

Three Center Time Study – Headquarters (HQ) Fixed Sites
Quality Donor System™ (QDS) & Manual/Face-to-Face (FTF) Interviewing @
Preliminary Draft - 7/20/04 Edited 9/19/04 & 10/22/04 PDC

Regional Blood Ctr.	N	Average Elapsed Time (minutes)				
		Self-interview	Wait for Staff	Staff Review	Total Donor Time	Total Staff Time

MVRBC 2001

QDS 46 Questions	1532	6.0	2.8	2.4	11.2	2.4
FTF 46 questions	30				7.4	7.4
Time Difference					3.8	(5.0)

MVRBC 2003*

QDS 61 Questions	4873	5.5	2.4	1.9	9.8	1.9
FTF 46 Question (2001) Difference					2.4	(5.5)

JTN 2004

QDS 61 questions	6220	5.8	1.7	1.6	9.1	1.6
Paper/FTF 35 Qs**	15^	2.0	N/A	3.6	5.7	3.6
Time Difference					3.4	(2.0)

MTN 2004

QDS 61 Questions	5202	6.0	2.9	3.2	12.1	3.2
Paper/FTF 32 Qs***	N/A				2.8	2.8
Difference					9.3	0.4

@ See also AP12, Computerized Donor Screening: Increasing Efficiency, M Turner, P Sullivan, C Parrish, S Barrington, Mississippi Valley Regional Blood Center, Davenport, IA

* In the last three years 16 questions have been added to the donor health history interview to make the total current questions equal 61

** 35 questions: 16 questions donor self administered via paper and 19 high risk questions asked FTF by staff. PC personal correspondence 7/14/04 and 7/20/04

^ This is the HQ subset of about 100 time studies spread across three mobiles (buses) and HQ. Center staff advises the time studies do not vary across the sites by more than 5 to 15 seconds. Time varies more by new versus repeat donor. New donor minutes reported for the larger study are 6.39 for donors and 4.26 for staff whereas for repeat donors the numbers are 5.49 and 2.55 respectively. New donors represent 15/16% of total. PC personal correspondence 7/14/04.

*** 32 questions: 19 donor self administered paper questions and 13 high risk questions asked FTF by staff. Process included oral educational information, e.g. window period on HIV. PC personal communications 7/20/04



Mississippi Valley Regional
Blood Center

How Life Flows Through Our Community®

Donor Satisfaction Survey – Long Term

Mississippi Valley Regional Blood Center
3425 E. Locust St., Davenport, IA 52803



Southeast Iowa
Blood Center

How Life Flows Through Our Community®

THANK YOU FOR COMPLETING THIS QUESTIONNAIRE

Please circle the number of the answer that best describes your response to each of the following questions.

A. TO BE COMPLETED BY ALL DONORS

- | | | | | | | | |
|---|------------------|----------|----------|----------|-----------|-------------|--------------------|
| 1. Did you find the video health history system understandable and clear? | Very Clear | 1 | 2 | 3 | 4 | 5 | Very Unclear |
| 2. Did you feel comfortable with the privacy provided by the system? | Very Comfortable | 1 | 2 | 3 | 4 | 5 | Very Uncomfortable |
| 3. Would donors be more likely to answer truthfully the more personal and sensitive questions when asked by computer or blood center staff? | Computer | 1 | 2 | 3 | 4 | 5 | Blood Center Staff |
| 4. How satisfied were you with the time required by the system? | Very Satisfied | 1 | 2 | 3 | 4 | 5 | Very Dissatisfied |
| 5. Do you own or use a personal computer? | | (1) Yes | | | (2) No | | |
| 6. Do you have ready access to the Web/Internet? | | (1) Work | (2) Home | (3) Both | (4) Other | (5) None/No | |

First-time donors skip to D.

B. TO BE COMPLETED ONLY BY REPEAT DONORS WHO HAVE BEEN SCREENED BY BOTH COMPUTERS AND FACE-TO-FACE BY A STAFF MEMBER

- | | | | | | | | |
|--|-------|---------|---|---|--------|---|--------------------|
| 1. Do you prefer the video or staff administered health history procedure? | Video | 1 | 2 | 3 | 4 | 5 | Blood Center Staff |
| 2. Was the video more or less understandable than blood center staff? | More | 1 | 2 | 3 | 4 | 5 | Less |
| 3. Are you more likely to donate again with the video or blood center staff procedure? | Video | 1 | 2 | 3 | 4 | 5 | Blood Center Staff |
| 4. Have you used the video health history system prior to today? | | (1) Yes | | | (2) No | | |

C. TO BE ANSWERED ONLY BY REPEAT DONORS WHO HAVE USED THE COMPUTER SYSTEM MORE THAN ONE TIME (First-time donors skip to D.)

- | | | | | | | | |
|--|-----------|---|---|---------------|---|---|-----------|
| 1. Has the required increased number of interview questions changed your satisfaction with the video system? | Increased | 1 | 2 | 3 (no change) | 4 | 5 | Decreased |
| 2. How has your satisfaction with the video system changed with repeat use? | Increased | 1 | 2 | 3 (no change) | 4 | 5 | Decreased |
| 3. Has reduced contact with staff during the interview affected your satisfaction with the total donation process? | Increased | 1 | 2 | 3 (no change) | 4 | 5 | Decreased |

D. COMMENTS (Continue on back side if needed) _____

E. PLEASE TELL US ABOUT YOURSELF

GENDER (1) Male (2) Female

AGE (1) under 25 (2) 25-34 (3) 35-44 (4) 45-54 (5) 55-64 (6) 65 or older

EDUCATION (1) Some HS (2) HS grad (3) Some college (4) College grad (5) Post graduate **ETHNICITY** (1) Hispanic or Latino (2) Not Hispanic or Latino

RACE (1) American Indian or Alaska Native (2) Asian (3) Black or African American (4) Native Hawaiian or other Pacific Islander (5) White

DONATION TYPE (1) Whole Blood/Community (2) Whole Blood/Self (3) Whole Blood/Directed (4) Apheresis Red Blood Cells (5) Apheresis Platelets

PRIOR DONATIONS (1) Zero (2) 1 (3) 2-5 (4) 6-10 (5) 11+

Where are you donating blood today? _____ Date / /
mm/dd/yy



Staff Satisfaction Survey
Quality Donor System™ (QDS)
Mississippi Valley Regional Blood Center
3425 E. Locust St., Davenport, IA 52803



Please circle the appropriate number in the row for each question where a 3 indicates indifferent or no opinion.

THANK YOU FOR COMPLETING THIS QUESTIONNAIRE

Table with 5 columns: Question, Staff Interview, No Difference, Computer Interview, and a blank column. Contains 9 questions regarding interviewing systems, donor satisfaction, and costs.

B. For the following questions please put an "x" on the line just in front of the appropriate response.

- 1. How would you characterize your computer skills?
2. Gender: Female/Male
3. Ethnicity: Hispanic or Latino/Not Hispanic or Latino
4. Age Group: under 25, 25-34, 35-44, 45-54, 55-64, 65 or over
5. Race: American Indian or Alaska Native, Native Hawaiian or other Pacific Islander, Asian, White, Black or African American
6. Education: Some high school, High school graduate, Some college, College graduate, Post graduate
7. My current responsibilities with the center: (check all that apply)
Registrar, Support staff, Phlebotomist, Conduct mini-physical exams, Health Historian, Other (please specify)

C. Comments and suggestions for improvements? Please continue on reverse side.

Two horizontal lines for writing comments.