



**THE GRIFOLS  
ACADEMY  
PLASMAPHERESIS**

# Academy Newsletter

**Welcome** to the first quarterly Grifols Academy newsletter. In this edition, you can read about all of the activities, training, and events from January through March.

The first quarter of 2017 included a lot of firsts for the Grifols Academy!

- **First** Quarterly Newsletter
- **First** Aurora Repair training
- **First** Next Gen training
- **First** Pride & Passion presentations by Academy
- **First** hosting of Divisional meetings under the new monthly format



## Academy on Wheels

As part of the ongoing commitment to the new centers that are opening, the Grifols Academy conducted the Welcome to Grifols sessions in Fairless Hills, Houma, Opelika, Mission, and Upland. In total, more than 115 attendees learned about the Grifols organization, products, customer service principles, and community relations.



### Online



**6,422**  
Completions

**2017** \_\_\_\_\_

The first quarter was also a busy time for the online courses.

**7,125** training hours were completed



### Coming Soon



Phlebotomy



Health & Nutrition

### Onsite



**393**  
Participants

**2017** \_\_\_\_\_

Training at the Academy included a variety of classes focused on Quality, Medical, Leadership, and Systems & Technology.

In total, more than 5,500 training hours were completed in the onsite programs.



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## Pride & Passion

The Grifols Academy staff partnered with the manufacturing plant personnel and local centers to conduct Pride & Passion tours in February and March.

During these tours, staff from the manufacturing and logistics facilities attended an informational session and tour of a local center to learn firsthand about all of the steps involved in the plasma collection process.



In February, the Academy was pleased to announce that as of January 31, 2017 its Online Self-Study Classes had been approved by the Accrediting Council for Continuing Education & Training (ACCET).

Institutional accreditation of the Grifols Academy was originally granted by ACCET in December 2014 and initially applied only to its onsite offerings. Expansion of accreditation to the Academy's online program signals that all Academy offerings hold equal status and CE credits are granted, regardless of delivery method.

In its letter of approval to the Academy, ACCET cited our "commitment to the high quality of education expected of accredited institutions."

This inclusion of online classes under the Academy's existing institutional accreditation also serves to further demonstrate the Grifols commitment to professional development in the plasma industry, through an evolving range of instructional methodologies.



**Brittany Logsdon**

The Academy was excited to welcome its newest staff member, Brittany Logsdon, on 1/17/17.

She is the Management Program Instructor and comes to the Academy by way of the Dayton-TPR center. Brittany has been in the plasma industry for nine years and brings a wealth of plasma knowledge to the Academy.

In addition to instructing classes, Brittany will be helping with the CLDP program, Pride & Passion tours, and the Welcome to Grifols sessions.

**Welcome aboard, Brittany!**



In March, the Academy kicked off open enrollment for the next College for America (CfA) session.

In total, twenty students will receive scholarships to CfA to start their educational journey on June 1.

These students will be able to complete an Associates or Bachelors degree in a variety of disciplines including Management, Healthcare Management, Communications, and General Studies.

To date, more than 38 degrees have been earned by Grifols employees through the Grifols Academy scholarship program. Of the students that have completed their degrees, 50% have received a job promotion or role change.



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# Special Events

The year started with a lot of special events at the Academy campuses including Divisional and Regional meetings and specialized trainings.

The Academy hosted Cohorts 10 and 11 for the **Center Leadership Development (CLDP)** program, as well as the inaugural **Next Gen** training session. In total more than **175** people attended these special events and trainings.



## Did you know?

Next Gen is the next version of software for Donor Doc. This new process will enable donors to log in via a thumb-print scanner to complete the Health History questionnaire on the existing Donor Center kiosks.



**Dr. Gabrielle Newsam**

The Grifols Academy welcomed **Dr. Gabrielle Newsam** as a new instructor for the Medical programs.

**Dr. Newsam** started with Grifols in April 2015, and she is the Center Medical Director for Raleigh II under the supervision of the Divisional Medical Director.

Her main responsibility is to follow and be compliant with the guidelines and regulations of the Food and Drug (FDA) and the company's Standard Operating Procedures (SOP) to ensure proper donor assessment in regards to their suitability as plasma donors and product integrity.

When asked what she likes most about her job, **Dr. Newsam** stated "Although I work mostly with the Center Medical Specialists, I like working with all the different departments at the center, learning various aspects of the plasma industry."

In addition to being a published author and poet, she is also licensed in twelve Zumba specialties!



The Academy sponsored a group of field leaders in a **Six Sigma Green Belt** training through the University of Utah.

This specialized training focused on improving business practices through a statistical analysis process. The Academy provided the computers and software required for this training.

Be sure to watch for project updates over the next few months as attendees put their new knowledge to work!

## Did you know?

According to the American Society for Quality (ASQ), Six Sigma quality is a term generally used to indicate a process is well controlled within process limits.





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# Glendale Academy Expansion

The second quarter is shaping up to be just as busy with the opening of the Glendale Academy campus expansion.

Scheduled to open by mid-Spring, the new 12,000 sf facility includes additional classrooms, a large, theater-style auditorium, travel offices, break room, and meeting spaces.



*“This new space enables the Glendale campus to more than double its current offerings of classes, meetings, and other special events”*

**Paula Schulz**

Academy Associate Director