Practical Approaches to Reduce Risk of Transfusion  
Program #144814  
Wednesday, July 16, 2014  
2:00 pm-3:30 pm (ET) ~ 6:00 pm-7:30 pm (GMT)

This program will summarize the different types of transfusion errors that are commonly occurring and options to reduce these risks. Practical and easily implemented approaches that are proven to reduce the more common human errors in the transfusion process will be presented. (This session was originally scheduled for February 12, 2014).

Objectives:

- Describe the more common causes of transfusion error and some of the options to reduce these risks.
- Evaluate a practical and proven approach to reduce specimen labeling errors and errors related to patient identification (ID) checks at the bedside.

**Director/Moderator:**
Colleen Aronson, MT(ASCP)SBB  
Regional Director of Transfusion Services  
ACL Laboratories/ Advocate Hospitals

**Faculty:**
Suzanne Butch, MLS(ASCP)CM, SBBCM, DLMCM  
Administrative Manager,  
Blood Bank and Transfusion Service  
UH 2F225/ 5054

Megan Shetterly, RN, MS  
Senior Patient Safety Liaison-Education  
Pennsylvania Patient Safety Authority
In accordance with *AABB Policy on Disclosure of Faculty Relations*, the faculty for this event have signed a conflict of interest form in which they have disclosed any significant financial interests or other relationships with industry relative to the topics that they will discuss at this program. Such disclosures allow you to better evaluate the objectivity of the information presented in the lectures.

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<table>
<thead>
<tr>
<th>Name/Role in Content Planning</th>
<th>Disclosure</th>
<th>Nature of relationship</th>
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<td>none</td>
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<td>Robert Braun, planning committee member</td>
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<tr>
<td>Nancy Dunbar, planning committee member</td>
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<td>Jennifer Ford, planning committee member</td>
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<tr>
<td>Michele Hayes, planning committee member</td>
<td>yes</td>
<td>Professional</td>
<td>GASCO Eastern District Federal Credit Union - Chair of Supervisory Committee</td>
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<tr>
<td>Nora Hirschler, board representative</td>
<td>yes</td>
<td>Professional</td>
<td>ABC Member</td>
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<td>yes</td>
<td>Professional</td>
<td>Board of Directors, Guide to Cord Blood Foundation</td>
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<td>Jayanna Slayten, planning committee member</td>
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<td>Alyson Wagner, staff member</td>
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Practical Approaches to Reduce the Risk of Transfusion

Moderator: Colleen Aronson, MT(ASCP)SBB
Speakers: Megan Shetterly, RN, MS;
Suzanne Butch, MLS(ASCP), SBB, DLM

Objectives

• Describe the more common causes of transfusion error and some of the options to reduce these risks.
• Evaluate a practical and proven approach to reduce specimen labeling errors and errors related to patient identification (ID) checks at the bedside.

Types of Transfusion Errors

• Misidentification
• Special needs to met – antigen negative, irradiation, volume reduction, leukocyte-reduction
• Wrong products transfused
• Under or over transfusion
• Documentation - Failure of complete forms or incorrect documentation
Transfusion Fatal Errors

- Misidentification - at specimen collection
- Misidentification - in the lab
- Misidentification - at transfusion

Contributing Factors

- Complacency
- Urgency
- Hand-offs
- Lack of/unclear communication
- User unfamiliar with new software
- Ignored warning message because lack of faith in the computer system

Joint Commission National Patient Safety Goal

#1 Improve the accuracy of patient identification.

- NPSG.01.01
  Use at least two patient identifiers when providing care, treatment, and services.

- NPSG.01.03.01
  Eliminate transfusion errors related to patient misidentification
NPSG.01.01.01

1. **Use at least two patient identifiers** when administering medications, **blood**, or blood components; when collecting **blood samples** and other specimens for clinical testing; and when providing treatments or procedures. The patient's room number or physical location is not used as an identifier. (See also MM.05.01.09, EPs 8 and 11; NPSG.01.03.01, EP 1)

NPSG.01.01.01

2. **Label** containers used for blood and other specimens **in the presence of the patient**. (See also NPSG.01.03.01, EP 1)

NPSG.01.03.01

1. Before initiating a blood or blood component transfusion:
   - Match the blood or blood component to the order.
   - Match the patient to the blood or blood component.
NPSG.01.03.01

- Use a two-person verification process or a one-person verification process accompanied by automated identification technology, such as bar coding. (See also NPSG.01.01.01, EPs 1 and 2)

2. When using a two-person verification process, one individual conducting the identification verification is the qualified transfusionist who will administer the blood or blood component to the patient.

3. When using a two-person verification process, the second individual conducting the identification verification is qualified to participate in the process, as determined by the hospital.

CAP

• TRM.40230 Compatibility Specimen Labeling Phase II
• All blood samples used for compatibility testing are labeled at the time of specimen collection in the presence of the patient with:
  — 1. Patient’s first and last name
  — 2. Unique identification number
  — 3. Date of collection
  — 4. A method to identify the phlebotomist.
• **TRM.30550 Misidentification Risk Phase II**
The facility has a documented program to ensure that the risk of pretransfusion sample misidentification and other causes of mistransfusion are monitored and subjected to continual process improvement.

• **TRM.40235 Patient Identification Phase II**
The patient is asked to verbally verify his/her identity, whenever practical, at the time of specimen collection.

**AABB Biovigilance**

• Report transfusion events
• Information was not available to the public on the AABB Biovigilance web page
• FDA 21 CFR 606.151
• Standard operating procedures for compatibility testing shall include the following:
• (a) a method of collecting and identifying the blood samples of recipients to ensure positive identification

FDA Transfusion Deaths

<table>
<thead>
<tr>
<th>Complication</th>
<th>F003</th>
<th>F001</th>
<th>F002</th>
<th>F004</th>
<th>F005</th>
<th>F006</th>
<th>Total</th>
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<tbody>
<tr>
<td>Value</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td></td>
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<tr>
<td>ABO</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Rhesus</td>
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<td></td>
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</tr>
<tr>
<td>Other</td>
<td></td>
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<td>Total</td>
<td></td>
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</tr>
</tbody>
</table>

Hemolytic Reactions

Table 3: Transfusion Related Events for Complications, FY008 through FY012
Serious Hazards of Transfusion (SHOT)

- Collects all types of errors related to transfusion
- Looks for trends
- Annual Reports
- Recommendations made

- [http://www.shotuk.org/home/](http://www.shotuk.org/home/)

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UK Transfusion Errors in 2011

- 2.3 per cent of patients were not wearing an identity band at the time of the audit despite the fact that a blood transfusion was in progress
- 85 per cent of patients had all four pre-transfusion observations recorded
- 87 per cent had observations within 30 minutes following the start of the transfusion
- 84 per cent had the required observations at the end of the transfusion.

Reference: Right blood, right patient, right time, Royal College of Nursing, 2013
Who Makes The Errors

- 40% medical staff
- 40% nursing and midwifery
- <5% by phlebotomy staff

SHOT 2012

“Ten ABO incompatible transfusions were reported to SHOT in 2012, three of which resulted in major morbidity. It is this risk that led to clear recommendations for full sample labelling for transfusion samples which are well accepted. “

Dr Paula Bolton-Maggs, Medical Director Serious Hazards of Transfusion Scheme (SHOT), Manchester Blood Centre Zero tolerance for labelling of all pathology specimens: a recommendation from SHOT 2013. The Bulletin of The Royal College of Pathologists, Number 165, January 2014.

SHOT Errors 2014

- Near miss – ID error found before transfusion
  - Near miss reports 980
  - Sample errors 534
  - Wrong blood in tube 505
SHOT 2013

• The leading error remains transfusion of an incorrect blood component. This has been the most frequent transfusion hazard reported to SHOT since the scheme started in 1996.

Why do these ERRORS occur?
• Attention lapses (being distracted/interrupted during a task)
• Deliberate non-compliance (taking short cuts and failing to follow SOP)
• Genuine errors (intention of carrying out correct procedure but failed)
• Misperceptions (what the task involves)
• Misplaced priorities (mixed messages over clinical priorities)

Cause of Transfusion Errors

• “It is clear from 16 years of SHOT reporting that most transfusion incidents are caused by human error. Failure to identify the patient correctly at the time of blood sampling and at the time of transfusion remain the most common causes, and many reports have evidence of multiple errors.”

• Dr Paula Bolton-Maggs, Medical Director Serious Hazards of Transfusion Scheme (SHOT), Manchester Blood Centre Zero tolerance for labelling of all pathology specimens: a recommendation from SHOT 2013. The Bulletin of The Royal College of Pathologists, Number 165, January 2014.

SHOT Recommendations

• The key recommendation from the 2011 and 2012 Reports are:

  Correct patient identification is essential. Patients should be positively identified (asked to say their name and date of birth, and not prompted with a question that requires a yes/no answer)
Policy Change Needed

“Transfusion is particularly well regulated and it is likely that similar errors affect all branches of pathology. SHOT therefore recommends improved (zero tolerance) sample labelling for all pathology specimens to ensure the core identifiers are used. Pathology laboratory managers need to implement this recommendation, with support from their chief executives.”

Dr Paula Bolton-Maggs, Medical Director Serious Hazards of Transfusion Scheme (SHOT), Manchester Blood Centre Zero tolerance for labelling of all pathology specimens: a recommendation from SHOT 2013. The Bulletin of The Royal College of Pathologists, Number 165, January 2014.

SHOT Recommendations

• Communication and handover templates need to be improved. Patients are particularly vulnerable with increased shared care, movement within hospitals across different shifts.
• The use of a transfusion checklist is recommended and a model template can be found on the SHOT website.
• Knowledge of transfusion medicine and prescribing of blood components are essential core requirements for all prescribers.

SHOT Laboratory Issues

• Lessons for Transfusion Laboratory Staff Update 2013 incorporating guidance from SHOT Annual Reports 2011 and 2012

Figure 1. Laboratory incidents 2011-2012

<table>
<thead>
<tr>
<th>Incident</th>
<th>Number of reports</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mislabeling</td>
<td>800</td>
</tr>
<tr>
<td>Component handling and storage</td>
<td>600</td>
</tr>
<tr>
<td>Component selection</td>
<td>200</td>
</tr>
<tr>
<td>Testing</td>
<td>100</td>
</tr>
<tr>
<td>Sample receipt and transportation</td>
<td>50</td>
</tr>
</tbody>
</table>
SHOT 2009 Recommendation

• Empower the patient to ask “Do you know who I am?”
• Campaign launched in 2012

• http://www.transfusionguidelines.org.uk/uk-transfusion-committees/national-blood-transfusion-committee/transfusion-awareness/do-you-know-who-i-am

Needed

• Clear policies about patient identification
• Support for enforcement from upper management
• Implementation of automation when feasible

References

LESSONS FOR CLINICAL TRANSFUSION STAFF
Update 2013 incorporating guidance from SHOT Annual Reports 2011 and 2012

Specimen Labeling Collaboration
Northeast Pennsylvania

Megan Shetterly, RN, MS
Senior Patient Safety Liaison, Pennsylvania Patient Safety Authority

Pennsylvania Patient Safety Authority
Background

Act 13 (March 2002)

- 11-member Board appointed by the Governor and General Assembly
- Independent Agency
- Non-regulatory
- Dedicated funding stream
- Contract with outside entity to collect, analyze and evaluate reports of Serious Events and Incidents and identify trends
- Advise and issue recommendations for changes and improvements in healthcare practices (Advisories)
- Focused education, research and collaborations

PA - Reporting Components

<table>
<thead>
<tr>
<th>Who Reports</th>
<th>Types of Events</th>
<th>Other Considerations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospitals</td>
<td>Near-Misses (“Incidents”)</td>
<td>Mandatory</td>
</tr>
<tr>
<td>Ambulatory Surgical Facilities</td>
<td>Adverse Events (“Serious Events”)</td>
<td>No Individual Identifying Data</td>
</tr>
<tr>
<td>Birthing Centers</td>
<td>Infrastructure Failures</td>
<td>Confidentiality Provisions</td>
</tr>
<tr>
<td>Certain Abortion Facilities</td>
<td></td>
<td>Non-disclosable</td>
</tr>
<tr>
<td>Nursing Homes (June 2009)</td>
<td></td>
<td>Whistleblower Protections</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Facility assessment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Written Patient Notification</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Anonymous Reports</td>
</tr>
</tbody>
</table>
How It All Began

- Opportunity recognized (2007 PA-PSRS data)
  - Errors related to Procedure/Test/Treatment (23%)
    - Most frequent event type
  - 41% Lab test problems

- Pursuit of Regional Collaborative through Patient Safety Liaison (PSL)
  - Invitations for participation sent to Hospitals in Northeast (NE) Pennsylvania

It Can Happen To You

- Hospital fined after deadly blood transfusion error
Human, Financial, Emotional
COST

- 70% of all information used by clinicians to diagnose conditions and treat patients comes from the laboratory setting.
- 17 to 29 billion dollars spent annually on preventable adverse events.
- Clinicians leaving health care.

Cost Analysis Example
Specimen Identification Errors 0.1% to 6.5%

<table>
<thead>
<tr>
<th></th>
<th>High End</th>
<th>Low End</th>
</tr>
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<tbody>
<tr>
<td>Error Rate</td>
<td>6.5%</td>
<td>0.1%</td>
</tr>
<tr>
<td>Monthly Blood Tests Performed</td>
<td>100,000</td>
<td>100,000</td>
</tr>
<tr>
<td>Errors/Month</td>
<td>6,500</td>
<td>100</td>
</tr>
<tr>
<td>Monthly Cost @ $10 per redraw</td>
<td>$65,000</td>
<td>$1,000</td>
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</table>

(Adapted from A. Buchon et al.; Renner; Howanitz)

9 Hospitals With 1 Common Goal

The right blood specimen is correctly labeled for the right patient every time.
Joint Commission National Patient Safety Goals

- **NPSG.01.01.01**: Use at least two patient identifiers when providing care, treatment and services. [was Goal 1A]

- **NPSG.01.03.01**: Eliminate transfusion errors related to patient misidentification.

- **Goal 13**: Encourage patients’ active involvement in their own care as a patient safety strategy

Slogan

- **DID YOU ID ME**

Culture of Safety Requirement January 2009

- **LD.03.01.01** “Leaders create and maintain a culture of safety and quality throughout the hospital”
  - Evaluation of culture with valid tool
  - Prioritize and implement changes identified by the tool
  - Everyone in organization should have the opportunity to participate
Where To Start?

- Make the project manageable
  - One care area
  - Select a dedicated team
  - Stay focused
  - Expand to other areas when ready

How Did We Address This Issue?

- Relevant Literature
  - CDC Laboratory Medicine Best Practices
  - Reference Materials
  - Other Supporting Documents
- Networking and Knowledge Sharing
  - Policies/Procedures
  - Redesign Ideas
- Workshops
  - Reliable Design
  - Just Culture
  - Human Factors
  - Event Investigation
    - Theory U
    - Gracious Space
- Site Visits
  - Observations
  - Presentations

How Did We Address This Issue?

- Data Collection and Analysis
  - Statistics
  - Contributing Factors
  - Barriers and Action Items
- Visual Display
  - Theme/Slogan
- Conference Calls
  - Ongoing Support
- Best Practices
  - Guest speakers
- Presentations
  - American Society for Healthcare Risk Management (AHSRM)
  - Continue Survey Readiness (CSR)
  - The Hospital & Healthsystem Association of Pennsylvania (HAP)
Investigation Is The Key!

Team
- Communication
- Change of Shift
- Unplanned work load increase
- Holiday
- Shift Change

Task
- Training
- Emergency situation
- Inexperienced staff
- Inadequate supervision
- Cardiac/Respiratory Arrest
- Order entry system problem

Patient
- Lack of patient compliance
- Lack of patient understanding
- Language barriers
- Lack of family cooperation

Staff
- Float staff
- Agency, temporary, traveling staff
- Staff scheduling issues
- Inadequate system for covering pre-case conditions
- Issues related to proficiency
- Issues related to compensation

Work Environment
- Distractions/interruptions
- Limited access to patient
- Poor lighting
- High noise level
- Equipment malfunction

Organization
- No dedicated phlebotomy
- Lack of policies/procedures
- Unclear or ambiguous policies/procedures
- Procedures not followed

Behavioral Choices

Setting The Stage
The Basics of Event Investigation

What happened?
What normally happens?
What does procedure require?
Why did it happen?
How were we managing it?

Increasing value

What Did We Find?

<table>
<thead>
<tr>
<th>Domain</th>
<th>Barriers</th>
</tr>
</thead>
</table>
| Technology | Label printing issues  
No resources for bar coding  
Those with bar coding only have it limited to phlebotomy and not nursing  
Lack of equipment updates  
Wireless signal limited to certain areas |
| Communication | Issues between nursing and phlebotomy  
Lack of teamwork |
| Education   | Lack of knowledge about policies/procedures  
Physicians ordering all labs “stat” |
| Staffing    | High turnover of phlebotomists  
Performing double amount of normal AM draws |
| Workflow    | Lack of care area specific procedures that expedited workflow |
| Leadership  | Lack of management support  
Other initiatives with higher priorities took precedence  
Loss of clinical leadership |

Most Frequent Contributing Factors

- Protocol Not Followed
- Distractions/Interruptions
- Increased Workload
Most Frequent Barriers

- Lack of Leadership Support
- Lack of Resources (Human and Financial)
- No Buy-in From Nursing Staff
- Low or No Reporting of Near Miss Events

Action Items Introduced

- New Equipment Standardization
- Involvement by Leadership
- Decreased Workload Checklists and Cognitive Aides
- Redundant Processes
- Patient Involvement
- Double Checks
- Visual Aides
- New Policy/Procedure
- Education

Actions Introduced

<table>
<thead>
<tr>
<th>Domain</th>
<th>Action Items</th>
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<tbody>
<tr>
<td>Technology</td>
<td>Many labeling changes and technology updates</td>
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</table>
| Communication | Shared case studies  
| | Involved front line staff                                                   |
| Education   | Competencies on patient identification, use of equipment                    |
| | Educated physicians on “stat” orders                                         |
| Staffing    | Levelled workloads                                                          |
| Workflow    | Added printers  
| | Standardized bedside labeling                                               |
| | Standardized hourly batching of labels                                      |
| | New ED process for labeling                                                 |
| Leadership  | Dashboards  
| | Increased awareness with Authority sponsored pins and posters               |
Statistically Significant Decrease

One Facility’s Success with Sustainability

What Is The Investment In Collaborative Learning?

<table>
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<tr>
<td>Workshops (1 per a 1-month period)</td>
<td>4 hr</td>
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<tr>
<td>Literature Review (~25 articles)</td>
<td>1 hr</td>
<td>1.5</td>
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<tr>
<td>Team Meetings (variously may have monthly, bi-monthly, then monthly)</td>
<td>1 hr</td>
<td>≥ 1 hr (depending on how many meetings took place)</td>
</tr>
<tr>
<td>Unit Meetings (~quarterly)</td>
<td>1 hr</td>
<td>0.33 hr</td>
</tr>
<tr>
<td>Investigation (avg. one per hosp)</td>
<td>1 hr</td>
<td>6 hr</td>
</tr>
<tr>
<td>Performance Improvement /Implementation Measures (Design, Education, Implementation, Measurement, Reporting)</td>
<td>Varied</td>
<td>Varied depending upon measure(s) introduced</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>10-15 hrs/month</td>
</tr>
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</table>
Financial Investment In Collaboration

- Dedicated Resources
  - Project Manager and Team Members
  - Front line staff
- Implementation Measures
  - Equipment/Technology
  - Supplies
- Return on Investment
  - Priceless!

We Want To Share What We’ve Learned

http://patientsafetyauthority.org/EducationaITools/PatientSafetyTools/specimen/Pages/home.aspx
Questions?

References


References


References


Reagents Shortages and Costs: How to Manage
July 30, 2014
2:00 pm to 3:30 pm (ET); 6:00 pm to 7:30 pm (GMT)
Program # 144821

Reagent shortages can occur for a variety of reasons and can sometimes last for an extended period of time. Management of these shortages is critical not only for blood center operations but also for customers that may be affected. This session will discuss examples of the various types of shortages that can occur, describe the operational and financial impact of these types of shortages, and provide impact of operations and customers.

Objectives:

- Discuss the various types of reagent shortages that can occur.
- Evaluate potential impact of these reagent shortages on blood center operations and customers.
- Develop a strategy for critical inventory management to mitigate impact of these shortages.

Intended Audience: Technologists, Nurses, Managers/Supervisors, Perfusionists

Event Level: Basic

Director/Moderator:
Robert Braun, MT(ASCP)SBB
CPC Consulting

Faculty:
Sherri Cyprus
Creative Testing Solutions

Michelle Shanahan
Controller
Creative Testing Solutions
AABB would like to thank the members of the AABB Distance Learning Program Unit for their assistance in developing these programs:

2014 Distance Learning Program Unit

**CHAIR**
**Kristi Williams, MT(ASCP)SBB, CQA, CQIA(ASQ)**  
Manager, Biomedical Headquarters IRL Operational Support, American Red Cross  
Washington, IL

**Colleen Aronson, MT(ASCP)SBB**  
Quality Programs Coordinator, Northshore University Healthsystem  
Evanston, IL

**Meghan Delaney, DO, MPH**  
Assistant Medical Director, Puget Sound Blood Center  
Seattle, WA

**Nancy Dunbar, MD**  
Assistant Professor, Dartmouth-Hitchcock Medical Center  
Hanover, NH

**Michele Hayes, MT(ASCP)SBB**  
Director of Immunohematology Reference Laboratory, American Red Cross  
Johnstown, PA

**Nora Hirschler, MD**  
CEO, Blood Centers of the Pacific  
San Francisco, CA

**Drew Minardi,**  
Director of Education for School of Medical Laboratory Science, Atlantic Health  
Saddle Brook, NJ

**Sharon Moffett, CAE**  
Director of Education and Professional Development, AABB  
Bethesda, MD

**Gail Moskowitz, MD**  
Independent Consultant  
New York, NY

**Lauren Rohde**  
Programs Manager, AABB  
Bethesda, MD

**Jayanna Slayten, MS, MT(ASCP)SBB**  
Reference Laboratory Supervisor, Indiana Blood Center  
Indianapolis, IL

**Alyson Wagner**  
Cellular Therapy Program Manager, AABB  
Bethesda, MD