



ORGANIZATION:

DCI Donor Services

INDUSTRY:

OPO, Tissue Bank
Eye Bank

SOLUTION:

Q-Pulse



CASE STUDY

Background:

DCI Donor Services' (DCIDS) family of companies includes the DCIDS Tissue Bank, New Mexico Donor Services, Tennessee Donor Services and Sierra Donor Services. It is a company with dedicated professionals who share a common mission to connect lives through donation and transplantation.

Areas of expertise include:

- Organ and tissue recovery within DCIDS' service areas, including: Northern California, New Mexico and Tennessee. They support potential donor families in their time of loss, provide care for them through the donation process, and coordinate the recovery and distribution of organs and tissues for transplant. They also provide after-care support to donor families while at the same time working to inspire universal acceptance of donation to ensure every person in need receives the "Gift of Life."
- Processing and distribution of donor tissue follows stringent safety guidelines and established manufacturing practices prescribed by federal and state regulatory agencies and industry governing bodies. Allograft products are used in spine, orthopedics, joint replacement, sports medicine, trauma, oral reconstruction, and plastic surgery.

Core Purpose: To Save and Enhance Lives

Regulated By: FDA, AATB, New York, California, Florida and Maryland, EBAA, APOPO, UNOS, CMS

The Challenge:

Before the Q-Pulse implementation, DCI was "...handling our QMS needs through a paper based system", stated Kelly R. Snyder, Senior Director, GTP Quality Systems and primary Q-Pulse Administrator. "We decided to move forward with Q-Pulse because of the ease of use for staff, increased efficiencies within our compliance programs and improved reporting systems". Manual paper and server file based systems can be time consuming, cumbersome and require extensive resources to maintain and manage. Kelly continued, "We used MS Excel for tracking purposes but also maintained everything in a paper log since Excel cannot be validated".

Kelly explained that the system was redundant, and time consuming, citing issues like:

- Deviations/Complaints are manually passed from approver to approver resulting in increased turnaround times
- Assets (equipment/instruments) no electronic notification system was in place making the tracking system cumbersome and inefficient.
- Trending - data was pulled and trended manually requiring a higher number of resources and time.



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Kelly R. Snyder

Senior Director, GTP Quality Systems and primary Q-Pulse Administrator

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The Solution:

Kelly explained that the Q-Pulse implementation enhanced DCI's quality operations in many ways, including:

- Deviations/Complaints – The electronic notification system is very clear, allowing administrators to see where the deviation is in the process. Also, with specific target dates for each Stage/Action in a deviation workflow, automated messages for overdue items improve process efficiency.
- Assets – The notification system ensures the Asset Owner is aware of all upcoming requirements. Escalation messaging is helpful in notifying others if required Asset Activities become overdue.
- Document Storage – Almost all DCI documents were paper based in the past and maintained on-site, both electronically on a network drive and in hard copy. With Q-Pulse, office supply costs were decreased, plus storage space for other critical items was liberated, not to mention vastly improved document access/revision security.

When asked which parts of Q-Pulse she was most excited about, she responded “All of it”! She continued, “I am really looking forward to being able to run reports at the click of a button instead of manually compiling the data”, which requires valuable staffing resources. Pre-loaded reports, and the ability to customize and create required reports to any specification is a highly sought-after aspect of the Q-Pulse implementation.

“We looked into several QMS programs. Q-Pulse was the only one we found that was cost effective but also a perfect fit for our needs”, Kelly stated. Additionally, she commented “I couldn't imagine trying to implement Q-Pulse without the support from ECL2. While the system is very user friendly, ECL2 has the expertise to help configure the system the best way possible to meet all internal requirements”. ECL2 clients include over 25 OPO facilities, allowing them to share best practices and others' successes in subsequent implementations. Additionally, all ECL2 Professional Service Consultants have been previous Quality Managers and Q-Pulse customers, giving them a unique and specialized perspective into Q-Pulse implementation, as well as being a valuable asset to the facility's quality program as a whole. “Without their assistance, we would not have been able to utilize the Q-Pulse system's capabilities to the fullest”, Kelly concluded.

Additional Services - Validation:

Lastly, DCI took advantage of ECL2's computerized system validation services. ECL2 developed custom validation documents, specific to DCI's system configuration. Once developed, Kelly executed the protocols which gave her an intimate knowledge of all aspects of the program. Due to ECL2's validation expertise, Kelly was able to quickly validate and release the system for use. This saved a significant amount of time and resources which would have been required had she written these documents herself. The execution also reinforced Kelly's confidence in the configuration and confirmed that all of the user requirements had in fact been met.

For more information on Q-Pulse please visit our website at www.ECL2.com or contact us directly at 469.828.5006 or by email at inquiries@ECL2.com.