

# Compliance Training & Tracking

## for Hospitals and Healthcare Institutions

### COMPREHENSIVE HEALTHCARE COURSEWARE LIBRARY

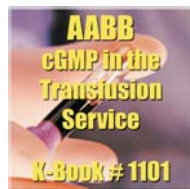
 <p><b>AABB cGMP in the Transfusion Service</b> K-Book # 1101</p>	 <p><b>Donor Services -Phlebotomy-</b> K-Book # 1003</p>	 <p><b>Donor Center cGMPs</b> K-Book # 1014</p>	 <p><b>Customer Service</b> K-Book # 1002</p>	 <p><b>Blood Bank Ethics</b> K-Book # 1005</p>	 <p><b>Bloodborne Pathogens</b> K-Book # 1010</p>	 <p><b>Workplace Safety</b> K-Book # 1006</p>	 <p><b>Employee Health &amp; Safety</b> K-Book # 1008</p>	 <p><b>Conflict Resolution</b> K-Book # 1009</p>
<p>FDA required training Links to all cited CFRs Relevant CFRs are mapped to AABB's QSEs Interactive, one-stop resource for the Transfusion Service</p>	<p>Transfusion History Circulatory System Donor Interviews Collections Special Collections Reactions Processing QA and Regulations</p>	<p>Definitions Quality Manufacturing Understanding cGMPs CFRs 600-606 CFRs 607-630 CFR 640</p>	<p>Service Excellence Customer Needs Communication Difficult People Seven Keys Service Behaviors Managing Stress Measuring Service Interactive Role-Plays</p>	<p>Overview Safety Issues Operating Procedures Yours, Mine, Ours Regulators/Inspectors Truth Zone Do The Right Thing Getting Along</p>	<p>The Requirements Universal Precautions Protective Equipment Sharps Routine Cleaning Bio-hazardous Waste Spills Accident Response</p>	<p>Emergency Prep. Emergency Response Fire Safety Workplace Violence Sexual Harassment Differences &amp; Inclusivity</p>	<p>Hazcom-MSDS Radiation Safety Slips &amp; Falls Safe Lifting Repetitive Stress &amp; Ergonomics Stretching for Prevention</p>	<p>Why conflict is good Resolving personal conflicts Open-The-Front-Door Dealing with group conflicts Meeting for resolution Using a facilitator</p>
 <p>21 CFR 600-606 21 CFR 607-630 21 CFR 640</p>		 <p>21 CFR 600-606 21 CFR 607-630 21 CFR 640</p>			 <p>29 CFR 1010.1030 29 CFR 1910.1200 29 CFR 1910.132 29 CFR 1910.151</p>	 <p>29 CFR 1010.38 29 CFR 1910.155 29 CFR 1910.157 29 CFR 1904, 1952 29 CFR 1604-1608</p>	 <p>29 CFR 1910.106 29 CFR 1910.300 OSHA Gen. Clause 10 CFR, 49 CFR</p>	

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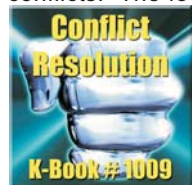
## K-Books for Regulatory Compliance & Hospital and Healthcare Training

### Our Newest K-Books™

**cGMP in the Transfusion Service** published for the American Association of Blood Banks by Knowledge-Forge maps the applicable CFRs to AABB's QSEs. The K-Book is illustrated with pictures, video, and interactive exercises that make the CFRs come to life. This K-Book is more than compliance training, it is a useful tool.



**Conflict Resolution** provides useful information to help individuals resolve personal conflicts. The focus is on resolution, not blame.



A step-by-step process to help groups resolve conflicts can help feuding departments. Facilitators will find the tools necessary to make a difference.



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