

EFS CHALLENGES & ISSUES



"Flexible and engaged, efs is constantly adapting and transforming."

Patients receiving blood have a right: to receive safe and good quality products. Blood donors also have a right: to have assurance that their wonderful and generous donation is used in the best possible way. We at EFS are duty-bound by these two rights. We have a duty to respect and optimise our resources. We have a duty, in order to ensure ongoing efficiency, to develop our practices, to keep questioning our organisations, to adapt to technological advances and new realities in society and to anticipate risks.

Reactive, committed and constantly changing, EFS is permanently adapting and transforming to become more flexible and to fulfil, in all circumstances, its public service mission: to provide labile blood products needed by patients in the necessary quantity and quality. This is an objective that we pursue without ever compromising on our code of ethics: free, anonymous, unpaid and voluntary blood donations, the foundation of a French transfusion model recognised and envied all around the world.

FRANÇOIS TOUJAS, EFS PRESIDENT

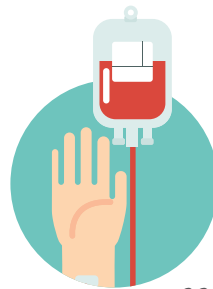




At the heart of the French healthcare system

Blood is a precious product. Nothing can take its place. Patients are treated and lives saved every day thanks to voluntary donations. EFS is at the heart of the French transfusion system and is entrusted with a noble and essential public service mission: to collect sufficient quantities of blood for everyone who needs it. It works from one end of the chain to the other including in the collection, donation screening by microbiological and serological analyses, preparation and distribution of labile blood products. It has a responsibility to deliver the right product to the right patient at the right time across 1,500 public and private healthcare establishments in metropolitan France and French overseas departments, while ensuring optimal security conditions for both donors and receivers. EFS's role doesn't stop there. The establishment plays an active role in health monitoring and in many fields linked to transfusions and transplants, as well as being the leading medical biology laboratory in France with proven expertise in immunohematology and histocompatibility. A bank for tissue and cells and a producer of laboratory reagents, it provides specific treatments such as bloodletting via its healthcare centres. It is prioritising research and innovation more than ever. Its teams of researchers are preparing for the future of transfusion medicine by participating in numerous research programmes in the fields of medical biology and the delivery of blood products. All with an overriding objective: to improve diagnosis and develop innovative treatments for patients.

FIVE *key issues*



1 / THE CHALLENGE OF SELF-SUFFICIENCY

EFS's primary mission and constant challenge is to meet the quantity and quality required by a million patients. Over 3.2 million donations must be collected each year in safe conditions for both donors and receivers. The involvement of teams and blood donor associations has helped to always ensure self-sufficiency since the establishment was set up in 2000. EFS is adapting to win over new generations of donors in a changing world. Collection centres have been opened in city centres and the digital transformation is being used as a way to have a more personalised relationship with donors. There has also been a change of direction in communications with a new position at the heart of the sharing economy. The organisation's challenge and ambition are clear: to re-engage people with the powerful, generous and supportive act of donating blood by offering a novel donor experience, and strengthen its place in society for the long term, especially among young people and millennials.

2 / OBJECTIVE OF ECONOMIC BALANCE

Collection, analysis and preparation of blood donations, preservation and distribution of labile blood products, research to improve treatments and anticipating risks - EFS is about more than just giving blood! The establishment invests around 50 million euros every year to fulfil its everyday mission and prepare for the future. As public service costs are being rationalised,



it is adapting to find the ideal balance between efficiency, ethics and innovation while strictly observing issues of security and business continuity. The establishment initiated structural reforms starting in 2010. Their aim is to standardise practices and unify the organisations. On 1st January 2018 there will be 13 regional establishments compared to 17 in 2015. The reason for this change, which is closer to the new mapping of administrative regions, is to rebalance the establishments' perimeters in terms of population centres and to reach the necessary critical size to consolidate their financial balance.



performance and offer an even more innovative public service. The work undertaken to identify the establishment's future needs in terms of experience and skills, combined with the deployment of new career planning tools, favours and promotes mobility and training as well as individual and collective development.

3 / DEFENDING THE ETHICAL MODEL



Blood is not a business, because the human body is not a commodity. This basic principle is the foundation of the French transfusion model, built around four key values: volunteering, charity, anonymity and a free service. Strict adherence to these values, as well as the monopoly on the distribution of labile blood products granted to EFS by the legislator, guarantees optimisation of product stocks,

standardisation of distribution all over France and permanent traceability between donor and receiver to ensure more reliable transfusions for everyone. This exemplary model has proven itself to be reliable and efficient over a long period. It has also gained recognition outside of France and, thanks to international cooperation agreements signed by the establishment on four continents, has been duplicated in many countries. Giving blood is, and must remain, a freely shared, public-spirited, altruistic and supportive act.

4 / MODERNITY OF THE SOCIAL MODEL

EFS has 10,000 employees working on a daily basis to ensure an effective public transfusion service. They are strong assets for the establishment and their knowledge, professionalism and expertise are recognised both within France and internationally. EFS puts a strong emphasis on diversity, health and wellbeing in the workplace. People with disabilities form 7% of the workforce. As an ethical and socially responsible organisation it endeavours to demonstrate its values of listening and dialogue on a daily basis. This participative approach has led it to modernise its social model. A recent agreement on working hours has allowed EFS to become more flexible in order to improve its

5 / HEALTH SECURITY REQUIREMENTS

If there is one domain where EFS does not compromise, it is the domain of health security. This presents a considerable challenge. From collection to distribution, any risk to donors or receivers must be eliminated. This involves separating the security-quality functions from production, a comprehensive risk management system, medical and scientific monitoring, centralised and coordinated processing of risk management and vigilance data, and clinical research. The security policy on the ground, managed at the highest level, consists of a dual action plan: donor security and receiver security. Strict procedures are in place throughout the transfusion chain including several levels of control. There are two essential steps: the pre-donation interview to eliminate the risk in advance, and donation screening to check that it can be used. It is a complete mechanism which EFS is constantly working to improve. Some of the latest projects include publishing a hygiene guide, listing measures for preventing infections and contaminations, and updating the database for selecting donors.



More than just GIVING BLOOD

With 1 million patients treated and 1,500 hospitals and clinics supplied, EFS is a major player when it comes to public health in France. The figures also show that its involvement goes beyond collection and delivery: medical biology, treatment, research... EFS is about more than just giving blood!

INSTITUTION

THE ONLY CIVILIAN
BLOOD TRANSFUSION OPERATOR

15 REGIONAL BLOOD TRANSFUSION
ESTABLISHMENTS (INCLUDING THREE
IN OVERSEAS DEPARTMENTS)

128 COLLECTION SITES

40,000 MOBILE COLLECTION SITES

1,500 HOSPITALS AND CLINICS
SUPPLIED WITH BLOOD PRODUCTS

1 MILLION PATIENTS TREATED

HUMAN RESOURCES

9,730 EMPLOYEES

73% WOMEN

14 YEARS ON AVERAGE
WITH THE ORGANISATION

44 YEARS OLD ON AVERAGE

BLOOD DONORS

1,597,460
PROSPECTIVE DONORS

1,325,429 DONORS

272,031 NEW DONORS

750,000 MEMBERS OF THE
FRENCH FEDERATION FOR VOLUNTARY
BLOOD DONATION (FFDSB)

BIOMEDICAL ANALYSIS SERVICES

507.3 MILLION "B" TESTS

COLLECTIONS

2,938,409 COLLECTIONS,
INCLUDING 340,502 BY APHAERESIS

HEALTHCARE SERVICES

76 HEALTHCARE CENTRES

RESEARCH

19 TEAMS

164 FULL-TIME EQUIVALENTS
(FTE) FILLED BY RESEARCHERS,
ENGINEERS, TECHNICIANS

23 MILLION EUROS BUDGET

Shared VALUES

PUBLIC SERVICE

Using our skills, tools and expertise to meet patients' needs, donor and partner expectations, and healthcare challenges. Serving the public interest and guaranteeing security for everyone.

RESPECT

Working together, listening and maintaining a dialogue with our partners, and collaborating with our colleagues across the country to achieve the objectives set for EFS. Respecting the diversity of patients, donors, and our staff.

EXCELLENCE

Excelling in our everyday work, applying our professional, managerial, and technical skills, encouraging the development of knowledge and talent, and pursuing our research efforts.

EFFICIENCY

Managing production costs for blood products. Being flexible on an organisational level, using the best tools to support our priorities and strengthening the link with universities.