AABB Standards volume 5

In the previous standards chat, we discussed how the standards “Emergency Preparedness” and “Communications of Concerns” guide the Blood Bank’s policies and procedures. In this chat we will discuss our customers and resources.

**1.6 Customer Focus**

* Executive management shall identify the blood bank’s or transfusion service’s customers and their needs and expectations for products and services.
* These products and services are defined in a service agreement
	+ Service agreements are required for any entities that we provide products. Moorland Reserve and Flight for Life are examples of entities that we have service agreements with.
* The *Type and Crossmatch/Type and Screen* procedure outlines the process by which physicians can request products for transfusion.
	+ This includes requests that arrive via EPIC, downtime forms, and phone orders.
	+ *Flight for Life Blood Product Storage* and *Supplying Blood for Moorland Reserve Emergency Department* are procedures that outline the process by which we provide emergency products to our external customers.
		- These procedures further detail the process by which these customers request replacement products, whether this need is the result of a transfusion or not.

**2.0 Resources**

* The BB/TS shall have policies, processes, and procedures to ensure the provision of adequate resources to perform, verify, and manage all activities in the BB/TS
* The Blood Bank procedure *Inventory* itemizes the appropriate volume levels of various types of blood products via the “Stock Summary Minimums Form”attachment.
* The *Inventory* procedure also lists a myriad of additional tools for managing our blood levels and reagent levels.
	+ Reports such as the Batch Crossmatch Release Report, the Batch Transfusion Report, and the Stock Status Summary Report aid us in managing and accurately ascertaining our blood inventory levels.
	+ The short outdate tags assist the Blood Bank with optimizing the distribution of our blood products so that none are expiring on the shelf.
* The *Quality* policydiscusses the personnel, equipment, and supplier needs of the Blood Bank

**2.1 Human Resources**

* The BB/TS shall have a process to ensure the employment of an adequate number of individuals qualified by education, training, and/or experience. Current job descriptions shall be maintained and shall define appropriate qualifications for each job position.
* *Hiring Policy* can be found within the WDL Human Resources policy area. It outlines the process for screening, interviewing and hiring new employees.
	+ The initial screening includes a review of qualifications, education, and past job experiences.
	+ After the completion of interviews, HR works with department leaders to determine the most qualified candidate.
	+ Once an offer has been extended, a series of background checks, lab tests, and a physical are conducted to verify an applicant’s qualification.
* The Blood Bank tracks staffing requirements in the policy *Blood Bank Staffing Requirements*.
	+ This policy lists the minimum and maximum staffing for the Blood Bank, and is reviewed every two years, or as needed.
	+ The staffing needs of the department are further branched into LTAs, MTs, processor duties, and bench duties.

The goal of the AABB Standards Chat is to increase staff awareness as to their purpose and how they impact the Blood Bank’s policies and procedures. If you have a question about AABB standards, please see a member of BB Leadership.