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USA

Mississippi Valley Regional Blood Center sees \$1 Million value in process improvements

Challenge

Mississippi Valley Regional Blood Center (MVRBC) was rapidly expanding. In just a few years, it doubled its blood collections (more than 100,000 units annually) and quadrupled its hospital customer base (42 hospitals in three midwestern states). To respond to the changing demands of its growing operations, MVRBC sought to improve its processes and take a more customer-focused approach to its services, but lacked the right tools to conduct an analysis.

Solution

MVRBC partnered with Haemonetics to implement Six Sigma methodology to improve internal processes. After management and operations employees participated in training, MVRBC staff and Haemonetics worked together to identify projects with meaningful and achievable results.

Results

MVRBC achieved an annual savings of more than \$700,000 and \$420,000 in new revenues, increased their blood supply, and reduced platelet outdating.

- Average apheresis platelet outdates decreased from 18.5% to below 9%.
- Collections increased by more than 2,100 units.
- The number of units discarded because of insufficient blood quantity decreased by 3.5%.

MVRBC also recognized that overall they had created a strong team culture and a consistent method for approaching problems. MVRBC continues to be an important and valued customer for Haemonetics.

References

Posters presented at the 2005 AABB Annual Meeting & TXPO, Seattle, WA. (2005, October):

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Weinstein, K. et al. AP104. Reduce Manufacturing Loss.

Wilson, K. et al. AP121. Reduce Apheresis Outdates.

Wilson, K. et al. AP138. Six Sigma Applied to Blood Banking.