragedies surrounding organ donation weigh heavily on the teams providing care for donor heroes and their families. That's why, in 2020, the organ services team completed post-traumatic stress disorder training with the help of Tania Glenn, a leading national clinician in the treatment of PTSD.

Taking the time for continuing education and skills training ensures the team has what it takes to tackle every challenge that may arise during the organ recovery process. In addition to annual competency check-offs, organ recovery coordinators utilize innovative training tools at the Simulation Center at Fairbanks Hall to ensure confidence in caring for future donor heroes.



HEALING LIVES THROUGH TISSUE DONATION

The gift of tissue donation offers the power of healing to thousands of Americans. Tissue donation helps wounded soldiers walk again, mends common ankle and knee injuries and restores mobility for those who suffer from degenerative bone diseases.

1,379

TISSUE AND CORNEA
DONORS



There are endless ways tissue donation can help others, and we are committed to facilitating those gifts year after year.

OUR COMMITMENT TO THOSE IN NEED OF HEALING TISSUE TRANSPLANTS

When COVID-19 essentially shut down the tissue industry, the tissue services team came together to find innovative methods to continue tissue recoveries safely. From completing process improvement projects to collaborating with industry peers, the gift of tissue donation continued to offer hope and healing to others in 2020.

COLLABORATING WITH INDUSTRY PEERS

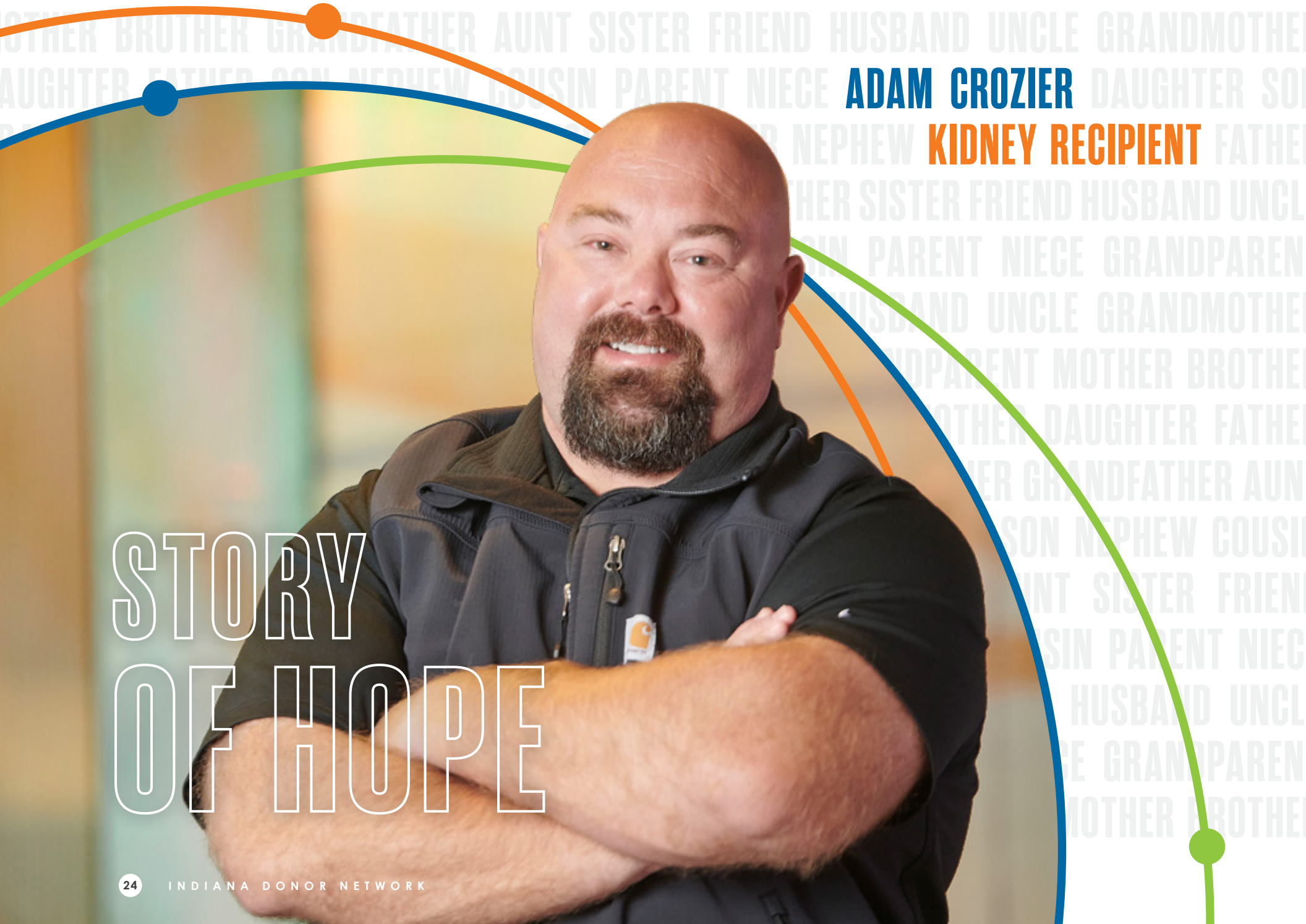
The entire tissue services industry experienced challenges due to COVID-19. Tissue recovery agencies, processors and tissue banks came together in roundtable discussions to problem-solve issues ranging from identifying best practices in protecting employees from the virus to testing donors post-mortem and securing personal protective equipment.

NEW TISSUE RECORD: DONATED HEARTS FOR VALVES

In November, our team broke our all-time monthly record for the number of hearts recovered from tissue donors, which are then used for valve replacements.



16,772 **TISSUES RECOVERED**
includes musculoskeletal,
skin and cardiovascular



ADAM CROZIER

KIDNEY RECIPIENT

STORY OF HOPE

Looking back on 2020, some may remember only the things they couldn't do. For Adam Crozier, it will be just the opposite.

- He mowed his yard for the first time in two years.
- He hiked with his family on summer weekends.
- He spent full days enjoying vacation without needing a rest.
- He was able to finish a meal.

These are ordinary, everyday things for most people, but for Adam, they illustrate just how much his life has changed since his kidney transplant on April 24 — the day before his 41st birthday.

"I knew the second day after the transplant that things had changed, that something new was happening," he says. "Almost immediately, I could tell a difference. I felt so good."

For more than 13 years, Adam learned to live fully despite his chronic renal failure. When he was diagnosed, his labs were so poor, doctors recommended emergency dialysis. Through lifestyle changes and immunosuppressant drug therapy, Adam managed to delay dialysis for nearly six years. When he started in 2014, a year after being put on the transplant waiting list, he and his wife, Belinda, were trained on home dialysis so he could continue working full time. For the past several years, Adam was undergoing dialysis six days a week for three hours each day. His job as a sales manager for a shortline equipment company required travel, so Belinda went along with him to help with the dialysis while Adam's mom and stepdad looked after their two children, Colton and Alivia.

Alone in the hospital following his transplant, Adam had a lot of time to think. He thought about what he and his family had gone through and about the loss in another family that made his new life possible. To his donor's family, Adam says he'll reach out soon to say thank you.

He also has overwhelming gratitude for his own family who "made this whole process — all 13 years of it — really easy."

"They were all in with the treatments, and ever since the transplant, they've been all in with any crazy thing Dad thinks we need to do because he's got the energy now to do it. Their love and support — it's one of the things I'm most grateful for."



"Things I couldn't even think about doing a year ago, I'm doing them now and enjoying life."

– Adam Crozier

JANUARY ASHLEE A BARBARA A JONAH A JOSEPH A KENDRIX A KORA A LEONARD A RAYMOND A ALVIN B DONALD B HARLEY B JEFFREY B JOHN B, JR. JON B KATHERINE B KATHY B MARSHA B MARVIN B MOLLY B NINA B RAYMOND B RITA B ROBERT B SANDRA B SHARON B STEVEN B THOMAS B TYSHONNA B VINCENT B WILLIAM B ADAM C ANITA C BART C BRENDON C CARL C DONALD C GLORIA C JAMES C JUDITH C KATIE C LEIGHTON C RONALD C RONALD C SHARON C FRANCES D JAMES D MAXINE D MICHAEL D NANCY D SANDRA D STEPHEN D MITCHELL E BARBARA F DONALD F ERIC F IDELFONSO F JAMES F JEFFREY F SONYA F WILLIAM F WILLIAM F ANNA G BILLY G CAROLE G HEATHER G JOHN G JOYCE G LENORA G

2020 ORGAN AND TISSUE DONOR HEROES

MICHAEL G MIKAEL G NANCY G NEIL G PHYLLIS G SANDRA G SHARON G TERESA G VICKIE G AURORA H BRANDY H BRUCE H DON H GEORGE H GLEN H HARRY H JAMES H JAMES H JOYCE H JUDITH H MARK H MARY H MICHAEL H ROCKY H

SANDRA H MAX I FRED J GLENN J INEZ J TIMOTHY J ASHOK K CLARA K GLORIA K HELEN K JERRY K JOYCE K MARILYN K MAX K RUTH ANN K SKYLAR K TAD K VAN K HARRIET L JOHN L JOHN L LARRY L LAURA L MICHAEL L AMY M CHANDLER M CHARLES M CRYSTAL M DALE M DELORES M DELORES M DENNIS M FLORENCE M GRANT M HOWARD M JOHN M LLOYD M MARY M MELVIN M MICHAEL M MURRITA M STEPHEN M THOMAS M TONYA M CHARLES N EDGAR N FRANK N ROBERT N CLAUDIA O SOPHIA O WILLIAM O ALEXANDER P BERTHA P DANNY P LYLE P NICHOLAS P SHARON P STEVEN P APRIL R CAROLYN R COURTNEY R JAMES R JAMES R JORDAN R JOSEPH R NICHOLAS R ROGER R STEPHEN R VERSA R AGNES S ALLEN S DANNY S DANNY S ELLIOT S GARY S GEFFERY S HUNTER S JENNIFER S KENNETH S MALCOLM S MICHAEL S PANSY S REBECCA S ROB S ROBERT S, JR. RONDA S THOMAS S TIMOTHY S ANGELA T ARTHUR T JOHN T JOYCE T KIMBERLY T JAVIERA V TAWK V BONNIE W BRIAN W CHARLES W DANE W DARREN W DIONNE W ETHEL W JAMES W JAMES W KEVIN W MARY W RAYMOND W ROGER W SHERYL W JOSEPH Y KENNETH Z PATRICIA Z

FEBRUARY

CAROL A DEBRA A KELCEY A ROBERT A BARBARA B CAROL B DAVID B DAVID B DENNIS B DONALD B DONALD B FLETCHER B FREDRICK B JEFFREY B JERRY B JOHNATHON B JOSHUA B JOYCE B KENNETH B LARRY B SHERRY B SHIRLEY B SUE B CHARLES C CYNTHIA C EDWARD C GLENN C JANET C JANICE C JEFFERY C JOHN C JOSEPH C KIMBERLY C NORMAN C PHILLIP C ROBERT C ROBERT C ANDREW D CONNIE D JAMES D JAMES D LEWIS D SHARON D TIM D ARTHUR E, JR. IZABELLA E MARY E MATTHEW E ELLIE F BRADLEY G CAROLE G GARY G KYLE G LARRY G LEO G MICHAEL G ANDREW H ASHLEY H BETTY H CHARLOTTE H DIANE H FRANK H, JR. JAMES H JOSEPH H LEONA H ROBERT H RUBY H STEPHEN H TIMOTHY H WILLIAM H DONALD J JAMES J JEFFREY J LIONELL J MARTIN J ROBERT J DWIGHT K JEREMY K PAUL K STEPHANIE K ANNA L BRIAN L JIMMY L, III KENNETH L STACEY L YOLANDA L CARLOS M CLARENCE M DARLENE M DAVID M FREDERIC M GENEVA M HAROLD M JOHN M JUNE M LEO M NORMAN M PAUL M RANDY M GEORGE N PAUL N GREGORY O SANDRA O THEODORE O ELMO P JOSEPH P STEVEN P CAROL R JOHN R TIMMY R ALICIA S CHARLES S CURTIS S DAVID S DAVID S JAMES S JASON S JERRY S JERRY S JOHN S JOHN S JOSE S JUSTIN S KYLE S MARY S MICHAEL S PAUL S RICHARD S RYAN S RYAN S SHARON S JANICE T MARGIE T MARY T DAVID V JUDITH V PAUL V, JR. WALLACE V BOBBY W BRITTNEY W CAROL W DOUGLAS W JENNIFER W JERRY W JOHN W LISA W MAHOGANY W MARNI W MERINDA W SALLY W CALEB Z CHERI Z VALERIE Z

MARCH

DALE A RON A BARBARA B BOBBY B CRAIG B DAVID B ELIZABETH B JAMES B KEITH B KEVIN B MARQUES B MICHAEL B RICHARD B ROBERT B SUSAN B WILLIAM B, JR. WILLOW B ALAN C ANNA C GEORGE C JAMES C KATHLEEN C MARY C DARRYL D PHYLLIS D SANDRA D SUSAN D CHARLES E DOYLE E ELLEN E JACQUELYN E LEONARD E RICHARD E ROBERT E ROBERT E CLYDE F DIANA F ELLEN F MARILYN F RAMONA F ROBERT F SANDRA F WILLIAM F ALEXANDER G, III CARL G JORDAN G MARTHA G MELODEE G NANCY G SAMUEL G SEAN G VALERIE G BENJAMIN H BETTY H BEVERLY H BONNIE H BRIAN H DONNA H ELIZABETH H ERIC H GREGORY H JEFFERY H JEFFREY H JOHN H MICHAEL H SALLIE H SCOTT H GARY J JEFFREY J SERENA J SHARON J CYNTHIA K NANCY K ARTHUR L DIANNE L EDWARD L JORDAN L KIM L MARY L MICHAEL L TYRONE L AMAYA M ANNE M BOBBY M EDRIE M ERICK M FRANK M GREGG M JERRY M JOAN M KAITLIN M LARRY M LUCAS M MICHELE M RAFAEL M BLAINE N DEREK N EMMA N MARCIE N MICHAEL N CINDY O JOCELYN O LIZ O BRADLEY P, JR. DOROTHY P GARY P ILEEN P JEANINE P JENNIFER P JORDEN P KAREN P WENDELL P BRANDON R DAVID R FRANCISKA R HARLEN R JAMES R JAMES R JEFFREY R ALBERT S, SR. DENISE S FRANCIS S HELEN S ISABELLA S JOSEPH S LARRY S LINDA S REBECCA S THERESA S WARD S KEITH T RUSSELL T, III THOMAS T STEVEN U ANTONIO V AMANDA W DAVID W DEBORAH W ESSAY W, JR. JABARI W JAMES W JANICE W SARAH W SHARON W STEVEN W JERRY Y JOSHUA Y JAMES Z PATRICK Z

APRIL

PATRICIA A ANN B BERNEIL B DENNIS B LINDA B MICHELLE B RICHARD B SHERRY B THOMAS B KENNETH C ROBIN C JAMES D LEGACY D STEPHEN D, JR. DAMEON E DEBRA E JAMES E KERRI E TED E VELMA E ALEXANDER F DONALD F EDWARD F, JR. LUKE F AIMAR G BENJAMIN G BRENDA G LOUIS G, I MELINDA G MICHAEL G SAUNDRA G SHAWANDA G BARBARA H BLAKE H COLLEEN H DONALD H ELMER H GERALD H, JR. JAMES H LYNDSEY H MARVIN H MELINDA H RHITTA H SYLVIA H TIMOTHY H JOEY J JONYVAN J RICHARD J STEVE J BRENDA K HEIDI K SALLY K BREANN L CONNIE L JACK L, JR. PATRICIA L RYAN L BARBARA M DONALD M JASON M JD M JEWETT M LISA M MICHAEL M CHARLES N DONALD O BARBARA P GERALD P HAYDEN P JERRY P KRISTAL P TINA P ROBERT Q GILBERTO R WILLIAM R, JR. ANDY S BERNARD S BRIAN S DANNY S ELSWORTH S JACK S MARILYN S PHILLIP S PHYLLIS S SHIRLEY S WENDY S ANNA T DANIEL T JASON T JAMES W JOHN W LOIS W MARY W PATRICK W TIYANA W

MAY

DEBORAH A RONALD A THEODORE A TOBIAS A ANNETTE B ANTON B DALE B GARY B JOANN B LARRY B ROY B, JR. RYAN B VALEREE B WILLIAM B CHAD C CINDI C JEFFREY C JILL C JOHNNY C MARK C RONALD C VANCE C DAVID D JOHN D LEE D PAMELA D DOUG E JEFFREY E THOMAS E CHARLES F DIANE F HARRY F MARC F STEPHEN F JAMES G JORDYN G JOSEPH G KELLY G ROBERT G WAYNE G GARY H KRISTYLE H MARK H MATTHEW H MICHAEL H MINDY H OMARI H RANDY H SYLVESTER H ROBERT I ANTHONY J GAIL J JIMMY J KIESHA J NICHOLAS J ROLAND J SANDRA J WALTER J AMY K GERALDINE K JULIA K MARSHALL K OLIVER K DAWONSA L IRVIN L THOMAS L CLIFFORD M DANIEL M JAMES M JEFFREY M JEREMY M LANDEN M LARRY M, SR. MARY M ROSHUNDA M STEPHEN M TAYLOR M RALPH N DEBORAH P CATHERINE R CHUCK R DONOVAN R ROBERT R ROY R SHANNON R ALLIE S BOBBY S DEETTA S JAY S MICHAEL S NORMA S PAUL S RALPH S REBECCA S TERRY S ROBERT T JOHN V CAROLYN W CHARLES W CHRISTOPHER W DIANNA W DONNA W DONNA W JEFFREY W KARLA W LATHAM W STEPHEN W CALLIE Y JOSEPH Z

JUNE

JOSEPH A MARY A ROBERT A DALTON B DONNA B GRISEL B LAREATA B MARCENE B MICHELE B NORMA B PATRICIA B ROBERT B, JR. RUBY B SHIRLEY B STEPHANIE B WILLIAM B BECKY C CAROLYN C IMOGEAN C JENIENE C JOHN C PAUL C REGAYLE C TRACY C AARON D IMA D LARRY D LEE D ROBERT D LILLYAN E MICHAEL E MICHAEL E NATHAN E DANIEL F FLORENCE F FRED F JAMES F JAMES F JENNIFER F JO'ZIAH F LONNIE F TODD F BARBARA G GABINO G SARA G TREVOR G ANTHONY H CHARLES H DONALD H DORIS H GARY H HELEN H JIM H KAREN H LEANN H RANDY H TINA H ALISSIA I CHARLES J MICHAEL J ANN K BRUCE K EILEEN K FRANCIS K GENEVIEVE K MILOSZ K ROBERT K ROBERT K WILLIAM K DAVID L DAVID L, JR. JEFFREY L JOHN L, SR. JUNIPER L MICHAEL L ROBERT L RONNA L SHELLIE L THOMAS L DONNE' M ELLA M HALIE M HILDEGARD M JACK M JEFFREY M KATIE JO M LACHELLE M MARY M MICHAEL M MICHAEL M MONA M RICHARD M ROBERT M RUTH M RYAN M WARREN M EDWARD N THOMAS N TYLER N JILL O BETTY P DOLORES P KEVIN P KIRT P ROBERT P RONALD P, JR. VIVIAN P ALLISON R ANTHONY R ASHLEY R GERALD R JIM R JOHN R LARRY R MIKEY R, JR. RANDALL R ROCKY R AMY S CHARLES S CINDY S DALTON S EDWARD S GEORGE S GINGER S JAYSON S JERRY S JERRY S, JR. KELLY S KENNETH S KENNETH S LAURA S LEONARD S LIBRA S MARLENE S MATTHEW S RANSAL S REBECCA S THOMAS S, II ALIGE T CARDELL T JASON T KAM T PAUL T, JR. RICHARD T AMBER W ANNETTE W ANTHONY W ATHENA W AUSTYN W COREY W DONALD W HAROLD W JAMES W LLOYD W MARCELLA W MARCUS W MICHAEL W RITA W ROBERT W RUFUS W SHARON W SHIRLEY W WANDA W WILLIAM W

JULY

CLAIRENE A CORNELIA A GARY A HANNAH A JUSTICE A KERMIT A LINDA A ROBBIE A SUE A ZACHARY A BETTY B BILLY B FREDERICK B, SR. GWENDOLYN B HERBERT B JAMAR B JOHN B, JR. JUNE B KAILEA B KIM B KYLE B RACHEL B ROBERT B RONALD B THOMAS B ZANE B BRITTANY C CASSANDRA C CHARLES C DEBORAH C DEBRA C JAMES C JAMES C JOE C MARCIEA C MARK C MICHAEL C REGINALD C SPENCER C ERNEST D, JR. JAMES D JEFFREY D MARY D MIRISSA D NORMAN D RENEE D WILMA D TERRY E THOMAS E BRANDON F RICHARD F

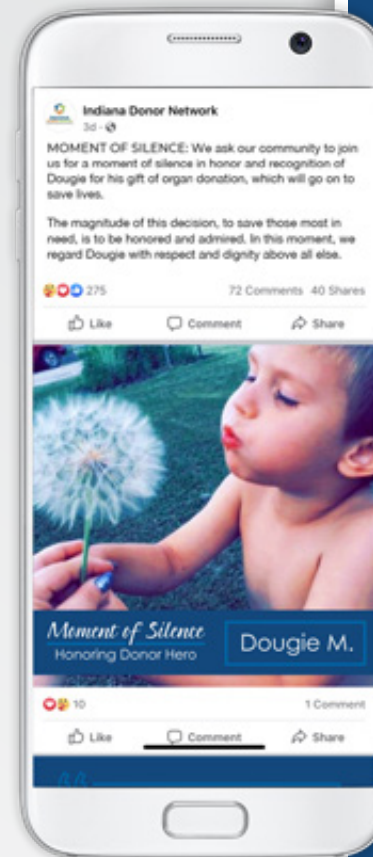
STEPHANIE F CONNIE G JEFFREY G KEVIN G RAYMOND G SUSAN G SUSAN G ALLAN H BERT H DANIEL H EDWARD H ERNEST H JYLL H MARK H MICHAEL H MICHAEL H SCOTT H STACIE H TERRY H THOMAS H TYLER H BETTY J ELMER J LEON J OCTAVIA J RUBIN J, JR. BEVERLY K GARY K JANET K NANCY K CATHERINE L CATHY L CLARINA L DOROTHY L JAMES L JOHN L MARY L TREY L CRAIG M DOUGIE M, III DOUGLAS M DUSTIN M FRED M JOHN M KEVIN M MARCO M PAMELA M SCOTT M BUD N RONALD N ERIC O ROYCE O ANEISH P ANTONIO P JAMES P JAMES P JON P MARY P NORMAN P RONALD P SELMA P WILLIAM P ARTHUR R DEBORAH R JOSEPH R RANDALL R ROBERT R SHAWN R AVERY S BRANDI S BRIAN S DAVID S HEATHER S JEFFERY S JOHN S JOHN S JOYCE S KAREN S KRISTEN S LEORA S LISA S MARSHA S NOAH S PAMELA S PHYLLIS S RUDY S STEVEN S AARON T CHAD T CLAUDE T JASPER T LINDA T MARILYN T MARION T STEPHANIE T DAVID V, JR. KIERAN V CATHY W CHARLES W DAVID W, SR. DAVID W DOROTHY W JAY W JON W KAREN W KIMBERLY W PATRICK W PAUL W ROSIE W STANLEY W TRINTON W WILLIAM W WILLIAM W **AUGUST** BRIGITTE A GLENDA A ISABEL A JAMES A LINDSEY A RONALD A SHARON A ANGELA B BARBARA B BEATRICE B BETH B BOYD B BRIAN B CAROL B CHARLES B CHRISTIE B DUSTIN B JASIM B JOHN B KAYE B LARRY B MICHAEL B MICHELE B RICHARD B ROY B, JR. TAFFY B TERRI B WILLIAM B BARRY C CHARLES C JACK C JACKIE C JOSEPH C KEITH C MARESA C MELISSA C MICHAEL C, JR. MICHAEL C MIKE C REBECCA C CHARLES C DAVID C JAMES D RHONDA D JOHN E CHARLIE F CHRISTOPHER F DAMON F ISAAC F JOHN F REN F ANDREA G ANTOINETTE G BRIAN G DARBY G DEBRA G GRACE G IVANA G JACOB G MICHAEL G MICHAEL G TINA G ZACHARY G BRYAN H DAVID H, JR. DAVID H, III DEBORAH H ERNEST H FRANCES H GERALD H GREGORY H JEFFREY H KARA H KENNETH H MARK H PATRICIA H PAUL H PAUL H REBECCA H REYNOLD H SHERRY H VICTORIA H BOBBY I GRACE I ROBERT I ALICIA J CHARLES J KY'AVION J PAUL J STEPHANIE J CALI K GEORGE K RICHARD K WYATT K BARRY L CAROL L CONNIE L FRED L KAYE L LANE L LISA L MARIA L THOMAS L AUSTIN M DAVID M DAVID M GEORGE M JACQUELINE M JERRY M JOSEPH M JOSEPH M ROY M, JR. TINA M TONI M VICKI M JENNIFER N KERRY N MATTHEW N JAMES O JASMINE O RONNIE O AERIELLE P BODHISATTA P DAVID P DEMETRIOS P PAUL P PHYLLIS P POPATLAL P TERRY P THOMAS P, JR. TIMOTHY P BRIAN R CAROLYN R EVAN R GILBERT R JUAN R LYDIA R MARILYN R RICHARD R RUSSELL R TONI R ADRIANA S BETTY S BETTY S BRUCE S DAVID S JACKSON S JAMES S JOYCE S LARRY S MALISSA S MARGARET S PATRICIA S PHYLLIS S RICHARD S ROBERT S SHELBY S BETTY T DAVID T ELMER T KIMBERLEY T MASON T PATRICIA T NELLIE V ABIGAIL W ATHENA W BOBBIE W BRANDY W DON W JANET W JERRY W JOHNNIE W KIMBERLY W MAX W RALPH W RICHARD W RYAN W THOMAS W TIMOTHY W TROY W GLORIA Y RICHARD Y TRACY Y DEBBY Z WENDELL Z, SR. **SEPTEMBER** BETTE A MARY A MICHAEL A SARAH A ZAHMIRA A ALLEN B EDWIN B GERALD B GREGORY B JAMES B JAY B JO B JOY B LAWRENCE B MARK B MELISSA B RANDY B RITA B RIVER B RYAN B SHARON B THOMAS B DENNIS C DIANNA C KATHY C PAUL C PEGGY C STEVEN C TERRY C THOMAS C VALARIE C VICTOR C DONALD D FRANCISCO D HAZEL D LILY D ROBERT D TONI D CHAD E JOHN E LUIS E PRINCETON E REAGAN E JONATHAN F JORDAN F LINDA F ANTOINETTE G CHRISTOPHER G DANE G DOUGLAS G KATHRYN G MARK G MATTHEW G ROLAND G THERESA G THOMAS G BRENDA H DALE H DALTON H DAVID H DAVID H JADA H JEFF H JOHN H KELLY H MARGARET H MARILYN H ROBERT H SCOTT H TOM H VICTOR H DEBRA I WILLIAM I HENDRICKS J HOMER J RUTH J PHILIP K THOMAS K TYESHIA K DEBORAH L JAMES L LILLY L RYLEIGH L SHERRY L TRAVIS L WALTER L BRAYDON M CAMILLE M CHRISTIAN M DANNY M DARYL M DAVE M ELLENE M ERIKA M GLEN M GLORIA M JARED M JOHN M JOSE M, JR. KEITH M KORRIE M MARCIA M MICHAEL M, JR. MICHAEL M PAUL M ROBERT M SHAWN M THEODORE M WANDA M WILLIAM M ANTE N JEAN N JOHN N LEON N SHERRI N TERESA N EMMANUEL O JENNIE O LILLIAN O BEVERLY P CHLOE P DANIEL P DANIEL P DEBRA P LEEAM P NELSON P RICHARD P STEVEN P WILLIAM P CHRISTIAN R GLENOVA R JO ELLEN R JUDY R MARSHA R MARY R STEVEN R ANNA S ARTHUR S, JR. CARLA S CHARLENE S CHARLES S LESTER S MELISSA S MICHAEL S RICHARD S, II ROBERT S, JR. TARA S RICKY T SANDRA T SUSAN T PAUL V SHARON V CORY W CURTIS W CURTIS W DANIEL W DANNIE W DEBORAH W LOGAN W PATRICIA W VIRGIL W MARK Y **OCTOBER** CONNIE A DAVID A JEREMY A LUCIANO A, JR. RONNIE A BENJAMIN B BRITTANY B DAMON B DARCIA B DONALD B FRANCIS B JOHN B JOHN B JOHNNY B JOSEPH B LEW B, JR. MARSHALL B MATTHEW B MICHAEL B RITA B ROBERT B ROSALINE B TERRY B THOMAS B TORIA B BETTY C DIANE C DONALD C ERIC C GREG C HOMER C JAMES C JAMES C MEGAN C WILLIAM C ANDREW D MARIETTA D WAYNE D BILL E BILLY E LARRY E LIVIA E MARIA E PETE E SHARON E ASHLEY F CURTIS F DEBORAH F MADALENE F RANDY F TANNER F TIMOTHY F AMY G ASHLEY G BARBARA G JARRAH G JOHN G MARCIA G NIKKI G RICHARD G SHELIA G SUZANNE G THOMAS G ANGELA H CATHERINE H CRAIG H DAMON H DWAYNE H HARRY H JAMES H JOANNA H JOHN H JORDAN H JILL I ANTONIO J MCEVOY J PETER J DAVID K DEBORAH K EDMUND K GLEN K KADEN K LINDA K NICOLE K ROBERT K SHAWN K ANTONIO L DONALD L, JR. MARK L THOMAS L CHARLES M CHERRI M CHRISTOPHER M CHRISTOPHER M CONSTANCE M DAVID M DAVID M DEBORAH M DOUGLAS M, SR. GABRIELLE M HEIDI M JAMES M MICHAEL M NICHOLAS M RUSTY M RYLEIGH M STONE M WILLIAM M LEANNA N MAKIAH N CAROL O ALFRED P BUDDY P CARL P DAVE P DEBORAH P LLOYD P MARK P NANCY P PATRICK P RICHARD P BONNIE R CAROLYN R DEBRA R EUGENE R GLORIA R GREGORY R JERRY R JULIE R ROBERT R SHELLY R ANGELA S BRENDA S CHRISTOPHER S FRANKIE S JERRI S JOHN S KAREN S KATHARINE S KAYDEN S MARTHA S MARY S MATTHEW S MICHAEL S MICHAEL S SHANE S SHIRLEY S VIRGIL S BETTY T JAMES T ROBERT T BONITA U AMANDA V TOBIN V BETHANY W BEVERLY W CHANIECE W CHRISTOPHER W CLAYTON W DEBORAH W EDWARD W HAL W, III JEROME W KARDIE W KATHLEEN W LAURETTA W LORRAINE W MADONNA W MATTHEW W MICHAEL W STEVEN W TODD Y TAMARA Z **NOVEMBER** JANALEE A JUSTIN A AARON B ALANZO B ALEX B ALLEN B BETTY B CLINTON B, JR. CONNIE B CRAIG B CRAIG B HAZEL B MARC B MATTHEW B MELISSA B MICHAEL B NICHOLAS B PATRICIA B SABRINA B TEEKE B WILLIE B ALPHA C, III BESSIE JEAN C BRANDON C DONNA C HARRY C JACK C JOHN C RICHARD C SAMUEL C STEPHAN C WILLIS C HAROLD D JUAN D KENNETH D MICHAEL D MICHELLE D NORMAN D PHILIP D SUSAN D TIMMY D TIMOTHY D WILLIAM D EDWARD E LYDIA E ALBERT F CADE F CATHY F JEFFREY F KEITH F MARK F MARLENE F RALPH F ROBERT F ZACHARY F AUDREY G AUSTIN G BEVERLY G DENNY G JOHN G MAUREEN G PAUL G TIMOTHY G BESSIE H BRENDA H ELIZABETH H HILARY H JACK H JAMES H LAWRENCE H MARY H MELVIN H PATTY H PEGGY H RAMONA H RICHARD H ROBYN H SOPHIE H LARRY J LEGACY J BRIAN K GARY K MARY K RUDY K DAVID L DONALD L ELLEN L LONNIE L MARCUS L MICHELLE L STAR L ALICE M ANTHONY M DENNIS M JOSEPH M MARK M MARTHA M SALLY M SUSAN M WILLIAM M LEITH N JEFFERY O

HONORING THOSE WHO GAVE THE GIFT OF LIFE

SETH O TERRY O DALLAS P MICHAEL P BONNIE R CYNTHIA R JAMES R JONATHAN R NATHAN R RICHARD R SCARLET R THOMAS R BETTY S COURTNEY S DANNY S DAVID S DEBORAH S JAMES S JASON S JEFFREY S JOHN S JUDY S MORGANNA S RICHARD S SHERRY S STACEY S WILLIAM S ZACHARY S ASHLEY T EVAN T MARK T TROY T DARIN V HARRIET V JAMES V JESSICA V ANNIS W BARBARA W DALE W DONNA W EDWARD W FRED W GARY W GARY W IZAH W JAMES W JERRY W JESSE W JUDY W PATRICK W ROBERT W, JR. RUTH W SHAUNNA W THERESA W THOMAS W DeVON Y ROBERT Y **DECEMBER** CHESTER A LILA A SHARON A DARRELL B DAVID B DJ B GLEN B JANET B JORDAN B JULIA B KAY B KENNETH B, JR. LYNN B MARTY B MICHEAL B PAUL B ABIGAYLE C CHRISTINE C CHRISTOPHER C, JR. DORRIS LEE C KIMBERLY C LUELLA C NANCY C ROBERT C RONNIE C TERI C ANGIE D CALVIN D DALLAS D LARRY D LEX D RON D DEBRA F FRANCES F LARRY F MELANIE F PENNY F DUANE G JANET G JOHN G JOHNNIE G RON G ASBURY H DAN H DEBORAH H DOUGLAS H FREDRIC H JANET H JEROME H PATRICIA H PAUL H RANDALL H RICHARD H ROBERT H SALLY H SHERRY H STEVEN H CHRISTOPHER K KENNETH K ROBERT K RORY K TERRY K WILLIAM K ANTHONY L JERRY L PAUL L ALLEN M CHARLES M CRAIG M DOROTHY M FRANK M HOWARD M LARRY M MAX M RICK M RONNIE M SALLY M VICKIE M WAYNE M JACKIE N SHELBIE N STEPHANIE N DON O KRISTEN O DANA P DeEANN P SURESHCHANDRA P SUSAN P UPENDRA P YVONNE P IDA R JIMMY R SAMUEL R THOMAS R, JR. TIMOTHY R CONLEY S DAYTON S INGRID S JACQUELIN S JEFFREY S JOHN S MARK S NELLIE S PATRICIA S RANDY S REX S ROGER S RUTH S SANDRA S WILLIAM S CARY T DAN T DAVID T DENNIS T JAMES T KRISTIN T REGINA T RENE T TROY T VINCENZO T BARBARA V ANDREW W CHRISTOPHER W JAY W LOUIS W MARY W RITA W TRENT W

SUPPORTING FAMILIES DURING COVID-19

Statewide hospital visitor restrictions created uncertainty around family support and donation conversations. Out of compassion for families facing tragic losses while in isolation at home, the family services team quickly implemented virtual communication and support resources. In doing so, family advocates ensured opportunities for donation were not lost and continued strong relationships with hospital partners around end-of-life grief support. Most importantly, they ensured families received the help they needed during a time of unimaginable loss.



I knew the day Dougie was born he was destined for greatness. Every night, I would tell him he was going to change the world, make it a better place. Then this happened, and we were so sad, so broken.



How was he going to change the world? Through a series of miracles — we are here — Dougie at five years old is changing the world. He is making it a better place.

Mother of Dougie M.



VIRTUAL SUPPORT RESOURCES

Our team offered video calls to families throughout the entire organ donation journey, including initial conversations, at the bedside and inside the operating room. This level of service gave families access to memory-making opportunities at the bedside. It also gave families confidence in the integrity of their loved one's care and the donation process.

As an additional comfort resource, our team created a new video and offered it to families during initial donation conversations. The video features the family members of organ and tissue donor heroes sharing their individual donation experience. This resource gave families a sense of community — knowing others understand loss and donation and trust their loved one will be treated with care and respect while becoming a hero to others.

MORE OPPORTUNITIES FOR FAMILY CONVERSATIONS

Changes in clinical operations and referral criteria (see page 21) opened the door to more donation conversations than ever before. As a result, more opportunities for family conversations contributed to a record-breaking year for the number of organ donor heroes and lives saved through organ transplantation.



AMPLIFYING THE MOMENT OF SILENCE TO THE BROADER COMMUNITY

Indiana Donor Network honors donor heroes for their lifesaving gifts through a Moment of Silence reading, a personal tribute written by their loved ones, prior to every organ recovery surgery. Historically, the Moment of Silence was only conducted at the hospital where the donation took place. To support grieving families amid their darkest days and to increase community support for organ donation, the family services team began publicly recognizing donors as heroes through the Moment of Silence social media series.

Now, families and friends of donor heroes are receiving more support than ever before. Donor families have reported that they feel embraced by a broader community that understands the magnitude of their loved one's gift. These families also report they appreciate having a way to honor their donor heroes during a time when hospitals are restricting the number of visitors who can participate in bedside rituals.

Hancock Regional Hospital pays tribute to Tyler H. with an Honor Walk to recognize his gift of organ donation.





CARING FOR THE FAMILY MEMBERS OF DONOR HEROES

Honoring donor heroes for their gift of life and offering compassionate support for their family members in the months following organ and tissue donation is at the heart of the Indiana Donor Network aftercare support program. In addition to maintaining full operations in 2020, the aftercare support team also expanded their program to provide additional support to family members — big and small.

SUPPORTING FAMILIES

AFTERCARE SUPPORT LAUNCHES CHILDREN'S SUPPORT JOURNEY

Children and adults grieve differently after the loss of a loved one, especially if their loved one became a donor hero. The Children's Support Journey, a first-of-its-kind program, offers resources to children of all ages, giving them opportunities to remember their loved ones and learn as they grieve and grow.

NEW PEER SUPPORT COMPANION PROGRAM

It can be hard for those who have never experienced the loss of a loved one to understand a person's grief. The family members of donor heroes have often told us, "I just wish I had someone to talk to who understands what I'm feeling." That's why the aftercare support team created a peer support companion program. The new program aims to connect family members with other donor family members who have experienced similar losses and offer companionship, hope and healing.

826

communications
facilitated between donor
families and recipients

2,313

donor family
members who received
aftercare support

1,024

keepsake impressions
from the Indiana Donor
Remembrance Wall mailed



SUPPORT RESOURCES INCLUDE:

Age-Appropriate
Educational Activities

Grief Support

Keepsake Memory-Making
Opportunities

Donor Hero Camp

REMEMBERING AND CELEBRATING THE LEGACIES OF DONOR HEROES

While the country sheltered in place, those times of isolation underscored the importance of remembering and celebrating our donor heroes. Mark Mikel, father of donor hero Kelsey and Gift of Life Celebration emcee, said it best:

“We, as a country, as a state, are in the middle of this pandemic crisis. In a lot of ways, we all feel like we’ve lost control of life. We can’t go where we want to go, we wear masks, we’re stuck at home at times. Those of us that are donor family members know what that lack of control feels like. It’s important for family members — this year especially — to take some time, to stop, to actually pause and think of their loved one and how much their love and life goes on.”

HONORING HEROES



2020 GIFT OF LIFE CELEBRATION GOES VIRTUAL

While COVID-19 prevented us from gathering at our annual Gift of Life Celebration, we didn't let it stop us from paying tribute to donor heroes and their loved ones. On July 26, our team gathered for a moment of silence and flag-raising ceremony in memory of the men, women and children who live on in the lives of others. Family members of donor heroes celebrated by sharing their loved one's Gift of Life Celebration tribute via social media and creating memory gardens with forget-me-not flowers mailed to them.

INDIANA DONOR REMEMBRANCE WALL EVENT

On Sept. 26 and 27, the loved ones of 2018 and 2019 organ, tissue and eye donors gathered to see their hero's name proudly displayed on the Indiana Donor Remembrance Wall. What was previously a one-day event expanded across two days to allow for social distancing and ensure everyone who registered for the event could safely attend. Family and friends created keepsake impressions of their loved one's name from the wall to take home as a reminder of their lifesaving legacy.



DONOR HERO CAMP

In late October, 27 children joined Indiana Donor Network employees at Jameson Camp for Donor Hero Day. At this one-day retreat, children related to organ and tissue donor heroes celebrated their loved one's gift of life, participated in fun outdoor activities and created new friendships with others who have also experienced the loss of a loved one.



SAVING LIVES THROUGH AVIATION INNOVATION

TxJet, a subsidiary of Indiana Donor Network founded to extend the mission by ensuring each donor's gift of life is transported to recipients safely and quickly, continued to fly organs to those in need of lifesaving transplants near and far. **In 2020, the team flew 540 flights for a total of 435,948 miles and spent 1,350 hours in the air.** While the global pandemic did not cancel these lifesaving flights, the crew was profoundly aware of the consequences COVID-19 had on their peers in the airline industry.

IN HIS OWN WORDS, CAPTAIN EDWIN HALL REFLECTS ON 2020

From his first flight with TxJet in 2019, Captain Edwin Hall knew there was no place he'd rather be.

"I got back on the ground, and I realized, 'Wow. I just helped save a life,'" said Hall. "The whole experience was pretty overwhelming."

The 30-year veteran pilot had always felt at home in the cockpit, but flying with TxJet gave him a sense of purpose. Hall immediately embraced its mission — to transport a donor hero's lifesaving gifts to transplant recipients as safely and as quickly as possible. "I've always been proud to be a pilot, but now, it's an eagerness to do it again and again. You want to keep it going."

That desire suddenly came under threat in March when the COVID-19 pandemic brought many services, including organ donation and transplantation, to a near standstill. Fortunately, for TxJet, the slowdown was only temporary. The federal government quickly deemed organ donation and transplantation surgeries essential, and Indiana Donor Network rapidly developed processes to safely continue donation across the state.

"We thought, 'Let's get back to saving lives,'" said Hall. But, even Hall and his fellow pilots couldn't prepare for what they'd experience when they returned to the skies.

"Not since 9/11 have most of us pilots seen anything like it."

While the need for organ donation aviation meant they were flying with ever-increasing frequency, the rest of the aviation industry remained crippled. Air travel restrictions were issued, pilots were furloughed and flights were grounded. "You could look down and just see ramps full of airplanes," said Hall. "On top of that, you'd go for 20 minutes and not hear anybody else over the radio. It was surreal."

Each time he gets the call, Hall says he feels a renewed sense of gratitude for TxJet and his fellow pilots. Not only are they still flying, but they are flying with a lifesaving purpose.

"I wouldn't want to fly with another group of folks. I say that because of where their hearts are. It's not only a professional mentality but also a mission-driven mentality."

"You add all those things up, and that's why I'm here," said Hall. "This is by far the most rewarding job I've ever had."



435,948 MILES FLOWN

540 FLIGHTS

1,350 HOURS IN THE AIR

GIVING BACK THROUGH THE INDIANA DONOR NETWORK FOUNDATION

Complications surrounding the global pandemic canceled several of Indiana Donor Network Foundation's top fundraising events in 2020 — including the Angel Fund Gala and 5K series. However, the Strut 2 Save Lives dog walk and Fore Life Open golf outing allowed safe spaces to gather and raise much-needed funds for the foundation. Money raised at the events funds important programs, including Donor Hero Day, collegiate scholarships and the Angel Fund, which helps transplant patients facing financial hardships pay for necessary medications, including anti-rejection medications.



GIVING BACK

FORE LIFE OPEN GOLF OUTING

On Aug. 11, at the Brickyard Crossing Golf Course, **a full field of 104 players celebrated the gift of life** at the Fore Life Open golf outing. Despite this year's challenges, the event achieved its fundraising goals thanks to each participant's generosity and our many sponsors.

STRUT 2 SAVE LIVES DOG WALK

In its fourth year, the Strut 2 Save Lives dog walk on Sept. 20 celebrated Hoosier race car driver Bryan Clauson for his gift of organ and tissue donation. The Clauson family, along with Bryan's double-lung recipient, Dan Gerdes, and local radio host and living kidney donor Nikki Reed, addressed and inspired **a record-breaking crowd of more than 200 people with their stories of hope.**

2020 INDIANA DONOR NETWORK FOUNDATION SCHOLARSHIPS

Giving back to the family members of those impacted by organ, tissue and eye donation and transplantation is one of many ways Indiana Donor Network Foundation puts its dollars to good use. Year after year, educational scholarships are proudly awarded to the family members of Indiana organ and tissue donors, living organ donors, transplant recipients and people still waiting for lifesaving transplants.

In 2020, the Indiana Donor Network Foundation scholarship program gave six students the opportunity to chase their academic dreams.



SHELBY BACHINI

Stepsister of a Donor Hero
Dixie State University
Major: Pre-Medicine



GERRI BLACK

Daughter of a Donor Hero
Ivy Tech Community College
Major: General Studies



KYRA COCHRAN

Daughter of a
Transplant Recipient
Purdue University
Major: Elementary
Education



JENIFER SMITH

Daughter of a
Transplant Recipient
Anderson University
Major: Nursing



KATHRYN SUDDENDORF

Daughter of a Donor Hero
University of Cincinnati
Major: Fashion Design



AUSTIN WAMPLER

Grandson of a Donor Hero
Wilmington College
Major: Sports
Management and
Agriculture Business



LOOKING AHEAD

*Ryan Newman, Driven2SaveLives and
Indiana Donor Network Ambassador*

LOOKING AHEAD TO 2021

With 2020 in the rearview mirror, we are more energized than ever to register more organ and tissue donors, end the wait for those in need of lifesaving transplants, honor donor heroes, celebrate the gift of life and compassionately support the loved ones of donor heroes.

EXPANSION OF INDIANA DONOR NETWORK ORGAN AND TISSUE RECOVERY CENTER



Five-bed ICU addition



Additional tissue recovery space



Cardiac cath and CT scanner



Dedicated waiting space for families

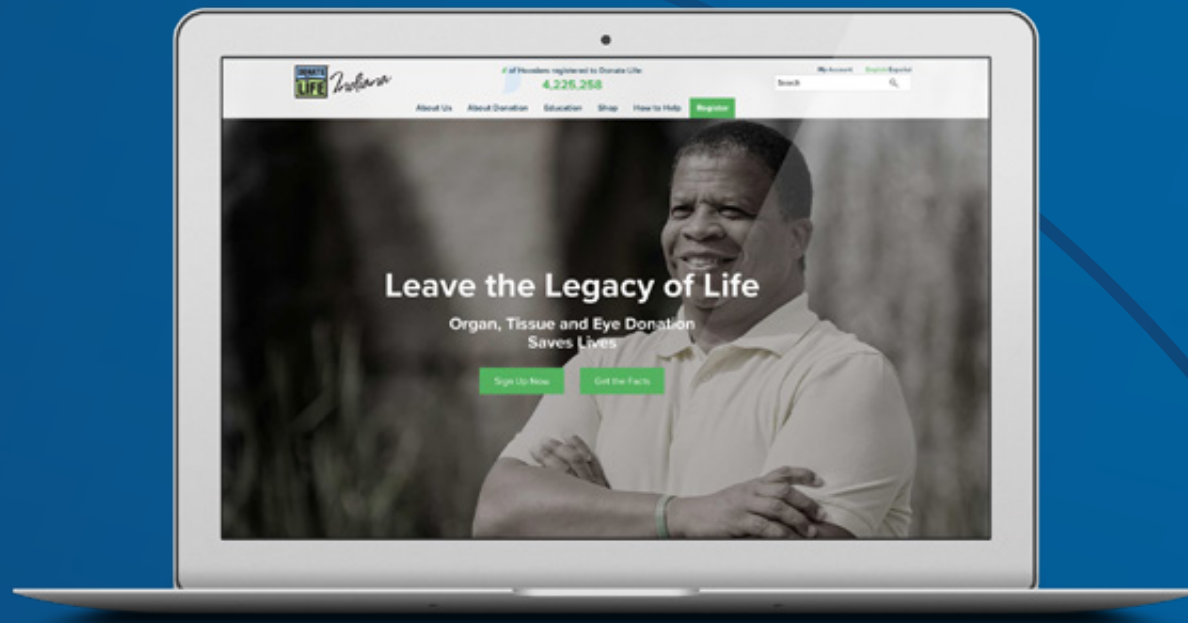
EXPANSION OF INDIANA DONOR NETWORK HEADQUARTERS

The Indiana Donor Network headquarters will expand its campus in 2021. Following the completion of an extensive 18- to 24-month construction process, several teams will move to the neighboring building at 3750 Guion Road.

FOLLOW US ON SOCIAL MEDIA TO TRACK OUR PROGRESS IN 2021



BE A HERO. SAVE A LIFE.



SIGN UP TO BE AN ORGAN, TISSUE AND EYE DONOR HERO.


DonateLifeIndiana.org

THANK YOU

FOR HELPING MAKE OUR MISSION POSSIBLE.
LET'S SAVE EVEN MORE LIVES IN 2021.



INDIANA
DONOR NETWORK
Saving lives through organ and tissue donation



Scot Imus, a heart transplant recipient, quoted from the welcome toast at his daughter's wedding, August 21, 2020.

"To be honest, I never thought I would be here. However, 1,951 days ago, the kindness of a stranger, his family, and a talented team of medical professionals SAVED MY LIFE. So, tonight, my heart beats strong and is bursting with happiness for Nick and Taylor."

— SCOT IMUS



**INDIANA
DONOR NETWORK**
Saving lives through organ and tissue donation

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