

Hospital Forum

April 30, 2021



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who wear lab coats instead of capes.

Agenda

2020 Recap Convalescent Plasma

B.J. Smith, VP of Regional Operations, Carter BloodCare

2020 Customer Survey Results

Veronica Moore, VP of Organizational Relations, Carter BloodCare

eLis Preliminary and Final Reports

Gus Cortes, Director of Applications, Carter BloodCare

Platelet Bacterial Guidance

Suzie Hilton, Assistant Manager Hematology Services, Carter BloodCare

Cold-Stored Platelets Study

Amena Usmani, MD, UT Southwestern Medical Center

Open Discussion



Convalescent Plasma Re-cap

B.J. Smith, VP of Regional Operations



COVID-19 Convalescent Plasma

CCP

- Since inception on March 29, 2020 – April, 2021
- >6,000 CCP collection procedures
- >18,500 products collected
- >31,900 products shipped
- Highest weekly usage was seen during a 10 week period



- November 22, 2020 thru January 24, 2021

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CCP Hospital Usage

-122 healthcare facilities have received CCP
Highest Usage (as of 4/6/2021)

Tarrant County Hospital A	1361
Gregg County Hospital B	1322
Collin county Hospital C	1199
Tarrant County Hospital D	1084
Gregg County Hospital E	1084
Collin County Hospital F	1057



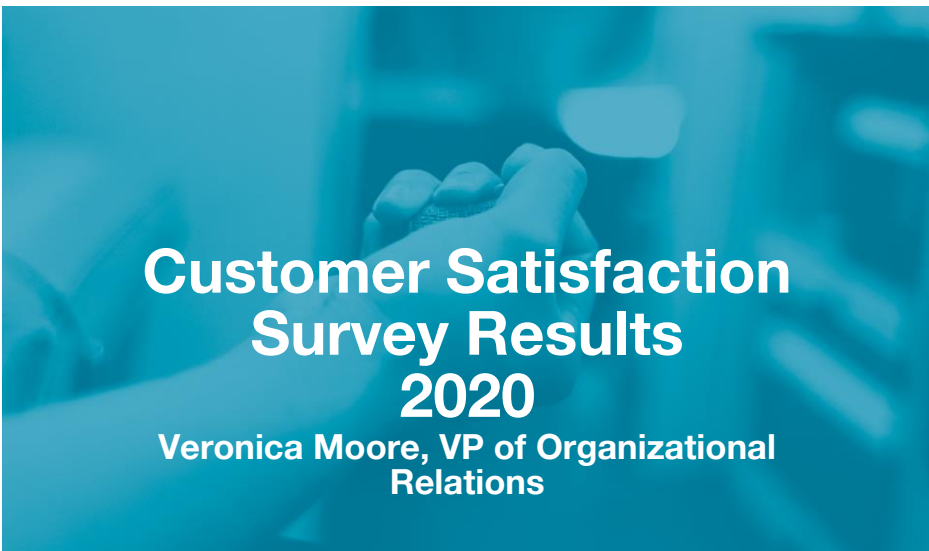
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CCP Activity and Future Outlook

- **Weekly Usage February 14 – March 28**
 - **Approximately ~150 units**
- **FDA changes in early February to only ship high titer units**
- **Funding changes effective March 21, 2021**
- **Consistent decline in usage**
- **Discontinued collection of apheresis CCP on March 15, 2021**
- **Discontinued COVID titer testing of whole blood donations April 1, 2021**



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Overview

Carter BloodCare distributes an annual survey to gain a better understanding of how we met your expectations, areas where we served you well, and areas where we could have served you better.



2020 Customer Satisfaction Survey

- Distributed via email to ~120 healthcare clients
- 17 of the highest product usage facilities completed the survey
- Return rate % lower than the previous four years

47%



Departments

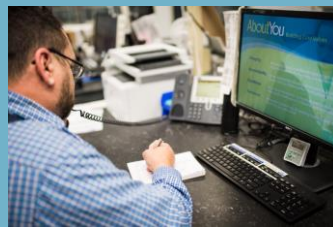
- Distribution/Hospital Services
- Immunohematology Reference Laboratory
- Special Donations
- Medical Services
- Finance/Billing
- Hospital Relations/iWeBB

Rating System

- 1 – Never
- 2. Infrequently
- 3. Frequently
- 4. Almost always
- 5. Always



Distribution/Hospital Services



● **80%** responded that we effectively communicate when product is not immediately available

● **90%** responded that our customer service is always *



Distribution/Hospital Services



- 48% responded that we always provide backorder updates



- 46% Always satisfied with the STAT response time

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Immunochemistry Reference Lab



- 65% responded that TAT expectations are always met

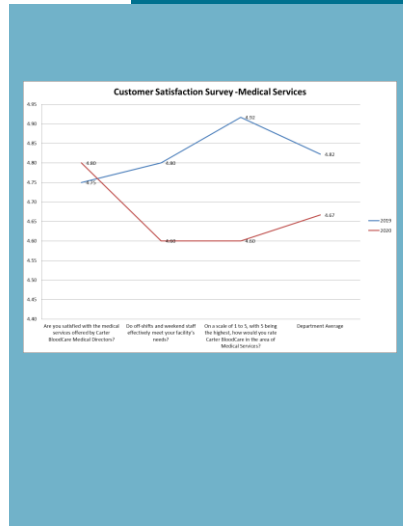
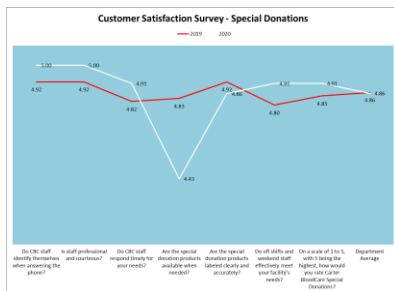


- 50% Always receive final reports within 14 business days

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Medical and Special Donations

- Less than 10 respondents
- Customer Service Satisfactory



Finance/Billing



- **75%** responded that a prompt and accurate response is always provided



- **82%** responded we are always professional and courteous

Hospital Relations



● **90%** are always satisfied with the services & resources offered by hospital relations



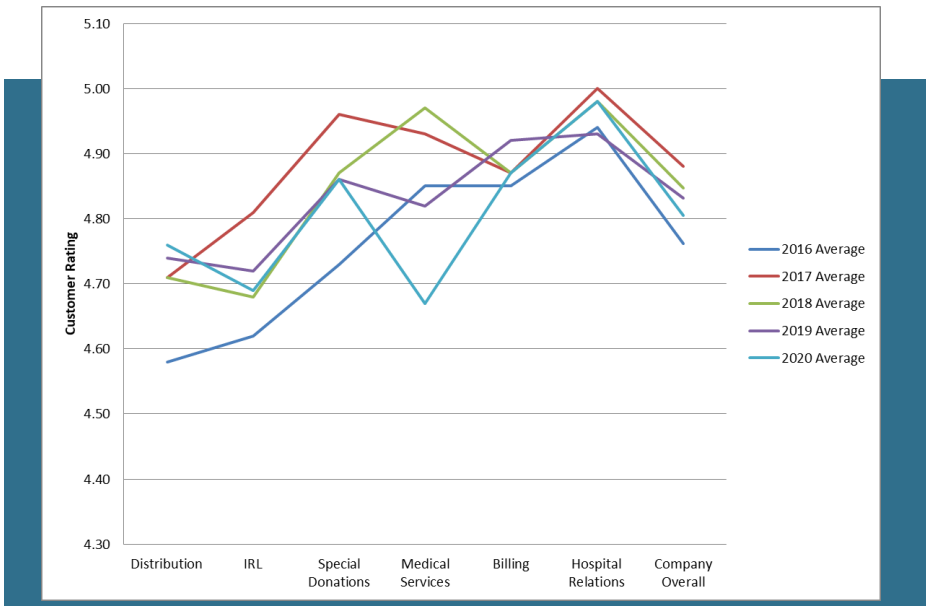
● **90%** responded we are always effective & efficient in addressing your inquiry, incident or any other business need

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iWebB comments

- More user friendly and in more widespread use. Ability to see status of an order, or IRL sample
- I find it faster to fax/call
- Staff having to utilize and remember another username and password. Easier to just fax.
- I wish reference lab reports and charges could be pulled from iWebb. Fax is not a good means of getting patient reports.
- Would like to be able to access historical antigen typing for donor units at the Waco Carter location in addition to our own inventory. Maybe then we would not have to order as many special units from Bedford and be able to provide products to our patients with antibodies faster.
- I love using I-webb!
- Haven't taken the time to convert to this, i.e., training/competency on the system. Will try to make this a priority.
- Love it!
- Would still like to be able to place requests for product return pick-up and be able to fill out return and / or credit request slips electronically.
- iWebB is easy to use and really saves me time when I need a missing invoice.

2020-2016 Overall Results



Bacterial Risk Control Strategies for Blood Collection Establishments and Transfusion Services to Enhance the Safety & Availability of Platelets for Transfusion

Suzie Hilton, M(ASCP)
Assistant Manager, Hematology Services



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Carter BloodCare Strategy

Current Process



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Carter BloodCare Strategy

Large Volume Delayed Sampling



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Carter BloodCare Strategy

Large Volume Delayed Sampling

- Carter BloodCare will implement LVDS – 7 Day platelets on June 22, 2021
- Platelet components are held for 48 hours. 8mLs are sampled into each aerobic and anaerobic culture bottles. Platelets are released after culture bottles are incubated for 12 hours.
- Aerobic and anaerobic culture bottles continue to be incubated for a total of 5 days. They are finalized at platelet expiration.
- Upon release, LDVS platelets have 4.5 days before expiring. Currently they have 3.5 days before expiring.
- Gulf Coast will provide support during our transition to the LVDS process.



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Carter BloodCare Strategy

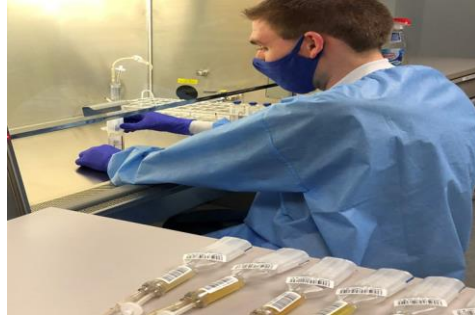
- New Product Codes for up to 7 day platelets have been established.
- Cost for apheresis platelets will increase by \$45
- Other blood centers may implement pathogen reduction; these platelets (if imported) will carry \$150 additional fee
- Rapid bacterial testing will be discontinued the end of June 2021 as it will no longer be needed before expiring.
- Gulf Coast will provide support during our transition to the LVDS process.



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Acrodose Strategy

- Acrodose® (pooled whole blood derived platelets)
- Process remains the same except sampled into aerobic and anaerobic culture bottles.
- Maintains a 5 day expiration and same product codes



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7 Day Platelet

Interstate Commerce License

- FDA requires pH performed on day 7 on 4 different donors from each donor site that collects apheresis platelets.
- The 4 units should include a single, double and triple platelets.
- Early on the 7th day, the pH will be performed. The platelets will be released for distribution. The platelets are for immediate use.
- There is a subset of clients that will receive the platelets.
- Will start 5/3. First units will be released for use on 5/10/21.
- Request for FDA license submitted as soon as possible. FDA has up to one year to respond to the request.



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Billing Codes

Large Volume Delayed Sampling & 7 day expiration

- HCPCS code not yet defined
- Recommend applying the apheresis leukoreduced HCPCS code along with P9100, pathogen tested for platelets



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Open Discussion



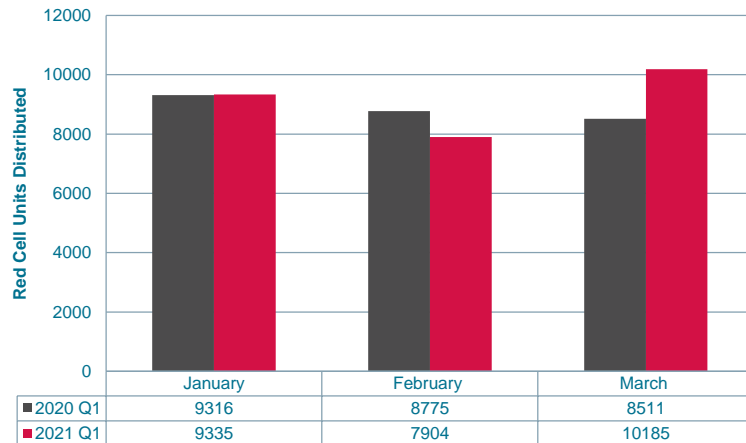
Recent activity/updates/tips

- **Increase in lookback notifications**
 - **Time out or QNS**
- **Broken plasma**
 - **Thaw with the cardboard box**



O positive Usage

O Positive Shipped Units



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Group O Usage

- When I reviewed my current stock, I am over our par levels for group O Pos RBCs. I currently have XX units of O Pos RBCs. If they can be used elsewhere, I would be happy to pack a few up today to return. Otherwise, I will return some as short dates tomorrow, on our routine order day. (We discharged three patients who had been using O Pos RBCs).
 - Followed up and units were returned the next day.



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