



THE GRIFOLS
ACADEMY
PLASMAPHERESIS

HELLO JANUARY

Academy Newsletter

As Grifols Academy bids farewell to 2016, it welcomes the wealth of learning opportunities in store for 2017.

The Academy would like to say Thank You to our devoted Instructors and Board members who have helped support the Academy training and initiatives throughout the 2016 academic year. We look forward to working with everyone during the New Year.

We would also like to say thank you for the warm welcomes received during the instructions of the *Welcome to Grifols* at our newly opened donation centers.

This training program is to enhance new employee's knowledge of the History of Grifols, develop Customer Service awareness, provide information on Plasma Derived Products, and instruct on how to be a good neighbor through Community Relations training.



Online



21,411
Completions

2016



23,779
Clock Hours



1,593%
Increase

Onsite



1,624
Participants

2016



26,450
Training Hours



95%
Satisfaction





THE GRIFOLS
ACADEMY
PLASMAPHERESIS



Jeffrey Modell Foundation

Carmen Araujo, Administrative Training Specialist, accompanied by *Joe Zuraw*, Sr. Director of Patient Relations, recently hosted a tour of the Grifols Academy and the Glendale Donation Center to *Fred* and *Vicki Modell*, the founders of the Jeffrey Modell Foundation.

Fred and Vicki established the Jeffrey Modell Foundation in memory of their 15 year old son who passed away from complications of Primary Immunodeficiency. During the tour, Fred and Vicki Modell were able to recognize many historical displays in the Academy after having the opportunity to visit the Grifols Museum in Barcelona Spain.

The Modell family conveyed to Carmen their thanks to all of the donors for their continued contributions as well as all of the Grifols associates for their hard work. Carmen stated "Vicki became emotional just watching in appreciation, being able to witness all of the people who are involved in the donation process". The tour ended with the introduction of the Modell family to a gentlemen who has been committed to the donation process for 20 years. At the conclusion of the tour, Carmen stated:

"I love my job!"

Accreditation

The Grifols Academy has applied to have its online self-study classes approved for accreditation by the Accrediting Council for Continuing Education and Training (ACCET).

Such accreditation is a mark of prestige and a testament to the quality of the educational offerings of the institutions ACCET recognizes.

The Grifols Academy onsite offerings have already been accredited by ACCET, and the inclusion of online classes under this approval will serve to further demonstrate the continuing development of the Academy as a leading provider of professional development in the plasma industry.

