

[REDACTED]

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**From:** [REDACTED]@lifepoint-sc.org>  
**Sent:** Wednesday, October 14, 2015 1:05 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Request for Information -Donor AC [REDACTED]

[REDACTED]

Here is a time line of the transportation issues that we had with the right kidney on [REDACTED]. We use Network Global Logistics (NGL) for out of state courier services. NGL normally uses Delta Airlines as primary and United Airlines as secondary on all jobs. On this particular day, Delta's systems were down and could not accept shipments. United did not have a flight that arrived in Miami before the American Airlines flight. Therefore, we used American for this shipment.

Prior to OR, FLJM accepted a kidney pending biopsy. MIBH accepted a kidney without a biopsy.

09/23/15 0806 Donor is cross clamped

09/23/15 1117 Courier (NGL) picks up LEFT kidney for delivery to MIBH.

09/23/15 1425 Biopsy results are back. FLJM accepts RIGHT kidney.

09/23/15 1630 Courier (NGL) picks up RIGHT kidney for delivery to FLJM (scheduled arrival at FLJM: 09/24/15 0200)

The coordinator and I spoke about CIT prior to the shipment leaving SCOP. FLJM's max allowable CIT is 24hrs. The 0200 delivery time allowed enough time for them to complete the crossmatch and transplant the kidney before the 24hr mark (at 0800).

09/24/15 0230 : [REDACTED] from FLJM notified me that the kidney had not arrived. She called NGL and was told that the package was missing.

09/24/15 0238 : I called NGL and was told that the package was indeed missing. They had multiple members of the airline staff at Miami Airport looking for the package.

09/24/15 0300 – 0400 : I made multiple calls to NGL for updates and was told the package was still missing.

09/24/15 0435 : I called NGL for an update. The package was scanned in upon arrival to Miami but was not taken to the air cargo desk or luggage pickup area. The airlines has called in additional supervisors to assist in locating the package.

09/24/15 0504 : [REDACTED] called back from FLJM after calling NGL for an update (package still missing). At the time of this call there was 21hrs or CIT on the organ. The courier service says that once the package is found their driver has 1hr to pick it up. That time in addition to the 4-6hrs required for crossmatch will exceed the allowable CIT for FLJM. FLJM declined the right kidney at this time. I reported this to my AOC, [REDACTED]. We discussed the time required to ship the kidney to other centers and back to us once it is found. It was decided that the kidney will have in excess of 30hrs no matter where it was sent. [REDACTED] decided that it would be best to have the kidney returned to us for disposal.

09/24/15 0510 : I called NGL and explained that the delays in locating this package has increased the cold time to the point where the organ is no longer transplantable. I requested the organ be returned to us as soon as it is located.

09/24/15 0656 : NGL contacted our Communications Center and said the package has been located and will be returned to us. (total CIT at this time: 23hrs)

09/24/15 1655 : Right kidney arrived at SCOP office and was logged into our biohazard freezer for disposal. (total CIT at this time: 33hrs)

The package was in the custody of American Airlines when it was lost. Since the shipment agreement was between NGL and American Airlines, we have not been in direct contact with the airline. I spoke to [REDACTED], Escalations Manager at NGL, who spoke to American Airlines about the lost package. The airline told him that the package was misplaced after it was scanned in upon arrival at Miami Airport. A search of the plane and immediate area around the ramp was unsuccessful. A more extensive search of the entire ramp/cargo/luggage area was conducted and the package was

located on a luggage trolley in the ramp area. [REDACTED] told me that American Airlines does not automatically place a "lifeguard" status on organ shipments like Delta and United do. Since NGL doesn't routinely use American for these shipments, his CSR's did not think to request this urgent status for this shipment. Had they done this, it is unlikely that the package would have been lost as easily. NGL will be reviewing their policies and training their CSRs to always request lifeguard status on shipments of organs.

I hope this helps to answers your questions. Please contact me directly if there is anything else you need.

Thank you,

[REDACTED]

LifePoint, Inc.

[REDACTED]

**Give the Gift of Life**

Register to Be an Organ & Tissue Donor at [REDACTED]

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**From:** [REDACTED]

**Sent:** Tuesday, October 06, 2015 9:50 AM

**To:** [REDACTED]@lifepoint-sc.org' [REDACTED]@lifepoint-sc.org>

**Subject:** Secure: Request for Information \_Donor [REDACTED]

Hi [REDACTED]—hope you are well!

I have a couple quick questions for you regarding donor [REDACTED]. I am aware that there were transportation issues as it related to the right kidney and would like to obtain a bit more information. With that stated, could you please address the following:

1. Could you please provide a brief summary of what those transportation issues were and if they lead to the ultimate discard of the kidney?
2. Has a root cause analysis been conducted and/or discussion with the airline to address any future issues?
3. Any extenuating circumstances that played a role in the procurement of organs from this donor.

Any assistance regarding the above would be greatly helpful. If possible, a response is requested by Friday, October 9, 2015. Please feel free to touch base if a conversation would be more helpful.

Sincerely,

[REDACTED]

[REDACTED]

Safety Analyst

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For more information please visit [REDACTED]

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