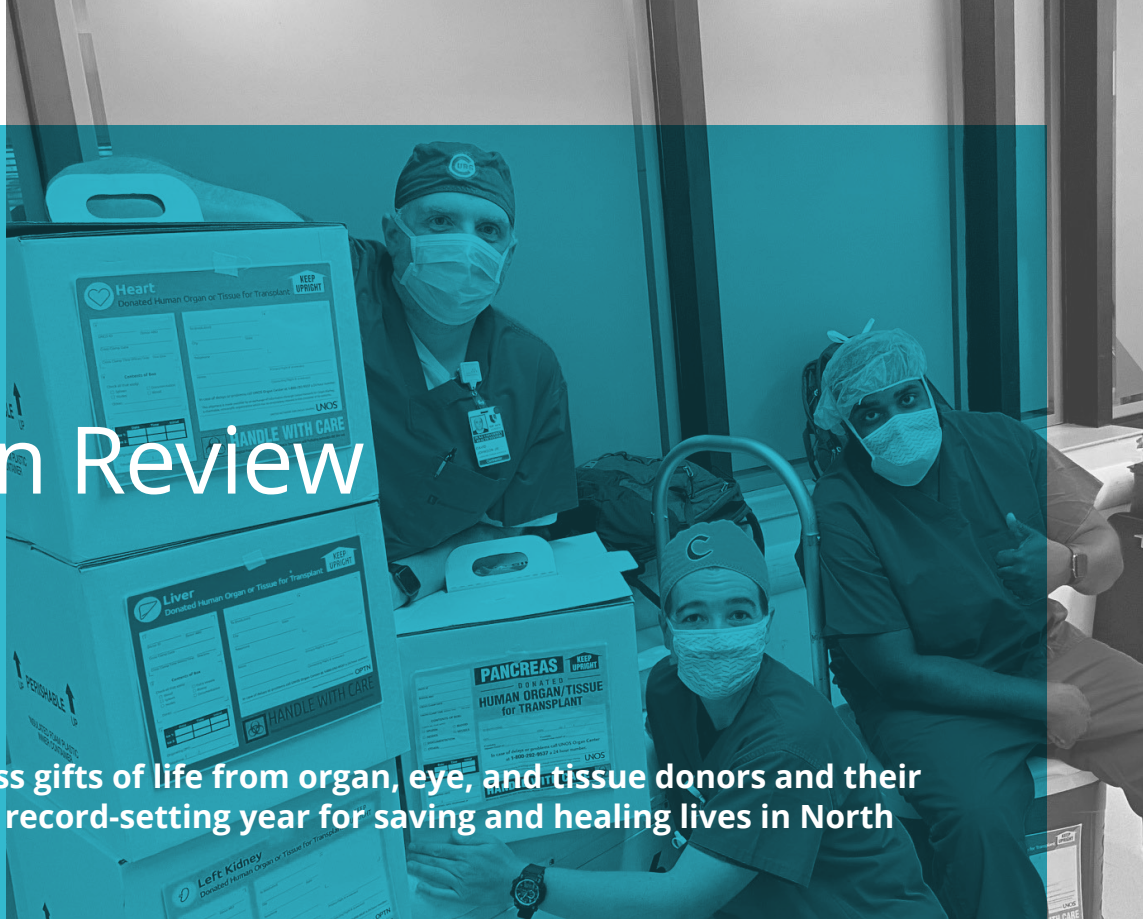




# A Year in Review 2020

Thanks to the selfless gifts of life from organ, eye, and tissue donors and their families, 2020 was a record-setting year for saving and healing lives in North Carolina.





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Consider a financial gift to  
Carolina Donor Services.



A financial contribution in honor  
of a loved one provides support  
to grieving families and helps our  
efforts to inspire others in diverse  
communities to donate life.

**Connect With Us**

[CarolinaDonorServices.org](https://CarolinaDonorServices.org)

1-800-200-2672



# A Letter From Our President & CEO



**Danielle Niedfeldt, RN, JD**  
**President & CEO**

Despite COVID-19 and all the challenges that surround it, I am honored to announce that we experienced another record year in 2020 for saving and healing lives in North Carolina. As the state's largest organ donation and tissue recovery organization, we had significant increases in lives saved, organ donors, tissues recovered, and donation after circulatory death/DCD over the previous year.

Additionally, the number of tissue donors and organs for research were nearly the same as 2019 which is also remarkable considering the impact of the pandemic on our tissue and research partners.

These achievements were a team effort that included our dedicated staff, board of directors, donor hospitals, transplant centers, DMV, legislators, and Donate Life North Carolina. And most importantly, it was the selfless decisions of our donors and their loved ones who said "yes" to save others' lives.

All of these accomplishments and more are detailed throughout this Year in Review.

Inside this document, we honor our donors, highlight our donor hospitals, focus on the benefits of our research program, and highlight our Family Support and Life Anew coordinators.

While deceased organ transplant surgeries were deemed essential and therefore have continued throughout the pandemic, COVID-19 impacted us in other ways. Hospitals enforced stricter requirements, families were separated from their dying loved ones, all potential donors who tested COVID-19 positive were medically ruled out, and elective surgeries for tissue, corneal, and living organ transplants were postponed. Another major impact came when a large number of North Carolina DMV offices were temporarily closed. The DMV is where 99.5% of registered organ, eye, and tissue donors make that decision. This resulted in 516,478 fewer people signing up as donors than in 2019.

For 2021, we are committed to excellence and ongoing process improvement. We know there will be challenges. We invite you to open doors in your community by sharing your decision and the impact you have on saving lives, honoring your loved one's gift, or celebrating your second chance at life. All of these important actions ultimately result in more people saying "yes" to organ, tissue, and eye donation.

We are looking forward to being the bridge that provides the tissues to those in need and organs to the more than 109,000 men, women, and children on the national transplant waiting list.

Sincerely,

A handwritten signature in cursive script that reads "Danielle Niedfeldt". The signature is written in a dark ink and is positioned at the bottom left of the page, below the word "Sincerely,".



Latoya Joyner  
Community Relations Coordinator

# Records Set in 2020

Our record-setting year was accomplished by perseverance, process improvement, and from the donors and the family members who said yes to donation.



**299**

**Organ Donors**

13% INCREASE



**777**

**Lives Saved**

12% INCREASE



**44% Increase**

**DCD Donors**

Donation after Circulatory Death (DCD) - Donors who are declared dead based on circulatory criteria which is defined as irreversible cessation of circulatory respiratory functions.



**2,785**

**Tissues Recovered**

13% INCREASE

# Top Performer HOPE Award Recipient

In 2020, Carolina Donor Services received two of LifeNet Health's twelve most coveted Hope Awards. Thirty-seven tissue recovery organizations were evaluated, and Carolina Donor Services received the HOPE Awards of Top Performer and Most Improved in the nation for 2019. The HOPE Award Top Performer recognizes outstanding outcomes from the recovery of various tissues.

Additionally, Carolina Donor Services jumped from 10th place overall in 2018 to 1st place overall in 2019 to win the HOPE Award Most Improved organization. During that time, Carolina Donor Services had a 14% increase in tissue donors and a 24% increase in total tissues recovered.

**"LifeNet Health is a wonderful partner and we are honored to receive this recognition for the hard work our staff have provided during the past year. Most importantly, this award is a beautiful tribute to the heroic donors that have provided these healing gifts."**

- Danielle Niedfeldt, RN, JD, President and CEO of Carolina Donor Services

**+24%**  
in total tissues  
recovered from  
2018 to 2019.



# Medical Experts Consult with Hollywood

Two medical experts with connections to Carolina Donor Services are assisting Hollywood's entertainment industry to provide facts about organ, eye and tissue donation and transplantation.

Carolina Donor Services is a Partner of Donate Life Hollywood (DLH), which represents the national organ, eye and tissue donation and transplant community. DLH is working with Hollywood writers, producers, and directors to help them tell authentic and empowering stories about donation and transplantation. DLH builds partnerships with the entertainment industry to help accurately tell these stories and save lives.



**Matthew G. Hartwig, MD**

Duke University Health System

Former Carolina Donor Services  
Medical Advisory Board  
member

"The entertainment industry plays an important role in how the public perceives medical care in the U.S., so I consider it vitally important that transplantation is appropriately represented in movies, T.V., and other entertainment venues."



**Thomas A. Nakagawa, MD**

Current Carolina Donor Services  
Assistant Medical Director

Professor, University of Florida  
College of Medicine

Medical Director of the Pediatric  
Intensive Care Unit at Wolfson  
Children's Hospital

"Everyone involved with creating these stories want to be factual and is realistic as possible. If we save on life through this partnership, then everyone wins."



# Donation and Research Advancements

## Organs for Research:

Lungs



Heart



Liver



Intestine



Pancreas



Kidney



Carolina Donor Service is assisting researchers in academic medical centers, universities, biotechnology centers, and hospitals to advance the field of medical research through organ and tissue donation. Access to both normal and diseased human tissues is often needed for research to aid in the discovery of treatment options for common and rare diseases. We provide our donor families with opportunities to donate organs and tissues for research that otherwise could not be utilized for transplant. For our donor families, donation for research offers comfort and hope that their loved one may provide new medical advancements, treatments, or even cures.

Researchers are trying to develop therapies that will help recipients heal faster, reduce organ rejection, and decrease the number of people waiting for life-saving transplants. During the pandemic, researchers at the University of North Carolina at Chapel Hill, remained open to provide several types of human lung cells, cultures, and novel models for antiviral screening platforms for COVID research. Without these donated tissues, researchers would not have been able to provide resources to other laboratories in the US and worldwide to combat the pandemic.

# Remembering Those Who Gave The Gift of Life

## ORGAN & TISSUE DONORS



DM	DP	DT	EB	EK	ET	FV	GL	HA	HK	HW	JG	JB	JC	JE	JH	JJ	JL	JM
DM	DR	DT	EB	EL	ET	FW	GL	HB	HK	IG	JR	JB	JC	JE	JH	JJ	JL	JM
DM	DR	DW	EB	EL	EW	GA	GL	HB	HL	IG	BH	JB	JC	JE	JH	JJ	JL	JM
DM	DR	DW	EC	EM	EW	GB	GM	HB	HM	IH	ED	JB	JC	JE	JH	JJ	JL	JM
DM	DR	DW	EC	EM	FC	GB	GM	HC	HO	IL	CP	JB	JC	JE	JH	JJ	JL	JM
DM	DR	DW	EC	EM	FC	GC	GM	HD	HP	IL	LG	JB	JC	JF	JH	JJ	JL	JM
DM	DR	DW	ED	EN	FE	GC	GM	HF	HP	IM	JS	JB	JC	JF	JH	JK	JM	JM
DM	DS	DW	ED	EO	FF	GC	GM	HF	HR	IP	ET	JB	JC	JF	JH	JK	JM	JN
DM	DS	DW	EE	EO	FF	GD	GP	HG	HS	IT	LE	JB	JD	JF	JH	JK	JM	JO
DM	DS	DW	EE	EP	FH	GE	GP	HG	HS	IV	CH	JB	JD	JF	JH	JK	JM	JO
DM	DS	DW	EG	EP	FJ	GF	GP	HG	HS	IV	CB	JB	JD	JG	JH	JL	JM	JO
DN	DS	DW	EH	EP	FK	GG	GP	HH	HS	JA	EL	JB	JD	JG	JH	JL	JM	JP
DN	DS	DW	EH	ER	FM	GH	GP	HH	HT	JA	FM	JB	JD	JG	JH	JL	JM	JP
DO	DS	DW	EH	ER	FM	GH	GS	HH	HT	JA	MJ	JC	JD	JG	JH	JL	JM	JP
DP	DS	DW	EI	ER	FP	GH	GS	HI	HT	JA	DP	JC	JD	JG	JH	JL	JM	JP
DP	DS	DW	EJ	ES	FP	GH	GS	HJ	HV	JA	AR	JC	JE	JG	JH	JL	JM	JP
DP	DS	DZ	EJ	ES	FS	GH	GT	HJ	HW	JA	HG	JC	JE	JG	JI	JL	JM	JP
DP	DS	EB	EK	ES	FS	GJ	GT	HJ	HW	JA	YR	JC	JE	JG	JJ	JL	JM	JP
DP	DS	EB	EK	ES	FT	GK	GW	HJ	HW	JB	DR	JC	JE	JG	JJ	JL	JM	JP
DP	DT	EB	EK	ES	FT	GL	GW	HK	HW	JB	JE	JC	JE	JG	JJ	JL	JM	JP

JR	JS	JW	KB	KE	KM	KW	LG	LM	LT	MC	MG	ML	MP	MS	NC	OW	PK	PS
JR	JS	JW	KB	KE	KN	KW	LG	LM	LW	MC	MH	ML	MP	MS	NC	PA	PL	PT
JR	JS	JW	KB	KF	KN	KW	LG	LM	LW	MC	MH	MM	MQ	MS	NG	PA	PL	PT
JR	JS	JW	KB	KH	KP	KW	LH	LP	LW	MC	MH	MM	MQ	MT	NH	PB	PM	PT
JR	JT	JW	KB	KH	KP	KW	LH	LQ	LW	MC	MH	MM	MR	MT	NJ	PB	PM	PT
JR	JT	JW	KB	KH	KP	KW	LH	LR	LW	MC	MH	MM	MR	MT	NM	PB	PM	PV
JR	JT	JW	KB	KH	KR	LB	LH	LS	LW	MD	MH	MM	MR	MV	NM	PB	PM	PW
JR	JT	JW	KB	KH	KR	LB	LH	LS	MA	ME	MH	MM	MR	MV	NN	PB	PN	PW
JR	JT	JW	KB	KH	KS	LB	LH	LS	MA	MF	MH	MM	MR	MW	NO	PC	PN	PW
JR	JT	JW	KB	KH	KS	LB	LH	LS	MA	MF	MI	MM	MR	MW	NP	PD	PN	PW
JR	JT	JW	KC	KH	KS	LC	LH	LS	MB	MF	MJ	MM	MR	MW	NS	PD	PO	PW
JR	JT	JW	KC	KK	KS	LD	LH	LS	MB	MF	MJ	MM	MR	MW	NT	PD	PP	PW
JS	JT	JW	KC	KL	KS	LD	LH	LS	MB	MF	MJ	MM	MS	MW	NT	PE	PP	QH
JS	JV	JY	KC	KL	KS	LD	LL	LS	MB	MF	MJ	MN	MS	MW	NT	PE	PR	QM
JS	JV	JZ	KC	KL	KS	LE	LL	LS	MB	MF	MJ	MN	MS	MW	OE	PF	PR	RA
JS	JV	KA	KC	KM	KS	LF	LL	LS	MB	MG	MJ	MN	MS	NB	OH	PF	PR	RA
JS	JV	KB	KD	KM	KS	LF	LL	LT	MB	MG	MK	MN	MS	NB	OL	PH	PR	RA
JS	JW	KB	KD	KM	KT	LF	LM	LT	MB	MG	ML	MP	MS	NB	OL	PH	PS	RA
JS	JW	KB	KD	KM	KT	LG	LM	LT	MB	MG	ML	MP	MS	NB	OL	PJ	PS	RA
JS	JW	KB	KD	KM	KV	LG	LM	LT	MC	MG	ML	MP	MS	NC	OS	PJ	PS	RA

RA	RC	RG	RL	RN	RR	RT	SA	SD	SJ	SP	TB	TF	TL	TR	TS	WA	WJ	WS
RA	RC	RG	RL	RO	RR	RU	SA	SD	SJ	SP	TB	TF	TL	TR	TT	WB	WK	WS
RB	RD	RH	RL	RO	RR	RV	SB	SD	SK	SR	TB	TG	TL	TR	TW	WB	WL	WS
RB	RD	RH	RL	RP	RR	RW	SB	SD	SK	SR	TB	TG	TM	TR	TW	WB	WL	WT
RB	RD	RH	RL	RP	RR	RW	SB	SE	SK	SR	TC	TG	TM	TR	TW	WB	WL	WT
RB	RD	RH	RM	RP	RR	RW	SB	SF	SL	SR	TC	TH	TM	TR	TW	WB	WL	WT
RB	RD	RH	RM	RP	RS	RW	SB	SF	SL	SR	TC	TH	TM	TS	TW	WB	WM	WT
RB	RD	RH	RM	RP	RS	RW	SB	SF	SL	SS	TC	TH	TM	TS	TW	WC	WM	WW
RB	RD	RH	RM	RP	RS	RW	SB	SG	SL	SS	TC	TH	TM	TS	VA	WC	WM	WW
RB	RD	RH	RM	RP	RS	RW	SB	SH	SL	SS	TC	TH	TM	TS	VB	WC	WM	WW
RB	RE	RH	RM	RP	RS	RW	SC	SH	SL	SS	TC	TH	TN	TS	VF	WC	WM	YB
RC	RF	RH	RM	RP	RS	RW	SC	SH	SM	ST	TC	TH	TN	TS	VF	WD	WM	YB
RC	RF	RH	RM	RP	RS	RW	SC	SH	SM	SW	TC	TJ	TN	TS	VG	WD	WP	ZG
RC	RF	RH	RM	RP	RS	RW	SC	SH	SM	SW	TD	TJ	TO	TS	VH	WH	WP	ZM
RC	RF	RH	RM	RP	RS	RW	SC	SH	SM	SW	TD	TJ	TP	TS	VL	WH	WR	ZO
RC	RF	RH	RM	RP	RT	RY	SC	SH	SM	SW	TD	TJ	TP	TS	VM	WH	WR	ZS
RC	RF	RI	RM	RQ	RT	RZ	SC	SH	SM	SZ	TE	TJ	TP	TS	VM	WH	WR	
RC	RG	RK	RM	RR	RT	SA	SC	SH	SO	TA	TE	TK	TP	TS	VW	WI	WS	
RC	RG	RK	RN	RR	RT	SA	SC	SH	SO	TB	TF	TK	TP	TS	WA	WJ	WS	
RC	RG	RL	RN	RR	RT	SA	SC	SI	SP	TB	TF	TL	TP	TS	WA	WJ	WS	

# Family Services

This wonderful team works closely with our donor families on honoring the decisions to give life to others waiting.



Rodney  
Pilson, MDiv.  
Manager of Family  
Services



Dereck  
Mushayamunda  
Family Services  
Education  
Coordinator



Christina  
Godfrey  
Life Anew  
Program  
Coordinator



Jeremiah  
Davis  
Life Anew  
Program  
Coordinator



Allen  
Thomas, MA  
Family Support  
Coordinator



Arthur L.  
Fullerwinder  
Family Support  
Coordinator



Dina  
Mitchell  
Family Support  
Coordinator



Eric A. Pugh,  
MDiv., MS  
Family Support  
Coordinator



Leonard  
Johnson  
Family Support  
Coordinator



Lindsay  
Faulk  
Family Support  
Coordinator



Lorelei  
Gregory  
Family Support  
Coordinator



Maria  
Palmer  
Family Support  
Coordinator



Stephanie  
Shaffer  
Family Support  
Coordinator

# Donor Family Tribute

Visit [CarolinaDonorServices.org/tribute](https://CarolinaDonorServices.org/tribute) for more information on the annual event.

Each year, thousands of men, women, and children receive a renewed opportunity for life and good health because someone made the decision to donate. We honor, celebrate, and recognize donor families and their loved ones for their enormous faith, generosity, and courage during our annual Donor Family Tribute ceremonies.

At the 2020 Donor Family Tribute virtual event, stories were shared by those impacted by organ and tissue donation and the 2020 Donor Quilts and Donor Tribute Video were presented to viewers. Although we weren't able to connect with donor families in person, more families than ever were able to join the event.



Rodney Pilson, Manager of Family Services; Danielle Niedfeldt, President & CEO; and Allen Thomas, Family Support Coordinator



Event Views

1,453



Total Watch Time

331 Hours



Donor Tribute  
Photos Submitted

145

# Hospital Partnerships

COVID-19 had a tremendous impact on our hospital partners, and we acknowledge and applaud their efforts to prioritize patient care. Though our ability to conduct in-person educational visits in hospitals was limited, our Hospital Development team remained in close contact with partners and created five, online, virtual education videos.



## Hospitals with the most organ donors in 2020:

1. Vidant Medical Center
2. Wake Forest Baptist Medical Center
3. WakeMed
4. New Hanover Regional Medical Center





# 2020 Workplace Partnership for Life Hospital Campaign

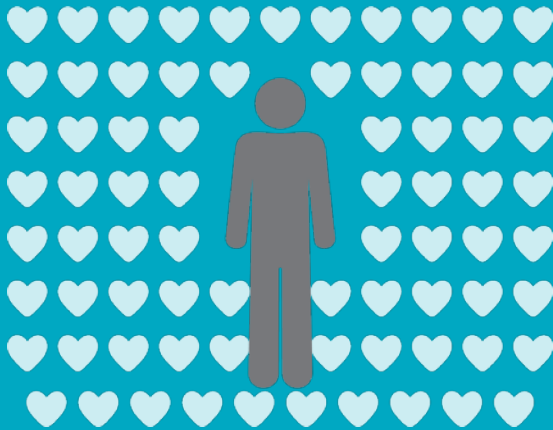
The following hospitals and community partners earned recognition for educating their communities about organ, eye, and tissue donation during the 2020 Hospital Campaign.

Alamance Regional Medical Center  
Caldwell UNC Health  
Cape Fear Valley Medical Center  
Carolina East Medical Center  
Carteret Healthcare  
Catawba Valley Medical Center  
Central Carolina Hospital  
Columbus Regional Healthcare Sys.  
Duke Raleigh Hospital  
Duke Regional Hospital  
Duke University Hospital  
FirstHealth Moore Regional Hospital  
FirstHealth Moore Regional Hospital – Hoke Campus

FirstHealth Moore Richmond Memorial Hospital  
Frye Regional Medical Center  
Harnett Health – Betsy Johnson Hospital  
Maria Parham Medical Center  
Nash Healthcare  
New Hanover Regional Medical Center  
Novant Health Forsyth Medical Center  
Onslow Memorial Hospital  
Pender Memorial Hospital  
Randolph Health  
Sentara Albemarle Medical Center  
Southeastern Regional Medical Center  
The Moses H. Cone Memorial Hospital  
UNC Hospitals Hillsborough Campus

UNC Medical Center  
UNC Rex Healthcare  
Vidant Beaufort Hospital  
Vidant Bertie Hospital  
Vidant Chowan Hospital  
Vidant Edgecombe Hospital  
Vidant Medical Center  
Vidant Roanoke Chowan Hospital  
Vidant North Hospital  
Wake Forest Baptist Health – High Point Medical Center  
Wake Forest Baptist Medical Center  
WakeMed  
Watauga Medical Center  
Wayne UNC Health Care  
Wesley Long Hospital

# One donor can save and heal over 75 lives through donation.



Register your decision to be an organ, eye, and tissue donor at your next DMV visit or online at [CarolinaDonorServices.org](https://CarolinaDonorServices.org).



SCAN ME





**Many Carolina Donor Services staff did not have the luxury to work from home during the pandemic. They are working with families whose lives are forever changed and facilitating the recovery of needed organs and tissues for lifesaving transplants.**