



## ORGANIZATION:

The Living Legacy Foundation

## INDUSTRY:

Organ Procurement Organization



### Background:

As the Organ Procurement Organization (OPO) for most of the state of Maryland, The Living Legacy Foundation (TLLF) facilitates donation and transplantation in area hospitals, provides donor family support, and educates hospitals and the general public about the life-saving power of organ, eye, and tissue donation.

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

### The Challenge:

With Q-Pulse's wide variety of functionality, the QA staff felt they were not utilizing the QMS to its full potential. Additionally, many other departments interact with Q-Pulse. Considering the broad organizational use and staff turnover, keeping everyone up to speed was becoming cumbersome.

### The Solution:

ECL2's Quality Support Program (QSP) is designed to provide organizations with additional on-site support and gives the client the ability to have additional resources.

"ECL2's Quality Support Program is awesome" states Emily Goldbloom, director of Quality Systems for The Living Legacy Foundation, "...and I tell everyone who has been looking at it that I absolutely recommend the QSP. It's just nice to have the individual support from Lori and the ECL2 team."

Whether facilitating strategic planning sessions, performing corporate compliance audits, building wizards, templates and custom reports, ECL2 works with all staff who interact with and use Q-Pulse.

"Q-Pulse is used by so many more people than just the quality staff. During their last QSP visit, ECL2 spent time with almost every department. HR reviewed the on boarding/off boarding process workflows and HS was able to explore various reports which may be useful to the hospitals. We have so many different departments represented in the system that we look at it as a total quality management system. The expertise of Lori, Keith and Andrew combined with that dedicated time is so worth the price."





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**Emily Goldbloom,**

Director of Quality Systems for  
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“The other benefit is the flexibility of the QSP,” Emily continued. “You can sign up on the quarterly program to lock in several days each quarter. Another option is to contract a certain amount of days per year, or even purchase on demand days. It can be onsite or somebody working remotely. There’s just a lot of flexibility and you feel like you always have a resource.”

The Living Legacy Foundation believes that ECL2’s Quality Support Program provides them with the equivalent of additional quality staff. ECL2’s proven Quality Management experience and exceptional Q-Pulse knowledge, delivered at a personal training level elevates their knowledge and proficiency on a continual basis.

**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).**