

**Commitment to Excellence**  
*Leading a Journey to  
Save More Lives*

Dean F. Kappel  
*President Emeritus*



---

---

---

---

---

---

---

---



---

---

---

---

---

---

---

---

**We Are Mid-America Transplant**

- Organ & Tissue Procurement Organization (OPO)
- 1 of 58 OPOs in the nation
- Not for profit 501c3
- 180 employees
- Annual gross revenue of approximately \$40M



---

---

---

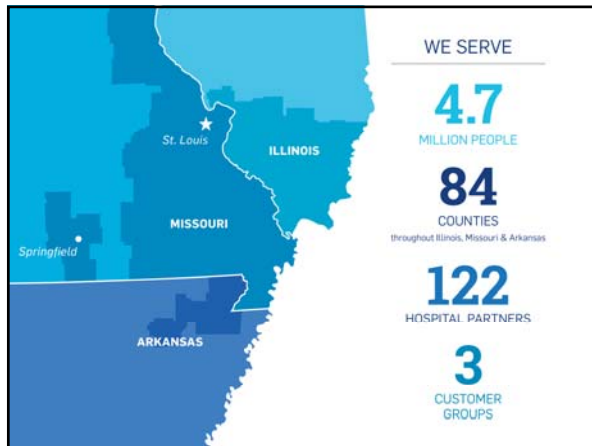
---

---

---

---

---




---

---

---

---

---

---

---

---




---

---

---

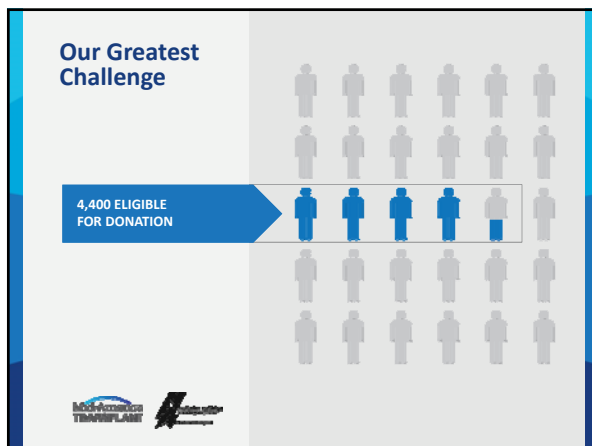
---

---

---

---

---




---

---

---

---

---

---

---

---

**Our Greatest Challenge**

ONLY 2,100  
BECOME DONORS

---

---

---

---

---

---

---

---

---

---

*For leaders to make something great,  
their ambition has to be for the  
greatness of the work rather than  
for themselves.*

- Jim Collins

Inspired by 100

---

---

---

---

---

---

---

---

---

---

**OUR BALDRIGE JOURNEY**

2003 2015

---

---

---

---

---

---

---

---

---

---

8 APPLICATIONS SUBMITTED TO BALDRIGE 5 SITE VISITS

PERSEVERANCE

2 STATE QUALITY AWARD WINS



MBNQA WINNER

---

---

---

---

---

---

---

---

Our Core Competencies



Mission-Driven Workforce



Innovative Culture



Inspired by Life

---

---

---

---

---


---

---


---

Mission-Driven Workforce

HIGHLY ENGAGED STAFF DRIVES RESULTS



SAVING LIVES  
Mid-America Transplant Services  
Since 1974



Inspired by Life

---

---

---

---

---

---

---

---




---

---

---

---

---

---

---

---

---

---

---

---




---

---

---

---

---

---

---

---

---

---

---

---




---

---

---

---

---

---

---

---

---

---

---

---

**Intelligent Risk**  
DMV/LICENSE OFFICE  
MANAGEMENT

**Mid-America TRANSPLANT**

**Improved Joy Ride**

---

---

---

---

---

---

---

---

---

---

**A Systems Approach to Excellence**

**WORKFORCE ENGAGEMENT**  
83 % Workforce Engagement, a Best-in-Class Result

**CUSTOMER SATISFACTION**  
98% of all customers are satisfied with the services provided

**FUND BALANCE**  
\$32M → \$85M  
166% Increase

**LIVES SAVED**

Our People  
Customer Satisfaction  
Financial Stability

**Mid-America TRANSPLANT**

**Improved Joy Ride**

---

---

---

---

---

---

---

---

---

---

**100% Increase in Organs Transplanted**

**618 ORGANS TRANSPLANTED**

**2015 MINGA RECIPIENT**

**Mid-America TRANSPLANT**

**Improved Joy Ride**

---

---

---

---

---

---

---

---

---

---

**Meet Sam**

*Since his life-saving lung transplant, he and his wife, Katie, have welcomed their first child into the world.*



Inspired by life

---

---

---

---

---

---

---

---

**Key Leadership Learnings**

- Stay committed
- There's no silver bullet
- It takes the whole team



Inspired by life

---

---

---

---

---

---

---

---

**BE INSPIRED.**

Join the National Registry | [registerme.org](http://registerme.org)  
Visit our website | [midamericatransplant.org](http://midamericatransplant.org)



Inspired by life

---

---

---

---

---

---

---

---