This report represents Central Ohio Lions Eye Bank, Inc.‘s responses to Charting Impact, a joint project of BBB Wise Giving Alliance, GuideStar USA Inc, and Independent Sector. Charting Impact uses five simple yet powerful questions to encourage strategic thinking and help organizations share concise information about their plans and progress toward impact.

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Mission:
To restore, improve, and preserve sight by connecting eye donors and corneal transplant patients, educating physicians, and enhancing eye research through quality eye banking services.

The content of this Charting Impact Report is the sole product and responsibility of Central Ohio Lions Eye Bank, Inc.. This report does not in any way represent an endorsement from Independent Sector, BBB Wise Giving Alliance, or GuideStar, nor does it represent fulfillment of the BBB Wise Giving Alliance’s Standards for Charity Accountability. For more information on Charting Impact, visit www.guidestar.org/chartingimpact
1. What are we aiming to accomplish?

Our Vision is to open greater opportunities for sight restoration. Our mission includes the provision of donor eyes for corneal transplantation and other eye surgeries; for physician training; and for eye research. Our work and related programming is focused on technical aspects of eye banking; we operate 24/7, 365 days/year, to make corneas and other surgical eye tissues available for patients who need our help. Vital to our success are the volunteers; Trustees; physicians; nurses and ophthalmic technicians; hospital social workers, administrators, and chaplains; and funeral industry professionals who contribute to various stages of our overall process from eye donors to surgical recipients. We educate and engage these participants in our program on an ongoing basis. We also work to encourage our community to consider eye donation as a way of giving a very precious and unmatched gift to patients whose vision could not otherwise be restored. The relationships we foster are the key to ensuring that we are able to serve the patients in our community.

2. What are our strategies for making this happen?

Our strategies for accomplishing our long-term goals include the provision of public and professional education to individuals and institutions vital to our sight-restoring mission. We develop and present professional continuing education courses, and try to provide forums for the exchange of discussion and ideas that help advance our work. We acknowledge to the families of eye donors the precious gift of sight and send each of them a solid bronze memorial medallion to commemorate the significance of the gift. We strive to remain mindful and expressive of our appreciation of the work that many, many individuals contribute to the achievement of our mission.

3. What are our organization's capabilities for doing this?

Our revenues are primarily derived from the processing fees that help cover our basic work; but thanks to charitable contributions we are able to grow our capacity to maintain our state-of-the-art laboratory and our community outreach. The Eye Bank's work is labor-intensive, and staff members undergo comprehensive and thorough training; we consider them to be our greatest asset and focus a great deal of effort on providing the tools and support they need to excell. We have been leaders in technological and educational advances in our field over the years as a result. The partnerships we form with the health care community, volunteers, and funeral service professionals keep us moving forward. We are always seeking funding for new and improved equipment and educational materials - from microscopes to printing services - so that we can remain on the cutting edge in eye banking services.

4. How will we know if we're making progress?

Quality is our mantra, and our technical success is measured through the achievement of our accreditation, through meeting Eye Bank Association of America standards, and through ongoing compliance with US Food and Drug Administration regulatory requirements. We look constantly at the data that defines our activities, reviewing it monthly with our Medical Director and our QA committee. Every three years we are recertified, which is heavily dependent on our ability to demonstrate our successes. We follow up with surgeons to ensure patients are recovering as they should be post-operatively. The willingness of people in the community to become eye donors speaks to the success of our programs. But the most valuable indicators are the transplant patients themselves. A true quality indicator - and perhaps the most significant - are the patients who, after having their sight restored, attest to the experience as nothing short of "miraculous."
5. What have and haven't we accomplished so far?

We have made significant advances in recent years, adding advanced and highly-refined technological services to our repertoire. We have been among the first in the nation to adopt the latest procedures, and we remain one of a small handful that performs some of the most challenging of them. Our progress has demanded increased staff and training, both of which we have undertaken. We have increased our outreach to the surgeons who depend on us to provide them with quality surgical eye tissues. We have adapted processes to address very specific surgical needs, providing each patient with the surgical transplant or graft that his/her surgeon deems best suited to their needs. Our staff members actively work on national committees of the Eye Bank Association of America, contributing to the advancement of medical standards and quality assurance, the development of the organization, fiscal soundness, and the advocacy for eye banking as a unique field with focused needs. We are always evaluating future trends and possibilities for improving our services for the benefit of the patients who count on us.