



American Red Cross

Blood Services
New York-Penn Region



The New York Pen

Keeping Everyone on the Same Page

August 5, 2004

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Production Gets More Colorful with Lean

Production and Quarantine & Labeling has added some color to the operation in July. No, they didn't get the walls painted or put up new posters, they have implemented a new color coded bin and platelet labeling system as part of their lean enterprise efforts.

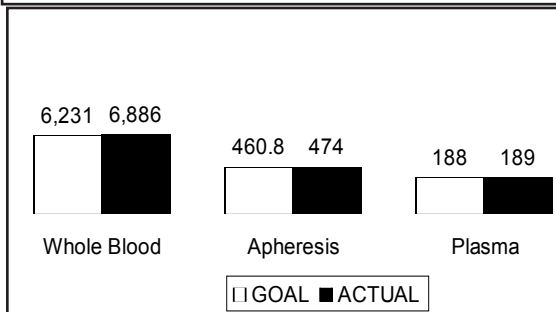


"The team wanted a way to organize the inventory to deliver product to our internal customer (Q&L) better," said Karen Hopkins, Lean Team Leader. "We utilized visual management to do this while enhancing the region's First-In-First-Out (FIFO) inventory control using colored bin cards."

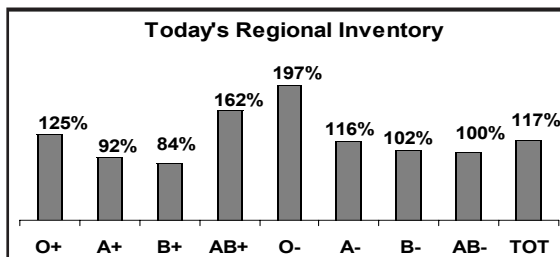
The system, developed by the project team consisting of Karen Hopkins, Geon Nubin, Stephanie Grait, John Thomas, Tony Mesi, Mark Fox, Minnie Brooks-Tisdale and facilitated by lean manufacturing consultant Don Albright (OCS), is simple. Seven different colors, which are related to a specific blood collection day of the week, were selected. Only one color of the bin card is in the Production triage area corresponding to the day of the week. The pre-printed bin card identifies the product throughout the production process. The team even thought of people that may be colorblind and had the day of the week in large letters already printed on the cards.

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Weekly Collections July 17 - July 23



Today's Regional Inventory



Lean, continued

Staff can now go into the refrigerators and see how many Monday collect date bins (blue card) they must complete before starting Tuesday (orange card). Before, everything was on a white card and staff had to look at every bin and check the date before they selected their next job. As Carl Hoefler put it, "I can't believe how much easier it to find product now in the refrigerators and freezers."

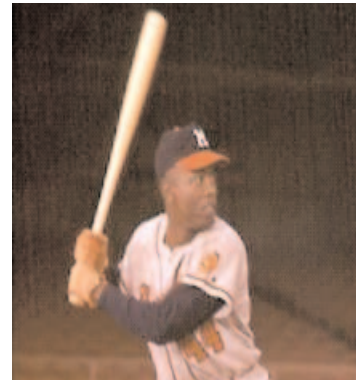
In addition to the bin cards, random donor platelet identification was implemented. In the past the Production staff would find a piece of masking tape and try to write the mobile codes on it. Now they use a colored magnet that identifies the collect day and have enough room to put the mobile code and the range. The magnets are then stuck to platelet shelf to clearly identify the product.

The benefits of the new labeling system include its simple, quick visual collection day identification, elimination of redundant in-process labeling of bins, accurate product identification with just circling of the product type, a specific space on the bin card for all identification needs, and even a clip system to secure the labels to the leukoreduction trees. As best put by Production Supervisor, Dave Weaver, "It (color card) system really saves us time and so simple."

Other projects being implemented in the next months are the cut-in of Double In-line collection bags which will reduce sterile docking of leukoreduction filters, incorporating a team concept and combining creation and segmenting of leukoreduced red blood cell, improving the flow in the Donor Record Management area, renovating the triage area and making facility changes to enhance the flow for the new double in-line collection set. The goal of all these projects is to improve the System Efficiency of the New York-Penn Region to delivery blood products fast and better to the hospitals and patients we serve.

Quote of the Week

"My motto was always to keep swinging. Whether I was in a slump or feeling badly or having trouble off the field, the only thing to do was keep swinging."



-- Hank Aaron



Save the Date!

Mark your calendars for Sunday, December 5. That's when the region will hold its annual holiday party. This year's party will be a family event during day time hours at the Park Plaza Hotel, formerly the Ramada Inn, in Henrietta.

Watch for more information coming soon!

Summer All Staff Reminder for Lab Area

Below are two important region policies for all staff to follow when visiting the lab area:



Open Toe Shoes

As we are in the midst of summer weather, ok perhaps a little rainy, but still better than winter temperatures of 20 degrees, *all* region staff are reminded that open toe shoes, such as sandals and flip flops, are not allowed in the Production & Distribution areas. Not only does this pertain to P & D staff, but it means that when staff from other departments and floors visit the lab area, or Production & Distribution staff who are off the clock are in the lab, their toes must be covered, even if they are only in the lab area for a minute or two.

If you have a group coming to visit, please tell the group in advance that close toe shoes are required in the lab area. Then, for back up, order disposable booties in advance for anyone who may show up with open toe shoes through Carletta Manywether, Material Management at ext. 5588.

But, say it's a 90 degree day, you are wearing open toe shoes and unexpectedly you have to visit the lab that day. Consider keeping a pair of close toe shoes on hand for just such cases. But, if you don't have a pair available, what should you do? Just call one of the following numbers to obtain a pair of disposable booties to slip on over your shoes:

Production & Distribution:

Bryan Wood, ext. 5730
Rudy Wilson, ext. 5730(days)
Dave Turner, ext. 5723 (evenings)
John Sloan, ext. 5558 (overnight)
Jim Hill, ext. 5594
Floor, ext. 5702

Communications Department:

Andrea Holland, ext. 5653
Marianne Humphrey, ext. 5659
Tracey Wage, ext. 5652



Food & Drink

All food and drink is prohibited in the lab area. This includes food and drink that is covered such as a soda fountain drink or bottled water.

For additional information about this policy, refer to HR policy HR.G-412. All staff is thanked in advance for complying with these policies.

On the Move

The following employees are on the move to new positions in the region:

Marcy DioGuardi was Manager, Scheduling Operation for Donor Services now is a Application Specialist II, for Information Services/MACS, Rochester

Marianne Farallo was Interim Director, Quality for Quality Assurance now is Director, Regional Quality for Quality Assurance, Rochester

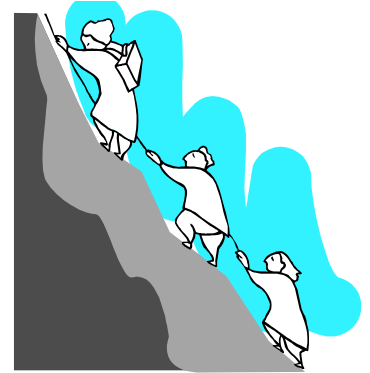
Nancy Holland was Supervisor, Operation for Donor Services/Collections now is Team Supervisor for Donor Services/Collections, Binghamton

Karen Hopkins was Quality Associate for Quality Assurance now is Interim Manager, Quality for Quality Assurance, Rochester

Christopher Partridge was Supervisor, Operations for Donor Services/Collections now is Team Supervisor for Donor Services/Collections, Buffalo

Kay Schwartz was Regional Quality Director for Quality Assurance, now is Chief Operating Officer, Rochester

Jon Westa was Interim Supervisor, Quarantine & Labeling now is Supervisor, Quarantine and Labeling for Quarantine & Labeling, Rochester



Employee Blood Drive Breaks Goal



Thanks to all employees who participated in the July 30 Employee Blood Drive in the Rochester District. Forty-five whole blood donors presented, with 40 productive units collected, on a goal of 35 units! We also had two apheresis and four double red presenting donors.

Thanks also goes out to employees who provided refreshments for the drive and to AVI for donating lunch certificates for the blood drive raffle.

Although all employee blood drives are important, this drive was especially important as it came in the middle of the region's emergency blood appeal. Region employees really rose to the occasion to help boost the region's blood supply and help ensure that blood is there for the patients who need it.

Thanks Again!

Getting to Know You

Name/Title/Department/District/:

Sharon Boldt, Training & Development Associate,
Human Resources, Rochester

Number of years at the Red Cross: 4 ½ years.

Q: What do you enjoy most about working at the Red Cross?

A: Working with dedicated, professional, friendly staff.

Q: Are you married, single, have kids?

A: Married 2 years - husband Bill, daughter Emily (7 months).

Q: What is your favorite movie and why?

A: Don't know about favorite, but one movie I liked a lot was "My Big Fat Greek Wedding". Life can be so funny at times....and you never know what good things are waiting for you around the corner.



Sharon with husband Bill and daughter Emily.

Q: What quote most inspires you?

A: "Serenity is not freedom from the storm, but peace among it."

Q: What activities and hobbies do you enjoy outside of work?

A: Hip-hop and step aerobics, long walks near the water - recently went to Charlotte beach and enjoyed seeing improvements to the area.

Q: What would your perfect day be like?

A: Right now I would love to sleep in, then go to the beach to soak up some sun, take a long afternoon nap and then have dinner outside at a restaurant overlooking the water with friends and family and listening to the blues.

Q: What is your ideal birthday present?

A: A day at the spa.

Q: If you could build a house anywhere where would it be and why?

A: My husband and I would like to live in the country with lots of land and animals.

Q: Where's your favorite place to be?

A: My parents retired to Tucson, AZ about 12 years ago. Bill and I have really enjoyed exploring Tucson and surrounding areas and collecting Southwestern pottery.

Q: What's your favorite type of music? Who are your favorite bands?

A: The Blues.

Q: What is your favorite T.V. show and why?

A: Trading Spaces - I enjoy watching the designers idea's unfold and the home owners' reactions!

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Getting to Know You, continued

Q: What's your favorite article of clothing and why?

A: Old blue jeans and a comfortable t-shirt that fit just right.

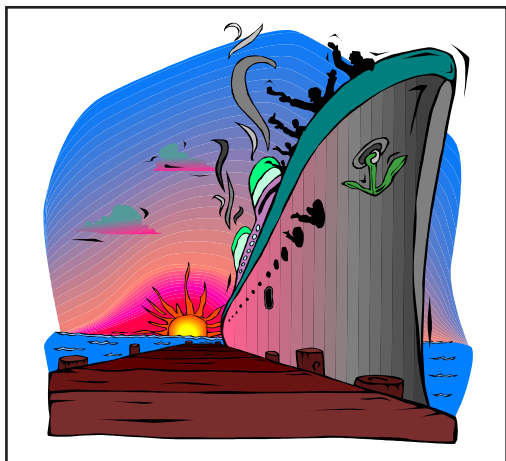
Q: What's your prize possession?

A: Our daughter, Emily.

Q: What's your favorite season and why?

A: The fall.....I'm particularly fond of pumpkins, spooky things and Halloween! I love the smell and feel of the changing season.

Welcome Aboard!



*The following employees joined the region last month.
Welcome aboard! It's good to have you here!*

- Chanel Almond, Telerecruiter, Telerecruiting, Buffalo
- Erin Aumick, Technical Assistant, P & D/Manufacturing, Rochester
- Tacara Burnett, Telerecruiter, Telerecruiting, Buffalo
- Joi Burgin, Telerecruiter, Telerecruiting, Buffalo
- Nilda Casillas, Telerecruiter, Telerecruiting, Buffalo
- Marilyn Calhoun, Team Supervisor, Donor Services/Collections, Albany
- Rose Daniel, Telerecruiter, Telerecruiting, Buffalo
- Sipho Dowling, Telerecruiter, Telerecruiting, Buffalo
- Danielle Dickerson, Administrative Assistant I, Apheresis Rochester
- Annette Eaddy, Telerecruiter, Telerecruiting, Buffalo
- Carlaynia Galarza, Telerecruiter, Telerecruiting, Buffalo
- Dale Keegan, Account Representative, Donor Services, Buffalo
- Janet Kobos, Technical Assistant, P & D/Manufacturing, Rochester
- Terri Lauer, Telerecruiter, Telerecruiting, Buffalo

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Welcome Aboard, continued

Kevin McKenzie, Telerecruiter, Telerecruiting, Buffalo
Jessenia Melgar, Telerecruiter, Telerecruiting, Buffalo
Joseph Naples, Account Representative, Donor Services, Rochester
Natisha Neal, Telerecruiter, Telerecruiting, Buffalo
Barbara Nesbitt, Technical Assistant, P & D/Manufacturing, Rochester
Patrick O'Brien, Account Representative, Donor Services, Buffalo
Drew Poodry, Donor Specialist, Donor Services/Collections, Rochester
Dayl Rhodes, Jr., Donor Specialist, Donor Services/Collections, Albany
Jamie Seguss, Administrative Assistant I, Apheresis/Recruiting-Scheduling, Rochester
Brian Smith, Mobile Unit Assistant, Donor Services/Collections, Rochester
William Sneddon, Donor Specialist, Donor Services/Collections, Rochester
Cynthia Swick, Stock/Inventory Assistant II, Materials Management, Rochester
Tia Torrence, Telerecruiter, Telerecruiting, Buffalo
Ursula Veguilla, Telerecruiter, Telerecruiting, Buffalo
Shawn Walker, Telerecruiter, Telerecruiting, Buffalo
Tanesha Wilson, Telerecruiter, Telerecruiting, Buffalo

The following employees are moving on to new positions in the region:

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