



To: Transfusion Services Managers
From: Hospital Relations
Date: May 22, 2020
Re: Invitation to Virtual Hospital Forum

Every October we ask you to complete a Customer Satisfaction Survey. The responses you provide are valuable and allow us to see where we have opportunities to be a better partner. This hospital forum will be used to dig deeper into specific customer comments, and have you provide additional feedback to the challenges presented. We will host three virtual roundtable sessions. Each session will cover a different preset topic. You are welcome to sign-up for as many as you like, but we encourage you to participate in at least one.

Virtual Session #1

Tuesday, June 22, 2020

1:00 – 2:00 pm

Topic: Distribution

Description: Provide feedback on the back order process, overall communication, night and weekend shifts, courier and other Distribution opportunities.

Virtual Session #2

Wednesday, June 23, 2020

1:00 – 2:00 pm

Topic: IRL

Description: Provide feedback on reporting, overall communication and other IRL opportunities.

Virtual Session #3

Thursday, June 24, 2020

1:00 – 2:00 pm

Topic: iWeBB and future systems

Description: Provide feedback on iWeBB improvements and help determine the features of new systems being developed.

Each session is limited to 10 participants to allow for effective communication in the virtual setting, but if there is more interest in a session that is already full, we will host another session.

Click here to sign-up: <https://www.signupgenius.com/go/4090544afaa29a0fc1-hospital>

Zoom meeting credentials will be sent to participants at a later date. We thank you in advance for your time and participation.