

2-25-2011

Diane Wilson interview for a Wright State University History Course

Cassie Higgins

Diane Wilson

Follow this and additional works at: https://corescholar.libraries.wright.edu/history_oral_history



Part of the [Oral History Commons](#), and the [Social History Commons](#)

Repository Citation

Higgins, C., & Wilson, D. (2011). Diane Wilson interview for a Wright State University History Course. .
https://corescholar.libraries.wright.edu/history_oral_history/64

This Video is brought to you for free and open access by the History at CORE Scholar. It has been accepted for inclusion in Dayton and Miami Valley Oral History Project by an authorized administrator of CORE Scholar. For more information, please contact library-corescholar@wright.edu.

Profile

Narrator Name: Diane Wilson

Interviewer: Cassie Higgins

Author: Cassie Higgins

Date of Interview: 2/25/2010

Subject: Oral History interview with Diane Wilson, the Chief Operating Officer of Community Tissue Services. She discusses her life, experiences growing up, community work, and how her experiences growing up influenced who she is today.

Key Words:

Dayton

College

Community Blood Center

Non-profit organizations

Nursing

People

Help

Children

SPIN

People

Nurse

Teacher

Community Blood Center

Master's Degree

Bachelor's Degree

University of Phoenix

How to Save a Life: An Oral History Interview with Diane Wilson, HST 685: Introduction to Oral History, Dr. Marjorie McLellan, Winter Quarter 2011

On February 25th, 2010 I interviewed Diane Wilson, the Chief Operating Officer of the Community Tissue Services. Diane was born and raised in Everit, Washington by her mother who made casket linings and her father that worked in the mill. From 1975 to 1986 she worked as a labor and delivery Nurse and then in open heart surgery¹. She married a military man, whom she had four daughters with, and because her husband was in the military they were transferred to Dayton, Ohio. She graduated from Everit Community College with a two-year degree in Nursing before leaving for Ohio. She began her work at Community Tissue Services in 1986². In 2007 after being Chief Operating Officer of Community Tissue Services for 11 years she decided to go back to school to get her Bachelor's Degree and in that same year she accomplished just that using the University of Phoenix's³ online program. In 2009 she finished a dual Master's Degree in Master's of Science in Nursing (MSN) and Health Administration (MHA). Along with

¹ "Bringing New Thinking Into The Healthcare Industry." Pheonix.edu. Last modified September 10, 2010. <http://www.phoenix.edu/cmp/icons/diane-wilson.html>.

² "Community Tissue Services' Chief Operating Officer Selected for University of Phoenix National Commercial." PRNewswire.com. Last modified December 14, 2010. <http://www.prnewswire.com/news-releases/community-tissue-services-chief-operating-officer-selected-for-university-of-phoenix-national-commercial-111856539.html>.

³ Robinson, Amelia. "Beavercreek Woman's Story Featured in National TV Ad." DaytonDailyNews.com. Last modified December 20, 2010. http://www.daytondailynews.com/blogs/content/shared-gen/blogs/dayton/seen_and_overheard/entries/2010/12/20/beavercreek_womans_story_featu.html.

completing her Master's Degree, in 2009 Diane also became the first woman, and first non-doctor to be the President of the American Tissue Association⁴.

This interview takes place in the new Community Tissue Services building. The new building was built at 2900 College Park Drive in Kettering, Ohio. This brand new building is still under construction but is beautiful. It is a mix between business architecture and a modern design. The roof of the building somewhat mirrors the appearance of layers of tissue, which was not intended but brought to the attention of Diane by a spectator. We conducted the interview in a very cozy and quiet conference room in this new building.

Diane got her start in community work while she was still in high school. She started a group called SPIN (Special People In Need), which won her a scholarship to go to college. All through high school she participated in community organizations such as the YMCA. She was named as one of the Top Ten Women in Dayton in 2010 for her work at Community Tissue Services. Her achievements include The American Association of Tissue Banks Kenneth W. Sell Memorial Award, being a chair member of the American Association of Tissue Bank's (AATB) Standards Committee, a Board of Governors as a Member at Large, a Chair on the Tissue Bank Council, a Co-Chair of the Council of Accredited Tissue Banks, a member of and Board Liaison to the Accreditation Committee, a Certified Tissue Bank Specialist, a past AATB inspector, member of the Ohio Transplant Recovery Council, member of the American Association of Operating Room Nurses, member of the National Association of Orthopedic Nurses, and the Director of the next major revision of AATB'S standards for tissue banking⁵.

Diane has been a resident of Dayton, Ohio for 32 years now and has made a lot of exciting new changes to the area since her move. She has made it her life's goal to improve the community she lives in and urges others to do the same. Since becoming involved in Community Tissue Services she has grown the organization to be the 5th largest tissue bank in the nation, distributing more than 125, 000 skin grafts to over 2,000 hospitals, Physicians, and Nurses. Community Tissue Services now employs over 300 people in nine locations around the nation. With the expansion, Diane predicts that over 100 new jobs will be created in the Dayton area within the next five years.

I absolutely loved interviewing Diane. She provided a perfect example of how a positive outlook on life and a selfless lifestyle can make a positive change in the community a person lives in. Diane was inspiring as she gushed about her passion for helping out people and her belief in doing good for others without expecting anything in return. I have always wanted to become involved in community service myself, but never knew where to start. She really gave me the drive to help out, so as a result I plan on getting in contact with her in hopes that she can give me some ideas as to where to start with that.

⁴ LexisNexis. "First Female and Non-Doctor Elected as President of the American Association of Tissue Banks." Allbusiness.com. Last modified October 1, 2009. <http://www.allbusiness.com/medicine-health/medical-treatments-procedures-surgery/13049184-1.html>.

⁵ "Diane Wilson Receives the American Association of Tissue Banks' Kenneth W. Sell Memorial Award." Communitytissue.org. Last modified September 23, 2005. http://www.communitytissue.org/media/press_092305.html.

Oral History Interview

Name of the Project: How to Save a Life: An Oral History Interview with Diane Wilson

Name of the Project Director: Marjorie McLellan, Department of Urban Affairs and Geography, Wright State University

Archives or repository: Wright State University's Paul Lawrence Dunbar Library

Interviewee/Narrator Name: Diane Wilson

Interviewer Name: Cassie Higgins

Others Present: None

Place: 2900 College Park Drive, The new Community Tissue Center building, conference room

Date: 2/25/2011

Length of Recording: 52:19

Original Format: MPEG-4 Movie

Key Words:

Dayton

College

Community Blood Center

Non-profit organizations

Nursing

People

Help

Notes: This interview takes place in a conference room of the new Community Tissue Services building in Kettering on College Park Drive.

Indexed By: Cassie Higgins

Index

00:00:00-00:00:36 Introduction to the Recording

Information listed above

00:00:36-00:01:47 General Information

Diane talks about where she was born, her childhood in the Pacific Northwest, and growing up with her sister who was also a nurse. She then goes on to talk about when she moved to Dayton and the reason she move: her military family.

Keywords:

Dayton

Everit Community College

Pacific Northwest

Sister

00:01:47-00:02:28 Non-profit Organizations: The Beginning

Diane tell about her start in non-profit organizations. Her non-profit group that she started in high school called SPIN, that was involved with special needs children. Her involvement in this group won her the scholarship that paid her way through college.

Keywords:

SPIN

Non-profit organizations

Scholarship

Children

College

00:02:28-00:03:20 Why Non-profit?

Diane explains that the reason she likes to get involved with non-profit organizations is because she likes special people and special stories. This love of things special got its start while Diane was in high school.

Keywords:

Special
Story
High School
People
Washington State
Youth Association

00:03:20-00:04:34 Why Nursing?

Diane tells of why she chose nursing, because her family could not afford to send her to a four year college (because her family was poor originally, then her father had a massive heart attack) to get her physical education teaching degree like she wanted. Her older sister had become a nurse before she had, so this also influenced her choice.

Keywords:

Nurse
Teacher
Four year college
Heart attack
Work
Family

00:04:34-00:00:08:16 Family Values

Diane talks about her family background, her father as a mill worker and her mother the maker of casket lining. She explains that she gives credit to all of her morals today to her parents, because they raised her to care about others. Also her parents believed in her very much and told her that they believed she could do anything she set her mind to. She believes that a child's parents are very important, and it is crucial to have family dinner every night to bond the family.

Keywords:

President of the United States
Daddy
Family
Dinner
College

00:08:16-00:12:25 Surgical Career Beginning Turns Into Chief Operating Officer

She talks about how her career as a Nurse began in the surgical room, but when she moved to Ohio she discovered she could work as a Nurse in the Community Blood Center. This is the place where she conveniently skips over all over her accomplishments. In 1986 she was asked to be the Chief Operating Officer of the Community Tissue Services in Dayton, to which she refused, but on the third time asked she accepted only on the condition that she could have her job back if she didn't like it. A week in to her new job she meets her first donor and she instantly knew that this was her dream job. Her surgical background had given her the tools she needed, and after meeting her first donor she realized that with tissue banking, lives were saved.

Keywords:

Dayton
Nurse
Community Blood

00:12:25-00:17:34 Two Major Accomplishments

Diane has two major accomplishments in her career. The first of which is going back to school online with the University of Phoenix where she got her Bachelor's, and immediately after a double Master's Degree in Science of Nursing and Health Administration. Learning that there is no limit to what she can do with education, she took this

knowledge and The Community Tissue Bank is now the fifth largest tissue bank in the United States. The second is becoming the President of the American Tissue Association.

Keywords:

University Phoenix
Master's Degree
Bachelor's Degree
Science of Nursing
Health Administration
Fifth in United States

00:14:20-00:19:36 Programs at Community Tissue Services

The skin program is the one of her favorite programs, which donates skin to soldiers, and another favorite is Shriner's Children's Burn Unit in Galveston, Texas. They have a new program for the children that have burns there, which is Bubba the Bear.

Keywords: Shriner's Children's Burn Unit

Galveston, Texas
Bubba the Bear
Mexico
United States
Burke Army Medical Center
850 soldiers

00:19:36-00:23:55 Impact of Community Work on Family and Community

Diane explains that her family is very close, and she hopes some of her values imprinted on her children. Community Tissue Services started out as Dayton Regional Tissue Bank but now employs over 300 employees across the nation, with plans to expand and add new jobs with the addition of their new facility in Kettering. She says that her motivations haven't really changed over time; she has always felt the drive to help people. She believes her University of Phoenix national commercial has helped bring some attention back to Dayton.

Keywords:

Community Tissue Services
Dayton Regional Tissue Bank
300 employees
160,000 grafts a year
Pay It Forward

00:23:55-00:26:29 Christian Heart

Diane believes in giving to other people. Her Christian background has led her today to the idea that she doesn't need her body when she goes to heaven so it is best, in her eyes, to give to someone else in more need when she passes away. It is important to discuss the decision with you family before had so there are no surprises when the time comes.

Keywords:

Christian
Religious Views

00:26:29-00:29:33 Educational and Community Involvement Views

Diane believes that education is the key to the future, and getting a degree is crucial to do well today. Her education makes her who she is today. From her community involvement she has learned that no matter what you do, get involved in the community. Not only does it help you out by making your community better, but it also makes you feel good.

Keywords:

Community
Master's Degree
Bachelor's Degree

00:29:33-00:38:01 Work Experiences and Career

Diane describes how different heart surgery now from when she did it, but that she learned great organizational skills from it. At Community Tissue Services, unlike other tissue banks, they see the entire process through, from harvesting the tissue all the way to meeting the recipient family. Donor families sometimes meet recipients, but each year they have a celebration of life with the donor families. They do many different types of grafts, including ACL's for sports injuries, and one donor can save approximately 50 lives.

Keywords:

OB/GYN

Nurse

1974

Dayton

ACL

50 lives

00:38:01-00:41:48 The Past and Future for Community Tissue Services

Her job in the operating room gave her the organizational skills to run centers in eight different states, but the growth to that started in Dayton at the Dayton Regional Tissue Bank. They have a commitment to serve the communities needs first, but have expanded internationally now, and they have a new project working on international standardized labeling for tissue.

Keywords:

English

International

Dayton Regional Tissue Bank

United States

Kenya

00:41:48-00:44:21 Life's Too Short to be Anything But Happy

She is not sure how she got her start in non-profit organizations, but that she has always tried to ask herself on a daily basis what she can do to help someone else. She explains that life is too short to be unhappy and she sees examples of life being too short every day in her line of work.

Keywords:

YMCA

Disabled Children

00:44:21-00:47:01 Future for Tissue and Other Possible Career Choices

Diane believes that there will be a lot more stem cell research in the future for tissue donation, and that they will continue to advance scientifically. She thinks that if she had not made this career choice she probably would have been a teacher, because she knows how much of an impact teachers have on the world.

Keywords:

Stem Cell Usage

Bone

Cells

Wright State

Teachers

00:47:01-00:50:52 Diane's Appendix Story

Diane tells the story of when she lied to her mother about being sick so she wouldn't see that Diane got her name on the board at school when they came in for PTO night that night. She ended up having to get her appendix out, and says that after that she never lied to her mother and this experience very much shaped who she is today.

Keywords:

Appendix

PTO night

Surgery

Lied

00:50:52-00:52:19 Conclusion

Diane sums up by stating how you can become an organ and tissue donor, and what is involved in doing so. I thank her for her time, and we both agree that it has been a fun time.

Keywords:

Ohio

Bureau of Motor Vehicles

Oral History Interview

Name of the Project: How to Save a Life: An Oral History Interview with Diane Wilson

Name of the Project Director: Marjorie McLellan, Department of Urban Affairs and Geography, Wright State University

Archives or repository: Wright State University's Paul Lawrence Dunbar Library

Interviewee/Narrator Name: Diane Wilson

Interviewer Name: Cassie Higgins

Others Present: None

Place: 2900 College Park Drive, The new Community Tissue Center building, conference room

Date: 2/25/2011

Length of Recording: 52:19

Original Format: MPEG-4 Movie

Transcribed By: Cassie Higgins

Interview Transcript

Higgins: Alright, my name is Cassie Higgins and it is 11:04 on February the 25th. We are at the Community Tissue Services, the new building and this is Diane Wilson and did you get a chance to read and sign the release form?

Wilson: I did.

Higgins: Okay great. We're ready to get started. Okay, first question tell me about your childhood your family and your experiences growing up.

Wilson: Well, I was actually born in Everit, Washington. I moved here after I finished my nursing career at Everit Community College. I have a sister and she's older than me, four years older than I am and she also is a nurse. My background is nursing. I had a wonderful childhood. I had two parents that loved me very much and both have passed away and I moved from Everit, Washington to San Antonio when I was married to a military man and we moved down there to Wilford Hall and so I stayed there for about 7 years until we were transferred up here and I've been in Dayton for the last 32 years. I'm actually from the Pacific Northwest and loved it out there but were more than happy to be here in Dayton. I think the weather is much better. Not quite as green, but much better. I have great memories of being young, I've always been very athletic. Loved my friends and high school. High school was my favorite time of my life. I became involved with helping outside people in non-profit organizations all the way back in high school. We started a group that was called SPIN, Special People In Need, and that helped mentally challenged children that had disabilities and we would have dances for them and fundraisers for them and at that time it was called mental health/mental retardation and I actually went through college on a scholarship from that SPIN group, which was a \$700 scholarship that got me through a registered nursing program. So you can imagine, if you asked your mother today school probably costs a lot more than that. (Laughing)

Higgins: I know for a fact that it does.

Wilson: Yes, so that's kinda how I got my start because of that involvement I started doing a lot of public speaking all the way back in high school. I never was in drama or anything like that but if I had a story to tell that I thought was compelling, I love telling it, so they had a youth association for retarded children at that time it was called, I'm sure nowadays it would be called special, but that was the name of it at that time and I was the president for the youth association for Washington State. So that was my first start in really kinda finding something I believed in and I found out that its really people I believed in. I liked special stories, I liked special events, I just like dealing with different people. So that was kinda the way I grew up.

Higgins: Okay, would you say that your sister may have influenced your career choice in any way or...

Wilson: I think so. She was four years older than I was, and decided to be a nurse. No one in our family had ever gone to college so she was the first one to ever kind of step out of the mold and go to college she went to a four year school that was very expensive, during that period of time my father had a massive heart attack, and therefore couldn't work any longer so, we grew up in a relatively poor family to start with so it had taken every penny that my parents had to get her into a four year college and it was like, what am I going to do I was going to be a high school teacher, I wanted to teach physical education. That was four years, it would be quite costly to my family, so I kind of thought, well, I need to find something else. And nursing had a two year school right there in our city and I could live at home, go to a two year school, a lot less money, and I kinda figured out, ya know? I still could help a lot of people it would be different it than what I had planned on doing in life but it would be very good. Of course I'm glad I made that choice.

Higgins: Yeah, absolutely. Would you say your, less well-off background has affected your drive today and your let's see, your motivation?

Wilson: I think so. I think I relate very well to ordinary people! Ya know? Grew up in a blue collar family, my father worked in the mill, my mother made casket linings for caskets for funerals, I mean, ya know?

Higgins: That's different!

Wilson: Odd job. Neither one of them ever made 5 dollars an hour. They saved every penny they ever made. And I think you get a good, hard-working ethic, from that.

Higgins: That's exactly what i was looking for, how it affects your work ethic. Tell me about your involvement in community life, how has this changed across your life?

Wilson: I think the older I've gotten, the more I find out that there are opportunities within the community and within non-profit organizations to jump in and make a difference. I have enough confidence I think now to say "hey do you need help?", "how can I help you?", "can I become part of it?", "can I help in fundraising?", or "can I do something that makes a difference?" And I think I've learned that it doesn't matter what your abilities are whether you have you have a big bank account or whether you can write a big check or whether you just have a few hours to give

on a Saturday. It all adds up and you always can make a difference. And when you make that difference it seems like the pay back comes back for you. It always, you know, you do a little for somebody else, but really it feels good to yourself. So, ya know, that motivation kinda keeps ya going. I start my day every day at four fifteen in the morning and I go to the gym at five o'clock and I work out until seven o'clock because I have some poor eating habits I have to have good exercise habits, but whatever I do I drive myself to try to keep that motivation going because I know that that's what gives me the energy to get through the day. And I think, good practices like that that came from my parents, from what they told me, you know, you can do anything you want in life. When I was a little girl my Daddy used to always say to me, "what do you wanna do when you grow up?" And I would say, "I'm going to be the President of the United States." That was my number one goal. He said, "well you can't really do that because those are men, you know, and you're a woman, and, you know... Gotta say, I'm almost sixty so, you know, back then, you know, men did all of those jobs and, and, I'd say, "But I think it's okay, I mean I think I could be the first woman to be the President of the U.S., I think that's okay" and he said, "well if anybody can you can" So it was always kind of a joke in our house, ya know? If, if you want to try to do somethin, just try to do it. Who knows? That door might be open to you.

Higgins: It's great to kinda have that type of support system at home.

Wilson: Absolutely, and it's all about at home. What you have at home. We ate dinner at the same table every night, we talked about how was your day at school, what's new, what's not new, no outside interferences. I think now it's hard for families to join back into that group sometimes. But, you know, you sat at the dinner table and it was, "where are you gonna go to college?", "how are you gonna get a scholarship to go to college?", "what do you want to do in college?", but that was kind of, those conversations. "How was your day today?", "How are YOU today?", so you get a lot of face to face time, and sometimes families forget that. They're so busy that they don't get down to that.

Higgins: So you would say your family time and the time spent with your family kind of shaped who you are today?

Wilson: Absolutely.

Higgins: Tell me about your background and preparation for this work.

Wilson: I never would of guessed ever in my lifetime that I would do what I do today. I... immediately out of college, or rather, the community college when I became a registered nurse, I did labor and delivery. So, I loved that job, thought I would do it forever. I got to hold brand new babies, I got to see smiling faces, I got to be in surgery, and from there I moved on to doing open heart nursing in surgery. So I did that for seven years, but when we got transferred up here with my husband it was, him or me had to find a new career. Well at that time I had/have four girls, so I had a lot to do at home, so I stayed home for a while, and was a full-time mother, and then when it was time to go back to work I thought, "well, what do I wanna do now?" And my mother had got very ill with cancer, and had received quite a few units of blood. So I went to the blood center to replace a unit because she had gotten a lot of units and while I was there somebody said, "who's taking the calls for the nursing job opening?" And I said "you guys hire nurses

here?” And I couldn’t believe they hired Registered Nurses, you know, at a blood center, to draw blood and I thought, “wow! That might be interesting.” So I learned more about the blood center. This was twenty-seven years ago, and ended up applying for a job and getting a job. I thought it was the best job in the world. I mean, everyday these people came in, wanted to give you a unit of blood and wanted to save a life. On their own. Ya know, not because they had to, not because they were paid just because their heart was big enough to do it. And all I had to do was ask like fifty questions, tell ‘em “thank-you” and smile and give ‘em cookies and juice. So, I mean, ya know, it was a wonderful job. After I had been in it for probably two years our tissue bank had started and the person who had started the tissue bank moved to another state. So the tissue bank was either going to close, it was new at that time in 1986, it was going to close or they needed to find somebody else. So the administrator asked me if I would step up and help run the tissue bank. To which I said, “No. I don’t want to. I don’t want to work with dead people. I’m a nurse.” So the second time he asked me, a couple of weeks later I said, “No”, again. I said, “I thought about it, thank-you for the opportunity. I’m glad that you think my surgical background would prepare me for tissue banking but, you know, as a nurse I’m here to save lives.” And to me tissue donation is after life and it’s, it’s because of a failure or death. So the third time he asked me I finally said, “okay, I’ll do it for three months, as long as I can have my job back in nursing IF, I don’t like it”. And in about a week later we had, I went on our first tissue donor and that was when I first realized that tissue banking was all about nursing. It was all about living and it was all about taking, ya know, an unfortunate death and giving them an opportunity to donate if they want to. It was a surgical removal of tissue, so it fit all of my surgical background, and at the same time I got to make recipients get the graphs that they needed so the family had a good feeling about what happens from the donation. From the death that nobody could stop, ya know, now we can make donations happen and from tissue donors, ya know, fifty lives can be enhanced. So, it’s a wonderful bridge, and I, and from that day on I’ve loved it. I mean, it’s the absolute best job anybody can ever have.

Higgins: That’s great.

Wilson: Yeah. And I tell people all the time, “I’m the luckiest woman in the world”. I get up in the morning, I have the job I love, I have things I need to do to make a difference in somebody else’s life.

Higgins: That’s great. Yeah, that is really lucky to wake up and enjoy your job and love to come to work. That’s something that’s a lot of people don’t have in their lives. That’s a very lucky thing.

Wilson: Yeah, I think it’s really important for all people, to find something they are passionate about. If you don’t believe in your job and you feel burned out, and life just every day, you know, you get up in the morning and it’s another day like that. You got to find something that drives you and I think that’s why the non-profit passion that I have for helping people, it just gets fulfilled every single day.

Higgins: Wow. That’s great. What are some of the obstacles, frustrations, disappointments, or challenges that you have faced in your community work?

Wilson: I haven't really faced a lot of challenges, other than I think when you work for a non-profit, funding is always a problem. Some of the non-profit groups that I work with they're always struggling. You know, for either more monies, or... ya know, space, or... ya know, adequate facilities or something like that, because they're not funded, and with today's economical challenges its harder, ya know, for people to give financially to others and that's why I say I think the giving of the time or the energy or yourself might be the way that, that people can pitch in, but I've been really fortunate that most things that I become a part of, we've not had a lot of frustrations.

Higgins: Looking back what do you see as some of your most satisfying contributions or accomplishments?

Wilson: I have two major things that I've done in life that I love. One is I... because we didn't have the monies, I went to a two year school in nursing. Became a Registered Nurse, and always said I'm gonna go back and get a bachelors, and I never did. And I thought about it for years and years and years and years and finally about five years ago, something hit me from an add that I saw for University of Pheonix I decided, maybe I can do online. I travel about 60 to 70 percent of my time, because I have centers all over the United States that I am responsible for. And... so I called and... found a counselor who said "sure you can do it! You know, you don't have to be in bricks and mortar every day you can do it online." So I started doing it, was afraid to tell anybody I was doing it cause I didn't wanna fail, ya know? Nobody likes to fail. And in my first class I met someone who is from Good Sam[aritan] Hospital. I was like, how in the heck do you meet somebody in your own city when you're on a national/international online course. We became best friends. We ended up telling the world we were in the class together, but I finished my Bachelors' and immediately then went in to a masters, and finished a dual Masters in Masters of Science in Nursing and in Health Administration. And I think that is a huge accomplishment for me, and what I really learned, was there are really no limitations to what a person can do. I thought I was busy, I thought I couldn't take on anything else and I found out that all my wasted time on airplanes and all my wasted time with delays or sitting in a hotel room at night when I traveled, I could make better use of that time and with that added knowledge it gave me a lot of... I guess, confidence, that I can do more than what I'm doing. Better writing skills, better communication skills, better speaking skills, and I was very involved in our tissue bank, of course, and our tissue bank has evolved nationally. Ware the fifth largest tissue bank in the United States right now. I decided to run to become the President of the American Association of Tissue Banks, and, once again, there'd never been a woman and they had all been doctors. And I said, what the heck, I'll just ruin and see what happens. And I won, and I think that's my second biggest accomplishment professionally that I did. First I felt like I needed to build myself in my educational background and then I needed to professionally add something to the organization. So, for the last two years I've been President and that's just been really... neat all around, to do. And kinda oversee some things that go on in the nation and maybe strategically make some changes.

Higgins: Wow, alright. What are the most interesting or compelling programs for events that you have been involved with, and why?

Wilson: I think our... our skin program here. Skin saves lives. Bone, usually, enhances a life. It might, work on a hip surgery, a knee surgery, or a spinal surgery, and it might help you walk, as opposed to sitting in a wheel chair, or help you be an athlete and play a good game of football or whatever else it is you want to do. But, skin actually saves a life. And we, are the largest non-profit supplier of skin in the United States. And we supply all the skin to Burke Army Medical Center for the soldiers coming back from war. And that is a huge, good feeling, every single day of the week, and there have been about 850 soldiers that have returned from the war that have needed skin and we've provided that. And our second biggest program is Shriner's Children's Burn Unit in Galveston. We supply all the skin for them, and they actually fly in kids from Mexico that don't have good hospitalization there that would've otherwise died and we donate the skin to them. To take care of the kids from, from Mexico that come in, and so that has been two huge programs that we're personally involved in everyday and we just love it. We just started a new Bubba the Bear, program for our little kids that get burned, that for every burned child that goes into Shriner's we have a teddy bear, that has a burn, and were now trying to develop a book to go with our Bubba the Bear, to tell the story for the little kids as they go through their treatment. So that's, that's just a fun, neat, good feeling all the time.

Higgins: Yeah, absolutely. That's great. What has been the impact of your involvement in the community on you and your family and/or friends?

Wilson: I think on the community... well I think our family's real close. I mean my four girls are all on... out of college, and... married, and... we're all a very close family. And I think everything I've done in life, and I hope they... they always call them my... my mommy moral stories that I'm always tellin them another story. That, ya know, do this right cuz of whatever, ya know, and "let me help ya". And I think from the community side, I think our tissue bank has grown from a very tiny, little tissue bank called Dayton Regional Tissue Bank almost thirty years ago to a national organization that employs over 300 people across the nation and supplies over a 160,000 grafts a year, and it has been a good employer in Dayton. I think, we have over, well with the blood center and tissue bank, we have 500 employees, and Dayton, Ohio has a lot of economy that's gone the other direction unfortunately, so we feel very proud that not only do we have a main office, ya know, in downtown Dayton but now we have a new office out here in Kettering and we feel like we are just bringing new jobs to the area, and in this building here we'll have over 100 jobs that are new in the next five years. So it's a great opportunity. So I think community-wise, I hope I've made a difference in giving more people, ya know, a better life that way.

Higgins: So, you'd say that there is more expansion in the future for the... Community Tissue Services?

Wilson: Absolutely. Yeah, we've only just begun.

Higgins: Great. Create new jobs, create more jobs, and that's what I like to hear in Dayton. I like to hear Dayton expanding, and growing instead of going the other direction.

Wilson: Absolutely, and we always say, ya know, “it’s a great place to live, wonderful people. Cost of livings low! You know, you can have a nice yard, and a nice house, and...and great people to live next door too.

Higgins: Yep, nice people here in Ohio.

Wilson: Absolutely.

Higgins: Yeah... How have your motivations for engagement and service changed over time?

Wilson: I think, I’m just really... driven by the whole, non-profit, “what can I do to help?”, “how can I make a difference?” My favorite movie is Pay It Forward. Do something good for somebody else, and... it’ll turn around, and never worry about it commin’ back to you. Somehow, ya know, life is... is full of great things and when you step forward, and you do something for somebody else, it’ll happen that way that way, this way. We’ve been... from my University of Phoenix story, that I told you, the... counselor that I delt with, for some reason thought I had an interesting job probably ‘cause I never kept my mouth shut about my job.

Higgins: Bragging about it, how much you love it.

Wilson: Yeah... how much I like it, and... and how great it is.

Higgins: That’s wonderful.

Wilson: They asked me to be their... Healthcare Phoenix, last year, and so we have a national commercial, that I’m the... person in, the student in, and that has brought a lot of focus back to Dayton because it actually says, “Community Tissue Services Dayton, Ohio” right there on it. So that’s been kinda fun to see that happen, so I think that has motivated a lot of people, here and across the nation to say, “Wow! Look! A tissue bank”, you know, “a person at a tissue bank actually got to... be part of a commercial” and... and we’re gettin a lot of airtime for it. It didn’t cost us a thing, ya know, just our story. And its kinda neat too, cuz I think it’s neat that... any university would take somebody’s personal story, ya know, and then help them, ya know, grow that way too.

Higgins: Would you say that your religious views have affected your aspects on life, your, kind of, view that, “what you give is what you get back”, and, you know, put out good vibes in to the world, and do your part in to the world and, you know, maybe you’ll get some of that back. Do you think that your religious views have affected that at all?

Wilson: I think so. I think... I think I have a strong Christian heart and, try to do right things every day, ya know. Be good to other people, and they’ll be good to you. Always... always give to other people, I think. And it’s neat ‘cause I work in, ya know, organ and tissue donation, which, all major religions support so it doesn’t really matter what religion you are. It’s fitting for that, and I believe in, ya know, I... I don’t need, all of these parts, ya know, when I go to heaven.

Higgins: Exactly.

Wilson: So, ya know, I'll share 'em with someone else. Kinda fits the whole, we say, the whole recycling thing too. Ya know. If there is, ya know, if I have a heart valve or a vein or... a... piece of bone, or skin, that... could help somebody else... I personally, don't wanna to bury it, I want it to help somebody else. I am a very strong believer though, that there are two right answers to donation, on whether you wanna be a donor. Its yes, and its no. Our only thing is, think about it ahead of time so that you make that decision, that you wanna be a donor, or you don't wanna be a donor, so it's comfortable for your family, and they know what your wishes are, because I think, ya know, some people do choose, ya know, not to, and I totally respect that, and other people think it's a wonderful thing to do, and they really want to do it and I want their family to know that so that when we talk to their family after their death, everybody's comfortable with it.

Higgins: Great. I'm actually and organ and tissue donor.

Wilson: All right!! (laugh)

Higgins: And then, just to be clear, are you an organ and tissue donor?

Wilson: I absolutely am.

Higgins: Great!

Wilson: I am, and I believe all my children are, and we talk about it all the time.

Higgins: Good. What do you have to say to those who think that they can't take their education to the, to a further level?

Wilson: Oh.

Higgins: Words of encouragement do you have for them?

Wilson: Give it a... I... I think education, we are SO lucky, here, to have, ya know, a great school like Wright State and, the other schools around. I mean, it's right here. If... if ya can't do it inside the school, find an online program, find a way to do it. I think that, the education, like I said, I didn't have enough money so I went to a two year school. The important thing is, is to get a degree and then you'll find out that there are uses for the degree. The one thing I reeeeeeally hate to see in employees, is, they don't qualify for the next job, and they don't qualify because they don't have a Bachelors' or a Masters' or whatever it is, and they have the drive to do it, and they have most of the background to do it, but they may not have the degree they need. But then not only the degree, when I went back to get my Bachelors' I thought, "well I'll just get it 'cause I want the letters behind my name". I hire people with degrees and I didn't have a Bachelors', so I was just after that really but the first thing I found out, was that knowledge was so powerful. It gave me confidence, it gave me the ability to say, "oh, I can start that paper, even if I start in the middle of it. I can find that research, I could find anything". I... I was amazed, that through all those years I never walked in a... in a... a library. Everything was online. But I didn't really know how to find it, ya know, until that. So, I think... I think education is... SO under-rated

sometimes. Ya know, people'll go, "oh, it's so, expensive to go to college or so... it's not. Pick... the right place to go. Do what- you can go full-time work, and some college, full-time college depending on what your funding is, but do it. Even if it's one class at a time.

Higgins: Absolutely. What lessons do you carry away from your involvement in community and community service?

Wilson: ... I think just the lesson of doing... doing good for others... that it feels good. That I wanna do it. That... there are a lot of people out there that need help. That... if you don't know who to help, or where to go, just... ask people. There are a million community service projects that you can do, and that if you're going to live in this community, support the community. Don't sit back and say, "it used to be better", you have to make it better today. It's just like a job, when you have a job. You know, "oh it used to be a better place to work when I first started here". No... you're just more comfortable in it. Now, what are you gonna do today to make it a better place for your neighbor who works with you, and the community's' the same place. What community activities are there out there that we can enjoy this weekend. You know, what can I do to make it different?

Higgins: Great..... Tell me a little bit more about your work experiences and your career.

Wilson: ... well... it's kinda funny that when I first started in the operating room, I was really lucky to be able to do open heart nursing, 'cause that was kind of an... you know, you just stumble on things. You become a nurse and then you say to yourself, "oh... what do I wanna work in?" You know, and, I would've picked like, ya know, OB/GYN the rest of my life or something but then all of a sudden a surgical opportunity comes up and ya go to the operating room and you get to do open heart nursing. In those days, because it was like 1974 or something when I first hit the operating room. We used to start a case for an open heart at like, six in the morning, and we would finish at seven at night, with one patient. And it is so neat today, to see that they do one open heart after another, and... people leave those hospitals and they do well. When I first started doing it, most of our patients didn't live. And we didn't get 'em until they were so sick, that the doctors had almost given up all other hope and then we would get 'em and do a valve replacement or, ya know, a... a coronary artery bypass, or something like that. But they were SO ill, and today, it's SO different so, what I really learned was, it was every day in... in the operating room or in surgery the advances are so great, that you just see changes over the years. I learned to be very organized working in the operating room. I think that's a neat skill. It's kinda like, you know, you need these supplies to do this case, and then you clean up after yourself, and I like that part of it. I liked... I like to accomplish things. I like to check things off, and... that's one thing about being in an operating room or, being in the tissue bank that I feel like I always finish something. You send out the graft, you get the transplant, you know? You can check it off, you can move to the next one, and that's the neat thing about tissue banking too, is that here, we get to really see it from beginning to end. A lot of tissue banks, either just recover the tissue, or process the tissue, or distribute the tissue. Here in Dayton we do it all. We actually get to speak with the donor families. We get to then, do the recovery. And... after tissue recovery they still have their full open viewing, ya know, funeral services if that's what they want, and then we, ya know, keep the... tissue frozen until we get all of our testing back and then

we actually get to release that tissue to processing, make it in to those grafts, and then transplant it. So we get to see the entire process, and I think that's really a... I don't know, it just feels good because you get to touch it from beginning to end. And our families, oh, we're close to a lot of our families that have donated and feel very special... about them. We have a... a service every year where the families are invited to come to and we talk about the celebration of life and what the gifts have given, and its just kinda neat that way.

Higgins: That's nice, that's really nice to get to kinda get the families all together and get them to understand how much they, or everyone appreciates the things that their loved one that has passed away has contributed.

Wilson: That's right. That's what we, ya know, we always say that because families at their VERY worst... day of their life, actually give to us, that final gift. And it's our responsibility to take that final gift, make the BEST use of it we possibly can, and make sure that those transplants happen, because, I mean, who else gets to do somethin' like that every day? Ya know? That's what we get to do. That's what's exciting about havin' an expansion and having enough room, that we can actually, do even more of that here.

Higgins: It's like, you take a life that's ended and you expand a life and, prolong another life.

Wilson: That's exactly right.

Higgins: That's great. Does the donor family ever get to meet the recipient of the...?

Wilson: They do from time to time. We... make sure both sides... want to meet, ya know? Some people want to meet, some people don't, but they can. Ya know, they have... sometimes they both send a thank-you letter. Recipients sometimes will send an anonymous thank-you letter back to their donor family thanking them for the gift, and how they've changed their life. We see quite a bit of that. It's... it's fun because, you can actually be a donor, from the age of, birth to... around 80 years of age... and the tissues are just used for different types of... of grafts. I mean, if you're a, young child, maybe a heart that is used for valve surgery to repair another child's heart. If you're... an older adult, like 80 years old, then the bone may be used in a different way. For... more of a... paste type puddy, type of bone mix, to be used maybe in oral surgery, to... for implants when, you know, the jaws not as strong as you get older. So there's so many different things. The... Achilles' tendon, the patellar ligaments, for the ACL repairs for all the sports injuries. Ya, know, hip surgeries...

Higgins: So you guys do a lot of the ACL and...

Wilson: Absolutely. We supply all the hospitals around here, with all the tendons for the ACL repairs and... and those are things that we just never have enough of because, as you can imagine, ya know, you go from football season, to another season, and someone's always... everybody knows somebody whose had a knee injury of some sort.

Higgins: My friend has had FIVE, ACL surgeries...!

Wilson: Ugh!! SEE! Yeah...

Higgins: And she still continued to play soccer... even after that, she told her doctor, "I'm still gonna play! I'm still gonna play!", and... she can hardly walk now, so... (laughing)

Wilson: Oh my gosh.

Higgins: Yeah, but, that's really, nice to hear that is where that has come from.

Wilson: Exactly right.

Higgins: That you guys helped repair my best friend's knee.

Wilson: That's right. (laughing)

Higgins: That is great. I really like to hear that. That's wonderful. How many lives would you say could be saved from one donor life?

Wilson: Great question! About fifty.

Higgins: Oh, wow.

Wilson: Fifty lives is what our average usually is, and people... don't realize that because they'll think, ya know, like...

Higgins: One person...

Wilson: Yeah, in organ it's that, ya know, one heart, one person like type thing, but in tissue, most of the bone after being cleaned is then fashioned into smaller grafts and used in different ways. So, if you're making small spinal grafts, you may be able to make twenty or thirty of those. If you're making of a powder you may be able to make a hundred grafts. Ya know, you have quite a few different ligaments and tendons that you can be used. So the average is about fifty lives, can be changed...

Higgins: Wow.

Wilson: ...from one donor.

Higgins: That is VERY impressive.

Wilson: Yeah... and a lot of people DON'T know, THAT side of it. Ya know, like, you'll say, "are you a donor?" You'll say, "sure, I'm... ya know, I want to donate my organs". Ya know, but it's organs, tissue, and eyes. And we're that tissue part that, ya know, can make such an impact on people.

Higgins: Wow. I... that's surprising to me. I didn't think fifty. That... that's, wow. I thought maybe, ya know, five, ten, but...

Wilson: Right.

Higgins: FIFTY! Wow...

Wilson: What an impact.

Higgins: Yeah.

Wilson: Absolutely.

Higgins: One person can have an impact on fifty lives. That's... excellent. How has your career at the beginning of your life shaped the career that you have today?

Wilson: I think just the... ya know, having a job like an operating room job. And... giving me the... the basics that I needed for organization. I think that's one of the hardest things. Ya know, when ya first get out in a career, what are ya gonna do with it? Ya know? Are you... goin' in the right direction, the wrong direction with it, and... how... ya know, how will that help you move or are you gonna stay in that specific job forever, or do you have somethin' that you can kinda, venture in to something a little bit different, and the operating room job, for me, kinda opened a lot of doors. I think as an OR nurse, I just learned to organize things. I learned that I could juggle quite a few things at once. And I think, and in my job today here, I oversee all the operations for our tissue bank. So, our main headquarters is here in Dayton, but we have... I have offices in Portland, Oregon, Bedford, Oregon, Boise, Idaho, Fresno, California, Memphis, Tennessee, Philadelphia, Pennsylvania, Toledo, Ohio, Indianapolis, Indiana, and Fort Worth, Texas.

Higgins: Oh, wow.

Wilson: So all of those... areas, the donor tissue that's recovered is actually shipped back here to Dayton. So, I have to keep a lot of balls in the air at all times, trying to juggle, ya know, either my schedule or making sure that the employees are... safe operating according to the policies that we have, and making a difference in their local communities. So, it... it's funny 'cause as I told you in the beginning our name used to be Dayton Regional Tissue Bank, and we changed it to Community Tissue Services as we started to grow, because we feel like, we are the community tissue bank for wherever we are located. So in Portland, Oregon we are their community. We make sure that the donor tissue from Portland gets back to Portland to take care of local donors, and so we always have a priority, to fulfill our communities needs first, and then if not needed in the community, 'cause different communities will have different bone, and tissue needs, then we can send it anywhere in the United States, and we actually send some tissue outside the United States too. We have supplied several, burn places... in other countries that don't have the opportunity to have skin grafts. We flew... we donated skin to Kenya, for a big fire they had.

Higgins: Oh, wow.

Wilson: So it's, ya know, it's...

Higgins: It's not just the United States, its reaching...

Wilson: It's not just Dayton, it's not just the U.S., it's all over.

Higgins: It's all in the world. Wow.

Wilson: One of the fun programs that I've been... allowed to be part of this year, or last year I guess it started, was... some international labeling... for tissue. Because of the language barriers, so we're actually working on a standardized barcode labeling, so that when our skin arrives in Kenya that, they...

Higgins: They don't have to speak English!

Wilson: Yeah, they know what it... yeah. Yeah, because everything's labeled here, in English. So it's been kind of a neat thing and I've got to do a lot of travels being on that board and... I'm actually the representative for the United States, so it's been a fun thing to do. Meet different people, ya know, and... hopefully make a big difference. That our tissue could go anywhere and be safe for that recipient because they understand the labeling of it.

Higgins: Wow. What in the beginning of your life, drove you to seek out volunteer and non-profit organizations to be involved with?

Wilson: I don't know I think I just kinda stumbled into it, ya know, you don't really think...

Higgins: It made you feel good, kinda thing.

Wilson: Yeah, you don't really... know why you get involved in something I guess I was always... big in the YMCA when I grew up, and... and working with campfire and, ya know how you have different groups like that, and I think all of those kind of contribute to what you wanna do later on, and then especially working with... disabled children, there are other profits, ya know. They are always struggling for funds and their fundraising and they're doing things like that, so... that kind of... I don't know, gave me an idea that that's probably what I wanted to do. Never been driven by money... I don't care. I've always had enough money, 'cause I, ya know, save, to... to have what I want in life but it's never my driving force. My driving force has always been to... put a smile on somebody else's face today and every day when I get up I think about, "how can I make a critical difference to somebody else today?", "how can I make their job better here?", or "how can I make somebody smile that isn't?", or... "how can I help somebody work out better at the gym?" I don't know? Whatever I can do, 'cause again, that all comes back to ya, ya know?

Higgins: Yeah, now that's great. You know, a lot of people don't have that attitude and that's really rare today. So, that's really impressive.

Wilson: I always feel sorry for people that live their life in a crappy mode, ya know, because you think, “is everyday like that for ‘em?”

Higgins: It can’t be fun!

Wilson: No, it can’t be fun, yeah.

Higgins: It can’t be fun, ya know, not only are you bringing your life down but you’re bringing other people down with you, and you know?

Wilson: Life’s too short. Yeah.

Higgins: Why not have fun with life?

Wilson: And, you know, the job I have today, I can REALLY tell ya, life IS too short. I mean we see deaths at such young ages. We see traaaaaaageys, ya know, from... car accidents, or accidental deaths, or something like that, and you only have today. Ya know? And so you have to make... the best out of what you do today. I would hate to think my last day was one that had a frown. Ya know? Or I was angry at somebody, and that’s their memory of me. So...

Higgins: Absolutely. What are some things that are in the future for tissue donation?

Wilson: Oh, I think we’re gonna see a lot more... stem cell usage, and stimulators with bone that’ll help it heal faster, or work a little bit better. Bone is natural to the body, which is... the neat part of it. It’s not a metal being put in to your body so your body will... slowly incorporate the bone and make it, its own structure, but, you know, it is slow in healing sometimes... and so some, of the new things they’re doing right now is to get some different things that will stimulate that growth and help those cells take a little bit faster, and operate a little bit better. So I think we are gonna see a lot of tissue engineering type things that’ll happen, and we work a lot with different biomechanical universities that have programs for that like Wright State, where you take some of their scientists that are going through things and doing projects that’ll help.

Higgins: Would you say that if you had gone, made this career choice, that you may have done some work with special needs children or that would be another direction your career could have gone?

Wilson: I think so. I think something I would do in life would certainly be very people oriented..... I... I think I probably would’ve gone in to teaching, and... would’ve kind of grown through that system.

Higgins: That’s my major.

Wilson: Yeah... cuz that’s.... you know? Teachers... I mean, they’re so... valuable in life.

Higgins: Yeah... I come from a family full of teachers, so I know all about that.

Wilson: I tell people all the time, “if teachers only knew the impact they have on students”. I mean you can name those favorite teachers you’ve had. You will NEVER, forget them. As... no matter how old you get you remember your favorite teacher. You remember that neat things they said about ya, and what they taught you in class and you remember all the positive things. So I REALLY think that’s probably where I would’ve ended up otherwise. I thought about one thing when I was a child that I think... changed a huge amount about the way I think and what I do. I was always told, “tell the truth, never lie about anything”, and so you could never say you were sick, and stay home. I mean, you were either... well and you went to school or you were sick, and went to the doctors. So when I was in fourth grade, I had a teacher, that was very crabby, and... all my teachers always liked me and I always was a fairly good student and... kind of a leader in the class and... I talked one day in class and she put my name up on the board, and that night was what we used to call open house or PTO night, and my parents were gonna come for open house, and... she looked up and she said, “ you know Diane, tonight your name will be on the board when your mom comes in”. And I thought, “oh my gosh”, ya know, my mom never spanked me, or hit me, or anything but she’d give ya that look, the mother look, ya know? That’ll probably do ya in.

Higgins: That’s worse!

Wilson: Oh, it was far worse. Yeah, yeah. Oh yeah. “Beat me! Beat me!” (laughing)

Higgins: I know! (laughing)

Wilson: Don’t look at me like that. (laughing)

Higgins: Don’t give me that disappointed look! Ugh!! (laughing)

Wilson: Yeah, I never wanted to disappoint her, so... I started thinkin, and I didn’t know really what to do but I figured, you know, if you were sick in our house you had to go to the doctor’s, but I wasn’t sick in the morning, it was like, noon... so if I kinda went home with a stomach ache, that probably life would be okay, and, and... she would NEVER know but I knew we wouldn’t come to the open house that night together, because I’d be home sick. So, I told the teacher I was sick and went to the nurse’s office and I called my mom and, she picked me up and on the way home she said, “I made an appointment at the doctor’s office because you were sick”. And I said, “oh”. You know, thinking was just gonna go home and... wouldn’t have to go to the doctor’s unless I was sick again the next day, which I didn’t plan on being sick, ‘cause I wasn’t sick at all... I was lying, and... I would guess it was a fib, well, it was a lie. So we went to the doctor’s office, got to the doctor’s office, told him I had a terrible stomach ache and he said, “ya know I think it’s a little bit appendix... I think we’ll have to take it out”, and that night at six o’clock I had my appendix taken out. And I was scared to death to tell my mother, that... I had fibbed, so my choice was, do you get your appendix out or do you tell your mom that you lied, you know? And... we never lied in our house, so... I figured, what could happen? I mean, what... what does getting your appendix out mean? I’m in fourth grade, who knows? They take your appendix out, you’re missing your appendix, who cares? So, I got my appendix out. And... it was the LAST time, in my lifetime, that I ever told a fib to my mother, and it was the last time I ever missed a day of school. Never, ever, ever, ever. I think, I learned... when I was 21 I told

my mom what had happened and she cried, and I felt terrible. But I... I learned that, the truth in life, is worth... everything. You know? I was gonna fib and get away with something. I didn't, and then I was scared, and then the... alternative was really bad, and I took that choice not knowing what the choice was. But we always laugh around here, if I EVER call in sick they always go, "Diane is really sick, and she doesn't have an appendix to loose". Yeah. (laughing)

Higgins: Wow, so that's like the worst case scenario. Fake sick and have to go into surgery.

Wilson: Absolutely, yeah. (laughing) But if ya don't know what surgery is, then, ya know, it didn't seem so bad that the time. Yeah. (laughing) It was a totally normal appendix too they did say that, "we're lucky! It's a normal appendix, must've been something else".

Higgins: Weeeeeird. That's really weird?

Wilson: Yeah, today they would never do that but, you know, years ago there weren't all the peer reviews and... you thought somebody was sick and you took it out. Yeah.

Higgins: Wow. Alright, well. Are there any questions that I've failed to ask which you'd like to raise?

Wilson: No, I think I'd like to tell you though, that... you know, if anybody ever wants to be an organ and tissue donor and they want more information, ya know, Ohio has a great website... for the donor registry, and... that... all you have to do is go on there and either sign up at the Bureau of Motor Vehicle, or go online and sign up, and... that... you can limit anything you want to limit, or you can donate everything and after donation of course you still can have a full, open viewing. You know, funeral arrangement so... You know, it doesn't change your healthcare... while you're being cared for. We don't know that you signed to be a donor while you're still in the hospital. We have nothing to do with that, and... afterwards, you know, you can help those fifty people, and... give them a better life or save a soldier commin' home.

Higgins: Wow, that's great. Are there any topics that you would like to return and say anything more about?

Wilson: I don't think so... it's been fun. (laughing)

Higgins: Well thank-you very much Daine. It's been.... enlightening. I've learned a lot from you, and I really enjoyed myself so, thank you very much!

Wilson: Thank-you very much. Good luck to you.

Higgins: Thanks.