



**New England
Donor Services**

Organ and Tissue Donation



Focused on Saving and Healing Lives

Inspired by a Community of Generosity and Hope

Our Focus is on Healing Lives

Through the dedication of over 320 employees, New England Donor Services achieved another record year for donation in the region. We were honored to serve and support the 2,282 individuals and families who selflessly said “Yes” to donation in 2023 and offered hope and healing to those in need.

NEDS continues to invest in innovative technologies, staff, training, and improved processes that drive our excellent year-over-year results. As the field of donation and transplant advances and evolves, NEDS is well prepared to meet the challenge of saving more lives every year.

NEDS is one of the top three largest OPOs in the nation by donation activity, demonstrating the dedication and drive that results in the highest-performing organ donation system in the world.

As you see from the cover of this annual report, for some of us donation and transplantation is deeply personal; but for all of us, it is profoundly meaningful. This meaning is what drives us to seek new and innovative opportunities for donation, resulting in a better future for patients.

Thank you to all who help bring our mission to life – our hospital and transplant center partners, our volunteers, and, of course, our donors and donor families who make this all possible.

Alexandra K. Glazier, Esq.
President and CEO

ON THE COVER:

Several staff have personal connections to the mission as donor family members, living donors, or transplant recipients prior to joining New England Donor Services. Pictured on the front cover (left to right): Andrew Jones, Multicultural Community Outreach Coordinator, heart recipient; Rachel Drane, Aftercare Specialist, liver recipient; Joe Gambino, OSRC II, kidney recipient; Kenny Laferriere, Hospital Donation Strategist, heart recipient.



ORGAN DONORS

549

Up 52% from 2020
A Record Year

Bill Hertler, a NEDS volunteer, celebrated his 2nd Heart Transplant Anniversary in 2023.



TISSUE DONORS

1733

1736 in 2022

NEDS Volunteer Susan Flint met her son Lucas' heart recipient, Teddy, for the first time in 2023.



ORGANS TRANSPLANTED

1,401

Up 36% from 2020
A Record Year

Elizabeth Gorman volunteering at NEDS Blue & Green Walk/5K after receiving a double lung transplant in 2023.



Jerilyn Roy, daughter of a heart recipient, and Dennis Thomas, a heart recipient, show their support for donation.

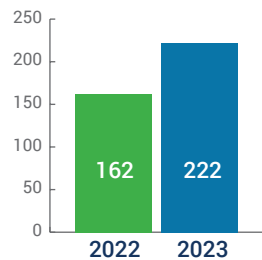
“A strong commitment to growth and collaboration propelled New England Donor Services to its highest levels of donation ever.”

Maximizing Opportunities to Save Lives

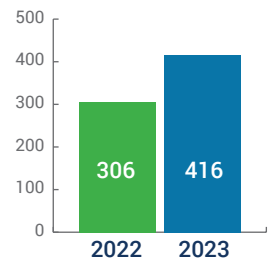
Historically, most organ donors were declared dead by neurological criteria (brain death). In more recent years, however, NEDS has been among the leading Organ Procurement Organizations (OPO) in the nation pursuing donation opportunities from donors after circulatory death (DCD) as an important strategy to expand the availability of organs for transplant. This type of donation is more medically complex, but, with NEDS staff's high level of clinical training and expert use of advanced perfusion devices, organs from individuals who would not have been eligible to be donors in previous years now donate a crucial portion of the organs transplanted each year. In 2023, 40% of all NEDS organ donors were DCD donors.

Continuing to increase the number of donors and transplants resulting from DCD is critical to addressing the national organ shortage. NEDS DCD organ donors grew by 37% between 2022 and 2023.

DCD Donors



Organs Transplanted from DCD Donors

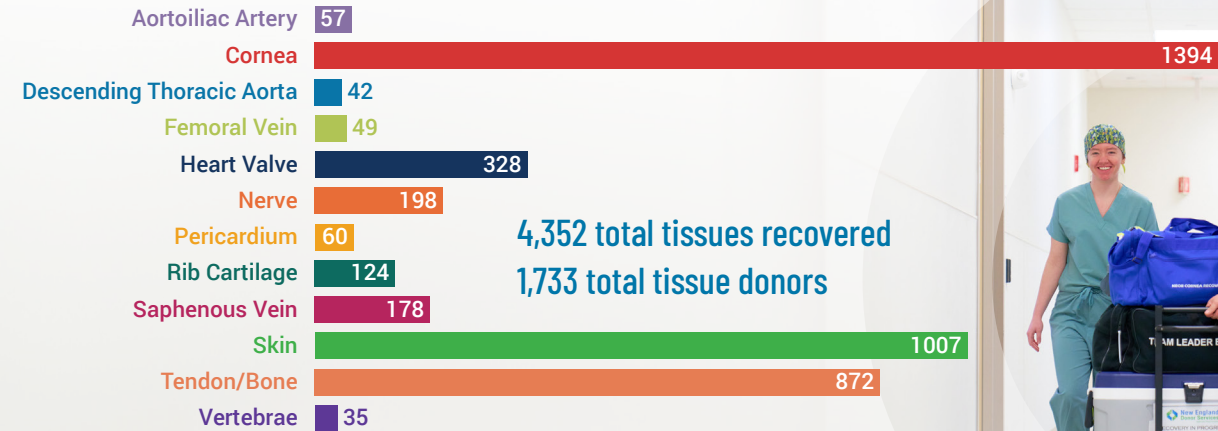


"I got the call Christmas Eve morning. 'There's a potential liver offer for you.' Those words will forever be engraved in my mind. I was in end-stage liver failure and a transplant was possibly the answer to my prayers." Christina works as an Education Support Professional (ESP) Aide assisting teachers and guiding young students. "I feel grateful and fortunate to be in the classroom again to help support my students' needs. Seeing the happiness on their face brings me so much joy and helps me carry on."

— Christina Aguirre, NEDS volunteer and liver recipient

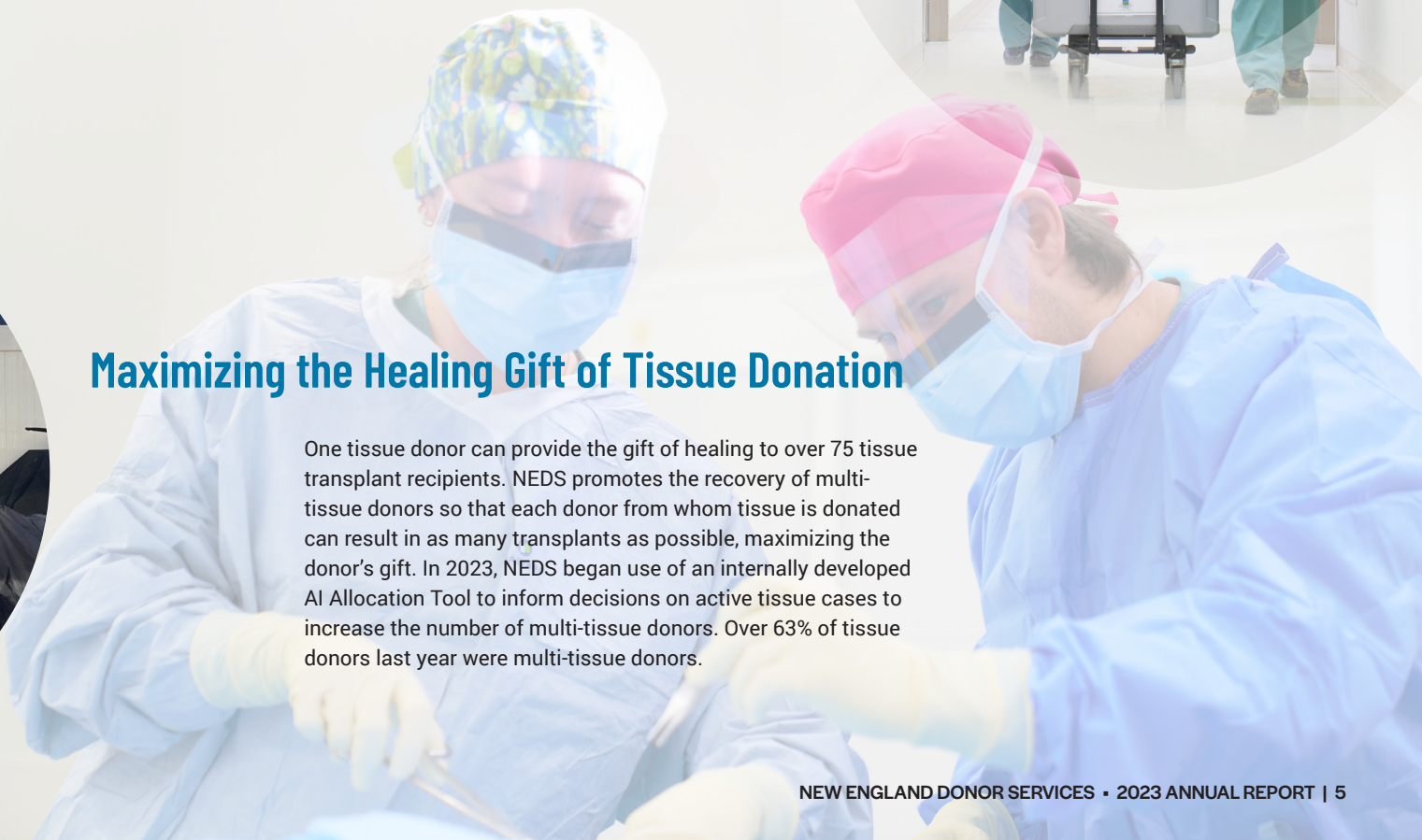


Number of Tissue Donors by Type



Maximizing the Healing Gift of Tissue Donation

One tissue donor can provide the gift of healing to over 75 tissue transplant recipients. NEDS promotes the recovery of multi-tissue donors so that each donor from whom tissue is donated can result in as many transplants as possible, maximizing the donor's gift. In 2023, NEDS began use of an internally developed AI Allocation Tool to inform decisions on active tissue cases to increase the number of multi-tissue donors. Over 63% of tissue donors last year were multi-tissue donors.

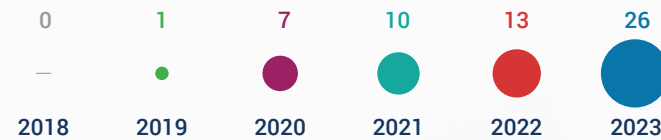


Improvement Through Innovation

DCD Heart Recoveries

Until recently, hearts were only used for transplant from donors who had been declared dead by neurological criteria (brain death). NEDS has leveraged new technological advancements that have made it possible to transplant hearts from donors after circulatory death (DCD) as well.

DCD Heart Recoveries



NEDS' adoption of these external perfusion devices that preserve and improve heart function following the surgical recovery of the organ has increased DCD heart utilization by over 2500% in just four years.

Earlier Donation Discussions

The primary reason next-of-kin of potential donors decline organ donation is due to the time it takes for the donation process to occur. To reduce declines in timing and increase authorization rates, NEDS has begun conducting donation discussions with families sooner in the hospital course. In 2023, NEDS conducted earlier donation discussions with 20% more families leading to an improvement of 17% in the authorization rates in these cases.

Expanded Age Criteria

NEDS continues to raise more opportunities for donation by expanding suitability criteria for older, more medically complex donors. Since 2021, the percentage of potential donors over the age of 60 has increased by 224% leading to an increase in donation in that age group of 240%. Challenges remain, however, in placing these organs from older donors for transplant, especially kidneys. NEDS works closely with transplant center partners to maximize the use of these gifts for the benefit of patients waiting for transplant.

Automated Clinical Data Transfers

In 2020, NEDS piloted technology at Yale New Haven Health that sent electronic referrals to NEDS by harnessing the power of electronic health records. The technology automated a significant portion of the referral process. A process that used to take a nurse, mid-level, or physician an average of 15 minutes to complete, has been drastically reduced. The automated referral will assure NEDS will receive the limited but necessary referral information in a timely and accurate manner. Automated referrals now make up close to 70% of NEDS organ donor referrals and over 100 hospitals participate in the program.

In 2023, NEDS became the first OPO in the country to deploy an additional technology that transfers clinical data associated with a potential donor directly into NEDS electronic medical records as part of the electronic referral. These 200 clinical data elements (for example, lab results) create significant operational efficiencies for both the hospital and NEDS staff, eliminate transcription errors, and provide timely data necessary to pursue more organ donation cases.

Cartilage Tissue Transplants

NEDS supports surgical innovations to benefit patients, including the recent increase in osteochondral allograft (OCA) transplantation. OCA transplant utilizes tissue from a deceased donor to treat large cartilage injuries primarily in younger, active patients. Because cartilage has a poor capacity to repair itself, knee, shoulder, and ankle injuries may often require the use of donated cartilage for best patient results. Last year in the US, over 2 million tissue transplants of all kinds were made possible through tissue donation.



Engaging Communities to Save and Heal Lives

The NEDS Community Outreach Team creates meaningful partnerships within the region to inform and educate on the importance of donation and joining the donor registry. Through strategic initiatives and authentic engagements, NEDS sparks conversations, educates, and inspires action. The team delivers the donation message through school assemblies, hospital engagements, community events, national and local partnerships, DMV outreach, and grassroots events. From health fairs to cultural festivals, NEDS engages with communities to champion the cause of donation. These opportunities foster a sense of unity and purpose, transcend barriers, and bring people together to support the mission to save and heal lives.

2,057,552

NEW OR RENEWED
DONOR REGISTRATIONS
IN NEW ENGLAND in 2023

PERCENTAGE OF NEW ENGLANDERS REGISTERED AS DONORS

50%



NEDS works to dispel common myths about donation, especially in underserved populations where accurate information about donation is especially vital. Our goal is to inspire more people to consider donation as a meaningful act of generosity toward those in need.



NEDS Director of Multicultural Community Outreach Mark Brevard honored as a One Hundred Men of Color awardee for the state of Connecticut in 2023.

The Gift that Inspires More Giving

The community gathers each year for the Blue & Green Walk/5Ks, the largest events for donation and transplantation in the New England region. Donor families, transplant recipients, living donors, health-care professionals and partners support and participate in honor and remembrance of donors and to celebrate life renewed through transplantation. This signature event brings together a community to fundraise in support of the effort to educate the community about the importance of becoming a registered donor.

154 teams

2,000+ attendees



350+
COMMUNITY/VOLUNTEER
EVENTS



NUMBER OF DONOR
FAMILIES SERVED
5,490



Generous supporters, including volunteers, fundraisers, and financial contributors worked tirelessly to highlight the mission of New England Donor Services. They dedicated time and resources to fund projects and outreach campaigns that encourage more people to join the Donor Registry. In 2023, fundraising dollars were put toward the effort to mobilize volunteers, share the importance of donation through media campaigns and support the NEDS Aftercare Program for donor families.

800
Number of active volunteers

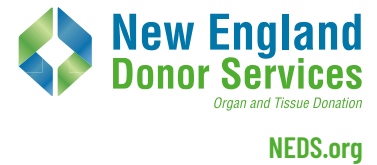
296
Motor vehicle office visits
by NEDS



In 2023, NEDS launched media campaigns featuring local transplant recipient testimonials:



New England Donor Services
60 First Avenue
Waltham, MA 02451



Leadership and Executive Team

Alexandra K. Glazier, Esq.
President & CEO

Francis L. Delmonico, MD
Chief Medical Officer

Kristina Andrzejewski
Benjamin Asfaw
Christopher Curran
Mark DeFilippis
Allison Erickson
Sean Fitzpatrick
Mathew Moss
Lisa Paolillo
Jill Stinebring
Dara Washburn

New England Donor Services Governing Board*

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Hon. Geoffrey Crawford
Sunil Eappen, MD
Marisol Feliciano
Valerie Fleishman
Heung Bae Kim, MD
Howard Koh, MD

Lindsay Martin
Janice Mayforth
Judith Laich Pepe, MD
Robert Skinner
Kevin Smith
Frederick J. Sorbo, III
David Trull

*As of December 2023