The Transfusion Service of Harborview Medical Center conducts a comprehensive, well-structured program of quality which provides the framework for defining, implementing, and monitoring major processes of our Transfusion Service operations. Our Quality System evaluates the following:

* Patient sample collection and pretransfusion testing
* Blood receipt, storage, and shipment
* Blood component preparation
* Blood issue and administration
* Process Control, monitoring, and improvement

The Quality Program supports the quality ideals set forth in the mission statement of Harborview Medical Center and conforms to regulatory standards of AABB, FDA, CAP, TJC, and CLIA. The Quality Plan is organized around twelve core quality elements consisting of the following:

* Organization and Leadership
* Resources
* Equipment Management
* Suppliers and Supply Management
* Process Management
* Documents and Records
* Management of Nonconforming Events
* Monitoring and Assessment
* Process Improvement
* Information Management
* Customer Focus
* Facilities, Work Environment and Safety

These core quality elements are usually supported by four levels of documentation:

* Level 1: Policies that define what the objectives are as an organization. These policies are commonly referred to as the intent.
* Level 2: Process descriptions that define how to perform a particular process in order to meet the intent. These may consist of flow charts and/or tables.
* Level 3: Procedures that provide specific instructions on how to perform specific tasks and functions and may have associated forms.
* Level 4: Records produced when performing a task. Forms are often used as part of performing tasks. Once data has been entered onto a form, it becomes a record.

The Harborview Medical Center Quality System is a program of continuous improvement which is enhanced

through self-assessment, occurrence management, and customer feedback. Our goal is to improve product safety and quality by decreasing and preventing errors.

The quality goals of the HMC Transfusion Service are to ensure that all blood products issued are uniformly safe and the services rendered by our staff are of the highest quality. These goals are:

* Complying with all required regulations and accreditation standards
* Detecting and preventing errors in transfusion medicine processes
* Reducing process variations that can cause errors
* Improving effectiveness and efficiency of processes
* Developing and maintaining competent staff
* Responding to customer needs in provision of blood components and services