

**To:** Carter BloodCare Customers  
**From:** Hospital Relations  
**Date:** April 19, 2024  
**Re:** Apheresis Platelet Supply

## Background

As previously communicated this week, Carter BloodCare had a planned power outage today due to a generator replacement project. During the outage, despite all planned best efforts to avoid any interruption to services, the functionality of one of the instruments that we use to perform bacterial detection testing for apheresis and pre-pooled whole blood derived platelets was affected. This failure resulted in an interruption of the continuous monitoring of aerobic and anaerobic culture platelet samples starting at approximately 0800.

We are still investigating this event internally to determine which units have been implicated. Once the units have been identified, resampling will occur, but at this time resampling will only be performed for units that have not been distributed. The Quality Assurance (QA) department will be faxing the official notification to every facility which has received units involved in this event. A timely response is requested once this notification has been received. Please fax responses to 817.412.5659.

Please consult with your medical director to determine the best course of action as the current platelet supply does not allow Carter BloodCare to replace platelets that have already been distributed. For direct consultation with one of our Medical Directors, please page 817.482.9446.

## Impact to Client

- All platelet orders will be triaged as our internal investigation is still determining the units that have been implicated in this event.
- Consult with your medical director regarding transfusing platelet products with incomplete or interrupted bacterial testing.
- 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](mailto:hospitalrelations@carterbloodcare.org) with any concerns.