



Preparing For and Ensuring Day of Collection Product Quality and Donor Safety

Friday, November 9, 2018

4:15 p.m. – 5:30 p.m.

Speakers

John Miller, Christian Snyder, Anna Ulrich, Lisa Still

Session Objectives

At the conclusion of this session, attendees will be able to:

1. Recognize appropriate interventions to ensure optimal donor experience.
2. State how to effectively estimate and communicate realistic expectations for a quality product collection.
3. Identify processes and available resources to develop a plan for day of collection situations.

Conflict of Interest/Financial Disclosure

The planners and speaker(s) have disclosed the following financial relationships and/or conflicts of interest:

John Miller	None
Ruth Bakken	None
Christian Snyder	None

Lisa Still	None
Anna Ullrich	None
Jacklyn Barten	None
Alicia Kasper	None
Sue Reichling	None
Monique Hussey	None
Amy McGarrity	None
Jennifer Hintze-Olson	None