



## *Quality Excellence Overview*

*July 2021*



## Emergency and Disaster Recovery Plans

If 2020 taught us anything it was having a robust disaster/emergency plan is key to ensuring we can serve our customers and their patients. The base information of our plan was vital to help guide our response. However, like many organizations, we found that our plan was lacking when it came to the circumstances of this pandemic. In the Midwest, there is often a focus on inclement weather (tornados, blizzards, power outages, etc.). As time progressed, things such as active shooter situations, terrorist attacks, and internet network outages have been added. While there is no way to cover every possible scenario, we must always reassess what went well and what could be improved. As we work to strengthen our plan, we have focused on the steps that must occur, regardless of the specifics of the situation, to ensure the communities we serve have the products they need. If you have any feedback you would like to provide about our response over the course of the pandemic, good or critical, we welcome the feedback. That information can be provide to our Technical Services Supervisor.

### Information from our Technical Services Supervisor

As your blood provider, we remain committed to providing you access to a safe, reliable blood supply while also providing services related to other blood therapies. As we continue to navigate these unprecedented, changing times, we will continue to provide you frequent communication regarding our activities and actions. We are grateful to you and your health care teams for the work you are doing and will continue to do for the months ahead.

We do want to provide you the following update regarding the status of blood inventory in our region.

**1. We remain committed to ensuring your access to a safe and reliable blood supply.**

We do not have intentions of taking actions to do a mass reduction of inventory as you may have heard is happening in other parts of the country. We are currently continuing with the practices that we used at the start of the pandemic to ensure we can maximize blood distribution in a fair and equitable way. Inventory levels at all facilities are assessed on an ongoing basis with the goal of ensuring the right patient gets the right product at the right time. It is possible that unique situations could occur that would result in temporary adjustments to inventory, but we believe the actions in place will continue to provide you access to a safe and reliable blood supply.

**2. We are acting to carefully manage our blood inventory and ability to collect blood.**

*Supplies:* We continue to face challenges with maintaining adequate quantities of some of our blood collection supplies. The most notable of these is our access to double red cell kits. Access to these kits is critical in our ability to maximize our donor base and quickly increase the amount of certain blood types. We are working closely with our national purchasing group to ensure access to these kits improves in the weeks ahead.

*Staffing:* Multiple industries are impacted nationwide with a record number of job openings. With full transparency, LifeServe is not immune to this current trend. We are actively recruiting and training new hires for continuous support of our robust collection strategies. Throughout summer, we will maintain our focus on our donor center appointment schedule to maximize our staffing efficiency and optimize the training of our newest team members. Part of the challenge in staffing relates to our collection schedule. Currently, our mobile team's schedule has wide variability which puts us at a disadvantage on the recruitment front. It is possible you will see

communication regarding mobile cancellations. This is to concentrate our resources and provide predictable schedules. We have an enhanced ability to do this because of the number of new donor center and pop-up donor center locations that were added in the last year to respond to the large number of business closings.

We are taking several actions to ensure that blood collections continue at the necessary level to ensure your access.

**3. We remain confident in our ability to supply your blood needs adequately BUT our blood supply will remain in “YELLOW” status.**

This means your medical teams should be transfusing as normal but taking action to conserve O negative inventory. This does not mean that inventory is low and we cannot meet your needs – but it does mean that we just cannot predict the weeks ahead, so we do not want to suggest all is back to normal. We intend to maintain your current inventory and will adjust based on your surgery needs. We will assess inventories daily to ensure you have the right types for the right patients at the right time.

Yellow indicates an inventory level that supports transfusing patients who need transfusions but encourage you to follow the recommendations from AABB, Society for the Advancement of Blood Management, and the American College of Surgeons. We also encourage you to work to ensure that O negative RBC transfusions are reserved for the following populations:

1. These three cohorts of females-of-childbearing: O negative, Rh negative when type-specific is not available, and an unknown blood type before pre-transfusion testing is completed
2. O negative patients who are chronically transfused
3. Intrauterine transfusions
4. Neonatal transfusions
5. Pediatric patients undergoing multiple surgeries
6. Patients who will receive a stem cell transplant

**4. We will continue to require daily transfusion reports from your hospital.**

This allows us to fully assess our blood supply across our region. Our goal is to ensure our donor recruitment efforts match the pace of blood transfusions. Your daily transfusion reporting is key to this. A critical component of monitoring the blood inventory status is obtaining the most accurate assessment of available units each day.

For this purpose, we continue to request each hospital blood bank report their transfusions daily. This gives us the most accurate analysis of daily usage to monitor available inventory and evaluate our daily collections goals. As a reminder, please report transfusions either in BloodHub or by emailing the unit number and product code to [dailytransfusions@lifeservebloodcenter.org](mailto:dailytransfusions@lifeservebloodcenter.org).

As always, our team is available for questions. Please feel free to contact me with questions.

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