OneBlood is a not-for-profit 501(c)(3) community asset responsible for providing safe, available and affordable blood to more than 200 hospital partners and their patients throughout most of Florida and into parts of south Georgia and Alabama. Each year, it collects nearly one million units of blood.

It was established on January 27, 2012 when three of Florida’s independent, not-for-profit blood centers merged, and today it brings more than 100 collective years of lifesaving experience to the community.

OneBlood maintains more than 1,300 Standard Operating Procedures (SOPs) to ensure compliance of its operations and the safety of the blood supply. Through its combined and unified operational strength, the organization is positioned to lead the blood industry through its enhanced ability to research, innovate and diversify its product mix and provide expertise to industry trade organizations.

Challenge:
Following the merger, OneBlood was tasked with integrating the three organizations into one. The OneBlood team needed to establish a standardized document management system that would support its initiative to harmonize and streamline once-separate processes. Rapid cycle time, consistency in data, and quick user access were major objectives of a single document management system.
Specific post-merger record management challenges facing OneBlood included:

- Creating unified avenues for distribution and communication of new standardized OneBlood SOPs to all employees
- Ensuring avenues for creation and distribution of information universally to the entire OneBlood service area
- Creating consistency in reporting to regulatory agencies (FDA, AABB and others)

**Solution:**

OneBlood decided to implement Pilgrim Quality Solutions SmartSolve® Document Management across the entire organization. Each of the three former individual blood centers had been using at least one SmartSolve solution module prior to the merger, so getting all three groups onto one platform was the logical option.

By implementing SmartSolve Document Management, OneBlood was able to:

- Establish a common automated workflow across the organization;
- Provide a one-stop solution for team members to create, approve and revise documents and SOPs;
- Provide secure, enterprise-wide access to the documents; and,
- Provide OneBlood with a collaborative environment where knowledge can be shared easily, helping to improve organizational effectiveness and agility by connecting team members, processes and data.

The transition to one platform for managing documents was eased by teaming OneBlood’s experienced SmartSolve users with the internal IT staff and Pilgrim consultants to ensure everyone would be familiar with the platform’s user interface and basic workflows. The unified solution would now offer hyperlinks to support cross-referencing, as well as email notices and escalations to support timely review and approval of documents.

Features and benefits in Pilgrim’s solution that appealed to OneBlood include:

- Standard, automated workflows to drive a consistent process across the enterprise
- Document status and version control
- Ability to control and report on documents at the department, site, region and/or process levels
- Efficient document approval and distribution
- Security of being inspection-ready with quick access to training records
- All OneBlood team members can access and train on unified documents

**Business Benefits:**

“The implementation of Pilgrim's Document Management Solution was a key component of our integration strategy and was executed smoothly due to our users' previous experience with SmartSolve, and because of the intuitiveness and logic of the system's configuration and workflows,” said Nancy Carol, Director of OneBlood's Project Management Office. “Working from one single database provides consistency, and further enhances compliance and safety of the blood supply.”

OneBlood’s benefits since implementing SmartSolve Document Management include:

- Harmonized business processes to promote consistent document handling
- Optimized the efficiency and effectiveness of its document management process
- Eliminated logistic complexity of sharing hard-copy documents between sites
- Uses electronic signature to streamline review, approval and change-related processes
- Significantly reduced the organization's total number of SOPs by approximately two-thirds

In the end, OneBlood achieved a more efficient, effective and simplified document management process that works across the organization.
About Pilgrim Quality Solutions

Pilgrim Quality Solutions is a leading global provider of enterprise quality management software and services for the Life Sciences and other highly regulated industries. For more than 20 years, our solutions have automated thousands of processes that ensure the quality of life’s most important products. Product quality and patient safety increase while risks decline. Our on-premise and cloud technologies reflect quality industry standards and include electronic signatures, audit trails and validation packs - helping customers more easily achieve compliance and pass regulatory audits. With Pilgrim Quality Solutions as your partner, you are prepared to succeed. For more information, please visit www.pilgrimquality.com.

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