



To: Carter BloodCare Customers
From: Hospital Relations
Date: August, 15, 2022
Re: Action Needed - Apheresis Platelet Supply UPDATE

Update

Repairs have been successfully made to the instrument. Platelet inventory is expected to be available throughout today to replace units that have been quarantined. Quarantined units still in your possession can be returned to Carter BloodCare. The Quality Assurance (QA) department will be sending a Component Recall/Market Withdrawal Notification to every facility which had received units involved in this event. A timely response is requested once this notification has been received.

Background

Yesterday evening, Friday, August 12, 2022, a software failure affected the functionality of one of the instruments that we use to perform bacterial detection testing for apheresis and pre-pooled whole blood derived platelets. This failure resulted in an interruption of the continuous monitoring of the aerobic and anaerobic culture platelet samples. Facilities that were shipped or in possession of implicated platelet units were notified last night via call and/or fax. At that time, we shared that implicated units should be quarantined and used for emergent need (at transfusing facility medical director discretion) until we could fully assess the impact to the platelet supply. We have identified that approximately about half of our normal daily platelet supply is affected and as a result we will triage every platelet order. In some instances, there may not be a platelet available. Please consult with your medical director to determine best course of action as the only platelet available may be an implicated unit which is quarantined at your location.

Impact to Client

- All platelet orders will be triaged. The triage process may continue through early next week as we cannot guarantee when the instrument will be fully functional.
- Consult with your medical director regarding the potential of transfusing platelet products with unfinished bacterial testing in urgent situations
- Cold-stored platelets are not implicated in this event.
- Please be prepared to release platelets to meet urgent transfusion needs elsewhere should the blood center inventory not be able to support.

We sincerely appreciate your patience and understanding. Please contact hospitalrelations@carterbloodcare.org with any concerns.