With the mission “PROVIDE HIGH QUALITY HEALTH CARE IN HEMATOLOGY AND HEMOTHERAPY AND COORDINATE BLOOD NETWORK IN RIO DE JANEIRO STATE”, Institute of Hematology Arthur de Siqueira Cavalcanti - HEMORIO reaffirms its leadership on the history of Brazilian Health.
Since 1944, when it was inaugurated, HEMORIO has a history of achievements and progress in the training of hematology and hemotherapy, in the treatment of hematological diseases and the provision of high quality blood products, serving as an example for other institutions in Brazil and abroad.
We are proud to present this institution whose vision is “TO BE A CENTER OF EXCELLENCE IN HEMOTHERAPY AND HEMATOLOGY.”
I was appointed to the position of General Director of HEMORIO in January 2007 with the responsibility of leading a center of excellence in health care. This goal has been pursued together with previous administrators in the last 12 years, in which I participated as Technical Director.

With strength and dedication, we have been developing actions to promote health, keeping us always aligned with the objective of promoting outstanding quality on health care. Much more need to be done. Permanent search for improved techniques to get the most appropriate treatment to patients and better care to volunteers blood donors.

Our target is to built solid foundations for future achievements. For all that, I am proud to be part of the history of HEMORIO.

**Here we make health.**

Clarisse Lobo
Introduction

Institute of Hematology Arthur de Siqueira Cavalcanti - HEMORIO is the Main Blood Center in Rio de Janeiro State coordinating all of the public hemotherapy network. Our target actions are Hematology and Hemotherapy, with emphasis on:

Assistance – Providing health care to patients with hematological diseases, hospitalization, outpatient and emergency attendance.

Blood Bank - Blood collection, processing and distribution of blood components for 140 public health facilities all over the state.

Coordination of Blood Network - Technically coordinating Public Facilities on Hemotherapy and Hematology in the State.

HEMORIO pursues every day offering outstanding care to patients and blood donors.
Organizational Structure

Clarisse Lopes de Castro Lobo
Main Director

Vera Lúcia Neves Marra
Medical Director

Maria de Fátima R. dos Santos
Director of Administration and Human Resources
The values of HEMORIO were defined in accordance with ethical principles. In its search for credibility, the institution focuses on organization, teamwork, results, getting relevant achievements to the society.

HEMORIO’s values are:

- Humanization
- Development
- Respect
- Integration
- Commitment
The Blood Network of Rio de Janeiro State is the public group of Services of Hematology and Hemotherapy. An hierarchic organization is based on the level of complexity of their activities.
A multidisciplinary team accomplishes treatment to patients with hematologic illnesses, such as: hereditary hemophilia, anemia (sickle cell disease and thalassemia), leukemia, lymphoma, myeloma, myelodisplastic syndromes, bone marrow aplasia and others. For better care Hematology Service counts on units of Outpatients, Inpatients and Emergency room. HEMORIO has Joint Commission International certification since 2001.
The Newborn Screening Program for Hemoglobinopathies is done in HEMORIO since 2000. We perform blood tests on samples of newborns, to detect sickle cell disease. The goals are advice the parents and follow up the babies to prevent or minimize complications of the illnesses.
The hole blood process includes recruitment of blood donors, collection, processing, transfusion and delivery blood components to 140 public hospitals located in Rio de Janeiro State, including all Emergencies facilities, Intensive Care Units and Maternities Ward.

To guarantee the quality of the blood components, HEMORIO participates of external quality control programs in Immunematology and Serology.

HEMORIO is certified by the American Association of Blood Bank - AABB since 2001.
Blood donor service is open every day, including weekends and holidays, from 7AM to 6PM. HEMORIO also participates of the Bone Marrow database, which identifies potentials bone marrow donors for transplantation.

During the year, several campaigns occur willing blood donation promotion. The goal is make our community aware about the importance of blood donation.

The main campaigns are:

“Blood Donor’s Week” - November 25th is celebrated as the National Voluntary Blood Donor’s day, when HEMORIO homages those anonymous heroes that saves lives;

“Dress the Solidarity’s Costume” - It is held in pre-carnival period;

“Solidary Woman” – To motivate blood donation among women.
HEMORIO’s Laboratories perform routine and specialized analyses for diagnosis and follow up of the hematology diseases.

**Hemostasis** - All Haemorrhagic diseases.

**Cytogenetic** - Evaluates chromosomal alterations focus on hematologic diseases.

**Immunofenotyping** - Identifying different leukemias.

**Hemoglobinopathies** - Search for thalassemias, sickle cell disease and other hereditary anemias.

**Molecular Biology** - Confirms infections and performs immunogenetics studies.

**X-Ray Center** - Tomography, Ultrasonography, Bronchoscopy, Digestive Endoscopy and Transcranial Doppler are examples of other tests performed in HEMORIO.
In 2004 a new Outpatient Unit began its activities. In 9,000 m² patients can find total care including complimentary hematological appointments as nephrology, neurology and dermatology and also odontology. Our social workers and psicoteraphist are always present and aware of the importance of their job helping our patients to deal with their diseases.

From now a new area is being built for Bone Marrow Transplantation as well as for the Critical Care Unit.
HEMORIO is the first to introduce medical and nursing post-graduation programs in hematology and hemotherapy in Brazil. It also offers a permanent qualification program for students and health personnel.

Since 1969 HEMORIO Congress held annually, brings together a lot of people interested in stay up-to-date in advances of Hematology and Hemotherapy.

The Ethical Committee focus on Research was formed in 2000 and analyses before aproval of any research projects that involve humans, as a guarantee of the ethical and scientific principles of the experiments.

The Library of HEMORIO, “Dr. Paulo da Costa Martins” has more than 10,000 titles, among actualized books and scientific magazines.
HEMORIO is concerned about its social responsibility and the importance of maintaining the quality of our environment.

In line with this, some actions are under development:

**Hospital classroom** - partnership with the Municipal Department of Education. Inpatient children have daily classes with regular teachers;

**Young Lifeguard Program** - promoting education for health and blood donation among scholars contributing to the adolescents health protection, including prevention of sexually transmitted diseases and other health threat agents, allowing them to donate blood when they get 18 years old.

**Environment** - development of the Recycle Residues Program among the employees.
Quality Perform

- Leadership
- Strategy and Plans
- Citizens and Society
- Information and Knowledge
- People
- Processes and Results

...are the seven criteria that translate HEMORIO way of life.

These criteria are the guidelines for the board of director’s actions.
Working since 1995 with Quality Program, HEMORIO search for continuous improvement of workers processes allows our products and services to meet the expectations of our customers, government and the society. The recognition of this effort is shown through the results achieved in several processes of external evaluation since 1999. In 2008 HEMORIO received the maximum Brazilian award of quality - the **GOLD TROPHY OF QUALITY** from the Federal Government (PQGF). This award had never being received to any health care facility and put HEMORIO in the Top Scenario of Good Public Facilities side by side to Petrobras, Eletronorte and Correios e Telegrafos.
HEMORIO develops projects to improve attendance of patients, blood donors.

Some very good programs that began as projects are now part of Hemorio Reality:

- No Pain Facility
- Thermometer Club
- Internal Campaign of Voluntary Blood Donation
- Social Pain
- Smile Club
- Outpatient Unit

Currently our main projects are:

1. Expanding the Outpatients Unit to the 3rd floor with the purpose of extending the chemotherapy and transfusion areas, as well as separating the Attendance area of children and adolescents from adults ones.
2. Acclimatization of Inpatient Unit.
3. Ambiental Preservation and generation of alternative energy through the collection of rain water and solar energy.
AVH is composed by people interested in offering the best of themselves in favor of a smile and hope. They work with patients and voluntary blood donors and also capture resources to implement complimentary programs, that can’t be provided by the public system, through the promotion of bazaars, artisan fairs and donations.

These resources are applied in favor of the patients, promotion of blood donation, rendering a humanized service for patients, their parents and voluntary blood donors.
The Ronald Mc Donald Institute supports HEMORIO’s patients through the assistance in Ronald House, where children with leukemia and their parents are lodged.

Pró-Vita Association contributes with the Institution in remodeling of physical areas, acquisition of equipments and investing in human resources qualification to promote the Bone Marrow Transplant. Pró-Vita Association also donates all necessary material for the breakfast served to patients after lab tests.

Ford Fundation has recently updated all materials for our Mobile Blood Collection Units.
Results
Employees

**Degree of Proud**

- 2003: 78.0%
- 2004: 92.7%
- 2005: 94.9%
- 2006: 96.3%
- 2007: 96.8%

**Training and Development Activities**

- 2003: 85%
- 2004: 92%
- 2005: 90%
- 2006: 92%
- 2007: 92%

Source: HEMORIO Human Resource System

Source: IME/UERJ (Institute of Mathematics and Statistics of the University of Rio de Janeiro State)
Patients satisfaction with HEMORIO

2003: 89.0%
2004: 91.5%
2005: 97.2%
2006: 96%
2007: 97.8%

Blood donors satisfaction with HEMORIO

2003: 97.2%
2004: 94.4%
2005: 99.1%
2006: 99.2%
2007: 99.2%

Source: IME/UERJ (Institute of Mathematics and Statistics of the University of Rio de Janeiro State)
Sickle Cell Disease (SCD) patients seen near home

Number of patients on treatment

Source: HEMORIO Management Information System
Ocupational accidents involving biological materials

Sorologic tests performed on blood units. Released in 24h

Source: HEMORIO Management Information System
Blood Service - Hemotherapy

Average time during Blood donor process

<table>
<thead>
<tr>
<th>Year</th>
<th>Time</th>
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<tbody>
<tr>
<td>2003</td>
<td>1:03</td>
</tr>
<tr>
<td>2004</td>
<td>0:55</td>
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<tr>
<td>2005</td>
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<tr>
<td>2006</td>
<td>0:54</td>
</tr>
<tr>
<td>2007</td>
<td>0:53</td>
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Numbers of bone marrow transplantation

<table>
<thead>
<tr>
<th>Year</th>
<th>Count</th>
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<tbody>
<tr>
<td>2005</td>
<td>7</td>
</tr>
<tr>
<td>2006</td>
<td>9</td>
</tr>
<tr>
<td>2007</td>
<td>11</td>
</tr>
</tbody>
</table>
Blood Service - Hemotherapy

Serological blood donors deferral (HIV, Chagas, Sífilis, HTLV I/II, Hepatitis B and C tests)

Source: HEMORIO Management Information System

Newborn screening program for Sickle Cell Disease (SCD)

Source: HEMORIO Management Information System
Hematology Service

Average of patient permanence in the ward (days)

<table>
<thead>
<tr>
<th>Year</th>
<th>Average Permanence (days)</th>
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<tbody>
<tr>
<td>2003</td>
<td>11.9</td>
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<td>2004</td>
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<td>2005</td>
<td>12.6</td>
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<tr>
<td>2006</td>
<td>11.2</td>
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<tr>
<td>2007</td>
<td>10.6</td>
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</table>

Source: HEMORIO Management Information System

Total patients / guardians trained in Program Household Infusion of Medicines Inject

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<tr>
<th>Year</th>
<th>Number Trained</th>
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<tr>
<td>2004</td>
<td>624</td>
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<tr>
<td>2005</td>
<td>905</td>
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<td>2006</td>
<td>1,206</td>
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<tr>
<td>2007</td>
<td>1,478</td>
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Source: HEMORIO Management Information System
Relation with the Society

Value of the insertions in the media, obtained freely (TV, radios, journals and magazines)

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<th>Value</th>
<th>Percentage</th>
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<td>2003</td>
<td>8,595,692</td>
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<td>2004</td>
<td>14,369,756</td>
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<td>2005</td>
<td>12,882,076</td>
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<td>2006</td>
<td>13,309,330</td>
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<td>2007</td>
<td>14,971,336</td>
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“Top of Mind” Research - spontaneous remembering of HEMORIO’s imprint

( Market research held at each 2 years )

<table>
<thead>
<tr>
<th>Year</th>
<th>Value</th>
<th>Top of mind</th>
<th>Encourage Idea</th>
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<tbody>
<tr>
<td>2002</td>
<td>44,9%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2004</td>
<td>79,8%</td>
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<tr>
<td>2006</td>
<td>85,4%</td>
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Source: HEMORIO Management Information System
Expedient

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