



March 14, 2025

Dear Valued Hospital Partner,

Last fall, we invited many of our hospital partners to participate in a phone survey conducted by The Research & Planning Group (RPG). This confidential and anonymous survey provided an opportunity for our partners to provide open and honest feedback on both the strengths of our collaboration and areas where Iowa Donor Network (IDN) can improve.

We thank you and your staff for providing us with valuable information. As a leader in your hospital, we want to share some key takeaways with you. A visual graphic of the survey results is enclosed.

- **Enhancing Collaboration and Communication During Cases**
Over half of respondents indicated they are often unclear about their role in a case, highlighting an opportunity for us to improve how we prepare and engage with you. We are developing new initiatives to strengthen collaboration, clarify roles, and enhance communication throughout the donation process.
- **Improving Follow-Up and Outcome Communication**
Timely case follow-up is important to you. Historically, we have mailed case outcomes 45-60 days after a case. Study results indicate a desire to receive this information sooner, either in person or via email. We are working on ways to improve the timeliness and delivery of case outcomes.
- **Expanding Education**
One in four hospital partners expressed the need for more effective education on organ and tissue donation. In response, we are working to develop new educational materials and resources. We look forward to collaborating with your teams to ensure education is both impactful and accessible.
- **Gratitude for Your Partnership**
We value your positive feedback. Your appreciation for the work we do reinforces our commitment to strengthening our partnership.

Once again, thank you for your participation in this survey. If you have questions or additional feedback, please feel free to email me directly at sconrad@iadn.org.

With appreciation,

A handwritten signature in dark ink, reading 'Suzanne Conrad'.

Suzanne Conrad, RN, MS
Chief Executive Officer
Iowa Donor Network