

New Decade, New Opportunities



The Year Ahead:
2010

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A new decade

brings the promise of new opportunities. There is an air of excitement as we contemplate what the future will bring and how we can help shape it in a way that has a bold impact on our communities.

Last year LifeSource honored its twenty year history of supporting donor families and providing life-saving transplants for those in need. It was an incredible milestone year that saw us hosting a region-wide learning event, celebrating staff contributions, honoring our partners and thanking the families that lie at the core of our mission.

For us, 2010 isn't just a new decade in the calendar – it's also a new decade in our history.

We'd like to begin this chapter in our history with a twist on a tradition. Instead of reporting what's already happened, we want to share our vision for this year. The following pages outline several key initiatives we are working on in 2010, and as a partner in our life-saving work we want you to know what we are doing to grow and expand. Of course, if you are interested in more details about our 2009 activities you can visit our website at www.life-source.org.



Susan Gunderson
Chief Executive Officer



Brock Nelson
Chair, Board of Directors

Our vision is that life is a gift to share. We look forward to the day when everyone registers their donation decision during their lifetime and our job is to make possible those life-saving wishes to end deaths on the transplant waiting list. Working with you we can create a community where this vision becomes reality.

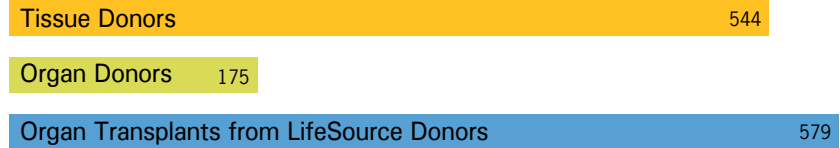
Thank you for your support and for joining us on our journey!



2009 Snapshot

Last year LifeSource honored 20 years of saving lives through organ and tissue donation. It was a time to reflect on the generosity of donor families and celebrate the lives saved through transplantation. Organ donation was up 19% in 2009, resulting in 579 organs available for transplant, and the number of registered donors in the Upper Midwest continues to climb.

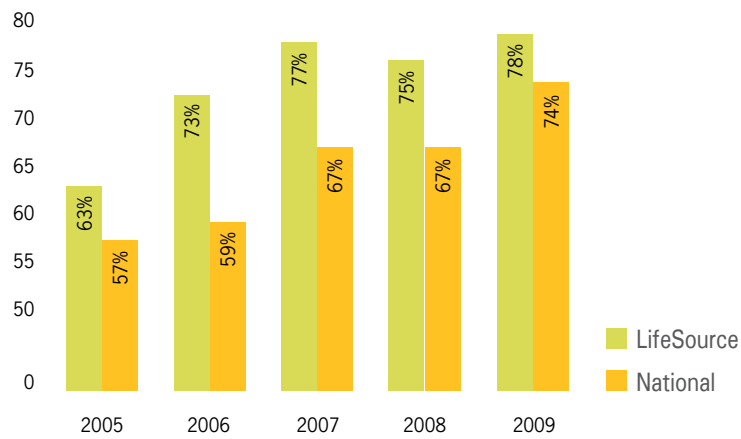
LifeSource Donors, 2009



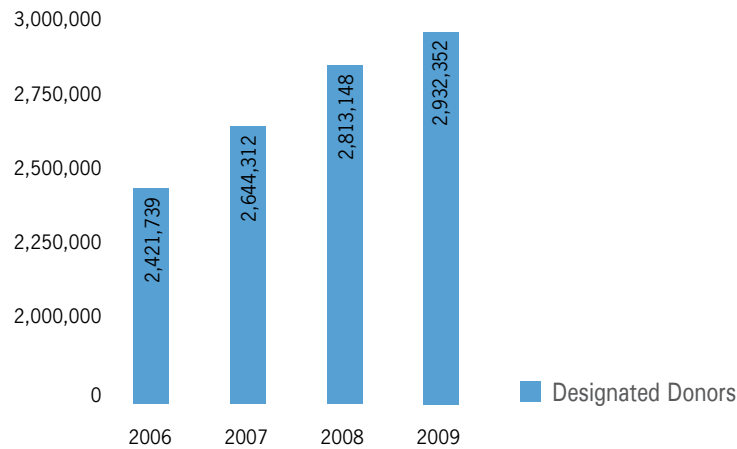
0 50 100 150 200 250 300 350 400 450 500 550 600

*Some organ donors were also tissue donors; therefore, the total is different than the sum

LifeSource Organ Donation Rates vs. National Organ Donation Rates



Designated Donors



*53% of driver's are registered donors.



There wasn't any question about donation. Ben chose to be a donor when he got his license.

Jill Stephenson, mom to Benjamin Kopp, 2009 organ donor



Creating a Culture of Donation

One of our most pressing goals is to create a culture of donation within our communities so that more people are compelled to register as organ and tissue donors. This is incredibly important, as there is a direct connection between the number of registered donors and the number of organs available for transplant.

We are excited to embark on a significant advertising campaign in 2010 to increase donor registration in the Upper Midwest, and have campaigns underway in the Twin Cities and Sioux Falls and Rapid City, South Dakota. Bismarck and Fargo, North Dakota saw an advertising campaign at the end of 2009 to promote the launch of North Dakota's new online donor registry.

The campaign airing in the Twin Cities and Sioux Falls is called "The Decision" and illustrates the importance

of making and documenting the decision to be a donor. The television commercial will air on KARE-11 and WCCO in the Twin Cities and on KELO and KDLT in Sioux Falls and both markets will be targeted with on-line advertisements as well. The Twin Cities will also see ads on bus sides, and Sioux Falls will see print ads in the Argus Leader.

In Rapid City, we are excited to partner with Rapid City Regional Hospital on a grant project funded by the Health Resources and Services Administration. The project revolves around the hospital's nurses sharing the message of donation with the community. This two-year project runs through July 2011 and will include a combination of advertising, driver's license and workplace outreach, and community events.



It is impossible for me to repay Kayla for this gift. I honor her by taking care of my liver and having as much fun as I can each day.

Halley Anderson, liver recipient



Expanding Support to Transplant Centers

With more than 105,000 people on the national transplant waiting list, the urgency of finding organ donations for everyone who needs one continues to mount. LifeSource is intent on ending deaths on the transplant waiting list and is constantly evolving to improve processes that will increase the number of organs available for transplant. Increasing the number of registered donors, raising authorization rates in partnership with donor hospitals and working with transplant centers to improve outcomes helps us strive toward this ambitious goal.

We are excited to expand our support to our regional transplant centers by providing an enhanced service to assist in the important work of saving lives through living kidney donation. Our communications center and surgical recovery coordinators are providing logistical

support for transplant centers involved in a paired kidney exchange with another center or location. A kidney exchange is possible when a person is willing to be a living kidney donor for a loved one or friend but is not a biological match for that person. The living donor can agree to donate their kidney to someone else in exchange for their loved one or friend receiving a kidney from that person's donor.

In 2009 we supported two paired kidney exchanges, one within the Mayo Clinic system (Rochester, MN and Scottsdale, AZ) and the second between Hennepin County Medical Center and University of Maryland Medical Center. This year, we hope to continue providing logistical expertise to support our regional transplant centers in saving lives through paired kidney exchanges.



It's great to see Halley doing so well and to know that Kayla's liver went from one good soul to another.

Sue Borgerson, mom to Kayla Borgerson, organ and tissue donor

Meeting the Needs of our Customers



Underlying everything we do at LifeSource is a profound desire to meet the needs of our customers and to continually improve our work. Our staff is intent on moving the bar from “good” to “great” because we know that when we support our partners in an outstanding way we are better able to fulfill our life-saving mission.

As 2010 begins we are refining processes that will strengthen our service to our hospital and medical examiner partners in response to an important initiative launched last year to obtain feedback from our customers. We wanted to know what we were doing well and hear about opportunities for improving our ability to meet the needs of our customers – specifically, our partners whose staff work alongside LifeSource staff in supporting donors and their families to facilitate the precious gifts of donation.

The cornerstone of this initiative involved asking hospital staff to complete a survey after each donation case, and our hospital liaisons also met with staff members to discuss their experience and any feedback or suggestions they may have. Overall, we were pleased to receive positive feedback that we feel demonstrates the strength of our collaboration with donor hospitals. We were also grateful to learn that there are areas in which we can improve communication and enhance our collaboration during the donation process.

In the coming year we pledge to continue our commitment to excellent customer service and encourage you to contact us with feedback and opportunities to strengthen our partnership.



This heart saved my life.
I am so grateful for my donor,
my angel in heaven.

Sonja Sitzman, heart recipient, February 2009

Organ and Tissue Donation: Community Benefit



Donor hospitals and transplant centers are vital partners in our life-saving mission, both clinically and as community advocates for donation and transplantation. This year, we are excited to expand our partnership with hospitals through a strategic initiative of the Minnesota Hospital Association called *Donate Life Minnesota Hospital Campaign*. This year-long program will bring the life-saving message of organ and tissue donation to hospital employees and the community, providing information and calls to action to improve donation rates and save more lives.

Beginning in April of 2010, Minnesota hospitals will receive a toolkit with ideas, articles, resources, and education materials to help implement this bold new initiative. Each quarter thereafter, hospitals will re-

ceive new information to help refresh the program and educate their staff and communities. Every hospital has the opportunity to participate and help channel their employee's passionate support of donation and transplantation into measurable outcomes that comfort donor families and help save lives. Resources will be available on LifeSource's professional website at www.MyDonationResource.org.

The *Donate Life Minnesota* initiative will closely mirror LifeSource's advertising campaign for 2010, providing continuity between the public and hospital settings. Our hope is that the consistency between what employees and the public see in the community and in the hospital will help positively reinforce the life-saving message of donation.

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Memorial Golf Tournament

BUILDERS \$30,000 OR MORE

CryoLife
Musculoskeletal
Transplant Foundation

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3M Foundation
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Donate Life Walk Run
– Laura Neumann Foundation

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American Medical Bill Review
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We have made every effort to ensure accuracy and apologize for any errors or omissions.

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