



Great Ideas

- Collected at the 2010 SCABB Annual Meeting, San Antonio TX -

- Host an Ask the Experts SCABBinar within 30 days of release of new AABB standards.
- Post best practices of institutions on the web site, for example; use of leukoreduced components in lieu of EMV testing. Use if adsol units for pediatric patients.
- Offer alternate sizes (or alternate gifts) through mail service.
- Donors come in all sizes: S, M, L, & XL. A gift that doesn't fit is not really a gift, it's a shop rag.
- Use maps posted on outside of refrigerators or freezers to show contents and maintain organization.
- Measure customer service in all areas, even internally...
- Monitor supply fill rates to insure that availability is not an excuse
- Have coffee everywhere, all the time.