



## LifeCenter and Lifeline of Ohio

Digitizing Operations for Improved Speed, Quality, and Compliance

LifeCenter and Lifeline of Ohio are Organ Procurement Organizations (OPO) that promote and facilitate the donation of human organs and tissue for transplantation.

To help stretch their lean budgets, LifeCenter and Lifeline of Ohio teamed up to share departments such as IT, finance, and administration. They collaborated in their search for a digital solution to improve speed, quality, and compliance to better serve families of organ donors, organ recipients, and supporting medical personnel.



INDUSTRY  
**HEALTHCARE**



LOCATION  
**UNITED STATES**



CLIENTS SERVED  
**2,000,000+**

## DONATION DOCUMENTATION PROCESS

When it comes to organ and tissue donations, time is of the essence. However, on-site coordinators used manual means, such as paper-based forms, emails, and phone calls to start and manage the organ donation process, losing them valuable minutes. Meanwhile, office employees used email and spreadsheets to manage the data collected by coordinators, including important reportable events. This made the formal documentation for quality standards and regulations a challenge and increased the risk of data errors, loss of time, complaints, and compliance issues.

## TRAINING AND CERTIFICATION

Organ procurement organizations must meet several training and certification compliance standards within a constantly shifting regulatory environment. The OPO's office employees struggled to make sure case workers received and reviewed important notifications and documents, as well as completed training and certification. There was no simple verification process; one organization resorted to posting paper sheets on an office door for case workers to sign when they read documents or completed trainings. This problem was compounded when office employees needed to provide documentation during internal and external audits. Before TrackVia, this information was found in paper files which had been aggregated and recorded in Lotus Notes. All together, the process was extremely time consuming and took time away from other important work.

## INCREASED SPEED, QUALITY, AND COMPLIANCE

As part of their joint collaboration, LifeCenter and Lifeline of Ohio sought a solution that could accomplish two main objectives:

- (1) increase the speed and quality of the donation process, and
- (2) improve reporting for regulatory compliance, particularly related to communication, donation documentation, training, and certification.

*“TrackVia has improved the accuracy of our data. In the past it was a chore for our coordinators to document issues in real time. Now, they can just open the mobile app or website, check a few boxes and they are done.”*

– MICHAEL FITE, BUSINESS INTELLIGENCE ANALYST

OFFICE EMPLOYEES STRUGGLED  
TO MAKE SURE CASE WORKERS  
RECEIVED AND REVIEWED  
IMPORTANT NOTIFICATIONS  
AND DOCUMENTS

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IN LOTUS NOTES

Meeting both of their requirements, the two organizations chose TrackVia over other providers for its ability to be customized, flexibility to support all employees, affordability, and clean look.

Overall, the LifeCenter and Lifeline of Ohio report up to an 80% time savings for data collection, program management, and reporting. Using their TrackVia mobile app, coordinators now capture data in real-time, and that information is fed into a central database. Additionally, coordinators now sign-off on reports or other important documents from their mobile devices. Alerts are sent to office staff in real-time when donations are completed or certifications are done. The two OPOs agree that the accuracy of data has greatly improved.

Overall, the organizations improved their audit preparedness and compliance related to the donation process, training, and certification. The ability to have centralized, easily accessible data for planned and unplanned audits was a critical time saving component. Additionally, the ability to show changes to records via audit trails in the system was equally important.

By increasing the speed and accuracy of data, as well as driving greater efficiency across the organ procurement and training certification processes, both LifeCenter and Lifeline of Ohio have improved their overall quality and compliance.

### LEARN HOW TRACKVIA CAN HELP YOU

TrackVia allows you to easily build IT approved custom applications for your unique business needs. [Contact us today](#) to learn how TrackVia can solve your challenges.

*“With Excel, we couldn’t see what employees were doing. With TrackVia it’s easy to track work and view what exactly has been completed. This resulted in an 80% time savings.”*

– CARRIE HOLZDERBER, QUALITY DIRECTOR

LIFECENTER AND LIFELINE OF  
OHIO REPORT UP TO AN 80% TIME  
SAVINGS FOR DATA COLLECTION,  
PROGRAM MANAGEMENT,  
AND REPORTING

TrackVia is an operational workflow platform that helps hundreds of companies like Leidos, Honeywell, and KS Industries build applications that improve on-time performance and reduce costs. TrackVia offers the fastest and easiest way to build powerful apps that are business-led and IT approved.