

"In the face of a world-pandemic, NEDS staff responded with incredible dedication and resilience to fulfill our life-saving mission without interruption. Through extraordinary efforts and perseverance, the NEDS team provided hope to those who depend on us that the work of saving and healing lives through donation continued even during the acute COVID-19 challenges experienced in our region."

Alexandra K. Glazier, Esq.  
President and CEO



Top 100  
WOMEN-LED BUSINESSES



NEDS.org  
DonateLifeNewEngland.org



New England  
Donor Services  
Organ and Tissue Donation



## Coordinated Response to the COVID-19 Emergency

In February of 2020, NEDS activated its Serious Event Management Team to begin arrangements for the possible spread of COVID-19 to the United States. This group of NEDS leaders were already well prepared, as SEMT trainings and table-top exercises are an integral part of NEDS' emergency response preparedness plan. Since those early meetings and throughout the pandemic, NEDS moved proactively to ensure the safety and health of staff and to ensure the continuous operations that make saving and enhancing lives through donation possible.








## Empowering Community Engagement

NEDS public outreach efforts swiftly shifted gears to design innovative virtual & socially distanced programs to deliver meaningful experiences for supporters and raising funds to support public awareness and education projects. Hybrid events combining the best of virtual, online and in-person experiences engaged hundreds of our volunteers and supporters to deliver the Donate Life message to family and friends.



## 20 | At-A-Glance 20 | Statistics

-  1,027  
ORGAN TRANSPLANTS
-  5,580  
TISSUES RECOVERED
-  2,626  
DONOR FAMILIES SUPPORTED
-  885,225  
NAMES ADDED TO  
STATE DONOR REGISTRIES
-  215  
ORGAN RECOVERY FLIGHTS  
ON NEDS AIRCRAFT

## New England Donor Services Governing Board and Leadership\*

<b>PRESIDENT &amp; CEO</b> Alexandra K. Glazier, Esq.	Valerie Fleishman Heung Bae Kim, MD Howard K. Koh, MD Joren Madsen, MD Lindsay A. Martin Janice Mayforth Gayle Murphy Judith Laich Pepe, MD Kevin Smith Frederick J. Sorbo, III David Trull	<b>EXECUTIVE TEAM</b> Diana Buck Allison Erickson Sean Fitzpatrick Mathew Moss Helen Nelson Lisa Paolillo, Esq. Jill Stinebring Lawrence Sussman Dara Washburn
<b>CHIEF MEDICAL OFFICER</b> Francis L. Delmonico, MD		
<b>BOARD OF TRUSTEES</b> Keith B. Churchwell, MD Hon. Geoffrey Crawford Marisol Feliciano		

\* as of December 2020

## One Amazing Team

On January 1, 2021, NEDS was the first in more than a decade to successfully merge its two federally-designated organ procurement organizations (OPOs), New England Organ Bank and LifeChoice Donor Services. The successful affiliation, begun four years prior, drove improvement, provided more lifesaving transplants to patients and created financial efficiencies for the health care system. The formal merger of the two OPOs will continue the drive for higher performance and more organs and tissues available for transplant.



## Ensuring the Safety of Transplantation

Early in the pandemic on March 19, NEDS received its first delivery of coronavirus testing kits so that every potential organ donor could be tested. The safe and uninterrupted delivery of donation services to honor the donor's gift and to serve patients awaiting transplantation, as always, remains our top priority.



## Respect • Engage • Impact • Unite

In June, NEDS created the Social Equity Workgroup (SEW) and charged this dynamic group with developing a work plan for NEDS to further engage with the communities it serves and specifically identify opportunities and projects to reduce racial health disparities with respect to access to donation and transplantation. The workplan includes a range of concrete actions, identification of resources required to successfully implement and sustain the actions, and development of metrics to measure the impact. NEDS' commitment is to engage long-term in a series of initiatives that promote social equity in the field of donation and transplantation.

