

Nonprofit blood bank speeds up retrieval times, increases staff productivity, and reduces errors. Digitizing records facilitates easier compliance with FDA guidelines.



Scott M. Bush, CEO
SunCoast Blood Bank, Sarasota, FL



“Because blood banks are so highly regulated, our blood products, as well as our record keeping must be meticulous. The system not only reduces costs, it improves efficiency for our donors and staff.”



Location: USA
Industry sector: Nonprofit
Deployment: Cloud
Department: Company-wide

SunCoast Blood Bank is a 501 c3 nonprofit blood bank supplying blood to nine hospitals and collecting over 38,000 units of blood annually.

Moving from paper to secure digital donor records

The organization used an offsite, secure facility to store paper records. Record retrieval was slow, information was not searchable, and the long-term storage costs were unsustainable. SunCoast wanted a digital solution providing secure, seamless access to their data as well as sophisticated search functionalities.

Lightening quick document retrieval

SunCoast is required to store donor records for ten years. However, if blood is unusable, that record must be stored indefinitely. If a donor updates the record with travel information or if test results disqualify the blood from being used, SunCoast must immediately amend that donor record and contact the hospital to locate that unit of blood. "With DocuWare Cloud, our turnaround time to pull up a donor's record to verify or edit information, or post test results, happens in seconds when before it was a 24 hour wait," said Robert Harper, Director of Quality Assurance.

SunCoast's IT staff do not implement or maintain the solution

DocuWare Cloud frees the small IT staff from maintenance and the solution fits within their tight budget.

Records are searched, updated and re-filed digitally

Staff at the donation centers now have digital access to Standard Operating Procedures manuals (SOP) with clear guidelines for screening donors. "With the SOP manuals in DocuWare, we no longer need to worry about missing pages, or the need to call the main office with questions. Because the staff at each mobile location refer to the manual multiple times a day, having a digital searchable version speeds our intake screening process and aids us with improving accuracy, eliminating errors and calls back to the main office," said Harper.

Secure digital files meet FDA compliance regulations

When there is an FDA reportable error regarding a unit of blood, the blood bank has 45 days to submit the report online and provide evidence of corrective action. Failure to do incurs FDA imposed fines and shutdowns. Electronic documentation makes regulatory compliance much easier. Donor records are now accessed and retrieved quickly.

"We look forward to customizing DocuWare to other parts of our operation, further enhancing our ability to serve the community."

"Not only is DocuWare helping us digitize our records, it is helping us connect to our community. I have high school students teaching retirees who have never used a computer, to scan and index documents."

Volunteers easily and securely scan and digitally store records, freeing up staff and speeding up the screening process for donors. Files are automatically indexed by name, ID number and unit ID number. Over the course of one summer, SunCoast volunteers scanned and filed 60,000 records - about 3 years of files.

DocuWare has reduced document management costs by 25% annually

SunCoast plans to expand DocuWare use to purchase orders and finance documents.

"DocuWare Cloud is proving to be a tremendous asset to our organization."

