

Washington State Patrol

Chief Lowell M. Porter



**2004 Herman Goldstein Award for
Excellence in Problem Oriented Policing**

Tissue/Organ Donation Project

**Tissue and Cornea Donor
Travis Olesen**

NORTHWEST



TISSUE CENTER





STATE OF WASHINGTON
WASHINGTON STATE PATROL

General Administration Building, PO Box 42600 • Olympia, Washington 98504-2600 • (360) 753-6540

May 14, 2004

Mr. Rob Guerette, Goldstein Award Coordinator
Herman Goldstein Award Selection Committee
School of Criminal Justice
Rutgers University-Newark
123 Washington Street
Newark NJ 07102-3094

Dear Mr. Guerette:

It is with great pleasure that I submit two Washington State Patrol Exemplary Problem Oriented Public Safety (POPS) Projects for consideration for the 2004 Herman Goldstein Award for Excellence.

Washington State Patrol — Organ/Tissue Donation Project
Washington State Patrol - El Protector Project

As outlined in the submission instructions, nine copies of each completed application package are enclosed. In addition, an electronic copy (WORD document on CD) is also enclosed in a sleeve within each hard copy.

By this letter, I attest to the projects methodology, and verify that each project's results are accurate and directly attributable to that project,

In addition to nominating these projects for award consideration, I also ask that they be considered for panel presentation at the 2004 POP Conference.

If you have any questions about the Organ/Tissue Donation Project, please contact Captain Brian A. Ursino, commander of our Criminal Investigation Division at (360) 753-0315, extension 159. If you have questions about the El Protector Project, please contact Captain Timothy Braniff, of our Field Operations Bureau at (360) 753-0271.

Sincerely,

A handwritten signature in blue ink that reads "Lowell M. Porter".

CHIEF LOWELL M. PORTER

LMP:srb
Enclosures

cc: Captain Timothy P. Braniff, Field Operations Bureau
Deputy Chief Glenn M. Cramer, Field Operations Bureau
Deputy Chief Steven T. Jewell, Investigative Services Bureau
Captain Brian A. Ursino, Criminal Investigation Division



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Community Service Award

ON THE COVER: Travis' family generously consented to tissue donation. To date, Travis has helped 31 individuals through tissue and cornea donation.

* Project Title *

Tissue/Organ Donation

Scanning

Pre-Project Problem Definition

Washington State Patrol (WSP) troopers and detectives responding to/investigating fatality collisions are not trained to be aware of the tissue/organ donation concept, nor does the WSP have a procedure for facilitating donations. As a result, valuable life-saving resources are being lost at traffic fatality scenes.

Analysis

Primary Stakeholders

- WSP troopers, detectives, and Communications Officers.
- Northwest Tissue Center (NTC), Northwest Lions Eye Bank (NLB), and Statline/Donor Referral Line.

Research/Baseline

Research was conducted to determine if tissue/organ donation was even a viable option during traffic fatality investigations. The following acceptable time tables for the recovery process were determined:

- Tissue needs to be recovered within 12 to 24 hours following death (24 hours if the body is cooled within 6 hours).
- Corneas need to be recovered within 20 hours following death.
- Major organs cannot be recovered unless death occurs while the victim is on life support.

Research based on the history of tissue/organ donations resulting from traffic fatalities (where death occurred prior to hospitalization) revealed that there had **never** been any traffic deaths referred by *any law enforcement agency* in Washington State to a tissue/organ procurement agency, **resulting in a baseline of zero donations**. To demonstrate the potential impact of an established donation program, there were 361 traffic deaths investigated by the WSP in 2003.

Response

The following GOALS were established for this project:

- Give every deceased person from a traffic fatality the opportunity to become a donor.
- Improve the quality of life for as many donor recipients as possible.

To accomplish the project **GOALS**, the following **ACTION PLAN** was developed and implemented:

- Initiate a core team of cross-divisional WSP stakeholders.
- Initiate a partnership with the Northwest Tissue Center and Northwest Lions Eye Bank.
- Develop a procedure for WSP referrals for donation.
- Solicit the cooperation of every coroner, medical examiner, and funeral home.
- Develop training for WSP personnel and conduct pilot.
- Train affected WSP personnel statewide.
- Implement project.

Assessment

Preliminary Assessment occurred after a 30-day pilot project in two of the eight WSP districts:

- 13 traffic deaths resulted in 12 referrals = 92% referral rate.
- 66% donor consent rate.

Secondary Assessment conducted 90 days after STATEWIDE implementation:

- 59 traffic deaths resulted in 59 referrals = 100% referral rate.
- 55% donor consent rate.

RESULTS

★ **More than 20 sight-restoring transplants** ★

★ **Over 150 tissue/bone grafts for transplant** ★

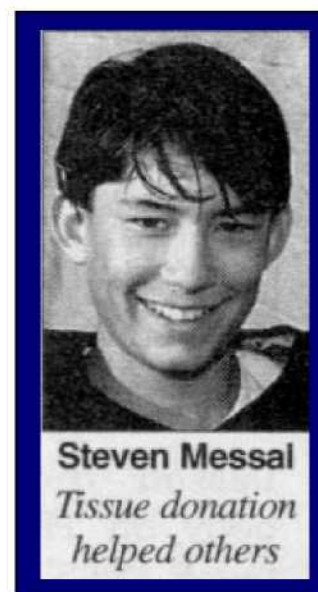
Nature of the Problem

WSP troopers and detectives¹ responding to/investigating fatality collisions were not trained to be aware of the tissue/organ donation concept, nor did the WSP have a procedure for facilitating donations. As a result, valuable life-saving and quality-of-life restoring resources were being lost at traffic fatality scenes.

Problem Identification

A traffic fatality occurred in Lewis County, Washington, on April 17, 2002. During the next-of-kin notification, the father of the deceased requested his 20-year-old son be an organ donor. The detective conducting the notification quickly realized the WSP did not have an organ donation procedure. It took a great deal of time, effort, and departmental resources, but the father's wishes were honored. The son, Steven Messal, donated both of his corneas and provided more than 30 gifts of skin, bone and tendons that day.

Following this incident, the detective further realized that WSP personnel were not trained to be aware of the organ donation concept, and that we were losing the opportunity to improve the quality of life of hundreds of citizens each year because of the lack of a process.



Who Identified the Problem?

Detective Steven L. Stockwell, a WSP Criminal Investigation Division (CID) detective.

Why This Problem Was Selected

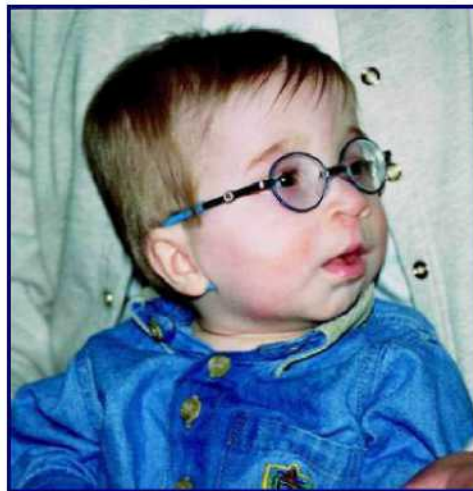
In the WSP CID, POPS (Problem Oriented Public Safety) project ideas are reviewed by the division commander for approval before a project can be opened. After Detective Stockwell brought the problem forward, Captain Brian A. Ursino (CID Commander) recognized the profound impact this project could have for both donor families and recipients. People from our state, nation, and literally throughout the world were in need of these life-saving resources, yet they were being wasted.

¹ In the WSP, line troopers investigate fatality collisions unless there is evidence of a felony crime that could lead to charges of Vehicular Homicide or Vehicular Assault. WSP CID detectives respond to and investigate felony collisions.

Moreover, the project was in alignment with the CID Strategic Plan (see WSP CID Mission Statement, Core Mission Areas, and Values²). As a result, the project was opened and Detective Stockwell provided whatever support was needed.

Initial Level of Diagnosis

Initial diagnosis proved that the facilitation of tissue and organ donation from victims of fatality collisions (where death occurred prior to hospitalization) had never occurred in the history of the WSP.



For Isaac, a cornea transplant provided the gift of sight and hope for a bright future.

² Addendum A

Data/Sources Used to Analyze the Problem

- The WSP has eight *Communications Centers* throughout Washington State (one in each of our eight districts). Each center was polled to determine if any of them had a procedure in place to facilitate tissue/organ donation resulting from fatality collisions investigated by WSP personnel. None of the eight Centers had any such procedure or relationship with local coroners, funeral homes, or a tissue/organ donation agency.
- The WSP *Collision Records Section* was utilized to determine an average number of fatal collisions investigated in Washington State, and of those, how many were investigated by the WSP. This analysis revealed that the WSP investigates more than 50% of the approximately 600 traffic deaths that occur each year in Washington State, more than any other single agency in the state of Washington.
- The *Northwest Tissue Center (NTC)*, located in Seattle, Washington, is the delegated tissue procurement agency for the state of Washington. It is a federal requirement that they be notified of all hospital deaths. However, there is no requirement of any kind that they be notified of a death that occurs outside of a hospital, such as at a traffic collision scene. Information received from the NTC showed no traffic death referrals to them from the WSP or any other Washington law enforcement agency.

Other pertinent information from the NTC included what items are recoverable from a deceased person. Tissues, corneas, eyes, bone grafts, skin grafts, tendons, ligaments, heart valves, and veins are able to be recovered. Tissue needs to be recovered within 12 to 24 hours following death, while corneas need to be recovered within 20 hours following death. We also learned that organs are not able to be recovered unless a person dies while on life support. However, even donations of skin and heart valves are frequently life-saving, and other tissue donations have incredible value in improving the quality of life of those in need of such donations.

How Long Has It Been a Problem?

This has been a problem since tissue/organ donations became commonplace in the early 1980s (the NTC was established in 1988³). In the history of the WSP, there is no information indicating this problem was ever identified or addressed.

³ The Northwest Tissue Center is the nonprofit, community-sponsored tissue bank established to provide high-quality human tissue for transplant to patients in the Northwest. The NTC, a department of Puget Sound Blood Center, was established in 1988 through agreements with the University of Washington Department of Orthopedics and the Northwest Kidney Center. The Tissue Center is an accredited member of the American Association of Tissue Banks and is recognized nationally for its leadership in tissue banking.

Who Was Involved In the Problem?

- *Troopers and Communications Officers* are in a unique position to make this program a success, to aid the grieving families, and to assist in providing these gifts to needy recipients.
- *Recipients.* These patients—suffering from orthopedic trauma and degenerative conditions, heart-valve disease, and life-threatening burns—are in need of these life-saving and life-enhancing transplants. Corneas and eyes are also needed to restore sight.
- Potential *donor families* are equally important. Without them there would be no program. One tissue donor may save or improve the quality of life for up to 50 individuals. These donations also help to solace grieving families.



For Cassandra, a bone transplant offered hope and spared the loss of her leg due to cancer.

What Harms Resulted From the Problem?

The harms are immeasurable to donor families and recipients. There are people who want to be donors and families who want their loved ones to be donors. In life, this is important to them. In death, without a program like this, there is no one to help fulfill their wishes. Without a program like this, some recipients will never experience the improved quality of life that they deserve.

How Was the Problem Addressed Before?

This problem had never previously been addressed in Washington State.

What Did the Analysis Reveal About the Causes and Underlying Conditions That Precipitated the Problem?

Research shows that 9 out of 10 people support the concept of organ and tissue donation, yet donations occur less than one-third of the time. Many citizens opt for their driver's licenses to contain donor authorizations. Troopers investigate over 300 traffic fatalities a year in Washington State; the analysis revealed that there was no awareness of organ donation by employees of the WSP, there was no training in place to instill the awareness in our personnel, and there was no procedure in place to make the donations a reality.

Analysis of Nature and Extent of the Problem

The analysis revealed that thousands of potential life-saving and life-enhancing gifts were not being utilized due to the lack of awareness, training, and process.

Communication With the Community

Extensive communication occurred among the community of concerned. As a result of this project, the WSP and the NTC forged not just a partnership, but an ongoing relationship. From this, a cooperative effort led to a successful communication effort that enlisted the participation of the county coroners, medical examiners, and funeral homes critical to the success of this project.

The media has been utilized with great success to communicate the successes of this project with the greater community⁴.

⁴ Addendum B

Range of Possible Responses

Some of the ideas brainstormed by stakeholders included:

- Place responsibility on the primary trooper or detective at the scene of the collision.
- Place responsibility on responding aid personnel.
- Place responsibility on the local coroners, medical examiners, and funeral homes (since they transport the deceased from our collision scenes).

Responses Used to Address the Problem

Finally, after potential processes were discussed, it became apparent that no single agency or entity could be successful without cooperation from others. As a result, the NTC suggested a multi-partner process, to include the on-scene trooper or detective; the involved WSP Communications Center; the appropriate coroner, medical examiner, or funeral home; and a donor referral agency.

Response Development

The following **GOALS** were established for this project:

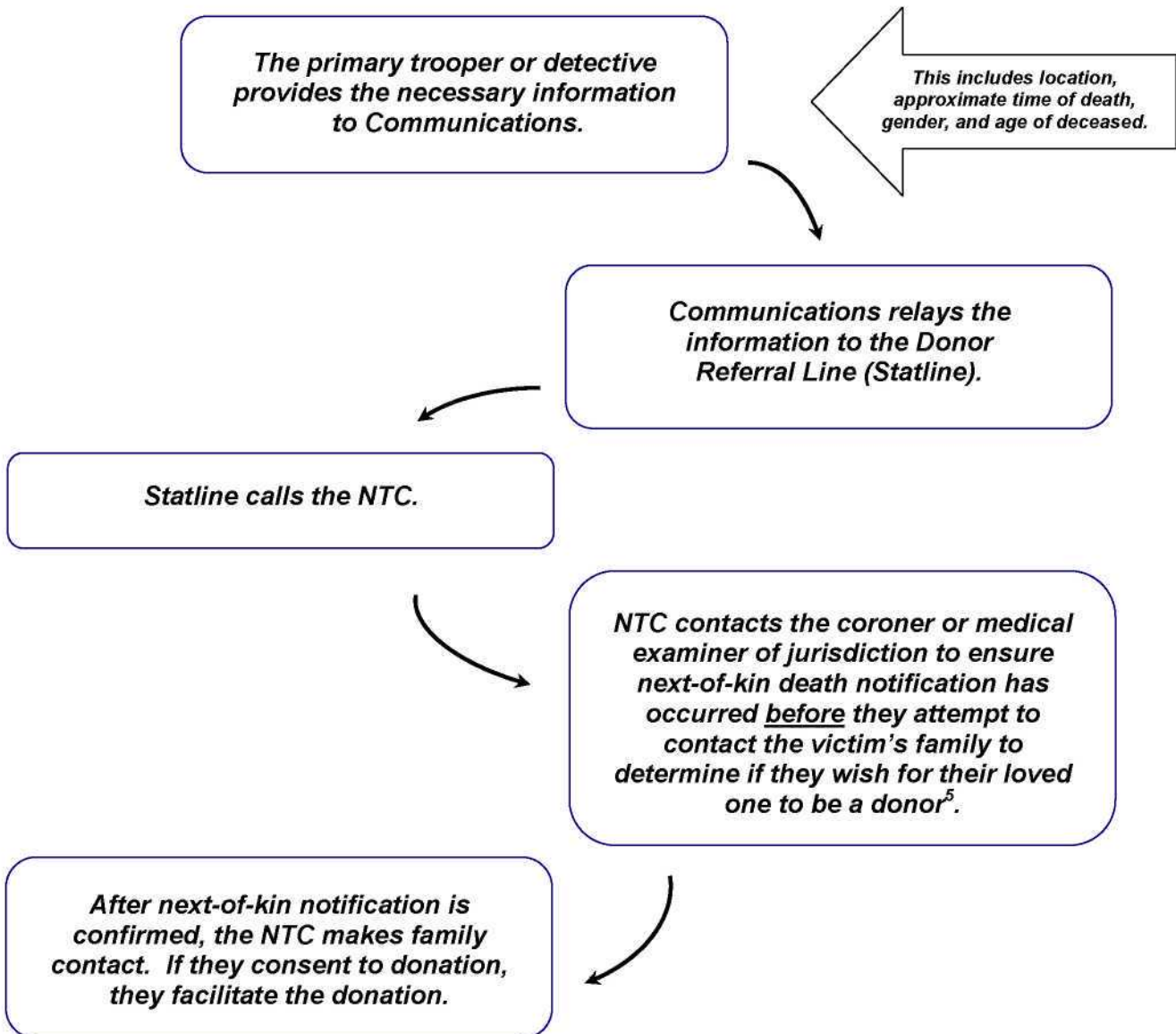
- Give every deceased person from a traffic fatality the opportunity to become a donor.
- Improve the quality of life for as many donor recipients as possible.

To accomplish the project **GOALS**, the following **ACTION PLAN** was developed and implemented:

- Initiate a core team of cross-divisional WSP stakeholders. *This team consisted of Field Operations, CID, and Communications personnel.*
- Initiate a partnership with the Northwest Tissue Center and Northwest Lions Eye Bank. *This partnership was developed with Ms. Candy Wells from the NTC and Ms. Kara Laney from the NLB.*

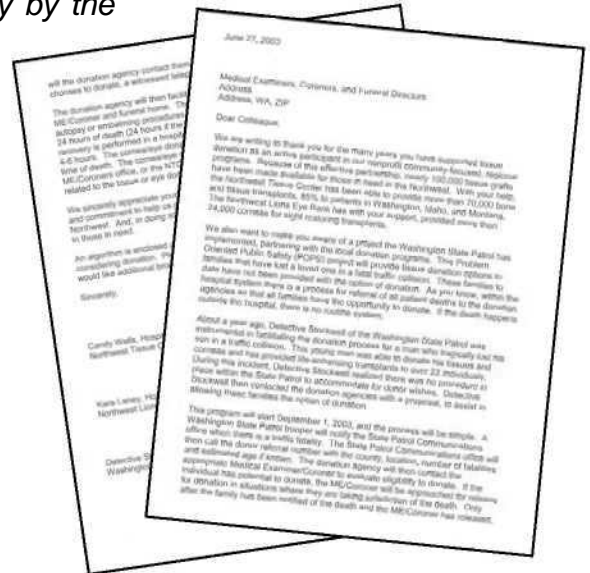
- Develop a procedure for WSP referrals for donation. This procedure was a modification of a referral procedure the NTC already had in place regarding hospital deaths. Hospitals called the same donor referral agency that our Communications Centers would use. The donor referral agency would ask only predetermined questions for which the troopers or detectives at the collision scene could supply information.

At the end of that one telephone call, WSP involvement is completed. *The following WSP-investigated fatality collision donation procedure was established:*



⁵This contact occurs whether or not the victim is registered as an organ/tissue donor. Many times, when given the option, family members ask their loved one's tissue/organs be donated, even if they were not registered.

- Solicit the cooperation of every coroner, medical examiner, and funeral home.
 - *A letter dated June 27, 2003, was sent jointly by the NTC, NLB, and WSP.*
- Develop training for WSP personnel and conduct pilot.
 - *Training curriculum/PowerPoint completed June 2003.*
- Train affected WSP personnel statewide.
 - *Statewide training completed October 31, 2003.*
- Implement project.
 - *Project implemented on November 1, 2003.*



What Evaluation Criteria Were Most Important to the Department Before Implementation of the Response Alternatives?

Ensuring that potential donors, via next-of-kin, were given the opportunity to donate useable tissue/organs to save and/or improve the quality of life of fellow citizens.

Intended Response Plan Results

Goals

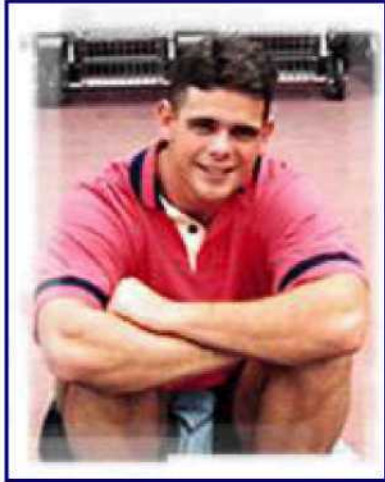
- Give every deceased person from a traffic fatality the opportunity to become a donor.
- Improve the quality of life for as many donor recipients as possible.

Performance Measures

- Referral rate (baseline 0%).
- Donor consent rate (baseline 0%).
- Transplants from victims of traffic fatalities in Washington State (Baseline 0).

Resources Made Available

The support of the WSP command staff was instrumental in solving this problem. The CID Commander (Captain Brian Ursino) guided the project owner (Detective Steve Stockwell) throughout the project. The WSP Communications Division provided valuable staff time to this project. Moreover, Detective Stockwell was allowed as much time as necessary to dedicate to this project in the face of continual pressure on CID to reduce case cycle time.



Chris tragically died in a motorcycle accident, and his family generously consented to tissue donation. To date, Chris has impacted more than 25 individuals with his gifts.

Staff from the NTC provided a great deal of staff support and some financial resource for promotional materials⁶.

There were no hard dollar costs to the WSP to implement this program. However, the staff time required, not only for program development, but to accomplish training of all affected WSP personnel throughout the state, was significant.

Difficulties Encountered

A pilot project was implemented in two WSP districts from June 26, 2003, through August 31, 2003. Limited training was completed prior to the pilot project which proved problematic. Lessons learned from the pilot allowed for improved training prior to project implementation statewide on November 1, 2003. To date, there have not been any problems encountered.

Who Was Involved in the Response?

Primary Stakeholders

- WSP troopers, detectives, and Communications Officers.
- Northwest Tissue Center (NTC), Northwest Lions Eye Bank (NLB), and Statline/Donor Referral Line.

⁶Addendum C

Results

Results from the 30-day pilot project in two of the eight WSP districts:

- Referral rate of 92% (12 referrals from 13 traffic deaths).
- Donor consent rate of 66%.

Secondary Assessment conducted 90 days after STATEWIDE implementation:

- Referral rate of 100% (59 traffic deaths resulted in 59 referrals).



**DONOR CONSENT
RATE OF 55%,
RESULTING IN:**

More than 20 sight-restoring transplants &

***# Over 150 tissue/bone grafts for transplants to citizens
throughout the state, nation, and world (recorded recipients
from WSP referrals in Japan and Germany) #***

Prior to this program, the WSP investigated approximately 300 fatal traffic collisions annually, without referring any deaths to a donor referral agency. In the first three months of statewide implementation, the WSP investigated 59 traffic collision deaths, referring all 59 deaths to the NTC. ***You can't do any better than that!***

Methods of Evaluation

Detective Stockwell has tracked every fatal traffic collision since June 26, 2003, by county occurrence, as well as name, date of birth, and gender of every victim. He has followed up with WSP Communications to verify that each fatality indeed resulted in a referral, and followed up with the NTC on each referral to see if they became a donor.

Who Was Involved in the Evaluation Process?

Detective Stockwell was required to report the pilot Assessment to Captain Ursino for evaluation. Captain Ursino then requested approval from the affected Deputy Chiefs

for the program to be adopted on a permanent basis and expanded statewide⁷. Detective Stockwell is continuing Assessment until November 1, 2004 (one full year after statewide implementation).

Problems With Implementation

There were no problems implementing the project statewide.

Response Goals Accomplished

Goals

- Give every deceased person from a traffic fatality the opportunity to become a donor. *Accomplished with a 100% referral rate.*
- Improve the quality of life for as many donor recipients as possible. *Accomplished with a 55% donation rate.*

How Did You Measure Your Results?

See "Methods of Evaluation" above.

What Data Supported Your Conclusions?

Data gathered on our two key performance measures, Referrals and Donations.

How Could You Have Made the Response More Effective?

Since statewide implementation, the program has been flawless. We are in the final stages of developing a tissue donation Web page for the WSP intranet so our employees will know of our success. We believe the involved officers and Communications Officers will reap satisfaction and intrinsic value from the knowledge that referrals they facilitated resulted in donations.

⁷This involved the Deputy Chiefs of three WSP Bureaus: The Field Operations Bureau (line troopers); the Technology Services Bureau (Communications Division and Training Division); and the Investigative Services Bureau (CID).

Displacement Issues

The problem has been solved for all WSP-investigated fatalities which, as mentioned before, make up over 50% of all fatality collision investigations in the state. Next, we will partner with the Washington Association of Sheriffs and Police Chiefs (WASPC) to educate all local law enforcement of the difference they can make as well. The problem is not being displaced; it is being completely eradicated.

Moreover, Detective Stockwell made a project presentation to the Oregon State Police in April 2004 (sponsored by the Lions Eye Bank of Oregon) and has been scheduled for these future presentations:

- American Association of State Troopers Conference in Dallas, Texas, in June 2004
- Montana Highway Patrol (sponsored by the NTC, which is responsible for Washington, Idaho, and Montana)

Continued Effort to Maintain Results

None required. The procedure has institutionalized in the WSP.

- The WSP Tissue/Organ Donation Program was adopted agency-wide.
- All officers have received basic training in the WSP philosophy we call Problem Oriented Public Safety (POPS). In addition, Captain Brian Ursino, the CID Commander who oversaw this project, was the past POPS coordinator for the entire agency and has provided instruction at every one of the six 40-hour advanced POPS training classes sponsored by the agency since 1999.
- There are no incentives offered to officers/employees who participate in this or any other WSP POPS project.
- Detective Stockwell utilized the WSP SARA (Scanning, Analysis, Response, Assessment) form to guide him through this process.
- As soon as Detective Stockwell perceived the problem stemming from his next-of-kin experience, he immediately thought to use the POPS philosophy and SARA form to solve the problem.
- There were no hard dollar costs to the WSP to implement this program. However, the staff time required not only for program development, but to accomplish training of all affected WSP personnel throughout the state, was significant.

However, the NTC and the NLB paid for all expenses incurred in the production of training and promotional materials. They purchased and produced approximately 200 CD's containing the PowerPoint training presentation. They also provided another 200 training videos containing a true-life donor/recipient story. Since statewide implementation, they have purchased 2,000 ink pens that have Northwest Tissue Center, Northwest Lions Eye Bank, Washington State Patrol, and the toll-free donor referral number inscribed on them. They also purchased 200 mouse pads for the WSP that have the logos of the WSP, NTC, and NLB and the toll-free donor referral number printed on them.

- Project Contacts:

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ADDENDUM A

**CID Mission Statement, Core
Mission Areas, and Values**



CRIMINAL INVESTIGATION DIVISION

2003 – 2007 Strategic Plan



CRIMINAL INVESTIGATION DIVISION - MISSION STATEMENT

The Criminal Investigation Division provides investigative services to the Washington State Patrol and other agencies to improve the quality of life in Washington State.

CRIMINAL INVESTIGATION DIVISION - CORE MISSION AREAS

- Felony Collision Investigations
- Auto Theft Investigations
- Criminal Investigations

CRIMINAL INVESTIGATION DIVISION - VALUES

Every employee of the Criminal Investigation Division is a valued member of a team committed to:

- Excellence in criminal investigations
- Compassion toward crime victims and their families
- Bringing criminals to justice

ADDENDUM B

WSP Media Release

Washington State Patrol Media Release

Chief Ronal W. Serpas



November 4, 2003

For Immediate Release

**Contact: Detective Steve Stockwell
(360) 405-6646**

WSP Implementing Statewide Organ/Tissue Recovery Program

On November 1, the Washington State Patrol began implementing a statewide procedure to notify Tissue Recovery agencies including the Northwest Tissue Center and the Northwest Lions Eye Bank of possible donors. The tissue agencies will be provided contact information for a victim's family, after confirming next of kin notification has occurred, so that a family has the opportunity to give improved quality of life, or even life itself, to another.

The program was conceived by veteran Washington State Patrol Detective Steve Stockwell of the Criminal Investigation Division's Bremerton Office in 2002 when he had occasion to assist with a death notification in rural Lewis County. Stockwell was told by the victim's father that he believed that his son would wish to be a donor. Stockwell then found that there was no effective procedure to link requests to Law Enforcement to an appropriate tissue agency.

Stockwell initiated an internal Problem Oriented Public Safety program to make that link. The Washington State Patrol's Communications Division partnered with Detective Stockwell, the Northwest Tissue Center and the Northwest Lions Eye Bank to implement the system.

Beginning November 1, 2003 whenever a fatality collision occurs that is investigated by the Washington State Patrol, the Patrol's local Communications Center will automatically advise the donor referral line.

Hospitals have had such a procedure in place for a number of years, but a law enforcement procedure for making notification of deaths that occur outside of hospitals have been lacking. Now persons who choose to be tissue donors will have a better chance of having their wishes honored.

Washington State Patrol Troopers respond to all fatalities on Interstates and State Routes, and county roads when requested by the local County Sheriff. Washington State Patrol Detectives respond to those fatalities that have potential for felony charges. Detective Stockwell's POPS project has provided a mechanism for the Washington State Patrol to assist the Northwest Tissue Center, and the Northwest Lions Eye Bank with their goal of providing the family of a victim an opportunity to turn some of our community's most heart wrenching tragedies into new life for others.

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ADDENDUM B

Seattle Times Article

Sunday, November 09, 2003, 12:00 a.m. Pacific

Man's request for son, trooper's effort allow more to become tissue donors

By Susan Gilmore

Seattle Times staff reporter

After Washington State Trooper Steve Stockwell had responded to a fatal car crash in Lewis County last year, he visited the home of the victim's father to console him.

When Stockwell asked Ken Messal of Napavine if there was anything else he could do, the father said his son Steven would have liked to be an organ or tissue donor.

Since the younger Messal, 20, hadn't died in a hospital, no one had considered that possibility.

"I didn't have a clue what to do. Nobody knew what to do," said Stockwell. But finding out became Stockwell's mission and, as of Nov. 1, all troopers in the state know exactly what to do. Under a new policy adopted at Stockwell's instigation, they will contact a triage service in Colorado which, in turn, will call the Northwest Tissue Center and the Northwest Lions Eye Bank.

It's called the Problem Oriented Public Safety program, or POPS.

"This is a big deal," said Candy Wells, hospital-services supervisor with the tissue bank. "It's a big deal for those families who lose a loved one in a traffic collision, for families who lose someone tragically."

Federal law requires only hospitals to call eye- and tissue-donation organizations after a death. There's no similar requirement for medical examiners, hospice workers, funeral homes or law-enforcement officers.

"When people die in traffic fatalities, they were never referred for organ donations," said Stockwell, who's been a trooper for 23 years. "If someone wants to be a donor, there should be a way to make that happen, and it wasn't happening."

So, last summer, he organized a two-month test in Bremerton and Tacoma. Of 13 traffic deaths, 12 were called in to the triage center. Three victims became donors; the families of most of the others couldn't be located in time.

Tissue recovery can occur up to 24 hours after a death; corneas must be recovered within 20 hours.

Before the new policy, troopers weren't checking to see if victims had indicated on their drivers' licenses that they wanted their organs donated, Stockwell said.

Now the triage center is called regardless of whether the victim carries a donor card. It's up to the tissue and eye banks to check with the families to see if they're willing to donate.

The program doesn't include organ donations, because those must come from hospitals where the victim is on life support.

One victim can contribute two corneas and more than two dozen tissues, including bone, skin, heart valves and veins. If the tissues aren't needed in the Northwest, they may be sent elsewhere.

Donations of human tissue are processed into transplant material called allografts. They are frozen or freeze-dried, allowing them to be stored until surgeons need them.

Bone is the most widely used tissue for replacement, used to repair injuries, correct birth defects and treat cancer patients, perhaps preventing amputations.

Each year the tissue bank has more than 350 tissue donors and sends out more than 7,000 tissues for transplant, said Wells. Last year the eye bank provided more than 2,300 corneas for transplants, making it the No. 1 provider in the country.

Stockwell finally did find a place to accept Steven Messal's tissue and corneas, but it wasn't easy. Ken Messal lived in a rural area and had no telephone; cellular service was spotty.

Stockwell reached someone at the Oregon Health and Science University in Portland, who eventually arranged the donation with the Northwest Tissue Center. Doctors took both corneas and 30 bone and tendon tissues, later transplanting them to 19 recipients.

Stockwell now hopes to expand his project to all 911 call centers in the state.

The tissue and eye banks are finding donors that they might never have known about. "This is offering families options they never would have had before," said Kara Laney, hospital and family-services director of the eye bank.

"This can help them heal in their grief."

Added Stockwell: "This is such a worthwhile thing. It should be happening and now it is. I do think it can mean a lot to surviving family members to know their loved one has made a difference."

ADDENDUM B

NTC Resource Newsletter



NORTHWEST
TISSUE CENTER

Resource

Northwest Tissue Center is a division of Puget Sound Blood Center – Partners in Life

Bright Ideas

One man's determination results in new State Patrol program

A regular hero

Norma Obremski finally spoke to Det. Steve Stockwell months after he had rescued her from drowning. She had lost control of her pickup, and was trapped in its cab in a water-filled ditch. Obremski reports that Det. Stockwell "was very nonchalant in acknowledging that he had indeed saved my life."

Stockwell's dedication to others extends beyond spearheading a State Patrol program to refer people who die in traffic collisions to donation agencies (see "One man's determination," this page).

Last March, he came upon the site of Obremski's collision on a local highway near his home in Shelton, Washington. Bystanders looked into the cab. Water had leaked in, partially submerging Obremski's head.

Glad to help

Stockwell climbed in, crouched next to her and cradled her head so she could breathe, also performing as much basic first-aid as he could. He remained in the cramped cab until help arrived some 20 minutes later.

Obremski and the trooper met in person again for the first time at a recent ceremony, during which Stockwell was presented with a special commendation.

"Norma needed help and I came along and I was more than glad to help," Stockwell said at the event. Obremski replied, through tears, "I think of you as my guardian angel."

As a criminal investigator of fatal collisions, Washington State Patrol Detective Steve Stockwell isn't usually responsible for informing families that their loved ones have died in motor vehicle collisions. But last year, when a 20-year-old man was killed in rural Lewis County, Det. Stockwell decided on the spur of the moment to accompany another officer to help with this difficult task.

"After the boy's father had composed himself somewhat," says Det. Stockwell, "we asked if there was anything else we could do for him. He said, 'You know, I think my son would have wanted to be a donor.'"

This chance occurrence started Det. Stockwell on a mission, not only to help one grieving father. He decided to try to create a State Patrol system to help offer the option of donation to families of those who die tragically in collisions.

Hospitals are required by federal law to inform donation agencies of deaths, so that families may be given the opportunity to donate. But there are no such rules governing deaths outside of hospitals—it was this procedural gap that Det. Stockwell aimed to fill.

He faced unusual difficulties last year in Lewis County when he tried to facilitate the donation. The father, who lived alone in a remote area, had no telephone. Standing in the man's driveway where he could find only spotty cell phone service, Det. Stockwell placed several calls before he was able to help get the referral to the Tissue Center.

Spearheading

That day, Det. Stockwell took the very first step toward developing a pilot project using the State Patrol's POPS (Problem Oriented Public Safety) philosophy. His unbending desire to honor the father's wishes resulted in the generous donation of two corneas and more than 30 gifts of bone and tendon as well. To date, 17 recipients have benefited from transplants for a wide variety of painful



From left, the Tissue Center's Candy Wells, Det. Stockwell, Northwest Lions Eye Bank's Kara Laney.

orthopedic injuries and degenerative conditions.

In the year following his experience in Lewis County, Det. Stockwell spearheaded his POPS project with the Tissue Center and Northwest Lions Eye Bank. The system enables State Patrol communications officers to pass on information to the donation referral line as soon as troopers notify them of a fatal collision.

"When people have the donor designation on their driver's license, when we're responsible for them if they die in a collision, we should be able to do something when it comes to donation," explains Det. Stockwell. "I do think it can mean a lot to surviving family members to know that their loved one has made a difference."

How POPS works

POPS is an international policing philosophy that is based on two very simple tenets: partnerships and problem solving. The State Patrol's POPS philosophy is designed to take ideas from troopers in the field and turn them into initiatives for the State Patrol systemwide.

In this particular POPS Project, troopers on the scene of a fatality collision relay the same basic information they always do to the communications officer, including the number of deaths, gender, and approximate age of those involved if known. The information is then shared with the donor referral line, which also

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NORTHWEST
TISSUE CENTER

Resource

Northwest Tissue Center is a division of Puget Sound Blood Center – Partners in Life

Bright Ideas *continued from page 2.*

handles hospital deaths, and is passed to the Tissue Center.

At that point, donation coordinators contact the coroner or medical examiner in the local jurisdiction to find out whether the deceased is eligible to donate. If so, Tissue Center donation coordinators wait until after the family has been notified of the death and then place a call.

So far, this POPS project has resulted in six successful cornea donations, from donors in Kitsap, Mason, and Pierce counties, in the two State Patrol districts where the pilot program started last summer. As a result, residents of California, Utah, Kentucky, and Washington, ranging in age from 31 to 80, have received the gift of sight.

The program will go statewide in November, and Det. Stockwell hopes to establish a track record that will convince law enforcement agencies nationwide to create their own programs.

Enlisting support

Det. Stockwell was at a loss when he was trying to help the father in Lewis County. "We'd never been taught anything about donation."

In fact, the trooper knew so little about donation that he wasn't sure what the young man would be eligible to donate; he soon found out that organ donation was not possible, but that tissue and cornea donation were.

After the Tissue Center cleared the donation with the county coroner, Det. Stockwell passed his cell phone to the father, who completed the consent process and the medical and social history screening with Tissue Center Lead Donation Specialist Shari Fowler.

"We definitely could not have honored this father's wishes without Detective Det. Stockwell's help," says Fowler. "He really made this donation possible."

Afterward, Det. Stockwell researched

donation on the Internet. He quickly learned more about the Tissue Center and contacted Candy Wells, hospital services supervisor. Det. Stockwell also enlisted the aid of two deputy chiefs, Lowell Porter and Steve Jewell, his former classmates at the State Patrol Academy. Porter suggested Det. Stockwell present his plan through the POPS program.

A great opportunity

"POPS has given us a great opportunity to serve our community in a way that didn't exist before," says the Tissue Center's Wells. "Families who wouldn't

have had the opportunity before will now be able to consider the option of donation. Raising awareness within the State Patrol and among coroners and medical examiners will provide comfort for donor families in the midst of

devastating shock and sorrow and have a strong, positive impact for the many recipients of donated tissue and corneas in our region."

In order to get the message out, Det. Stockwell and Wells have created a 15-minute-long training module, which highlights the many benefits of donation, along with the basics of the POPS project. It includes a video showing a grateful recipient meeting the family of the donor whose gift prevented the loss of a leg to bone cancer. Supervisors and sergeants will get a copy of the training materials, to be presented in small sessions with troopers and communications officers.

"I've also suggested to the State Patrol academy that donation should be a training issue for cadets and communications officers. It needs to be in the curriculum of the academy itself," says Det. Stockwell.

He also is looking to the future.

"Not only should this be in the Washington State Patrol, it should be in every 911 dispatch center nationwide. I want it to be; I'm going to keep at it."

"I do think it can mean a lot to surviving family members to know that their loved one has made a difference."
—Det. Steve Stockwell

Donation Update

Online Living Legacy Registry debuts

Documenting a personal wish to become a tissue, cornea and organ donor recently has become easier than ever before in Washington and Montana. Legislation passed last spring in both states created the Living Legacy Registry, enabling the public to make informed choices about organ and tissue donation, as well as to record individual decisions to donate.



Accessed online at www.livinglegacyregistry.org, the registry offers individuals the chance to read and agree to an informed consent. It also allows them to decide which tissues and organs they wish to donate, by providing detailed information about each type of organ and tissue transplant. In addition, individuals may decide on cornea donation. The online service asks registrants to designate whether they wish to donate for the purposes of transplantation and/or research.

"The registry makes the decision-making process much more accessible, informed and complete. Family members do not have to wonder what their loved one would have wanted," says Candy Wells, Northwest Tissue Center hospital services supervisor.

Driver's licenses count, too

In addition to those who've signed up online, the registry also includes all who indicate the desire to donate on a driver's license. Early this fall, donation agencies, including the Tissue Center, Northwest Lions Eye Bank, and LifeCenter Northwest,

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NORTHWEST



TISSUE CENTER



ADDENDUM B

Centralia Chronicle Article



Out of death comes hope and health for some

Wednesday, November 12, 2003

By Sharyn L. Decker, sdecker@chronline.com

When detective Steve Stockwell traveled to rural Napavine to notify a man his son had just died in a vehicle accident, he didn't know a father's request would lead to a statewide system to help link up tissue donors to those whose lives can be improved, or even saved, by those donations.

Washington State Patrol Trooper Stockwell, in April 2002, was one of numerous responders to an overturned pickup truck on Koontz Road in which two young men were trapped.

Passenger Travis J. Heibert, 20, was in critical condition. But his friend, the driver, Steven D. Messal, also 20, didn't make it. Stockwell accompanied a sergeant to the Napavine area home of Ken Messal, Steven's father.

"We were there quite awhile, and we asked him if there was anything else we could do," Stockwell said. "He told us he thought his son would have liked to be an organ donor."

Stockwell said he began making telephone call after telephone call, trying to help set that up, and recognized he had no idea who to contact.

Eventually, the troopers and Messal were hooked up with the Northwest Tissue Center, based in Seattle. Since then, Stockwell learned that Steven's gift's have benefited 17 different people.

Victims of traffic accidents can't actually donate organs because the body is without oxygenated blood for too long, Stockwell said. But the tissue center is able to share various parts, such as bones, tendons, ligaments and heart valves, according to the detective.

Steven's corneas were also donated.

Following that April evening, Stockwell began researching so he could share what he learned with others at the Washington State Patrol.

"After that, I felt almost kind of guilty. I didn't know anything after 22 years in the Patrol, and people have that (directive) on their drivers licenses," Stockwell said. "I just thought, well, there's a problem with that."

This month, the State Patrol implemented a system in which whenever troopers investigate a fatality collision, the Patrol's communication center automatically notifies the donor referral line of a possible donor, so the family can be contacted. Hospitals have long had similar procedures in place, but a law enforcement procedure for making notification for deaths that occur outside of hospitals had been lacking.

The Washington State Patrol responds to all fatalities on Interstate freeways, on state routes and, in Lewis County, on county roads.

Today, the elder Messal has mixed feelings about his son's gifts of body parts. At 60, Messal just wishes his youngest son's life hadn't been cut short.

At 20, Steven had been living in Napavine about a year and a half. He, his fiance and his buddy Heibert had moved up from Dallas, Ore., where Steven had grown up.

Steven played football and baseball. He fished and hunted. The day of his accident, he and Heibert had been shooting clay pigeons at Swofford Pond in East Lewis County, his father said.

"I had a tough time slowing him down," Messal said. "He liked to drive fast."

It was a combination of speed and a little bit of hail on the roadway that led to his son's death, Messal said.

Steven's pet boxer-pit bull mix didn't survive the crash either. Heibert remained comatose for months, and was moved to a Vancouver, Wash., hospital the last Messal knew.

While gifts such as Steven's can provide an improved quality of life, or even life, for others, Messal can only say "that's great."

It doesn't take away the pain of his loss.

For Messal, the year or so that preceded his son's death included a heart attack, and the deaths of Messal's mother, an uncle and his ex-wife.

"I'm an emotional wreck," Messal said. "That kid was all I had planned for my future."

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Sharyn L. Decker covers law enforcement, area fire departments and the courts for The Chronicle. She may be reached by e-mail at sdecker@chronline.com, or by telephoning 807-8235.

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ADDENDUM B

Courthouse Journal

the Courthouse Journal

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General Government Issues

Facts About Tissue Donation and the New State Patrol Program

The Washington State Patrol has initiated a new program in conjunction with the Northwest Tissue Center and the Northwest Lions Eye Bank offering the option of tissue donations to families of those who die in vehicle accidents. Hospitals are required by federal law to inform donation agencies of deaths, so that families are given the opportunity to donate. However, there are no such rules governing deaths outside of hospitals.

Donors referred by the State Patrol are generally eligible to donate corneas, bone, skin, soft tissue (tendons and ligaments), heart valves, and veins, and the arrangements are made through the Tissue Center and the Lions Eye Bank. Donors referred by the State Patrol are *not* eligible for organ donations.

Donations of human tissue are processed into transplants, called allografts. Allografts are frozen, freeze-dried, or cryopreserved, depending upon the type of tissue, allowing them to be stored for use when surgeons need them. Tissue transplants help treat a host of orthopedic, cardiovascular and neurological defects, degenerative conditions and injuries.

Following are the tremendous benefits that come from tissue transplants:

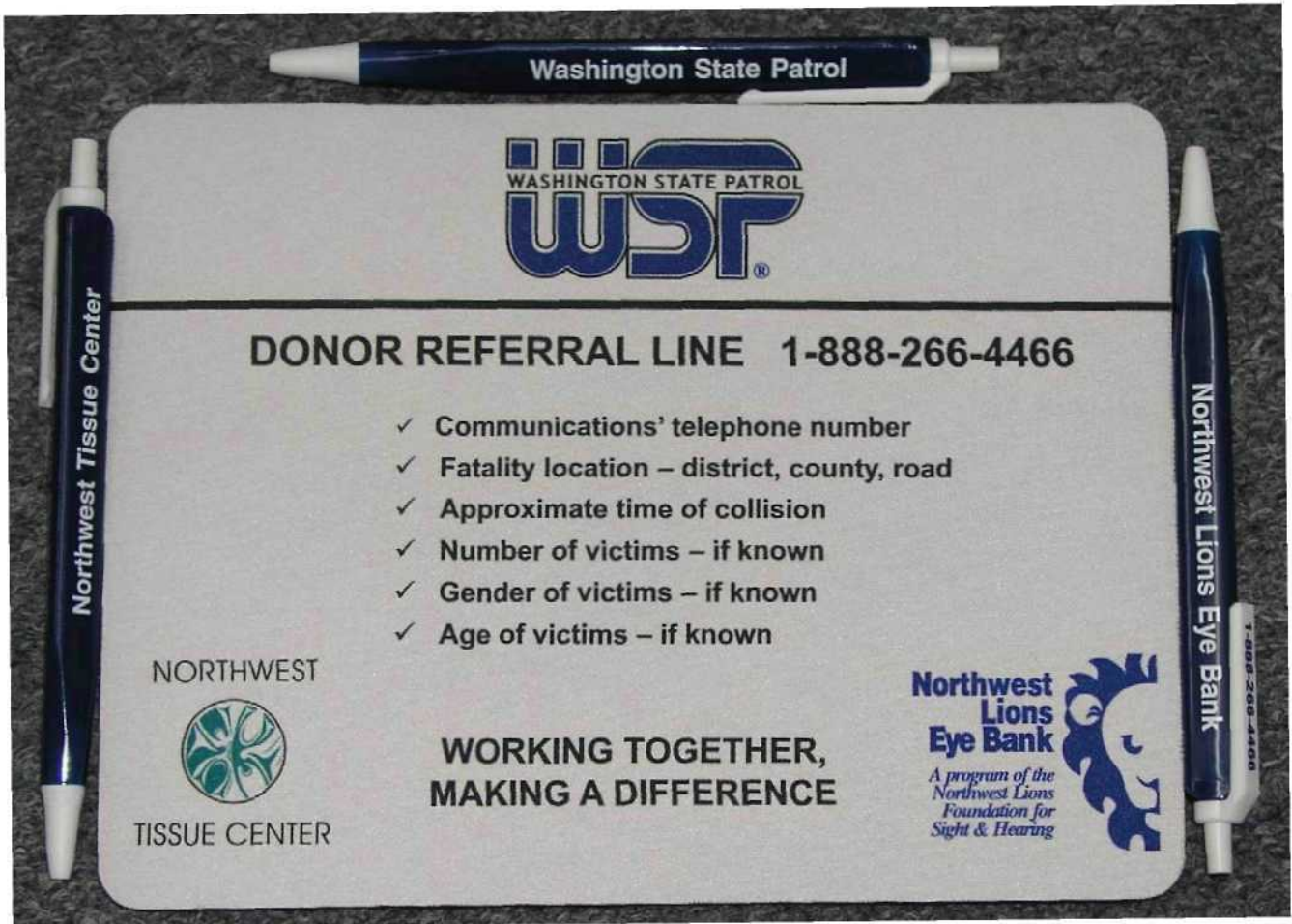
- Bone is the most widely used tissue for transplant. Surgeons use bone to repair traumatic injury and degenerative conditions and correct birth defects in people of all ages, helping relieve chronic hip, back and knee pain and restore mobility. Transplantation can also prevent amputation for many bone cancer patients.
- Tendon and ligament transplants allow recipients to enjoy a normal range of motion, freeing them from constant pain.
- Skin grafts aid burn victims and can be lifesaving, providing pain relief, as well as a barrier to infection.

- Heart valve disease or degeneration is life threatening. Heart valves offer children and adults an alternative to artificial valve transplants that require patients to take lifelong anticoagulant (blood-thinning) medication.

- In addition, veins are used in many ways, to restore blood flow to extremities for patients with circulatory problems, to reconstruct veins for dialysis patients and to aid cardiac bypass patients.

Attached to this copy of the Courthouse Journal is a fascinating article from the Northwest Tissue Center about the Washington State Patrol Detective who started the new tissue donation program. For further information, the Northwest Tissue Center can be reached at 1-800-858-2282 or 206-292-1879.

ADDENDUM C
Promotional Materials



ADDENDUM D

Community Service Award



PUGET SOUND BLOOD CENTER

Honors go to Washington State Patrol Detective Steve Stockwell, who was presented the 2003 Service Award for his tireless role in launching the Washington State Patrol's Problem Oriented Public Safety (POPS) project on tissue donation, in late 2003. This program - a first of its kind - automatically initiates the donor referral process whenever a fatality collision occurs that is investigated by the Washington State Patrol. Detective Stockwell's POPS project has provided a mechanism for the Washington State Patrol to assist Northwest Tissue Center to provide donor families an opportunity to donate and potentially improve the quality of life for thousands.



Doctor Richard Counts, president of the Puget Sound Blood Center, presenting award to Detective Stockwell.



**The Washington
State Patrol**

Making a Difference Every Day