



# The Carousel of Hope & Healing

In the worst hour of a family's life...hope & healing

## 'Getting To Yes' Series

### PART 4: Framework For Authorization Success

There is no script for talking to families. Having a framework allows for consistency and maximum recall when working with families to: **a)** build trust and form bonds; **b)** introduce yourself and express condolences in the most sensitive manner possible despite challenges; **c)** assess a family's understanding; **d)** give detailed clinical information on Braindead and DCD cases; **e)** utilize crucial learned information; **f)** sensitively transition into donation in the most effective manner possible.

- Acquiring helpful information from hospital staff to help aid you in your family conversation
- Introduction techniques: Not all introductions are created equal, how to work through challenges
- Is the family ready for the donation conversation? Completing a good family assessment
- Making no assumptions on family understanding of clinical information: BD and DCD explanations (keeping it simple)
- Forming bonds and building trust utilizing huddle information
- Successful transitions using gold standard language

### Investment:

\$1295 for your group of up to 4 Team Members. Available at a time convenient for your team.

### Your Trainer for This Session:

Eric Lanphear is a seasoned Organ Procurement Specialist with 17 years passion devoted to serving families and their medical support teams. His real world, hands-on success working with hundreds of ethnically diverse families throughout the country has provided a rich and varied vision in all the 'right' ways to speak to grieving families.



### Find Out More:

Sign up through our website at <https://carouselofhopeandhealing.com>  
or contact Eric Lanphear at:

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