



# *Quality Excellence Overview*

*February 2020*

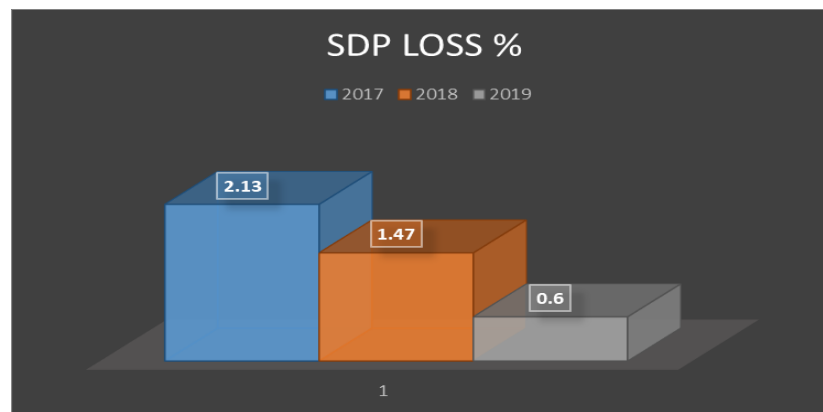


*Caring for you, sharing for life.*



## Reducing the amount of paper documentation to reduce errors

LifeServe has been taking strides over several years to move our processes from paper to electronic documentation systems. These changes are meant ensure proper documentation, decrease timely manual reviews, improve product quality, and increase product availability. In 2019 we moved to a new Blood Establishment Computer System (BECS) called BBCS. This allowed us to move to a completely paperless process throughout our supply chain. As a result, we are better able to automate checks and balances within our processes from collection through distribution to you, our customers. Below is an example of one quality metric that we have been tracking that has a direct impact to you and your patients.



While we made a good improvement from 2017 to 2018, we were able to make an even larger decrease from 2018 to 2019 in single donor platelets lost with the implementation of BBCS. By building checks and balances into the background of the new system we were able to better error proof our processes and thus have more products available for the patients we serve.

## Introduction of New Technical Services Supervisor

I would like to introduce myself as LifeServe Blood Center's new Technical Services Supervisor. I completed my MLS certification through Mercy College of Health Sciences and have been saving lives with LifeServe Blood Center ever since! Prior to my current position, I was a proud member of LifeServe's Donor Testing Lab ensuring our blood products are safe and available for transfusion. As the new Technical Services Supervisor, I ensure all technical services within the department are met. This includes quality and training for department, SOP document creation and control, problem investigation and resolution, shipping processes, logistics of blood product movement, and maintaining hospital and customer relationships. I am honored to work with our hospital partnerships as I transition to this new role by providing assistance for blood management, contracts, and education. Although I am a Minnesota native, I consider Iowa my home. This makes me excited to continue to build relationships with our local hospitals and save lives in the communities we serve!

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