

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH PORTFOLIO

Budget Estimates 2015-2016, 1 - 2 June 2015

Ref No: SQ15-000372

OUTCOME: 7 - Health Infrastructure, Regulation, Safety and Quality

Topic: National Blood Authority

Type of Question: Written Question on Notice

Senator: Di Natale, Richard

Question:

What is the National Blood Authority doing to monitor complaints about errors in processing and supplying blood products and late delivery of blood products?

Answer:

The National Blood Authority (NBA) actively monitors the performance of all suppliers of blood and blood products, under the National Blood Arrangements, including complaints. This includes a range of supporting mechanisms:

1. A program of formal contract performance reviews against established key performance indicators and service requirements. This includes the review of performance against quantified supply parameters, and where necessary, the application of financial incentives and penalties.
2. The maintenance of a Blood Operations Centre that actively monitors, on a daily basis, the placing and fulfilment of all orders for fresh blood and blood products.
3. The maintenance of a range of customer feedback tools, including:
 - a) Direct reporting of issues or complaints by phone through an advertised 24/7 NBA help line, or by email or fax through the NBA Website or NBA BloodNet System Ordering and Distribution System.
 - b) Suppliers may also undertake specific satisfaction surveys or other processes to proactively gather feedback, the results of which are reported to the NBA.