

Services Provided by MTN to Funeral Homes

Midwest Transplant Network is committed to fostering good relationships with the funeral industry in order to provide care for families who have made the decision to donate their loved one's organs and/or tissue. To that end, we have taken steps to ensure that we have good working relationships with funeral homes across our service area. Midwest Transplant Network created the position of Funeral Home Liaison to serve as a dedicated staff member for contact with funeral homes. The Funeral Home Liaison works with all funeral homes to discuss the donation process and to address question on how donations may effect the embalming and funeral service process. The services provided by the MTN Funeral Services Liaison are:

- Personal visits to funeral homes to allow each funeral home the opportunity to speak one on one with an MTN representative and to provide education on the donation process.
- Follow-up with the funeral homes after each donation case. During this telephone contact, the Funeral Home Liaison will ask questions about the donation process and the funeral home's experience with the process. This gives the funeral home the opportunity to discuss any concerns that occurred during the case and a forum to discuss ideas for process improvement. MTN's Funeral Home Liaison is also a licensed Funeral Director and Embalmer and is prepared to discuss the embalming process or related concerns. The results of these phone calls are used as a quality tool to provide feedback to the staff involved in the donation process.
- Attendance at state and regional meetings in Kansas and Missouri. This provides additional time to meet with the Funeral Home Liaison. At state meetings MTN sponsors a presentation booth to gather information about donation to provide the families served by funeral homes. At regional meetings, MTN provides an educational session on the donation process.
- Availability during cases to determine appropriate solutions. The Funeral Home Liaison is available for questions during the tissue recovery process for real time concerns or to provide donation information to be presented at the funeral home requested by the family.
- Improvements. The Funeral Home Liaison has facilitated cooling options for consented donors at funeral homes when that function cannot be performed at the referring hospital. To accomplish this, MTN partners with the funeral home of the family's choice to transport the donor to their facility for cooling. MTN will reimburse for transportation in these situations.
- The Funeral Home Liaison facilitates the funeral home reimbursement for fees charged related to donations as indicated on the MTN Funeral Home Billing Form. Reimbursement is not offered to cover the cost of embalming, but to offset the extra costs associated with the embalming of a recovered donor.

If you have any questions, please contact MTN, at 913-262-1668, and ask for the Funeral Home Liaison.