



The Haemonetics implementation of eQue in February 2007 and Express in August 2008 to all ABS Centers has been a 'Great Success'. We have been able to provide faster service to our donors and better quality products to fractionators. Donors have increased their monthly individual donations by an average of approximately 25%, which brought more revenue to the company and more plasma to the industry, which is in great need of this life saving product. We are grateful that we have such a strong relationship with Haemonetics, and we hope to continue this in the future."

*Nelli Cherny, RN, BSN
VP QA/RA, April 2009*



USA

Advanced Bio-Services increases productivity with eQue[®] and Express[®] software

Challenge

Advanced Bio-Services (ABS) in California was seeking to enhance efficiency, reduce reliance on paper methods, and ensure that donor satisfaction levels remained high. Furthermore, ABS recognized that enhancements to all stages of the donation process were necessary to maximize results.

Solution

Haemonetics introduced eQue[®] Automated Interview and Assessment software into ABS centers to help automate the donor self-administered questionnaire process. eQue software enables the efficient flow of donors through the health history questionnaires and allows staff to effectively monitor the process.

Haemonetics also introduced Express[®], an innovative software upgrade for the PCS[®]2 that dramatically reduces collection times. Express is an intelligent new algorithm that optimizes flow rates throughout the PCS 2 plasma procedure.

Results

- ABS donors indicated that the use of eQue felt 18% faster and preferred the use of the automated method versus paper by a ratio of 2:1.
- Significantly more donors expected increased honesty in answers given in the electronic format than when asked by a staff member. When asked the same question, 75% of the staff indicated that the electronic approach resulted in more honest answers.
- Including all full-time employees (FTEs) required to interview donors, collect plasma and maintain compliance, the number of donors processed per FTE per 8-hour shift demonstrated a greater than 10% increase in the first 6 months post implementation.
- Of the 1,088 donors surveyed, 78% felt the Express process was faster.



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Haemonetics Corporation ■ 400 Wood Road ■ Braintree, MA 02184 ■ USA ■ 800.225.5297 ■ www.haemonetics.com