



## ORGANIZATION:

Mid-South Transplant  
Foundation

## INDUSTRY:

Organ Procurement  
Organization



Mid-South Transplant  
Foundation, Inc.

## Background:

Mid-South Transplant Foundation, Inc. is the federally designated Organ Procurement Organization (OPO) serving western Tennessee, eastern Arkansas, and northern Mississippi. As an OPO, Mid-South Transplant Foundation (MSTF)'s mission is to advocate for all organ and tissue donors and recipients. Their goal is to increase organ and tissue donation in their community and to ensure that the patients who are in most need receive them.

**Regulated By:** FDA, AATB, AOPQ, CMS, UNOS

## The Challenge:

After a very successful Q-Pulse implementation with ECL2, the challenges became optimizing the functionality that Q-Pulse had to offer, building on the initial implementation and using the system more efficiently and effectively.

## The Solution:

ECL2's Quality Support Program

"We started using Q-Pulse quite a few years ago, and yet found we just didn't realize how much it could do", states Kim Van Frank, Executive Director of Mid-South Transplant Foundation. "We forgot many of the additional capabilities Q-Pulse had to offer. So, we enlisted the ECL2 QSP Program, and it just makes so much sense."

"After each QSP visit our processes improve so much. We can never go into the system and really appreciate all that it can do and that's where the ECL2 expertise comes in. It has helped us so much and that's why we keep the QSP Program going. You can build a system and it gets better and better for your organization through the QSP. Spending the additional training days with ECL2 takes us to a new level and there are so many improvements that we are making."



“ECL2’s visits inspire us so much. We think we know what we want to work on and then ECL2 comes in and it’s just so inspiring to know how much more we can do or how we can make a process we think we know, go so much more effectively and efficiently. And the fact that the ECL2 team comes from a quality background I think helps so much.”



**Kim Van Frank,**

Executive Director of Mid-South Transplant Foundation

[www.ECL2.com](http://www.ECL2.com)

[inquiries@ECL2.com](mailto:inquiries@ECL2.com)

Phone: (469) 828-5006



Kim talks about how much they look forward to their QSP days. “ECL2’s visits inspire us so much. We think we know what we want to work on and then ECL2 comes in and it’s just so inspiring to know how much more we can do or how we can make a process we think we know, go so much more effectively and efficiently. And the fact that the ECL2 team comes from a quality background I think helps so much.”

Kim also appreciates the ECL2 teams’ ability to listen to their needs, solve problems and answer questions. “They are not intimidated by any questions and they are always trying to think through what we need and how Q-Pulse can help us, even more.”

Because of the ongoing QSP training Mid-South Transplant Foundation is utilizing more of the Q-Pulse capabilities and refining their processes, resulting in increased efficiency and productivity.

**For more information on Q-Pulse please visit our website at [www.ECL2.com](http://www.ECL2.com) or contact us directly at 469.828.5006 or by email at [inquiries@ECL2.com](mailto:inquiries@ECL2.com).**