**GAP SELF-ASSESSMENT**

For National Societies involved in the **systematic recruitment**

of voluntary, non-remunerated blood donors (Category B)

**Who is GAP?**

GAP is a global network of Red Cross/Red Crescent Blood Services with expertise in risk management and corporate governance of blood programs. Read more on GAP [here](https://globaladvisorypanel.org/).

## Benefits to completing the Self-assessment

The recruitment of blood donors is, by definition, participating in a national blood program and there are some risks associated with these activities which need to be managed by National Societies. GAP has identified five areas that Category B National Societies should consider, to ensure that appropriate steps are taken to support the long-term stability and sustainability of their donor recruitment program. They include the organisational framework, funding, activities and blood service risk management.

The Self-assessment is considered to be a valuable tool to assist National Society (NS) blood programs to:

* Fulfil the National Society’s obligations under International Federation of Red Cross / Red Crescent (IFRC) Blood Policy (2011);
* Identify problem areas;
* Evaluate themselves against agreed international benchmarks;
* Reflect on the effectiveness of their governance.

Following completion of the questionnaire, GAP will provide a Self-assessment feedback report to each participating National Society. This individual report enables the NS to develop practical steps towards achieving GAP’s key recommendations for risk management, and may also assist with advocacy and funding applications.

## Who should complete the questionnaire?

* Key Issues 1, 2, 3, 5 - completed by the director / manager of the blood recruitment program, in conjunction with the senior management team.
* Key Issue 4 - complete in consultation with the blood service(s) to which your National Society recruits blood donors.

For assistance, or to submit your completed questionnaire, please contact the GAP Secretariat.

Email: gapsecretariat@redcrossblood.org.au.

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| *For your information, GAP treats the information shared by National Societies in the Self-assessment as strictly confidential. This is to encourage open responses so we can provide the most appropriate and useful advice.  However, the National Society may share this information at their discretion.*  |

NATIONAL SOCIETY DETAILS:

**Name of National Society:**

**Name(s) of person(s) completing the survey:**

**Job Title:**

Date completed:

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| **Key Issue 1:** **ORGANISATIONAL FRAMEWORK**  |
|  | **Yes** | **No** | *Comment (if required)* |
| 1.1 | Is there a policy of securing the safety of the blood supply through voluntary, non-remunerated blood donation?National country policyNational Society policy | [ ] [ ]  | [ ] [ ]  |            |
| 1.2 | Are all roles and responsibilities of the National Society blood donor recruitment program clearly defined, documented and adhered to, with the following:Blood ServiceNational governmentLocal government*(please note if “not applicable” in the comment field)*Other stakeholders | [ ] [ ] [ ] [ ]  | [ ] [ ] [ ] [ ]  |                      |
| 1.3 | Do the National Society and the government have a strategy in place to move towards 100% voluntary blood donation? | [ ]  | [ ]  |       |
| 1.4 | Is the National Society covered by legal protections and / or insurance to limit liability related to blood program activities (ie. by NS or government)? | [ ]  | [ ]  |       |
| 1.5 | Does the National Society have the following sufficient human resources to undertake regular blood donor recruitment programs:Person(s) responsible for managing implementation of the blood donor recruitment programDonor recruitment staff and volunteersAccess to a Medical Doctor (from NS or Blood Service) for advice regarding blood donation - including donor qualification/deferral and adverse reactions | [ ] [ ] [ ]  | [ ] [ ] [ ]  |                 |
| 1.6 | Are all staff and volunteers regularly trained, monitored and have their competencies assessed in procedures involving blood donor recruitment and retention? | [ ]  | [ ]  |       |
| 1.7a | Does the National Society retains donor information and donation records? | [ ]  | [ ]  |       |
| 1.7b | If YES to question 1.7a, is this information retained according to a defined policy? | [ ]  | [ ]  |       |
| 1.8 | Are you able to assure the privacy and confidentiality of donor information held by your National Society? | [ ]  | [ ]  |       |
| 1.9 | Does the National Society retain records of blood collection hosts/ venues? | [ ]  | [ ]  |       |
| 1.10 | Is there a blood donor recruitment risk management system in place to identify, prioritise and manage risks relevant to the local situation? | [ ]  | [ ]  |       |
| 1.11 | Does the National Society have contingency plans or systems in place for communicating with the blood service, donors, and identified stakeholders in the event of a disaster impacting the blood program? | [ ]  | [ ]  |       |
| Additional comments (if required):       |

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| **Key Issue 2: FUNDING** |
|  | **Yes** | **No** | *Comment (if required)* |
| 2.1a | Are the full costs of your National Society's blood donor recruitment program funded? | [ ]  | [ ]  |       |
| 2.1b | If YES, is this funding long-term and sustainable? | [ ]  | [ ]  |       |
| 2.2 | How is your program funded? Please specify percentage from:National SocietyGovernment fundingPartner National SocietiesOther NGOsCorporations or businessesIndividual donorsOther (please list)       |       %      %      %      %      %      %      % |  |
| 2.3 | Are financial arrangements reviewed regularly? | [ ]  | [ ]  |       |
| Additional comments (if required):       |

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| **Key Issue 3: ACTIVITIES** |
|  | **Yes** | **No** | *Comment (if required)* |
| 3.1 | Does the National Society have a strategic plan and priorities for the blood donor recruitment program?  | [ ]  | [ ]  |       |
| 3.2 | Have performance goals been included in the strategic or operational plans, and is progress monitored?  | [ ]  | [ ]  |       |
| 3.3 | Please indicate all of the strategies your National Society is involved in:Annual plan for VNRBD including targetsIdentification of low risk populationsIdentification of safe venuesCommunity education and motivationRetention of donors (including altruistic family and replacement donors if applicable)Activities promoting donor safety Pre and post donation care counselling | [ ] [ ]  [ ]  [ ]  [ ]  [ ] [ ]   | [ ] [ ] [ ] [ ] [ ] [ ] [ ]  |                                     |
| Additional comments (if required):       |

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| **Key Issue 4: BLOOD SERVICE RISK MANAGEMENT**  |
| The questions below provide a National Society with valuable insights into the quality of the blood service with which it is a partner. **The National Society is advised complete this Key Issue in consultation with the blood service(s) that you provide donor recruitment for.**  |
|  |  | **Yes** | **No** | *Comment (if required)* |
| 4.1a | Does the blood service meet the following:Local quality and technical regulatory standards for blood programs WHO standards for blood programsInternational standards for blood programs?(please indicate which):       | [ ] [ ] [ ]  | [ ] [ ] [ ]  |                 |
| 4.1b | If NO, is there a plan in place to meet these requirements/standards in the future? | [ ]  | [ ]  |       |
| 4.2 | Does the National Society meet regularly with the blood service and discuss the donor recruitment program, collection targets, and management of risks associated with the blood program? | [ ]  | [ ]  |       |
| 4.3 | Are blood donors assured audible and visual privacy during donor interview? | [ ]  | [ ]  |       |
| 4.4 | Does the blood service facilitate communication support and accessibility for potential blood donors with language barriers, reading difficulties, and disabilities? | [ ]  | [ ]  |       |
| 4.5 | Does the blood service have a mechanism available for donors to report post donation illness, or other issues, to enable confidential unit exclusion? | [ ]  | [ ]  |       |
| 4.6 | Does the blood service notify donors when their Transfusion Transmissible Infection screening results are reactive? | [ ]  | [ ]  |       |
| 4.7 | Does the blood service have mechanisms to maintain vigilance against emerging threats which impact on the safety or sufficiency of the blood supply? | [ ]  | [ ]  |       |
| 4.8 | Does the blood service have a written agreement with end-users (e.g. hospitals) which highlights the appropriate use of blood, limits wastage and provides a mechanism for transfusion reaction reporting and investigation? | [ ]  | [ ]  |       |
| Additional comments (if required):       |

**Please indicate who was consulted in the completion of Key Issue 4:**

[ ]  Nobody, it was completed internally [ ]  Your ministry of health

[ ]  Your blood service [ ]  Other - please specify:

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| **Key Issue 5: OTHER NATIONAL SOCIETY ACTIVITIES** |
| Question 5. Are any of your National Society centres/regions (staff and/or building facilities) involved in any of the following: *(please indicate all that apply)* |
| a. Blood donor interview | [ ]  Yes If yes for this activity, does the National Society → | Have formal approval from government / blood service? | [ ]  **Yes** | [ ]  **No** |
| Have insurance / indemnity? | [ ]  **Yes** | [ ]  **No** |
| Meet relevant national / international standards and accreditation requirements? | [ ]  **Yes** | [ ]  **No** |
| Have systems in place to monitor emerging threats to the safety of the blood supply? (*ie. regional disease surveillance and haemovigilance programs)?* | [ ]  **Yes** | [ ]  **No** |
| *Further comments (if required):* |
| [ ]  No → | Does the National Society plan to be involved in this activity in the future? | [ ]  **Yes** | [ ]  **No** |
| *If yes, please provide details:* |
| b. Blood collection(ie. phlebotomy) | [ ]  Yes If yes for this activity, does the National Society → | Have formal approval from government / blood service? | [ ]  **Yes** | [ ]  **No** |
| Have insurance / indemnity? | [ ]  **Yes** | [ ]  **No** |
| Meet relevant national / international standards and accreditation requirements? | [ ]  **Yes** | [ ]  **No** |
| *Further comments (if required):* |
| [ ]  No → | Does the National Society plan to be involved in this activity in the future? | [ ]  **Yes** | [ ]  **No** |
| *If yes, please provide details:* |
| c. Post donation counselling of test results | [ ]  Yes If yes for this activity, does the National Society → | Have formal approval from government / blood service? | [ ]  **Yes** | [ ]  **No** |
| Have insurance / indemnity? | [ ]  **Yes** | [ ]  **No** |
| Meet relevant national / international standards and accreditation requirements? | [ ]  **Yes** | [ ]  **No** |
| *Further comments (if required):* |
| [ ]  No → | Does the National Society plan to be involved in this activity in the future? | [ ]  **Yes** | [ ]  **No** |
| *If yes, please provide details:* |
| d. Full-service blood provision (ie. component manufacturing, eg. testing) |  | Does the National Society plan to be involved in this activity in the future? | [ ]  **Yes** | [ ]  **No** |
| *If yes, please provide details:* |

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| Additional questions (optional) |

In order to understand the scope of recruitment and retention strategies the National Society undertakes, and to further support appropriate management of risk, GAP requests completion of the following additional questions. This will also assist GAP to develop the most relevant advice, tools and resources to support NS blood donation programs.

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|  | **Yes** | **No** | *Comment (if required)* |
| Please indicate which of these education, motivation, recruitment and retention activities your National Society is regularly involved in:Schools/ university educationPrinting and disseminating materialsClinical program for VNRBD promotionMedia Social mediaInformation on a websiteCross program promotion of blood donationYouth engagementBlood donation campaigns (outreach/mobiles) Donor clubs/ loyalty programsSharing stories from donors/recipients/medical staffVolunteer engagement in blood donationWorld Blood Donor DayRC/RC members encourages to donate if eligibleCustomer service training for staff/volunteersDonor retention mechanisms such as text/email Other (please list all): | [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]  | [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]  |  |
| Please provide a summary of the above activities:       |

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| National Society blood program: achievements & challenges |

**Achievements:**

**Challenges:**

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| Final comments or feedback (optional) |

Thank you, please send your completed questionnaire to: gapsecretariat@redcrossblood.org.au.