



Pre-Conference Agenda

The Time Is Now: Superheroes Leading Extraordinary Change

February 15, 2026

8:00 am – 5:00 pm CT

Gaylord Texan | Grapevine, TX

7:00am – 8:00am	Breakfast			
Plenary Sessions				
8:00am – 8:30am	Welcome and Framing			
8:30am – 9:10am	Connecting the Full Care Pathway: Referral to Aftercare			
Breakouts	Hospital Engagement <i>Heather Osipowicz</i> <i>Jaqueline Giuffrida</i>	Family Services <i>Faith Hilterbrand</i> <i>Taylor Brookins</i>	Referral Optimization <i>Breianna Brown</i> <i>Tania Houle</i>	Family Aftercare <i>Courtney Tillotta</i> <i>Kelley Green</i>
9:15am – 10:15am	Improving Together: Tools for Change Learn how performance improvement strategies like PDSAs and change management can drive better outcomes in donation programs.	Staffing/Hot Approaches/Dual Approaches/Training - Onsite expectations – when to dispatch - Donation conversations (hot approaches and dual approaches) - Simulations/training	Referral Connection How a referral response team can partner with Hospital Development, Organ Recovery, & Family Services Teams	Aftercare Programs - How do you create a successful Aftercare program? - What do you think donor family needs are? - Do you have an Aftercare Mission?
10:15am – 10:30am	Break (15 Minutes)			
10:35am – 11:35am	Empowering Teams: Donor Councils & Leadership Engagement Explore how to build strong hospital councils, engage members, and develop leadership relationships that last.	Pediatrics - Bridging Language - Non-FPA donation conversations - Pediatric best practices - possible outside speaker <i>Speakers: Jami Rivas (Indiana) and Sonya Fox (LifeGift)</i>	Huddles - What kind of huddle and who would you include to optimize your referral responder interaction - How does a phone follow up huddle compare	Establishing Success - Staffing models for AC - Standardizing KPIs for AC - Standardization of services - What is the purpose of the Aftercare Team?
11:35am – 12:20pm	Networking Lunch (45 Minute)			
Breakouts	Hospital Engagement <i>Heather Osipowicz</i> <i>Jaqueline Giuffrida</i>	Family Services <i>Faith Hilterbrand</i> <i>Taylor Brookins</i>	Referral Optimization <i>Breianna Brown</i> <i>Tania Houle</i>	Family Aftercare <i>Courtney Tillotta</i> <i>Kelley Green</i>
12:25pm – 1:25pm	Compassionate Collaboration: Hospice & Coroner/ Medical Examiner Partnerships Gain insights into working with hospice and coroner/ medical	<i>(Combined with Aftercare)</i> Working with Families in Trauma & Grief – Litsa Williams, What’s Your Grief	Referral Management - Assignments – what type of team member - Triage levels - Board management – how do you decide what stays on the	<i>(Combined with Family Services)</i> Working with Families in Trauma & Grief – Litsa Williams, What’s Your Grief

	examiner organizations to maximize donation in mutually beneficial partnerships.		board and when to close things out. Onsite versus Phone	
1:25pm – 2:25pm	Moments That Matter: Honor Walks & Community Engagement See how meaningful ceremonies and advocacy efforts to honor donor heroes can deepen hospital and community connections in and around donor hospitals.		AOC - Explore and discuss different AOC models and structures. - What have you changed to drive AOC success	
2:25 –2:40pm	Break (15 Minutes)			
Breakouts	Hospital Engagement <i>Heather Osipowicz</i> <i>Jaqueline Giuffrida</i>	Family Services <i>Faith Hilterbrand</i> <i>Taylor Brookins</i>	Referral Optimization <i>Breianna Brown</i> <i>Tania Houle</i>	Family Aftercare <i>Courtney Tillotta</i> <i>Kelley Green</i>
2:45pm – 3:45pm	Crisis Ready: Communicating When It Counts <i>(Combined with FS)</i> Discover practical ways to handle media attention and sensational donation stories when communicating with donation partners and families.	Crisis Ready: Communicating When It Counts <i>(Combined with HE)</i> Discover practical ways to handle media attention and sensational donation stories when communicating with donation partners and families.	EMR Role/ Soap Box Topics - EMR Specialist Role - Review of specialist roles that take referrals, perform call backs, build and upkeep charts. - Bring a topic that is keeping you up at night. Be able to share in 1-2 minutes and have rapid fire solutions from those in the room over the next 3 minutes.	If you’ve seen one OPO, you’ve seen one OPO. Navigating different practices between OPOs
3:50pm – 5:00pm	Developing a Culture of Donation: All Teach All Learn Moderator:			

There is no one like you, and that is your

Superpower!