



# ABC NEWSLETTER

CURRENT EVENTS AND TRENDS IN BLOOD SERVICES

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2016 #6

February 12, 2016

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Please Note: The ABC Newsletter will not be published next week in observance of President's Day. Regular publication will resume Feb. 26.

## Study Suggests U.S. Blood Centers Can Improve Efficiency

The results of an analysis of efficiency in U.S. blood centers suggest that further reduction of inefficiency is possible but that blood center consolidation may not be the only or the optimal method. While the trend toward blood center mergers and acquisitions increases, the authors of a *Transfusion* study published Feb. 1 suggest that consolidation may not necessarily lead to lower cost.

Blood use in the U.S. has decreased dramatically over the last several years with the rise of patient blood management and more advanced medical procedures requiring less blood. Nationwide blood use forecasts predict a 15 percent reduction in blood component use in 2015 compared with 2011. With decreasing revenue and pressure from hospitals to “do more with less,” blood centers have taken measures to reduce costs like merging with other blood centers and implementing collect-to-need strategies.

To understand whether blood centers are operationally efficient and can achieve further efficiency, Alexandra E. Nielsen, of Portland State University, and Nathan D. Nielsen, of Tulane University School of Medicine, New Orleans, La., conducted a data envelopment analysis (DEA) comparing community blood centers using data from the 2012-2013 AABB Directory of Community Blood Centers and Hospital Blood Banks. The American Red Cross was omitted from the analysis because it is so much larger than the other blood centers included. DEA is an empirical non-parametric benchmarking method through which blood centers can be assessed for their operational efficiency.

“Efficiency is calculated by comparing peers. So, the most efficient blood center is the one that produces the greatest outputs for the lowest input (money, staff, etc.). All other centers are compared to those found to be the most efficient,” Ms. Nielsen told the *ABC Newsletter*. “The strength of this method is that it compares blood centers not to some ‘ideal’ but to the actual performance of peer institutions.”

The authors analyzed to what extent efficiency can be improved, what cost savings may be realized from eliminating inefficiency, whether platelet production can be increased by eliminating inefficiency, and what scales of operation are the most efficient from budgetary and staffing standpoints.

(continued on page 3)



## OUR SPACE

ABC CEO Christine S. Zambricki, DNAP, CRNA, FAAN

### Five Reasons to Vote

With the presidential election occupying every minute of media time and the collective angst of voters about what what's wrong with Washington, it may be tempting to think that your vote will not make a difference. While voting for your elected officials is a vital social responsibility, there is one other place where your vote really counts, and that is America's Blood Centers.

This year ABC members will be called upon to vote on several issues of strategic importance to the organization as a whole. I encourage you to familiarize yourself with the issues prior to attending the Annual Meeting in Jacksonville, Fla., March 12-14, so that you are prepared to voice your opinion by exercising your vote.

ABC's member-driven committees have proposed several bylaws revisions which reflect the changing landscape of the blood community and its impact on ABC and its members. Among them, the Membership Committee is proposing a revision of the definition of what constitutes an active member. The Nominating Committee seeks more flexibility for the committee to ensure that the board composition is balanced between small, medium, and large centers. Meanwhile, the Dues Taskforce, after more than two years of deliberation, will be asking for approval of a voting methodology that, along with a new dues model, represents a transparent and equitable approach to dues and voting. Additionally, your board of directors proposes to add quality education offerings, reduce duplication of meetings, and increase member value by incorporating ADRP as a division within ABC. Last but not least, do not forget to watch for ABC's board of directors ballot and elect the very best leaders to position ABC to move forward.

Stay tuned for the details of these proposals in the coming weeks via the *ABC Newsletter* and MCN announcements. Watch for your opportunity to participate in the discussion via two webinars to be held later this month and consider attending the Bylaws Hearing at the Annual Meeting. Do not hesitate to contact me or any member of your board of directors with any questions along the way once you have reviewed the materials and digested the proposals. We are here to serve you.

When all is said and done, you can register your vote by either proxy or in person at the Member Meeting next month. Your voice does count at ABC and we need you to make your voice heard.

*Christine S. Zambricki*

[czambricki@americasblood.org](mailto:czambricki@americasblood.org)

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ABC is an association of not-for-profit, independent community blood centers that helps its members provide excellence in transfusion medicine and related health services. ABC provides leadership in donor advocacy, education, national policy, quality, and safety; and in finding efficiencies for the benefit of donors, patients, and healthcare facilities by encouraging collaboration among blood organizations and by acting as a forum for sharing information and best practices.

#### America's Blood Centers

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**Annual Subscription Rate: \$390**

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Efficiency at U.S. Blood Centers (continued from page 1)

They found that 27 of 65 blood centers analyzed were efficient; the remaining 38 blood centers can reduce budget and staff levels and may be able to expand output. The authors estimate that if less efficient blood centers eliminated all inefficiency, the total savings would be \$671 million and they would see a 36 percent increase in platelet production.

“Our analysis also suggests that the current trend of blood center mergers may not lead to lower costs. Some large blood centers are performing much less efficiently from a cost perspective than a hypothetical aggregate of smaller units without overhead that comes from managing large organizations,” write the authors. They add that increased costs may come from the cost of moving blood across state lines or executive compensation for large non-profit institutions.

“Ideally, this information would be used by blood centers to find their efficient peers for technology transfer and learning. If blood centers are part of the same, larger parent institution, this transfer of knowledge and best practices, say in staffing our outreach, can be shared freely,” said Ms. Nielsen. The authors note the limitation that sharing information between blood centers to increase efficiency is hampered by the competitive market.

“I think this study is extremely interesting and potentially quite valuable as a standardized approach to identifying efficiency opportunities,” said Dave Green, president of the Blood Centers Division at Blood Systems, headquartered in Scottsdale, Ariz. “Certainly there are mitigating factors for each center that may justify lower performance levels, but I think the major takeaway is the potential gain in efficiency that is possible without relying exclusively on increasing scale.”

Mr. Green adds that the competitive environment makes comparative analysis of this data problematic. Further, blood centers are facing “increasing pressure to aggregate blood sourcing capabilities to match service areas that may extend beyond what makes sense from an efficiency standpoint.”

He adds, “Figuring out how to make use of the information is likely the biggest challenge and highlights the inadequacy of our current industry model to drive efficiency improvement.”

Mr. Green has been engaged in efforts to better understand the sustainability of the current U.S. blood supply model, working closely with America’s Blood Centers on efforts to decipher a vehicle to further study this issue. ABC’s efforts culminated in the Department of Health and Human Services funding a study on the “Sustainability of the U.S. Blood Supply,” being conducted by RAND Corp. (see [ABC Newsletter](#), 2/5/16)

**Citation:** Nielsen AE, Nielsen ND. Assessing productive efficiency and operating scale of community blood centers. *Transfusion*. 2016 Feb. 1. [Epub ahead of print] ♦

### We Welcome Your Letters

The *ABC Newsletter* welcomes letters from its readers on any blood-related topic that might be of interest to ABC members. Letters should be kept relatively short and to the point, preferably about a topic that has recently been covered in the *ABC Newsletter*. Letters are subject to editing for brevity and good taste. Please send letters to ABC Publications Editor Betty Klinck at [newsletter@americasblood.org](mailto:newsletter@americasblood.org) or fax them to (202) 393-1282. Please include your correct title and organization as well as your phone number. The deadline for letters is Wednesday to make it into the next newsletter.

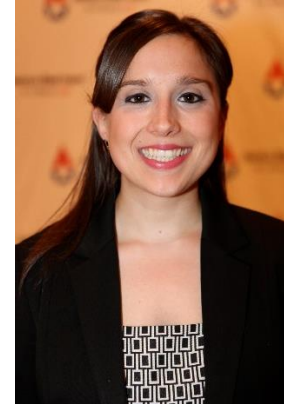


## ABC Newsletter Editor Betty Klinck to Leave ABC

Betty Klinck, publications editor and manager of Grassroots Advocacy at America's Blood Centers, announced that she will leave ABC to pursue a new career opportunity. She has served ABC for nearly five years, overseeing the association's grassroots advocacy initiatives and publications, particularly writing its weekly flagship publication, the *ABC Newsletter*. She will become the manager of Public Relations and Marketing at Washington Adventist Hospital in Takoma Park, Md.

Ms. Klinck joined ABC as the publications editor in May 2011, shortly after graduating from the University of Maryland, College Park, with a bachelor's degree in journalism. Before joining ABC, she interned for about a year in the Life section of *USA Today*, focusing primarily on health and behavior, science, and education reporting. She also interned briefly in web production for Education Week, a resource for K-12 education professionals.

In her role as editor, Ms. Klinck also compiled ABC's annual report and oversaw the production of a quarterly medical publication intended for hospital physicians called *Blood Bulletin*. Her responsibilities expanded over the last five years to include several regulatory and legislative advocacy-related tasks, becoming promoted to manager of Grassroots Advocacy in March 2014. During her time at ABC, she led the Scientific Publications Committee to resume quarterly publication of the *Blood Bulletin* and revamped ABC's social media presence.



Throughout her tenure with ABC, Ms. Klinck attended numerous ABC, industry, and regulatory conferences to report on the outcomes in the *ABC Newsletter*. Under the guidance of ABC coworkers and blood center members, Ms. Klinck became a trusted source for blood banking and transfusion medicine news, making it a priority to stay abreast of current events and hot topics in the field.

"It truly seems like just yesterday that I was a fresh-faced college graduate, just trying to understand the seemingly endless list of acronyms one finds in blood banking. I never expected to begin my career as a journalist in the blood banking field, and I cannot believe my time at ABC has come to an end," said Ms. Klinck. "While I am excited for the opportunities ahead, I am forever grateful to my coworkers at ABC and all the individuals within the ABC membership who not only selflessly mentored me, but also became my friends. I thank you for all you've done for me, and all you do for the donors and patients you support."

Ms. Klinck's last day is today, Feb. 12, and this will be her last *ABC Newsletter*. All Newsletter and advocacy inquiries may be directed to Mack Benton ([mbenton@americasblood.org](mailto:mbenton@americasblood.org)) in the interim until her replacement is hired.

"On behalf of ABC members everywhere, I want to thank Betty for the positive spirit that she brought to her work every day, her never-ending intellectual curiosity, and for the exemplary manner in which she represented the ABC brand in person and in print," said ABC CEO Christine Zambricki, DNAP, CRNA, FAAN. "We wish the best for Betty as she moves to the next phase of her 'sure to be a success' career."💧



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## INSIDE ABC

*The programs and services described in the Inside ABC section are available to ABC member blood centers and their staff only, unless otherwise specified. ♦*

### ABC's Social Media Pick of the Week



**America's Blood Centers**

Published by Betty Klinck [?] · 7 hrs ·

Cancer patients and patients with severe bleeding often require platelet transfusions. Learn more about how you can save lives through platelet donation from Connect for Life's awesome #PlateletPower campaign: <http://biobridgeglobal.org/.../stbtc-launches-platelet-power-...>



62 people reached

Boost Post

Have you checked out America's Blood Centers on [Facebook](#), [Twitter](#), and [Instagram](#)? Well you should! We are sharing posts from our fellow member blood centers to increase the visibility of your blood center and connect you with other blood center networks around the country.

Each week we'll feature a particularly popular or engaging post that we borrowed from a member blood center. This week we're sharing South Texas Blood & Tissue Center's [Platelet Power campaign](#).

Want to get more involved with ABC's social media presence? Ask your donors to tag America's Blood Centers in their posts – or tag us in your own blood center posts. We will like, share, or retweet your content. Can't wait to see you online!

### ABC Members Asked to Complete Future Leaders Competencies Survey

America's Blood Centers' Human Resources (HR) and Employee Training and Development (TD) Committees are currently planning the 2016 ABC HR/TD Workshops, to take place in San Antonio, Texas, April 26-28. ABC is asking members to complete a survey to enhance the learning opportunities afforded by the workshop.

On April 27, HR and TD professionals will meet in a joint session to address topics of interest to both groups. The morning session will focus on the state of the blood banking industry and the future of blood center employee competencies. The committees are requesting the assistance of ABC members with the ABC Members Future Blood Center Employee Competencies Survey, which will provide data to focus and support the workshop presentations and help direct a panel discussion.

This survey asks respondents to prioritize the top three leadership competencies needed to develop future HR and TD leaders at blood centers. It also asks for similar information about today's senior blood center leaders. ABC members should complete the survey by Feb. 26. It can be accessed in [MCN 16-010](#). ♦





## RESEARCH IN BRIEF

**A study published on Feb. 8 in *Transfusion* suggests that platelets stored at 4 degrees Celsius (4°C), also called “cold platelets,” stored in platelet additive solution (PAS) could allow for longer storage than room-temperature-stored platelets, and also correct metabolic changes normally seen in cold stored platelets.** Currently, platelets are stored for five days at room temperature [22 degrees Celsius (22°C)] due to metabolic and functional changes in the cold but this increases the risk of bacterial growth and recipient sepsis during storage. Studies of cold stored platelets have shown enhanced aggregation, adhesion, and clot strength compared with 22°C controls, but cold storage was abandoned due to decreased *in vivo* survival. Since the 1950s, investigators have worked to develop PAS to replace plasma for storage and mitigate the metabolic issues associated with cold storage, as well as potentially reduce plasma-related reactions. Cold stored platelets in PAS have been used in Europe for many years with no negative consequences. Two apheresis PAS formulations are approved in the U.S.: Fenwal’s Intersol and Terumo BCT’s Isoplate. Andrew P. Cap, MD, PhD, FACP, of the U.S. Army Institute of Surgical Research, and colleagues, sought to investigate the hypothesis that cold storage of platelets at 4°C leads to glycoprotein (GP)IIb-IIIa activation and thus aggregate formation through fibrinogen binding and that this could be prevented by storing platelets in PAS without compromising platelet function. Apheresis platelets in plasma or apheresis platelets in PAS were stored at 22°C or 4°C for up to 15 days. They measured platelet counts, blood gasses, aggregation response, flow cytometric analysis of integrin levels, activation markers, and micro-particle formation. The results identified an intracellular calcium dependent mechanism that leads to fibrinogen receptor activation during platelet storage at 4°C, which normally leads to aggregate formation and ultimately a transfusion product that fails visual inspection. However, implementing storage of hyper-concentrated apheresis platelets in 65 percent PAS corrected these issues. “Using this approach with 4°C storage further reduces the metabolic demand and permits longer storage of platelets that have improved functional responses compared to their 22°C counterparts,” write the authors. The authors conclude that their findings suggest platelets stored at 4°C in PAS could safely be stored for 15 days and retain efficacy, “which would potentially triple the current shelf life of platelet products.” The authors suggest extended platelet storage would decrease platelet waste and increase access to platelets for trauma patients.

**Citation:** Getz TM, *et al.* Storage of platelets at 4°C in platelet additive solutions prevents aggregate formation and preserves platelet functional responses. *Transfusion*. 2016 Feb 8. [Epub ahead of print] ♦

## RECENT REVIEWS

**A meta-analysis of randomized controlled trials (RCTs) and observational studies investigating the effects of fresh vs. older stored red blood cells (RBCs) finds no advantage for transfusion of younger units.** Several observational studies have suggested that the transfusion of older stored RBCs leads to increased morbidity and mortality and worse outcomes, but robust RCTs have failed to confirm any difference in morbidity and mortality when comparing older with fresher RBCs. The 31 observational studies found an increased risk of death with increasing age of RBCs. An analysis of six RCTs found no significant differences in survival comparing current practice (average age of stored blood = two to three weeks) to transfusion of one-to-10 day-old RBCs. The storage age of RBCs was lower in RCTs vs. observational studies. The authors hypothesize that this difference could be caused by differences in hypotheses tested and the ages of RBCs studied. “There remains a pressing need to establish the safety of RBCs transfused at the end of the licensed storage period worldwide,” concluded the authors. They also noted that future studies should focus on alternative study designs, such as multicenter RCTs in which patient enrollment is limited to days when stored RBCs available for transfusion are older than four

(continued on page 7)



## RECENT REVIEWS (continued from page 6)

weeks, or large “pragmatic” multicenter RCTs.

**Citation:** Remy KE, *et al.* Transfusion of recently donated (fresh) red blood cells (RBCs) does not improve survival in comparison with current practice, while safety of the oldest stored units is yet to be established: a meta-analysis. *Vox Sang.* 2016 Feb 5. [Epub ahead of print]

## BRIEFLY NOTED

**Cerus Corp. announced on Feb. 9 that the American Red Cross (ARC) signed a multi-year purchase agreement to use the Intercept Blood System, a pathogen reduction technology, in platelets and plasma.** Intercept inactivates a broad spectrum of transfusion-transmissible infectious agents and helps to protect against emerging infectious diseases. This marks an important milestone for pathogen reduction, as ARC is the largest blood supplier in the U.S., providing about 40 percent of the U.S. blood supply. ARC has already been working closely with Cerus to use Intercept in the TRUE study in Puerto Rico. ARC joins a growing number of blood centers to sign agreements with Cerus, including several ABC members. SunCoast Blood Bank, Sarasota, Fla., became the first in the U.S. to distribute pathogen reduced blood products in June 2015. More information can be found in the press release [online](#). (Source: Cerus press release, 2/9/16) 💧

## REGULATORY NEWS

**The International Council of Commonality in Blood Banking Automation (ICCBBA) recently announced updates to ISBT 128, the international standard for the labeling and identification of products of human origin.** ICCBBA has released version 6.1.3.0 of the ISBT 128 Product Description Code Database, which is now available to licensed facilities. All databases updates are listed in the version control sheet. The new database can be downloaded as a Microsoft Access database. The new database and version control sheet can be [downloaded here](#). An updated Product Lookup Program populated with the new codes is available for [download here](#). The Standard Terminology for Medical Products of Human Origin v6.13 can be [downloaded here](#). ICCBBA also announced that the Unique Device Identification Conference 2016 will be held in Baltimore, Md. April 18-19; registration details can be found [here](#). (Source: ISBT 128 e-mail update, 2/5/16) 💧

### Reminder: Feature Your City in the FABC's Silent Auction

The Foundation for America's Blood Centers (FABC) is asking ABC members to showcase their local communities by donating an item or package to be auctioned off in a silent auction at the ABC Annual Meeting in Jacksonville, Fla., March 12-14. The silent auction will benefit the FABC, which funds projects to support the advancement and professional development of ABC blood center professionals.

The FABC is looking for items that have a universal appeal, but a significance to the blood center's area or city, such as specific trips or adventures that show off your local flavor. Participating blood centers are responsible for providing a package satisfying the minimum value of \$300 and incur any associated shipping and/or processing fees associated with ensuring the package is delivered to the intended recipient. Individuals interested in contributing auction items should contact Jodi Zand ([jzand@americasblood.org](mailto:jzand@americasblood.org)) by **Feb. 26**.



# ROLLING ON THE RIVETZ

CASINO GAME TABLE SPONSORSHIPS \$2500

**Don't miss the limited opportunity to have your company or blood center prominently displayed at our March 14th FABC Casino Night "fun"raiser!**

**Contact Jodi Zand at [jzand@americabslood.org](mailto:jzand@americabslood.org) for details.**

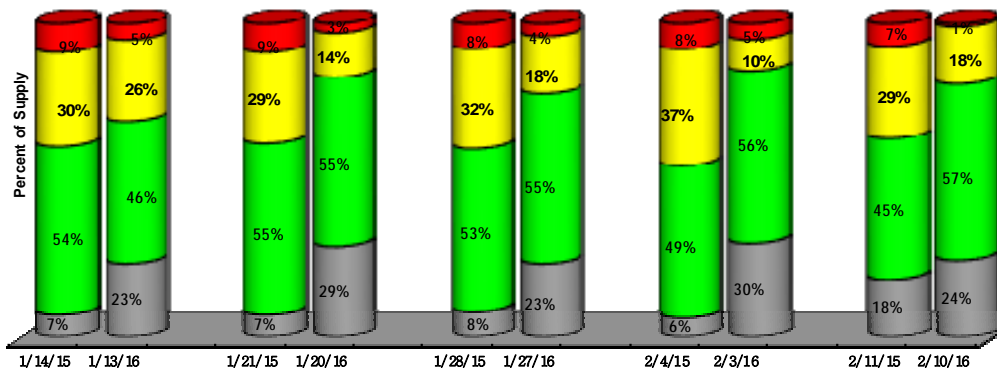


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## STOPLIGHT®: Status of the ABC Blood Supply, 2015 vs. 2016



No Response
  Green: 3 or More Days
  Yellow: 2 Days
  Red: 1 Day or Less

The order of the bars is (from top to bottom), red, yellow, green, and no response





## PEOPLE

San Diego Blood Bank (SDBB) recently hired a new marketing team including **Claudine Van Gonka** as manager, Communications, **Leslie Eagan** as manager of Partner Relations, and **Noemí R. Peña** as manager of Marketing Services. Ms. Van Gonka's new position will focus on developing an integrated, organization-wide strategic communications plan to broaden awareness and strengthen the SDBB identity. She will work on media relations, social media, and e-mail strategy. Ms. Van Gonka has an extensive background with San Diego media. Prior to joining



Leslie Eagan

SDBB, she worked for Clear Channel Communications, (now iHeartMedia), in marketing and promotions and then as a morning show co-host. She also served as spokesperson for the larger radio group. Ms. Eagan's position as the manager of partner relations will be focused on three stakeholder channels: donors, volunteers, and patients. She will develop strategies and programs for new and existing donors, implement donor and volunteer recognition programs, and coordinate and recruit volunteers and develop outreach programs for patients to engage with SDBB.

Ms. Eagan previously held the volunteer management position for three years during which time she implemented the Volunteer Difference program and set standards and accountability for our volunteers. She also served on the steering committee for SDBB's Difference in Life retention program. Ms. Peña's new responsibilities will include brand management, growing SDBB donor base through creative processes, and program analytics to ensure efficiency to media buys and placements, tracking analytics, management of company-wide marketing projects, and website development. Her past experience includes creating and designing collateral and publications, graphic design, and website management. (Source: San Diego Blood Bank press release, 2/10/16) ♦



Claudine Van Gonka



Noemí R. Peña

## MEETINGS

Feb. 17

### **AABB Audioconference: Reducing the Risk of Transfusion-Transmitted Zika Virus in the U.S./Canada**

AABB will hold an audioconference on "Reducing the Risk of Transfusion-Transmitted Zika Virus in the U.S./Canada" on Feb. 17 at 2 p.m. ET. It will be moderated by Susan Stramer, PhD, chair of the AABB Transfusion Transmitted Diseases Committee and vice president of Scientific Affairs at the American Red Cross. AABB mitigation strategies for blood collectors in the U.S./Canada will be shared along with what future actions may be necessary if Zika transfusion transmission is documented and spreads to the U.S. More details can be found [here](#).

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## MEETINGS (continued from page 9)

### March 3 **Advisory Council on Blood Stem Cell Transplantation Meeting, audio conference and web conference.**

The Department of Health and Human Services announced that a meeting of its Advisory Council on Blood Stem Cell Transplantation will meet on March 3. The meeting will be broadcasted via audio conference and Adobe Connect Pro. The committee will hear from the working group on cord blood and discussion on topics including the National Institute of Health's Late Effects Initiative and the Center for International Blood Marrow Transplant Research. More information and registration details can be found in the [Federal Register notice](#). 💧



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**February 15 – 19, 2016**

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ADVOCACY WEEK**

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Appointments Now!**



### **We Welcome Meeting Notices**

Do you have a symposium, conference, workshop, or annual meeting that you would like to publicize in the *ABC Newsletter*? If so, please send a meeting notice or press release to the editor, Betty Klinck at [newsletter@americasblood.org](mailto:newsletter@americasblood.org). Notices should contain the following information: the exact date(s) of the meeting; the formal title of the meeting; the sponsoring organization or agency; the location of the meeting; a short (fewer than 35 words) description of the curriculum, agenda, or topics to be covered; a contact person or a website address with more information. Notices will be published at the discretion of the editor in the Meetings section of the Newsletter.



## CLASSIFIED ADVERTISING

Classified advertisements, including notices of positions available and wanted, are published free of charge for a maximum of three weeks per position per calendar year for ABC institutional members. There are charges for non-members: \$139 per placement for ABC Newsletter subscribers and \$279 for non-subscribers. A six (6) percent processing fee will be applied to all credit card payments. Notices ordinarily are limited to 150 words. To place an ad, contact Leslie Maundy at the ABC office. Phone: (202) 654-2917; fax: (202) 393-1282; e-mail: [lmaundy@americasblood.org](mailto:lmaundy@americasblood.org).

## POSITIONS AVAILABLE

**Account Consultant I (Tulsa, Oklahoma).** Account Consultants must develop new partnerships with targeted decision makers in community organizations, educational and religious institutions and businesses to gain support in meeting the needs for volunteer blood donors. Responsibilities include organizing and promoting blood donation events; assessing, developing and implementing strategic/tactical plans to achieve recruitment objective/goals. She/he is expected to develop a customer-focused culture that will result in successful community partnerships and donation awareness. Identify opportunities for growth within current group base, and facilitate a plan to achieve growth percentage for total unit collection within territory. Book recurring blood drives for the following year. Develop and maintain relationships with key accounts. Give presentations in order to promote blood collection. Identify and provide feedback on issues regarding customer needs/requirements, customer issues/concerns and satisfaction, competitor activities/strategies, etc. Interact effectively and professionally with team members and all internal/external contacts. Qualifications: Associate/Bachelor's degree preferred, one to three years sales related experience, public speaking/presentation experience preferred, excellent communication skills, and valid driver's license with access to vehicle. Salary Range: Competitive salary, commission plan, and excellent benefits package including health, dental, vision, and life insurance, 401(k), paid time off, and holiday pay. **How to apply:** <http://obi.org/careers/>.

**Account Consultant I (Little Rock, Arkansas).** Account Consultants must develop new partnerships with targeted decision makers in community organizations, educational and religious institutions and businesses to gain support in meeting the needs for volunteer blood donors. Responsibilities include organizing and promoting blood donation events; assessing, developing and implementing strategic/tactical plans to achieve recruitment objective/goals. She/he is expected to develop a customer-focused culture that will result in successful community partnerships and donation awareness. Identify opportunities for growth within current group base, and facilitate a plan to achieve growth percentage for total unit collection within territory. Book recurring blood drives for the following year. Develop and maintain relationships with key accounts. Give presentations in order to promote blood collection. Identify and pro-

vide feedback on issues regarding customer needs/requirements, customer issues/concerns and satisfaction, competitor activities/strategies, etc. Interact effectively and professionally with team members and all internal/external contacts. Qualifications: Associate/Bachelor's degree preferred, one to three years sales related experience, public speaking/presentation experience preferred, excellent communication skills, and valid driver's license with access to vehicle. Salary Range: Competitive salary, commission plan, and excellent benefits package including health, dental, vision, and life insurance, 401(k), paid time off, and holiday pay. **How to apply:** <http://arkbi.org/careers/>.

**Manager IS Compliance.** Under the direction of vice president-Corporate Services, provides leadership in the establishment and maintenance of the Quality Program, Validation, Documentation, Training, and the integration of quality management processes into all areas of IS the department. Assist in managing documents, training, and company-wide controlled documents using documents management system. The candidate will be responsible for compliance and regulations throughout the department including validation of all blood banking applications. Education: Med-Tech or bachelor's degree in Quality Programs. Any of the following certifications are a plus: SBB Certification, ISO 9000 or AABB Quality Program implementation and maintenance. Carter BloodCare (CBC) is an EEO/Affirmative Action employer. CBC provides equal employment opportunities (EEO) to all employees and applicants and will not discriminate in its employment practices due to an employee's or applicant's race, color, religion, sex, age, national origin, genetic, and veteran or disability status. In addition to federal law requirements, Carter BloodCare complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. CBC is a Pro Disabled & Veteran Employer. We maintain a drug-free workplace and perform pre-employment substance abuse testing. Apply at [www.carterbloodcare.org](http://www.carterbloodcare.org).

**Director of Quality Assurance.** Blood Bank of Hawaii, a medium-size blood center (50,000 RBC distribution annually), is looking for a director of quality assurance

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## POSITIONS (continued from page 11)

to join our senior management team. Reporting to the president/CEO, this position's responsibilities include ensuring organizational compliance with applicable regulatory requirements, accreditation standards (FDA, CLIA, AABB, state, international), and industry practice standards; serving as Management Quality Assurance representative to the Board of Trustees Medical Committee, apprising the Committee of organizational quality performance indicators, regulatory updates, and significant potential compliance risks; acting as internal quality management consultant to operations to provide subject matter expertise, education, and advice on process excellence, process improvement and cGMP; oversight for quality and regulatory performance, quality systems and sustaining a culture of quality. The ideal candidate will have a BA/BS degree in a math or science related field and demonstrate strong leadership and communication skills with direct experience in regulatory and quality assurance in a blood banking, plasma center, or biotechnology related organization. Experience in a blood center highly desirable. At least five years of experience in planning departmental strategy, budgets, goals and implementation tactics. Progressive supervisory experience required. Please apply online at [www.BBH.org](http://www.BBH.org).

**Director of Collections.** The director of collections (DC) provides effective leadership, supervision and direction for the operations of collections. Oversee the direction, coordination, and evaluation of collections, providing direction for subordinate management team members to ensure excellent services and an adequate, safe, pure and potent blood supply. Responsible for developing tissue related operational procedures and tasks that comply with core current good tissue practice (cGTP) requirements. Ensures all procedures and processes are performed as designed to prevent circumstances that increase the risk of the introduction, transmission, or spread of communicable diseases through the use of human cells, tissue and cellular and tissue-based products (HCT/Ps). Effectively monitor production, inventory and performance in areas within the scope of assigned departments; develop, implement, monitor, and determine the effectiveness of department processes and plans; take appropriate corrective measures when necessary; and identify new applications, innovations, quality and/or safety improvements; report findings/results to the CFO and medical director, as appropriate. Employer will assist with relocation costs. Additional Salary Information: TBD. Please apply at [www.BBH.org](http://www.BBH.org).

**Donor Testing Technician I.** (Department: Donor Testing; Location: St. Paul, MN; Hours: Full Time, 1.0 FTE (40hrs/week), Non-Exempt; Shifts: 2nd Shift - Specific Schedule TBD) Primary Purpose: Supports and promotes department and organizational goals, mission and vision. Contributes to a culture that aligns with Memorial Blood Centers' values of respect, integrity, synergy, excellence and service. Under general supervision, this position precisely and accurately performs sample handling/tracking/testing for one or more of the following: serologic testing for markers of hepatitis B, hepatitis C, human immunodeficiency virus (HIV), human T-lymphotropic virus (HTLV), syphilis, cytomegalovirus (CMV), red cell antibody screen, NAT(PCR), Chagas (T CRUZI) and additional viral screening assays on both blood donor and patient samples. Completes all required ancillary duties including reporting of test results, quality control/quality assurance activities and record maintenance. Operates a variety of computer systems and lab equipment, performs periodic equipment maintenance as necessary, performs primary review of test records, monitors and maintains adequate laboratory supplies, provides excellent customer service to both external and internal customers. To apply, please go directly to our website with an updated resume: <https://home2.eease.adp.com/recruit2/?id=19062262&t=1>

**Donor Recruitment Representative/Account Manager.** (Location: St. Paul, MN; Status: Exempt; FTE: 1.0 FTE, Full Time (40 hours per week), Exempt; Benefits: Medical, Dental, Vision, PTO, EST, Holiday, 401K and more!) Combine a love of sales account management and event planning to make a lifesaving difference in our community! Primary Purpose: Responsibilities will be focused in Donor Recruitment sales. The Donor Recruitment Representative ensures daily collection goals of whole blood are met by enhancing the overall marketing, recruiting and retention of donors. The Representative participates in departmental and cross-departmental projects, serving the objectives of the organization. This position also supports and participates in strategic planning within the department and business unit to improve, change, and/or enhance all areas of the collection process. Must be able to work well with others as part of a team, as well as independently. To apply, please go directly to our website with an updated resume: <https://home2.eease.adp.com/recruit2/?id=19060522&t=1> ♡