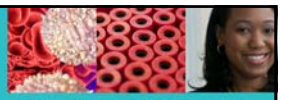


CREATING TOMORROW'S SOLUTIONS, TOGETHER

PREPARING THE TRANSPLANT COMMUNITY TO SERVE EVERY PATIENT IN NEED.

2012 COUNCIL MEETING

Information Session Toolbox

Jay Liberatore, BA
Kari McCaw-Blaise, MBA
Hope Guidry-Groves, BS

Financial Disclosure – None

Learning Objectives

After this workshop, you will be able to:

- Discover existing resources to assimilate for information sessions
- Identify (2) new methods to use when educating donors requested for donation
- Name one change that you will make to personalize the information session delivery

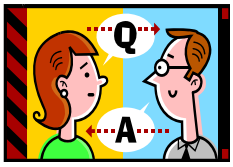
Information Session

What is it

- Scheduled Discussion
- Product Collection
- Risks & Benefits
- Time Commitment

Discussion

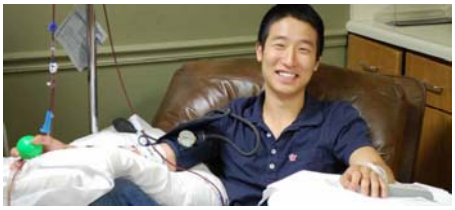
In person



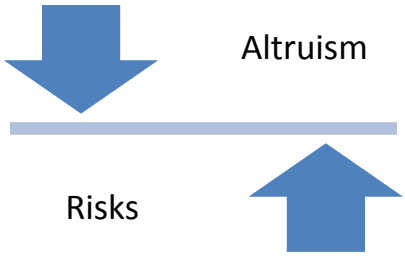
Long Distance

- The information session is a conversation.

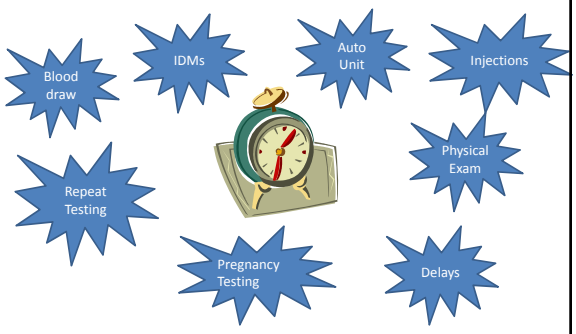
Product Collection



Donation Risks & Benefits



Time Commitment



What are we building?

- We use tools to build something.

- The end result of the information session is an informed consent from the donor.

Informed Consent

- Informed consent is
  - an interactive educational process
  - not just a signature on a form
- Three primary components
  - Information
  - Comprehension
  - Voluntarily process

Informed Consent

"You're too busy to break for lunch, so I'll order it from the cafeteria. Their special is calamari calypso. I'll need your informed consent."

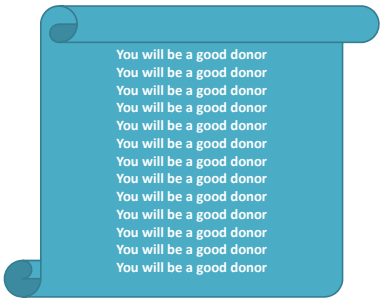
Information Session

- Using tools effectively
- Doing what works
- Using Best Practices

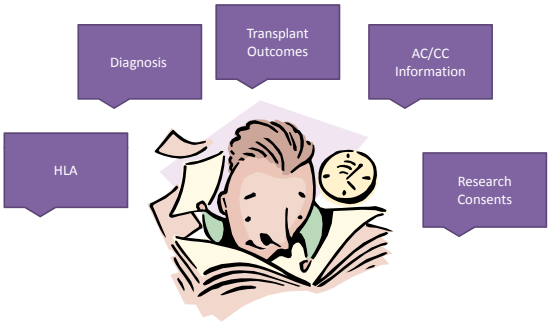
Preparation

- Explore the donor's file
- Research workup request
- Understand what needs to be done

Set Ground Rules



Educate Yourself

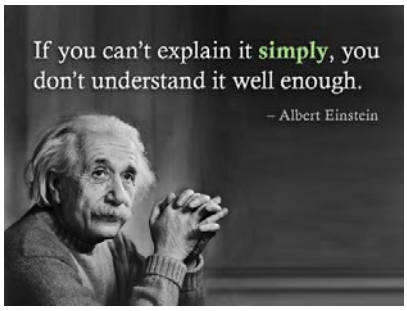


Practice

Open-Ended Questions

- **Yes** to open-ended questions
  - What is your understanding of the procedure?
  - What is your understanding of the risks involved?
- **No** to close-ended questions
  - Do you understand the procedure?
  - Do you understand the risks and benefits?

Language

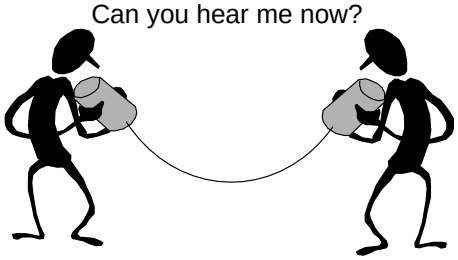


Active Listening

- **Note from the donor**
  - Facial Expression
  - Body Language
  - Emphasis
  - Repetition
  - Inflection
- **Give to the donor**
  - Encouragement
  - Response
  - Paraphrases
  - Focus

Communication Issues

Can you hear me now?



Gather New Tools

- Guiding the Information Session
- Filgrastim Resources
- HLA Resources
- Disease Resources
- Donor/Recipient Timelines
- Risks of Donation
- NMDP Departments

Gather New Tools

- NMDP Facts & Figures
- Cultural Resources
- Laboratory Tests or Drug Information
- Recipient Outcomes
- Research/Journal Articles
- ❖ Donor Expense Guidelines
- ❖ Be the Match Blog

Roundtable Discussions

Choose a table leader &:

- Discuss your scenario (on the table) as a group
- Table leader listens and documents the answers to discussion questions
- Select someone (else) at your table to report back to the larger group

Scenario 1 – Soo Kwan

Resources for DC Coordinator

- Marrow Information Session Outline
- Interpreter services
- Donor Advocacy – former donors
- Guidelines for Social Media Sharing

Resources for Donor

- Consent form in Chinese
- Asians for Miracles Marrow Matches website
- Be the Match website – translated materials
- YouTube Channel
- Donor/Recipient Outlines

Scenario 2 – Marc Girard

Resources for DC Coordinator

- PBSC Information Session Outline
- Disease Resources
- ❖ Calendar
- HLA Resources

Resources for Donor

- Donor/Recipient Timelines
- Disease Resources
- Recipient Outcomes
- NMDP Facts & Figures

Scenario 3 – Julie Castile

Resources for DC Coordinator

- PBSC Information Session Outline
- Filgrastim resources
- Donor Expense Guidelines

Resources for Donor

- Consent form
- Suggested PBSC articles
- You're a Match website
- Donor Medical Services/ DC Medical Director

Scenario 4 – Wilbert Johnson

Resources for DC Coordinator

- Marrow Information Session Outline
- Lab Tests Online
- Donor Expense Policy
- Donor Advocacy – state employee policies
- Donor Advocacy – financial hardship policy

Resources for Donor

- Consent form
- Financial hardship policy
- Donor/Recipient timelines
- Medical Services/DC Medical Director

Scenario 5 – Lisa Nguyen

Resources for DC Coordinator

- PBSC Information Session Outline
- Donor Expense Policy
- Donor Advocacy – financial hardship policy

Resources for Donor

- Asians for Miracles Marrow Matches website
- Be the Match website – translated materials
- Consent in Vietnamese

Thank you

Workshop Planners

- Rebecca Brungardt
- Cathy Guffey
- Hope Guidry-Groves
- Jana Lindh
- Sherry Rue

Questions or Comments

- fbtrainers@nmdp.org