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HEALTH SCIENCES AUTHORITY
PRESS RELEASE
4 OCTOBER 2004

**3RD WHO QUALITY MANAGEMENT TRAINING COURSE ON
BLOOD TRANSFUSION SERVICES IN THE WESTERN PACIFIC REGION**

HSA LAUNCHES DONORS' REFRESHMENT LOUNGE

The Health Sciences Authority [HSA] launches its newly completed Donors' Refreshment Lounge today. This is part of its ongoing commitment to providing quality donor care by HSA's Centre for Transfusion Medicine (CTM) which operates the Bloodbank@HSA.

2 Blood donors can now look forward to having their own private corner again where they can enjoy their post-donation refreshments. The Donors' Refreshment Lounge has been designed to provide a comfortable and warm environment for the blood donors to rest and relax in after donating. With the continuing efforts taken to upgrade blood donation facilities and to introduce new initiatives to make the blood donation more convenient and enjoyable, the Bloodbank@HSA hopes to encourage more Singaporeans to donate blood.

3 Dr Mohamad Maliki Bin Osman, Parliamentary Secretary, Ministry of Health & Ministry of Community Development, Youth And Sports officiated the event. He launched the Donors' Refreshment Lounge by unveiling and lighting up the ***River of Life***, a specially designed wall, forming a backdrop in the lounge area, which pays tribute to champion blood donors who have donated between 50 times to 150 times. About 1,500 champion blood donors from 2002 and 2003 are featured in this River of Life. More champion donors' names will be added on annually to the River of Life.

4 In his keynote address, Dr Maliki emphasised the importance of improving the quality of relationship and interaction with blood donors and providing the highest quality donor care that is available. He said "We must learn to build and maintain lasting and mutually beneficial relationships with altruistic, well-motivated and committed blood donors".

5 The Donors' Refreshment Lounge is also launched at the opening ceremony of 3rd World Health Organisation (WHO) Quality Management Training (QMT) Course on Blood Transfusion Services (BTS) in the Western Pacific region.

6 As a Regional Training Centre for the WHO Quality Management Project, HSA is hosting the 2-week comprehensive training course for the third consecutive year, from 4 to 16 October 2004. Organised jointly with WHO and with the strong support of Ministry of Health and Ministry of Foreign Affairs through its Singapore Cooperation Programme, the 3rd QMT Course is an Advanced Quality Management Course.

7 A total of 24 delegates from 16 countries are attending the advanced course conducted by local and overseas facilitators. The advanced course aims to review the progress made, so far, in implementing quality management on blood transfusion services in the participating countries. It provides advanced training in specific key areas of quality management, such as training and competency assessments, equipment and process validations as well as donor management.

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A. About the Health Sciences Authority

At the Health Sciences Authority [HSA], we apply medical, pharmaceutical and specialised scientific expertise to safeguard public health and safety in Singapore. As one multidisciplinary agency, we serve as the national regulator of all therapeutic products by providing a seamless yet rigorous regulatory process to the healthcare and biomedical sciences industries. We also operate the national blood bank, Bloodbank@HSA, protecting the integrity of the nation's blood supply. As the national reference agency, we exploit specialised scientific, forensic, investigative and analytical capabilities in order to serve the administration of justice and enhance safety in our community. For more details, visit www.hsa.gov.sg.

B. About the Centre for Transfusion Medicine

HSA's Centre for Transfusion Medicine [CTM], which operates the Bloodbank@HSA, is the national agency responsible for collecting, processing, testing and distributing blood and blood products to all hospitals in Singapore, both public and private. As the national blood service, we provide specialised services in transfusion sciences such as immunohaematology and tissue typing. Our transfusion medicine specialists also provide professional advice and consultations to clinicians in Singapore and the region, so as to promote the best practices in clinical transfusion medicine and to ensure that every blood donation is optimally and safely used. For more details, visit www.hsa.gov.sg, select the "CTM" button.



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Media Information Sheet
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An Overview Of Quality Donor Care At The Bloodbank@HSA

The Health Sciences Authority (HSA) recognises the importance of blood donor satisfaction and places great value on the time and effort taken by its regular blood donors to come forward to give the gift of life to save those in need.

As part of its ongoing commitment to providing quality donor care by HSA's Centre for Transfusion Medicine (CTM) which operates the Bloodbank@HSA, continuous efforts are taken to upgrade blood donation facilities. New initiatives are also introduced to make the blood donation more convenient and enjoyable with the objective of encouraging more Singaporeans to donate blood.

It is important that every blood donor be provided with the highest quality of donor care available. In addition to donors receiving good standards of medical and nursing care to protect their health and safety during the donation, quality donor care also means treating every blood donor as an important customer and valued for their community service. In turn, donors will know they are making an important contribution to the community to provide safe blood and will take the responsibility upon themselves to ensure that their blood is safe for transfusion.

Apheresis Suite@HSA

Launched in April 2002, a year after the establishment of HSA, the **Apheresis Suite@HSA** is a significant step towards providing quality donor care. Each apheresis donor can enjoy his personal choice of the latest movies and full terrestrial networks via the individual TV monitor attached to each apheresis donation couch. In addition, the new apheresis suite provides a more comfortable and relaxed environment for its regular donors who not only sacrifice more time at each donation, but also make more frequent donations of up to 6 times a year.

DonorCare@HSA

DonorCare@HSA, introduced in August 2003, is an online service for blood donors as part of the services provided within the National Blood Programme.

With DonorCare@HSA, all blood donors are able to book donation appointments at the Bloodbank@HSA or at the nearest mobile blood drive at anytime of the day as long as they have Internet connection. Donors need not worry about missing appointments as confirmation and reminders on appointments will be disseminated via short messaging service (SMS) or email, according to the donors' preferences. Further, waiting time for donation is also reduced for those who make appointments as the online system tracks and avoids peak hours for the appointments. With these features, DonorCare@HSA makes it more convenient for the altruistic and committed donors and enables the Bloodbank@HSA to enhance the blood donation experience for donors.

In addition, donors can update their personal particulars conveniently via the Internet on the secured DonorCare@HSA system. While upholding donor confidentiality, the system facilitates easy dissemination of information direct to the donors.

Potential blood donors are able to determine if they are suitable for blood donations by doing an online health assessment check, which is available in four different languages, via the 'Health Assessment Questionnaire'. This obviates the need for donors to make unnecessary trips to the Bloodbank@HSA or the mobile blood drives if they are unsuitable for blood donation.

As part of our ongoing efforts to reach out to the communities, regularly updated information will be made available so that both donors and non-donors can learn more about the blood donation process and better understand the importance of donating regularly and of how they can contribute to blood safety.

DonorCare@HSA can be accessed via this URL: www.hsa.gov.sg/donorcare. DonorCare@HSA requires *SingPass* for access. To apply for *SingPass*, please visit http://www.cpf.gov.sg/cpf_trans/palpin_faq.asp for further details.

Donors' Refreshment Lounge

The Donors' Refreshment Lounge, newly completed in October 2004, is specially dedicated to all blood donors, in recognition of their selfless commitment of time and effort to give the gift of life to save those in need.

Blood donors can now look forward to having their own private corner again where they can enjoy their post-donation refreshments. Since the conversion of former donors' lounge into the present Apheresis Suite, donors have given feedback on the need to have a dedicated area for them to rest and to enjoy their refreshments after donating blood.

The Donors' Refreshment Lounge has been designed to provide a comfortable and warm environment for blood donors to rest and relax in.

One main feature is the ***River of Life***, a specially designed wall, forming a backdrop in the lounge area, which pays tribute to champion blood donors who have donated between 50 times to 150 times. About 1,500 champion blood donors from 2002 and 2003 are featured in this ***River of Life***. More champion donors' names will be added on annually to the ***River of Life*** which is able to hold a capacity of 5,000 names.

The following category of champion blood donors will be displayed at the River of Life:

	<u>Silver</u>	<u>Ruby</u>	<u>Gold</u>	<u>Diamond</u>	<u>Champion of Champion</u>
Male	50x	75x	100x	125x	150x
Female	35x	50x	70x	100x	

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