

One More...



2023 Annual Report

Scan to view
their story



Why *One More...*?



**Mark Tudor,
President &
CEO**

What comes to mind for you when you hear the phrase “one more”?

Typically, “one more” means extra; beyond what was expected; going above and beyond; meeting expectations, but still going for the extra point.

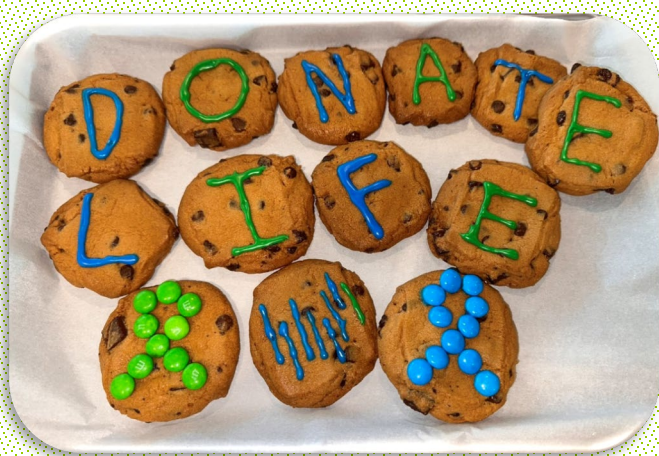
In 2023, at ARORA, our organizational call to action was “One More...” Our objective was to obtain one more organ donor; one more tissue donor; one more name in the Arkansas donor registry; one more donation champion hospital partner; one more family saying “yes” to donation.

The accumulation of “one mores” has a tremendous impact on the work we do to save and restore lives.

Together, we can decrease the number of patients on the organ waiting list; we can improve the lives of more people in need of tissue or cornea transplants.

Let’s create one more story of the power of organ and tissue donation.

Mark



National Donate Life Month 2023

One More...

National Donate Life Month observance, complete with flag raisings, cookie baking and rock painting at hospitals, workplace partners, DMVs and more.



**ARORA Night @
Arkansas Travelers
semi-pro baseball
game**

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the story



One More...

gathering of tissue donor families to celebrate the lives and life-saving gifts of their donor heroes at Dickey Stephens Baseball Park. Thank you to our friends at MTFBiologics for your support!

The number of organs recovered by ARORA and transplanted in 2023 grew by five. We surpassed our lung, heart, pancreas and intestine recovery goals. Also, the Organ Department focused on lung management and recruitment, resulting in our O:E for lungs increasing from 0.4 in 2022 to 0.77 in 2023. ARORA also began successfully pumping kidneys in 2023.



ORGANS
TRANSPLANTED

RECOVERED
LUNGS

RECOVERED
HEARTS

RECOVERED
PANCREATA

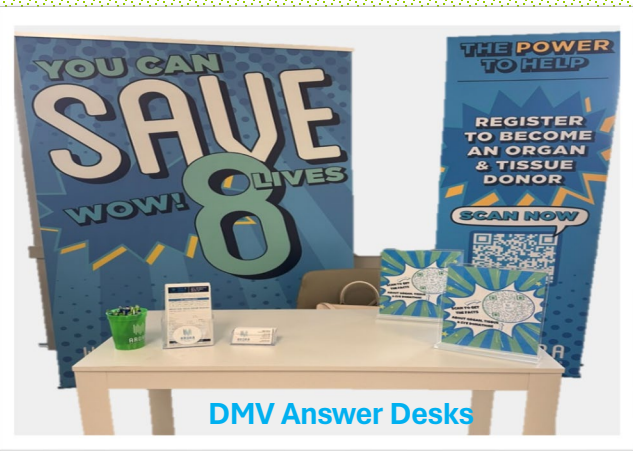
RECOVERED
INTESTINES

Organ

One More...

year of increasing the number of organs recovered and transplanted them into waiting recipients.

In 2023, along with community presentations and registration drives, the COMMS team shared the outreach message, “eat well, live well” at a free community brunch to encourage healthy living, potentially avoiding the need for a transplant.



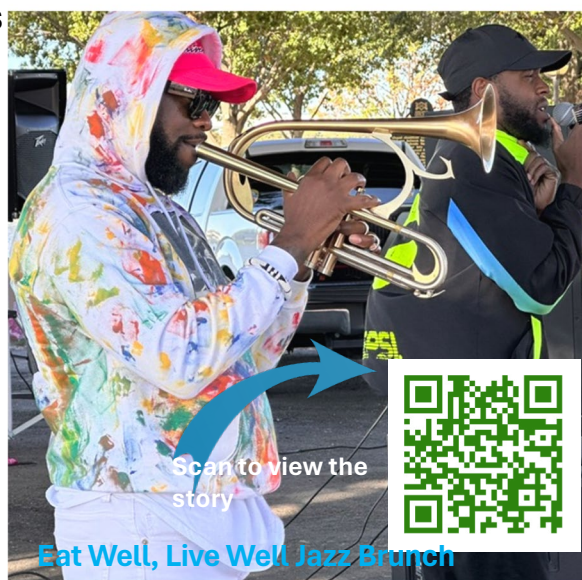
DMV Answer Desks

We tested “answer desks” at DMVs to get customers’ registration questions answered quickly.



Workplace Partnerships

Communications



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Eat Well, Live Well Jazz Brunch

We are so appreciative of our workplace partners who support us in community activities.



Community Outreach & Education

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opportunity to meet and interact with communities around the state providing the facts about donation and encouraging donor registration.



40 ARORA hospital partners participated in the 2023 HRSA DoNation Campaign and were awarded medals for encouraging donor education and registration in their workplaces.



**Mercy Hospital
Rose Ceremony
and Butterfly
Release**

Partnered with two local transplant hospitals to build, install and implement iReferral software, resulting in a 117% increase in vented referrals; 48% increase in organ donors, 71% increase in organs transplanted and more than 350 nursing hours saved.

The Donation Development Department initiated a Funeral Home Collaborative—a quarterly meeting to open lines of communication, strengthen relationships and create partnerships with funeral homes and their directors across the state.

The department's work with hospitals produced a 48% increase in vented referrals, as well as 3.4% increase in timeliness in 2023 over 2022.

One More...

hospital partner, strengthened through professional education, and working in tandem with ARORA to restore lives.

**Donation
Development**



In 2023, the ARORA Aftercare team provided support to the more than 1200 donor family members added to the aftercare program, many of whom attend events especially for families.

- Celebration of Heroes-753 donor family attendees
- Hope for the Holidays-236 donor family attendees
- 7 donor family/recipient meetings facilitated



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April evening spent at the Little Rock Zoo honoring donor heroes, thanking and supporting donor families and wishing recipients well.

Family Service Coordinators and Family Resource Coordinators completed dual advocacy training, improving authorization rates.

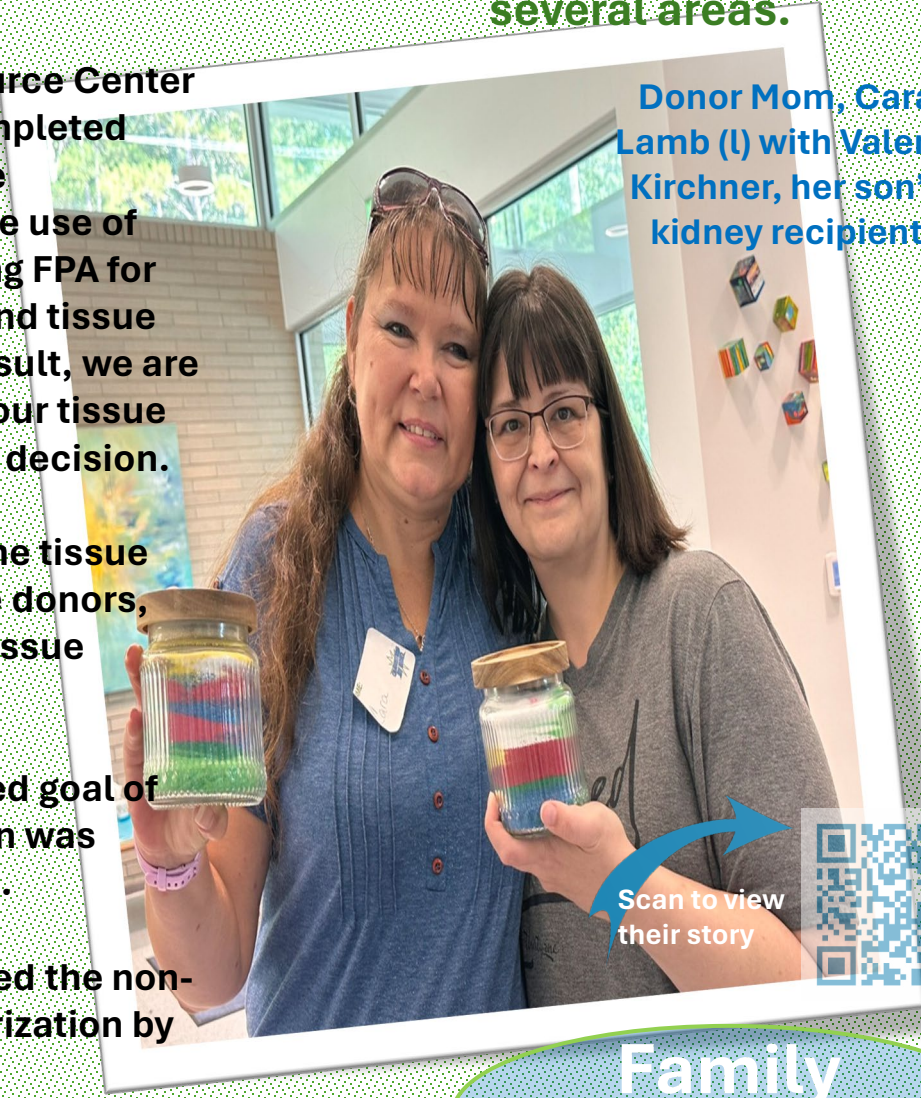
In 2023, the Family Services Department focused on process improvement. The result was continued growth in several areas.

The Family Resource Center coordinators completed training to ensure consistency in the use of language honoring FPA for organ donation and tissue donation. As a result, we are honoring 68% of our tissue donors' donation decision.

FRC surpassed the tissue goal of 600 tissue donors, authorizing 739 tissue donors.

The non-registered goal of 36% authorization was increased to 39%.

The FRC surpassed the non-registered authorization by 21% from 2022.



Donor Mom, Cara Lamb (l) with Valerie Kirchner, her son's kidney recipient



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Family Services

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family supported through the organ and tissue donation and recovery process.

CELEBRATING MORE LIVES RESTORED IN 2023!

740

TISSUE
DONORS

Tissue

148

EYE
DONORS

203

RESEARCH
DONORS



One More...

tissue donor providing the gift of sight, the ability to heal from burns, injuries and surgeries, and to live pain-free.

Quality Systems oversaw the creation of multiple PDSA's in departments across ARORA. The implementation of these new staff-driven initiatives improvements has led to increased referrals, improved donor management, SOP training streamlining, and new opportunities to learn more about the facts of donation.

ARORA made an initial step toward recognition of organizational quality and achievement by applying for and receiving the Governor's Challenge Commitment Award.

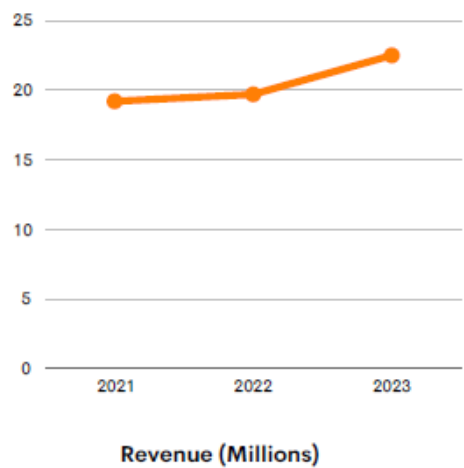
Quality
Systems



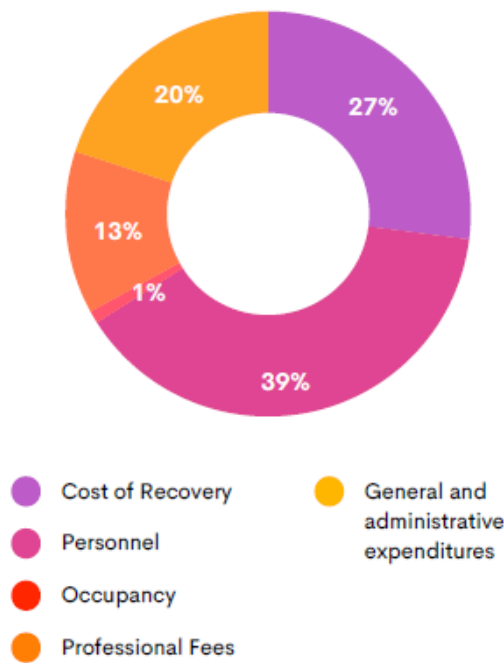
One More...

improvement plan in place to increase the efficiency of ARORA's organ and tissue donation process.

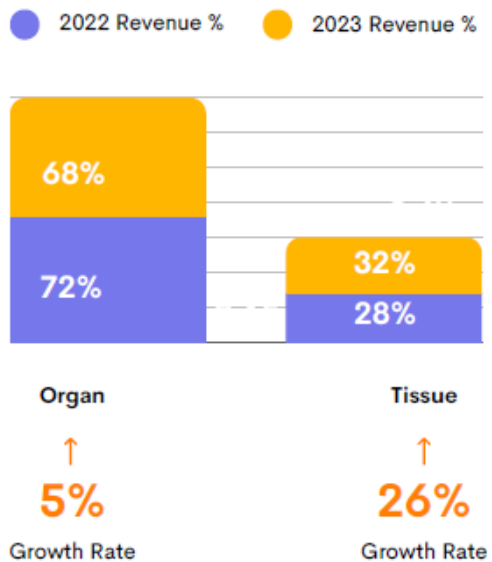
Overall Revenue Growth



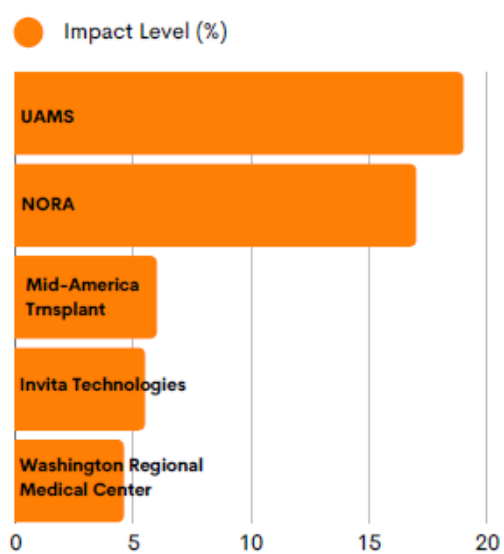
Expenditure Composition



Operating Revenue Composition



External Partners



Transplant Programs Organ Revenue %

Non-Local Transplant Programs



UAMS



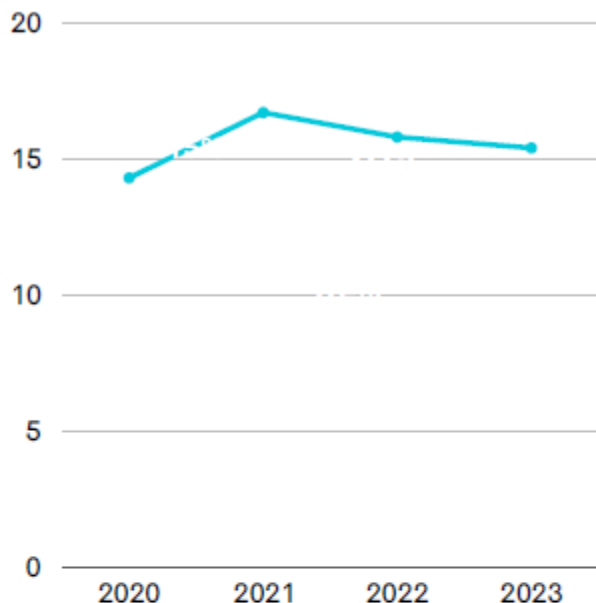
Baptist Medical Center



Arkansas Children's Hospital



Net Asset Growth



IT External and Internal Vulnerability Scan Results

The key objectives were to identify any user access and /or permission issues as well as trying to exploit any vulnerabilities that could be found.

95%

95th percentile of companies our size and similar infrastructure

Only 5 medium and 5 low vulnerabilities.

Finance

To the family who lost their son,

I am writing to you to express my deepest gratitude to you and your family for the selfless and generous decision to donate your young son's cornea.

At 29 years old, I find myself at a pivotal moment in my life, eagerly anticipating my upcoming marriage later this year. Your son's gift has not only given me the ability to see the world with newfound clarity but has also given me the opportunity to embark on this new chapter of my life with a profound sense of gratitude.

As I navigate through my daily life and work, I am constantly reminded of the newfound possibilities that have opened up for me. Your son's generosity has played a significant role in shaping the positive trajectory my life is now taking.

I am committed to honouring your son's memory by living a life filled with gratitude, compassion, and kindness. I carry with me a piece of your son's spirit and generosity.

Once again, thank you from the bottom of my heart for the profound impact your family has had on my life.

With deepest gratitude and sympathy.

Tissue
Recipient
Message



ARORA Senior Leadership

Mark Tudor

President & Chief Executive Officer

Tasha Flowers

Chief Finance Operating Officer

Nelson Ballard

Director of Tissue

Kelley Bogan

Director of Donation Development

Audrey Coleman

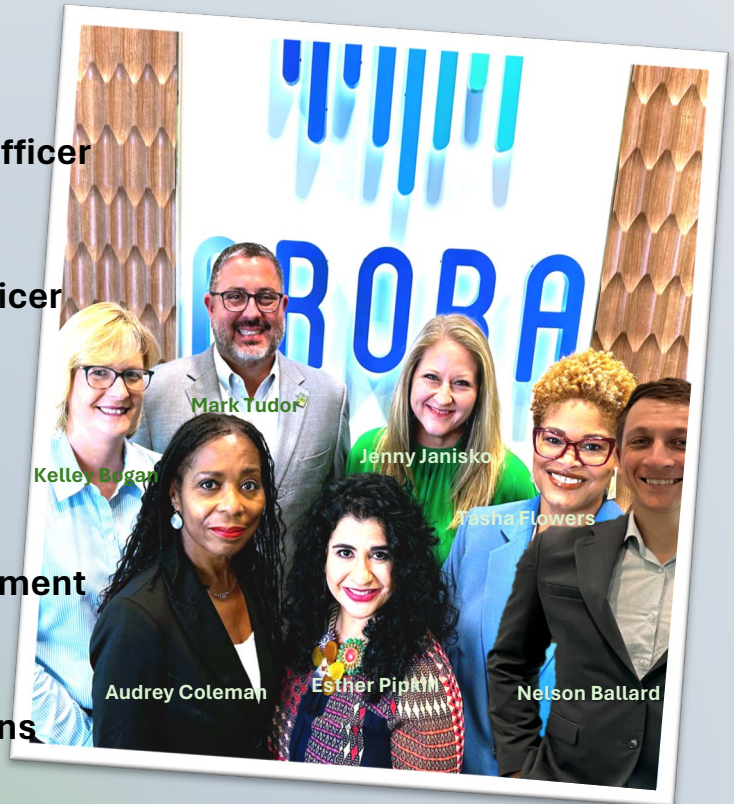
Director of Communications

Jenny Janisko

Director of Organ

Esther Pipkin

Director of Family Services



ARORA Governing Board

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Mark Tudor, ARORA CEO

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Bo Ryall, M.P.A.

Tom Thompson, CST/CFA, CTBS

Mark Tudor, ARORA CEO

Kara Way, M.D.



Established in 1987, ARORA is a team of donation professionals orchestrating the amazing medical miracle of the recovery of organs, tissues and eyes for transplantation, and providing donor education and opportunities for donor registration.

For hundreds of organ transplant recipients each year, ARORA is a bridge to new life. For thousands of tissue transplant recipients every year, ARORA is an agent of restored sight, mobility, ability, and freedom from pain. And for the families of thousands of organ and tissue donors, ARORA is an agent of healing and purpose.

We are ARORA.

We restore lives.



Join us!

