



## **Knowledge-Forge Blood Bank Specific K-Book e-Learning Curricula**

Each course can be extensively tailored including replacing photos of employees and equipment to comply with OSHA requirements that training be specific to each workplace. Text can be changed to match SOPs. Each course has the ability for any user to “ask a question” to the designated staff subject matter expert. Testing can be used pre and post to provide important feedback to users to focus their study on areas that need attention. All courses are tracked with a Learning Management System that generates compliance and non-compliance data as well as automatic notification of staff prior to training deadlines. No one need ever be out of compliance again. The Knowledge Tracking System is included at no extra charge when purchasing K-Book courses.

All courses have been developed in collaboration with Blood Banks and are in used by prestigious institutions across the nation.

### Conflict Resolution

- Individual
- Group/Team

### Employee Health & Safety

- Hazcom – MSDS
- Radiation Safety
- Slips & Falls
- Safe Lifting
- Repetitive Stress & Ergonomics
- Stretching for Prevention

### Workplace Safety

- Emergency Preparedness
- Emergency Response
- Fire Safety
- Workplace Violence
- Sexual Harrassment
- Differences & Inclusivity (Discrimination)

### Blood Borne Pathogens

- OSHA Requirements
- Universal Precautions
- Personal Protective Equipment
- Sharps
- Routine Cleaning
- Biohazardous Waste
- Spills
- Accident Response

### Blood Bank Ethics

- What are ethics?
- Safety Issues and Ethics
- Operating Procedures
- Yours, Mine, Ours – Theft
- Regulators/Inspectors
- Truth Zone
- Do The Right Thing
- Getting Along With Others
- Customer Service
  - Service Excellence
  - Customer Needs
  - Communication
  - Difficult People
  - Seven Keys to Service Excellence
  - Defining Service Behaviors
  - Managing Stress
  - Measuring Service
  - Interactive Role-Plays
- Donor Center cGMPs
  - Definitions & Requirements
  - Quality Manufacturing
  - Understanding cGMPs
  - CFRS 600-606
  - CFRS 607-630
  - CFR 640
- Donor Services – Donor Care
  - History of Transfusion Medicine
  - Circulatory System
  - Donor Interviews
  - Collections
  - Special Collections
  - Reactions
  - Processing
  - QA and Regulations