

**Policy**

- 1.0 A Customer Service Manual (CSM) is provided on our website to all hospitals served to use as a reference to blood center policies and procedures impacting the hospitals, enhance communication and help meet the vision and mission of the blood center.
- 2.0 We are responsible for maintaining the electronic CSM with the most current blood center information for the hospitals through regular communication with senior management, department directors and medical director/associate medical directors.
- 3.0 Hospital Customers actively participate in improving the CSM content through input during regularly scheduled Blood Bank/Transfusion Service (BBTS) supervisor meetings, annual customer satisfaction surveys, and recommendations through personal communications.

**MISSION & VISION STATEMENTS****Vision**

The leading ethical and innovative partner of choice for quality and customer-focused biologic solutions.

**Mission**

Extraordinary people transforming “the gift” to save and enhance lives.

**Guiding Principles**

1. “Our Customer’s Satisfaction is the most important thing we work to accomplish”
2. “We do everything with the highest level of Integrity & Ethics”
3. “We strive for Total Quality & Safety through Continuous Improvement”
4. “We develop High Performing Teams and Leadership”

**END**

## **Job Aids**

CSM-010-JA-02, Contact Information  
CSM-010-JA-03, Document Guidelines

## **Instructions**

### 1.0 Customer Service Manual (CSM)

- 1.1 Online access to the CSM will be provided to all customers to access (SOPs) documents. When a document is updated or new, a hospital correspondence will be faxed and emailed to each hospital with the updated/new document(s), Table of Contents, and change control spreadsheet.
- 1.2 Applicable documents include all of our policies, procedures, work instructions, forms, and/or job aids that involve some level of hospital participation to complete.
  - 1.2.1 All forms requiring hospital completion such as when requesting products or services (examples: HLA requisition, blood inventory order form).
  - 1.2.2 Forms used internally by our organization that require significant input from hospitals for completion (examples: Lookback form, emergency labeling and release).
  - 1.2.3 All policies, work instructions and job aids necessary for hospitals to effectively communicate with our organization on products and services provided.
- 1.3 The CSM will be divided into ten (10) major sections based on activity and include all policies, work instructions, forms, and job aids applicable to hospitals.

Section 1	Introduction	Section 7	Emergency, Disaster
Section 2	Hospital Services	Section 8	Quality, Administrative
Section 3	Lab Services – REF - HLA		
Section 4	Adverse Transfusion Events		
Section 5	Collection Services		
Section 6	PDT, Lookback, Bacterial Detection		

### 2.0 CSM Updates

- 2.1 We are responsible for notifying hospitals of updates when policies, procedures, work instructions, forms and/or job aids that pertain to hospital functions are created, revised, or removed (obsolete).
  - 2.1.1 We will notify hospitals electronically by email of upcoming CSM updates.
  - 2.1.2 A Hospital Correspondence (HC) documenting CSM changes will be faxed and emailed of the SOPs being implemented or obsoleted.

- 2.1.3 The “edition date,” the date that the changes will be implemented, will be clearly documented in the HC.
- 2.1.4 All newly created and revised documents included in the update will be listed and include all pertinent document changes.
- 2.2 We are responsible for updating the online CSM with new and updated documents on the defined edition date.
  - 2.2.1 On the date that hospitals are notified of upcoming CSM changes, all new and updated documents listed in the hospital correspondence can be accessed from the Online CSM.
- 2.3 Hospitals are responsible for maintaining their facility CSM updates.
  - 2.3.1 Hospital staff review and training are the responsibility of the hospital .
  - 2.3.2 The most current copies of hospital forms are also available and can be printed at any time from our website at [www.cbccts.org](http://www.cbccts.org).

<http://www.cbccts.org/professional-resources/hospital-services.aspx>

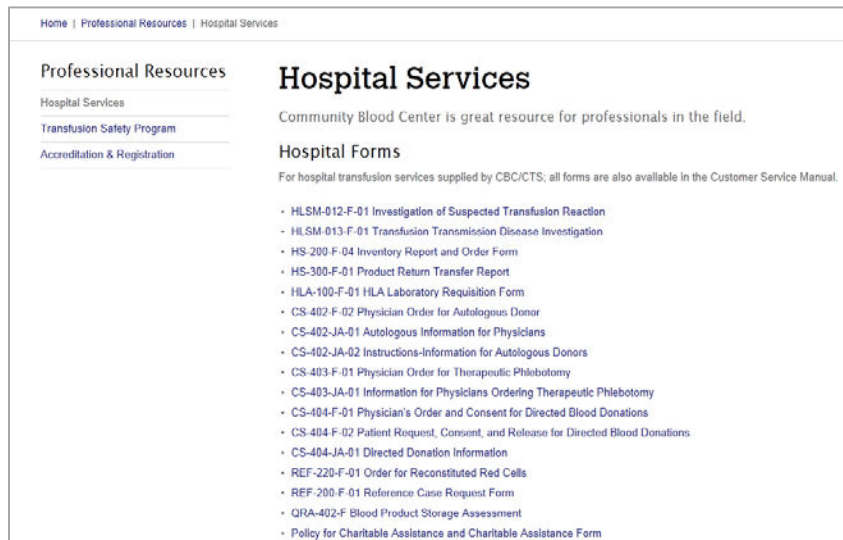
**END**

**Instructions**

- 1.0 Access the blood center website by going to [www.cbcts.org](http://www.cbcts.org).
- 2.0 Place cursor on the **Professional Resources** tab or click on **Hospital Forms** as shown by the **red arrows** below.



- 3.0 Select/click appropriate form from displayed list to open form.



- 4.0 Print or copy form as needed.

**END**

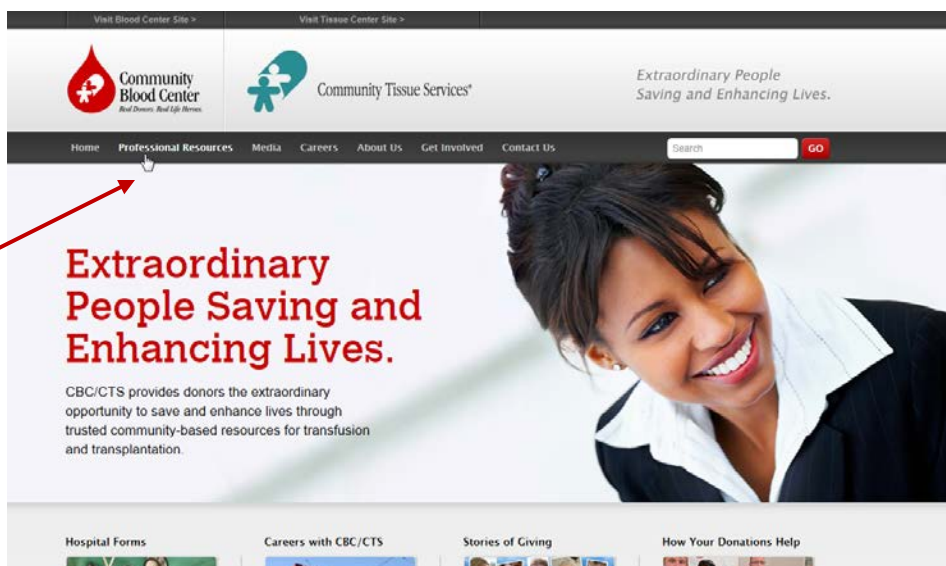
## Background

The **Circular of Information (COI) for the use of Human Blood and Blood Components** is prepared jointly by organizations such as the AABB (Association for the Advancement of Blood and Biotherapies), the American Red Cross, America's Blood Centers, and the Armed Services Blood Program. These documents are an extension of FDA labeling and used as guides for the use of blood and blood components or cellular therapy products for patient treatment.

- 1.0 Upon receipt or notification of a new edition, we will perform the following:
  - 1.1 **Quality and Regulatory Affairs (QRA)** Department reviews the new COI edition to determine the impact of any changes made.
  - 1.2 We will maintain a copy of all COI editions on file.
  - 1.3 We will notify the hospitals of the new COI edition and provides access to the document.
    - 1.3.1 **Hospital correspondence** will be submitted by email and fax to all hospital transfusion service supervisors.
    - 1.3.2 The hospital correspondence will include information on changes that may have an impact on blood center and/or transfusion service practice.
    - 1.3.3 Our website is updated with the new COI edition for easy access by hospital transfusion services, physicians, and transfusion staff.

## Instructions

- 1.0 Hospital access to the current edition of COI documents:
  - 1.1 Access the blood center website by going to [www.cbccts.org](http://www.cbccts.org).



## Hospital Instructions for Obtaining a Circular of Information (COI)

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- 1.2 Click on the **Resources** tab (see red arrow above) to access the Hospital Services forms and documents, scroll down, and then click on the **Circular of Information (COI)** documents displayed.
  - 1.2.1 Blood Services COI
- 1.3 Select the appropriate document by clicking on the **Blood Services COI**. The COI document will display in .pdf format.
- 1.4 **Blood Services COI** will be sent to each hospital yearly in January or whenever updates are required.

**END**

## QUICK PHONE REFERENCE

Department	Description	Phone
<b>HOSPITAL SERVICES</b>	24-hour service: <input checked="" type="checkbox"/> Blood product orders and returns <input checked="" type="checkbox"/> Specimen pickup for the blood center testing laboratories <input checked="" type="checkbox"/> Blood derivatives (BioCare) orders and returns <input checked="" type="checkbox"/> After business hours for testing laboratories <input checked="" type="checkbox"/> Physician on call	937.461.7557
<b>PHYSICIANS</b>	Physicians are available/on call 24 hours for clinical consultation.	937.461.7557
<b>BLOOD DONOR RELATIONS</b>	Call during business hours*: <input checked="" type="checkbox"/> Donor questions <input checked="" type="checkbox"/> Hospital blood drives	937.461.3450 *Dial 0 for operator
<b>TISSUE SERVICES</b>	24-hour service*: <input checked="" type="checkbox"/> Tissue product orders <input checked="" type="checkbox"/> Tissue manufacturing questions <input checked="" type="checkbox"/> Donor referral  * automated attendant – staff on call after 7 pm.	937.461.9415 1.800.684.7783
<b>EMERGENCY USE ONLY</b>	For planned and unplanned phone downtime.	937.371.9423

END

Department	Contact	Phone	FAX	Email
<b>HOSPITAL SERVICES (HS)</b>	<b>Staff - MAIN</b>	<b>937.461.7557</b>	<b>937.461.9972</b>	<a href="mailto:hospitalservices@cbccts.org">hospitalservices@cbccts.org</a>
HS Supervisor	Sharon Wing	937.461.3593	937.461.9972	<a href="mailto:swing@cbccts.org">swing@cbccts.org</a>
CL Supervisor	Tami Wachter	937.461.3429	937.461.9972	<a href="mailto:twachter@cbccts.org">twachter@cbccts.org</a>
Hospital Services (HS)	EMERGENCY	937.371.9423		<b>EMERGENCY USE ONLY</b> for planned and unplanned phone downtime
Medical Director	James Alexander, MD	Contact Hospital Services (HS) 937.461.7557 for physician on call		
Associate Medical Director	Ghada Khalife, MD			
Associate Medical Director	James Gatton, MD			
Reference/HLA Laboratory	Staff	937.461.3264	937.461.2738	
Director of HLS and IRL	Gavin Patch	937.461.3293	937.461.2738	<a href="mailto:gpatch@cbccts.org">gpatch@cbccts.org</a>
Hospital Billing	Pam Steiner	937.461.3241	937.913.8553	<a href="mailto:psteiner@cbccts.org">psteiner@cbccts.org</a>
President/Chief Executive Officer	Chris Graham, MBA	937.461.3280	NA	<a href="mailto:cgraham@cbccts.org">cgraham@cbccts.org</a>
EVP/Chief Operating Officer Blood/Tissue Services	Diane Wilson	937.461.3274	NA	<a href="mailto:dwilson@cbccts.org">dwilson@cbccts.org</a>
Tissue Donor Referral hotline	Staff	1.877.223.1606		24-hour tissue hotline
	Staff	937.223.1606		
Operator	Staff	937.461.3450		Transfers to HS after business hours
	Automated attendant	1.800.388-4483		

END



**Document Definitions:**

**Policy** (POL): a high level statement of general goals and intent; does not describe a process or step-by-step instructions.

- ⇒ Customer Service Manual (CSM) policy: CSM-010-POL, located in section 1 of this manual is an example of a hospital-specific policy.
- ⇒ Most of our policies are for internal use and are not included in the CSM.

**Procedure**: an overview of one activity within a process that will often encompass multiple tasks; has an input and output; definite start and end points; does not include step-by-step instructions.

- ⇒ Procedures are often presented in flow diagram format.
- ⇒ Most of our procedures are for internal use and are not included in the CSM.

**Work Instruction** (WI): a step-by-step process describing the completion of one particular task; may have multiple work instructions for an activity.

- ⇒ All related forms and job aids will be listed within the WI.
- ⇒ Specimen, reagent and equipment requirements will be included in the WI when applicable.

**Form** (F): a printed or typed document on which required information is entered or recorded.

- ⇒ Hospitals will only have WI related to entering or using the form. WI for internal blood center activities are not included in the CSM.

**Job Aid** (JA): a free-form document including helpful process information.

- ⇒ JA includes phone lists, definitions, packing/shipping instructions, user guides.
- ⇒ Phone/email list job aids may be updated more frequently than other documents to provide the most accurate information.

**END**: indicates the completion of the document. Any pages after END are used internally by us only for revision tracking purposes.

- ⇒ NOTE: the internal revision tracking pages are not included in the CSM. The Hospital Correspondence that is provided with all CSM update notifications may be used as a reference by hospitals for revision tracking purposes.

**END**