



HÉMA-QUÉBEC



1998

1999

2004

2008

2009

2013

2015

2021

2020

2022-2023
CORPORATE
PRESENTATION



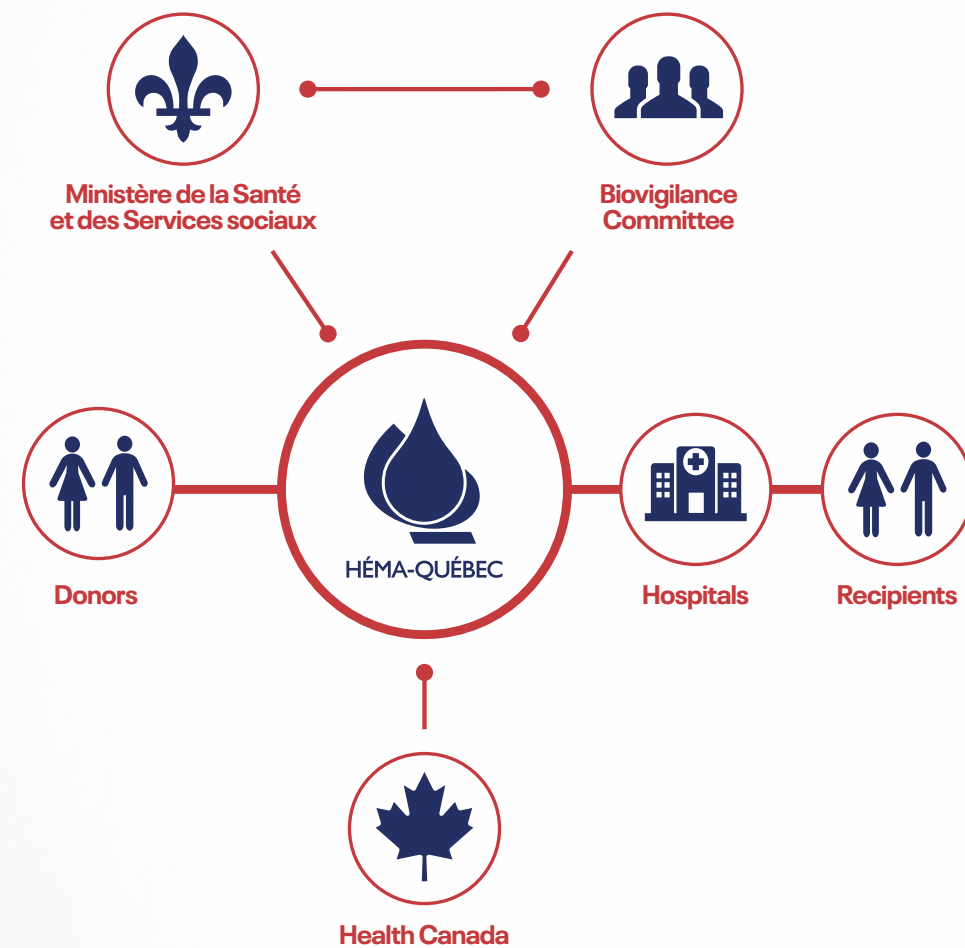
MISSION

To efficiently meet the needs of the Québec population for quality blood and other biological products of human origin.

VISION

To become a strategic partner for the Québec health system.

THE BLOOD AND BIOLOGICAL PRODUCTS OF HUMAN ORIGIN SYSTEM IN QUÉBEC



A quarter century of saving lives. Now that's worth celebrating!

Since the creation of Héma-Québec in 1998, more than one million donors have contributed to the cause of the gift of life. This is in addition to the contribution of thousands of dedicated volunteers and partners, as well as committed employees and diligent administrators, who have joined the gift-of-life cause over the years. Thanks to all these people, Héma-Québec has been able to fulfill its mission and to distribute safe, high-quality products that save millions of lives.

To learn more: 25ans.hema-quebec.qc.ca

A GREAT TEAM DEDICATED TO THE GIFT OF LIFE

2022-2023 AT A GLANCE

OVER
230,000
DONORS
of blood, plasma, stem cells,
human tissues, and mother's milk

1,667
EMPLOYEES

THOUSANDS
OF VOLUNTEERS

DEDICATED
PARTNERS

THOROUGH
DIRECTORS

\$481 MILLION
ANNUAL REVENUES

Their commitment enables Héma-Québec to provide hospitals with **nearly 800,000 products** every year and support professionals in the health care system by providing specialized, innovative services.

SERVING THE PEOPLE OF QUÉBEC FOR 25 YEARS: FROM BLOOD SUPPLIER TO EXPERT IN BIOLOGICAL PRODUCTS OF HUMAN ORIGIN

1998

Start of Héma-Québec's operations as a supplier of blood products and medications manufactured from plasma (stable products)

2001

Creation of the Human Tissue Bank
Opening of the first GLOBULE Blood Donor Centre

2004

Creation of the Public Cord Blood Bank

2005

Operational start-up of the first GLOBULE mobile blood donation unit

2008

Creation of the Reference and Stem Cell Laboratory

2013

Extension of Héma-Québec's mandate for biological products of human origin

Opening of the first PLASMAVIE Plasma Donor Lounge

Creation of the mobile blood drive regional centre

Héma-Québec assumes full management of the Stem Cell Donor Registry in Québec

2014

Creation of the Québec Public Mothers' Milk Bank

2018

Héma-Québec mandated by the MSSS for the evolution of the information system on the traceability of blood products (SIATH)







2021

Obtained the mandate to be the sole distributor of human tissues

2022

Implementation of a gender-neutral qualification questionnaire


PERMANENT PRESENCE THROUGHOUT QUÉBEC

-  Facility
-  GLOBULE Blood Donor Centre
-  Héma-Québec's Blood Donor Centre
-  Mobile Blood Drive Regional Centre
-  PLASMAVIE Plasma Donor Lounge
-  Drop-off point for mother's milk

In addition to thousands of mobile blood drives across the province!




Gatineau 

Laval 

Montréal 

Saint-Bruno 

Brossard 

Trois-Rivières 

Québec City 

Saguenay 

Sherbrooke 

LEARN MORE



SECTORS OF ACTIVITY



BLOOD PRODUCTS

Blood is the fluid that flows through the body's veins and arteries.

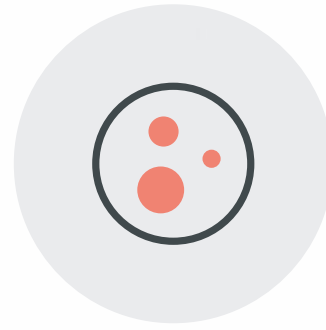
It is made up of plasma, in which three types of cells are suspended: red blood cells, white blood cells, and platelets. Every 80 seconds, someone in Québec needs blood. It may be following an accident, during surgery, or to treat an illness.



STABLE PRODUCTS

Stable products are medications that are manufactured primarily from plasma.

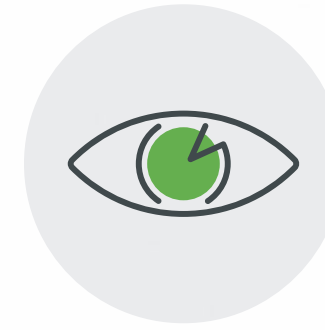
Plasma is the liquid part of blood that transports blood cells and nutrients in the body. Thousands of Québécois need plasma to treat various illnesses, such as neurological disorders, immune deficiencies, and other diseases, like hemophilia.



STEM CELLS

Stem cells are the "parent" cells from which all the other blood cells develop.

They are found in bone marrow, peripheral (circulating) blood, and umbilical cord blood. For some patients, a stem cell transplant is the only chance of survival. Some diseases cause the destruction or abnormal functioning of the bone marrow, and the treatment of last resort involves replacing the patient's stem cells with those from a healthy person.



HUMAN TISSUES

Human tissues can be collected for transplanting purposes.

This involves, for example, heart valves and ocular, cutaneous, arterial, and musculoskeletal tissues. One tissue donor can help up to 20 people, whether to restore sight through a corneal transplant or to treat serious burns with cutaneous tissues.



MOTHER'S MILK

Collected mother's milk is particularly beneficial for infants born extremely pre-term who cannot be breastfed by their mother.

It reduces the risk of developing a serious intestinal disease.

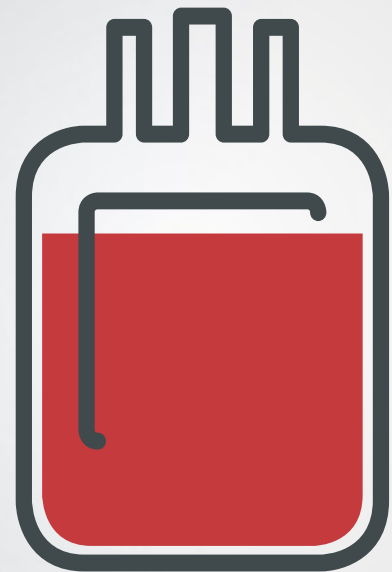


SPECIALIZED LABORATORY SERVICES

Héma-Québec provides specialized analysis services to its partners in the Québec health system.

These can include requests for analyses for case studies in erythrocyte and leuco-platelet immunology, erythrocytic genotyping, HLA typing for patients, or screening tests for donors of blood products and stem cells.

BLOOD PRODUCTS



THE ROLE OF HEMA-QUÉBEC

As the exclusive supplier of blood products in Québec, Héma-Québec is responsible for recruiting donors and for collecting, testing, processing and delivering products to hospitals.



2022-2023 AT A GLANCE



1,699
BLOOD DRIVES

173,257
REGISTERED
DONORS
(all types of donations)

390,643
VISITS
to the collection sites
(all types of donations)

297,258
BLOOD PRODUCTS
delivered to hospitals

1.61
WHOLE BLOOD
DONATIONS
on average per donor per year

FROM DONATION TO DISTRIBUTION

DONATION

The blood collection lasts about ten minutes. In addition to the blood bag, sample tubes are collected for testing.



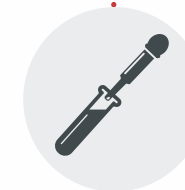
TRANSPORTATION

The blood bags and samples are sent to one of Héma-Québec's laboratories.



ANALYSES

The samples are sent to the qualification lab to determine the donor's blood group and to screen for the presence of infections.



DELIVERY

The products are delivered to hospitals. The components used vary depending on patients' needs.



STORAGE

Compliant products are labelled and stored, ready to be sent to hospitals.



SEPARATION OF BLOOD

The blood is separated into its different components (red blood cells, platelets, plasma).



STABLE PRODUCTS



THE ROLE OF HÉMA-QUÉBEC

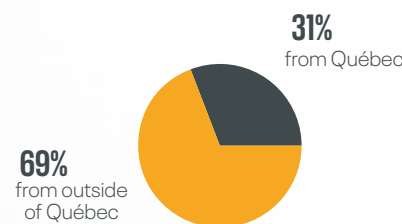
Héma-Québec is the exclusive distributor of stable products for Québec. It is responsible for supply strategies, the purchase of medications manufactured primarily from plasma (stable products), inventory management and product distribution to hospitals. It also looks after donor recruitment, collection and testing, and sending a part of the plasma it collects for fractionation.

2022-2023 AT A GLANCE

Improving plasma sufficiency intended for manufacturing medication

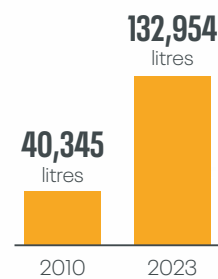
Immunoglobulins are the most widely used plasma products in Québec, and the organization is aiming to increase the sufficiency of them. In 2022-2023, the volume of plasma used for manufacturing medication met 31% of Québec's immunoglobulin needs.

Immunoglobulin sufficiency rate
(intravenous and subcutaneous)



21,968
REGISTERED
PLASMA DONORS

Plasma collected for manufacturing medication



452,302
STABLE PRODUCTS
DELIVERED



FROM DONATION TO DISTRIBUTION

DONATION

The collection lasts approximately 45 minutes. Plasma can be donated every six days, up to 52 times a year.



DELIVERY

Products are delivered to hospitals.



FREEZING

Plasma is quickly frozen after collection. The faster it is frozen, the more protein that can be extracted from it.



RETURN OF PRODUCTS

The finished products are then returned to Héma-Québec and stored, ready for shipment to hospitals.



ANALYSES

Samples are sent to the qualification laboratory. All donations are tested.



FRACTIONATION

Plasma is sent to fractionation plants. These high-tech plants extract the proteins and use them to manufacture medications.



STEM CELLS



STEM CELL DONOR REGISTRY

Héma-Québec is responsible for recruiting and qualifying donors, as well as managing the Stem Cell Donor Registry for Québec. This computerized registry contains the records of nearly 55,000 enrolled individuals who have consented to donating if they are found to be compatible with a patient. Héma-Québec's Registry is certified as meeting the highest international standards and is part of the World Marrow Donor Association's (WMDA) global network.

2022-2023 AT A GLANCE



3,085
NEW
REGISTRATIONS

55,561
ENROLLED
INDIVIDUALS
to the Registry

131
PATIENTS
RECEIVED
A TRANSPLANT
in Québec

The registry is part of a global network of nearly
39 MILLION
OF POTENTIAL
DONORS



FROM REGISTRATION TO DONATION

REGISTRATION

Any person who qualifies can enrol in the Registry. They will receive a buccal swab collection kit in the mail.



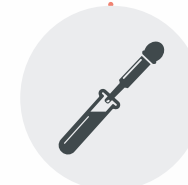
DETERMINATION OF THE GENETIC PROFILE AND ADDING TO THE REGISTRY

Samples returned to Héma-Québec are used to determine the genetic profile of the potential donor, who is then added to the international registry.



CONFIRMATION OF COMPATIBILITY

If a person is potentially compatible with a patient, Héma-Québec conducts advanced tests to confirm their genetic compatibility with the patient.



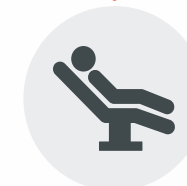
POST-DONATION FOLLOW-UP

The donor is followed up until full recovery.



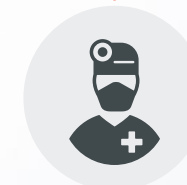
STEM CELL DONATION

If all conditions are met, the donation can take place. Two types of donations are possible: bone marrow or peripheral stem cells.



PREPARING FOR THE DONATION

The potential donor undergoes a general physical examination to confirm whether their health status allows them to donate.



STEM CELLS



PUBLIC CORD BLOOD BANK

Umbilical cord blood is very rich in stem cells. The Public Cord Blood Bank provides access to a complementary source of stem cells, other than those from bone marrow or peripheral blood. Like Héma-Québec's registry of adult donors, it is an integral part of the international registry of the World Marrow Donor Association. Héma-Québec oversees the recruitment of donors and is responsible for the processing and banking of umbilical cord blood units. It is the first operational public cord blood bank in Canada.

2022-2023 AT A GLANCE



2,273
MOTHERS
ENROLLED

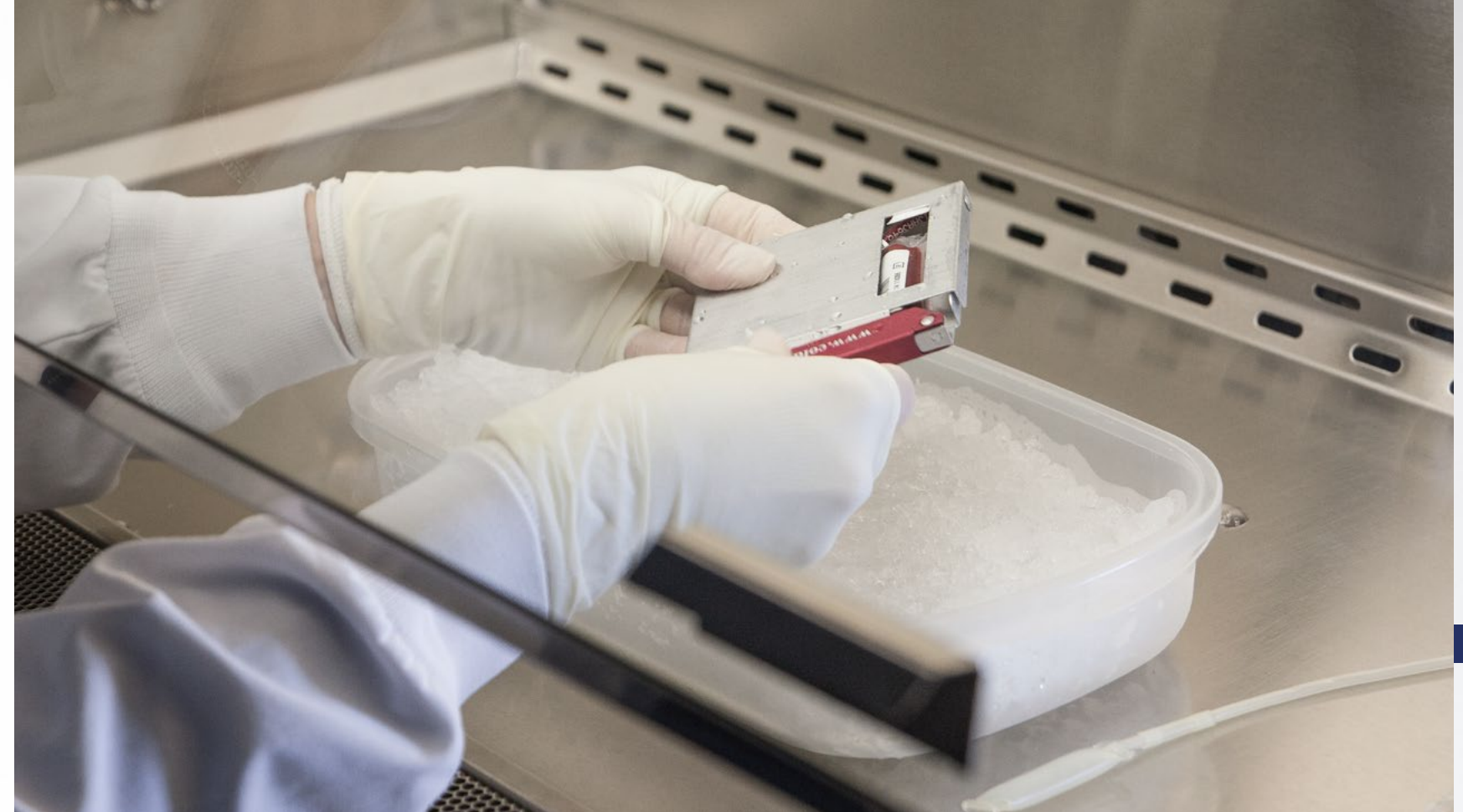
at the Public Cord Blood Bank

12,157
UNITS BANKED

6
PARTNER
HOSPITALS

10
UNITS
DISTRIBUTED
worldwide

202
UNITS
DISTRIBUTED
worldwide since 2008



FROM DONATION TO TRANSPLANTATION

DONATION

Cord blood is collected after the birth of a baby in partner hospitals.



TRANSPORTATION

Cord blood is transported to Héma-Québec.



QUALIFICATION

Cord blood is qualified based on strict criteria.



TRANSPLANTATION

The patient is transplanted.



SEARCH FOR COMPATIBLE UNITS

When a call is received within Québec or elsewhere in the world, Héma-Québec conducts a search for a unit that is compatible with a patient awaiting a stem cell transplant.



PROCESSING AND STORAGE

Cord blood is processed, frozen at -150°C and stored for 15 years. The units of cord blood are made available to an international registry.



HUMAN TISSUES



THE ROLE OF HÉMA-QUÉBEC

Héma-Québec manages the Public Human Tissue Bank for Québec. It is responsible for collecting, processing, qualifying and distributing human tissues to meet the needs of hospitals. One of the team's missions is to raise awareness among healthcare professionals of the importance of identifying and referring potential donors following their death.






2022-2023 AT A GLANCE

5,374
DONOR REFERRALS received

901
TISSUE DONORS

5,436
TISSUES DISTRIBUTED to hospitals

Human tissues collected by Héma-Québec

-  Ocular tissues (corneas and eyeballs)
-  Heart valves
-  Arterial tissues (for example, abdominal aortas, femoral arteries)
-  Musculoskeletal tissues (tendons and bone)
-  Cutaneous tissues (skin)



FROM DONOR REFERRAL TO TRANSPLANTATION

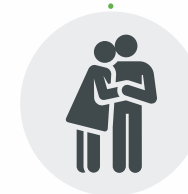
DONOR REFERRAL

Health professionals refer donors to Héma-Québec.



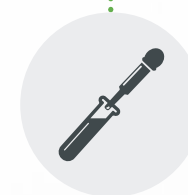
CONSENT

Consent registries are checked. Whether the consent is entered in the registry or not, it is important for the donor to share their decision to consent to donating tissue with family members, since they are the ones who speak on behalf of the donor after death.



QUALIFICATION

Héma-Québec conducts a thorough evaluation to verify the donor's eligibility.



TRANSPLANTATION

The surgeon transplants the tissues. One donor of human tissues can help up to 20 people.



PROCESSING AND STORAGE

The tissues are processed and stored until they are transplanted. Most tissues can be preserved for up to five years, with the exception of corneas, which can be preserved only 14 days.



COLLECTION

Héma-Québec collects the tissues.



MOTHER'S MILK



THE ROLE OF HÉMA-QUÉBEC

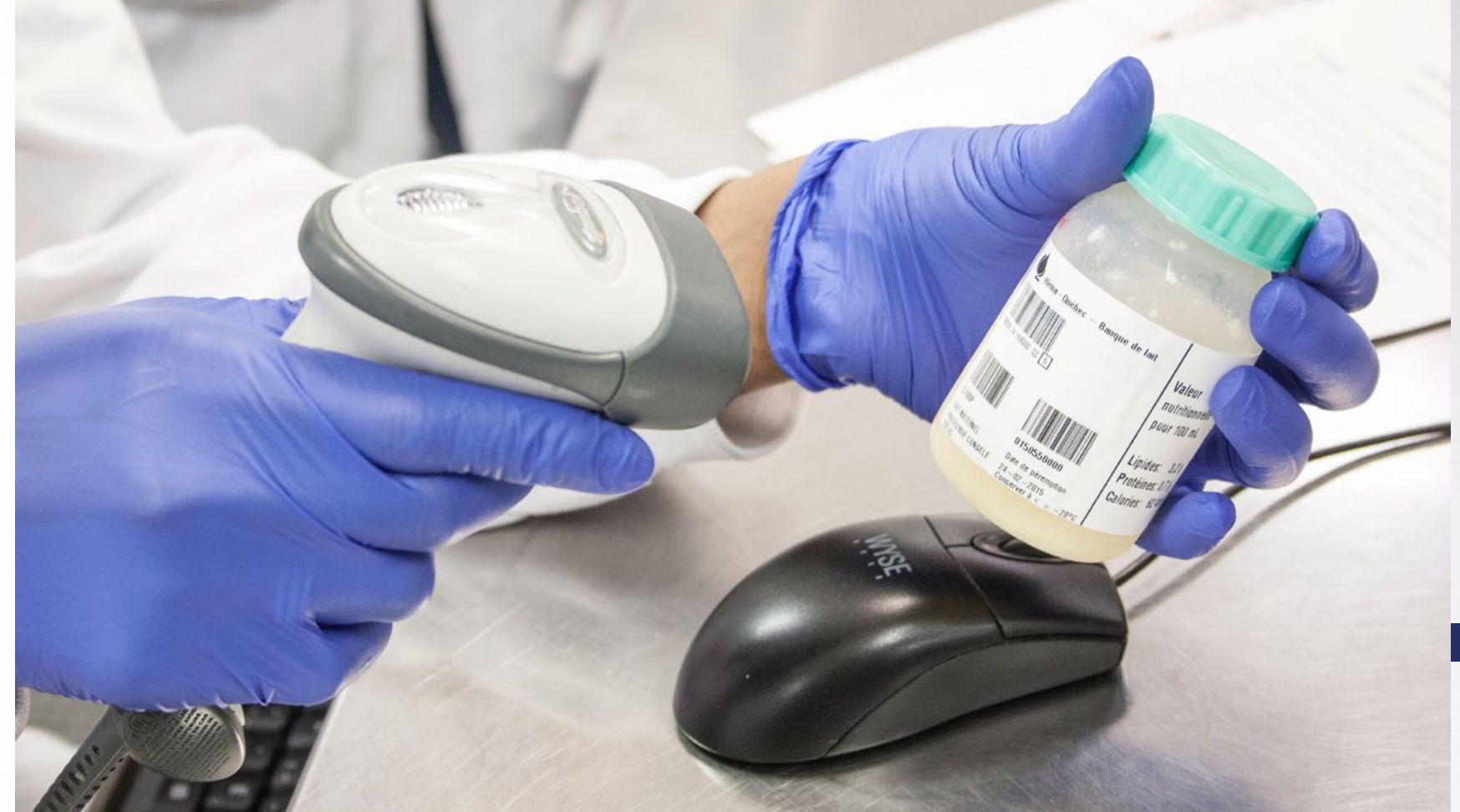
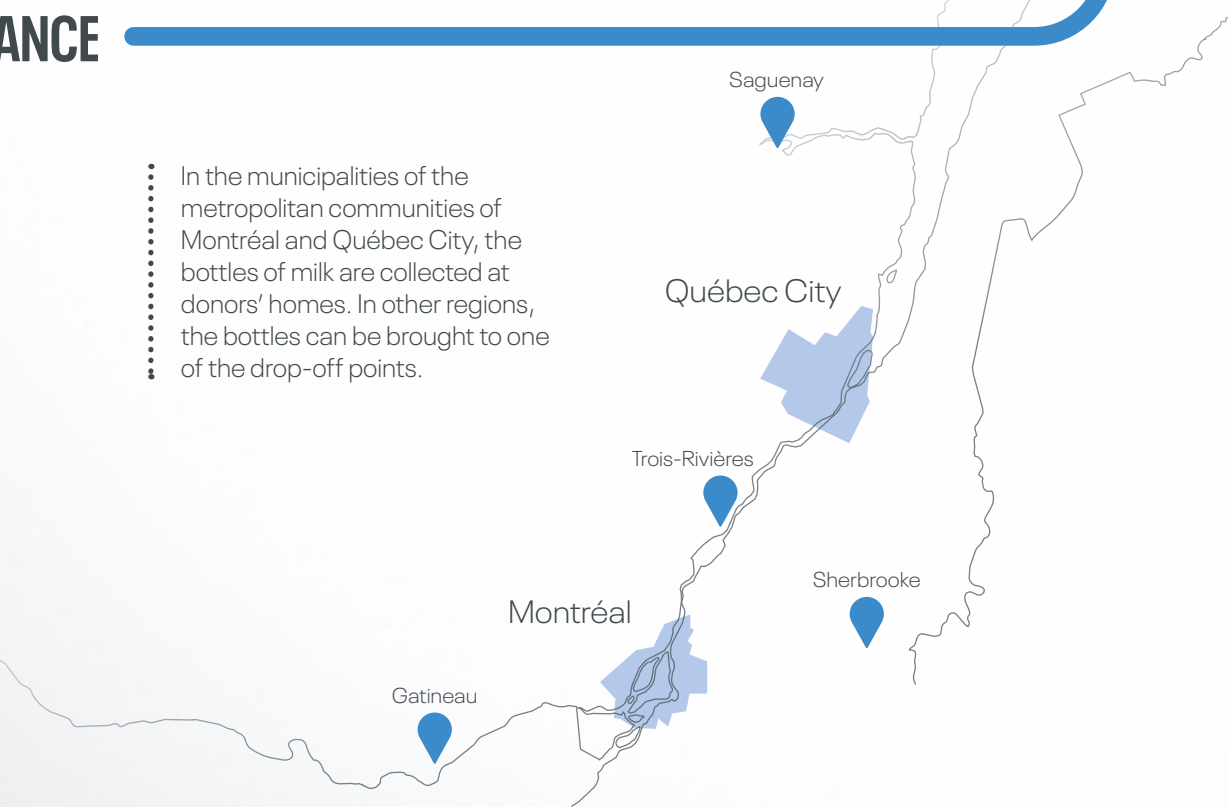
Héma-Québec operates the Public Mothers' Milk Bank for Québec. Its mandate is to provide pasteurized human milk to infants born preterm at 32 weeks' gestation or earlier who require medical care and whose mother cannot breastfeed. The organization is responsible for donor recruitment and qualification, the processing and analysis of milk, as well as its distribution to hospitals.

2022-2023 AT A GLANCE

1,387
REGISTERED
DONORS

In the municipalities of the metropolitan communities of Montréal and Québec City, the bottles of milk are collected at donors' homes. In other regions, the bottles can be brought to one of the drop-off points.

18,484
BOTTLES
DISTRIBUTED



FROM DONATION TO DISTRIBUTION

DONATION

Héma-Québec supplies bottles; mothers collect their milk at home and freeze it.



PICK-UP OR DROP-OFF

Depending on the region, the bottles of milk are collected at the donor's home or brought by the donor to a drop-off point.



POOLING OF DONATIONS

Héma-Québec mixes the donations of several donors by lot.



DELIVERY

The milk is distributed to hospitals and given to extremely preterm babies who cannot be breastfed by their mother.



MICROBIOLOGICAL ANALYSES AND STORAGE

Héma-Québec tests the milk to ensure that it is safe for recipients. If the results are compliant, the milk is frozen and stored for one year from the date of the first donation.



PASTEURIZATION

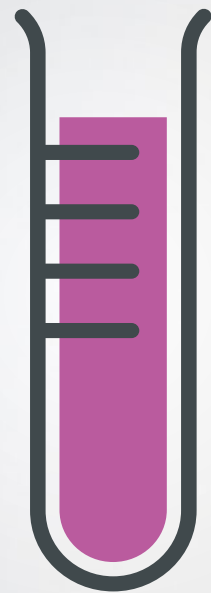
The milk is pasteurized to eliminate viruses and bacteria.



SPECIALIZED LABORATORY SERVICES

THE ROLE OF HÉMA-QUÉBEC

In addition to meeting the needs of the Québec population as a supplier of biological products of human origin, Héma-Québec provides specialized laboratory services to its Québec healthcare system partners. In this role, it is recognized as a referral centre in the field of transfusion medicine.



2022-2023 AT A GLANCE

30,083

TESTS CONDUCTED
for Québec hospitals

4,592

PATIENT REQUESTS
REFERRED
to the reference laboratories

24,296

PHENOTYPED RED
BLOOD CELLS
delivered to hospitals in Québec

158
SAMPLES
TESTED

Transplant Québec

Héma-Québec's laboratories also support Transplant Québec by doing qualifying tests to determine whether a candidate for organ donation is a carrier of blood-borne infections.

FROM REQUEST TO SPECIALIZED PRODUCTS AND SERVICES

REQUESTS AND SAMPLES

Health professionals send requests for testing and samples to the reference laboratories.



ANALYSES

Based on the type of request received, various tests may be performed, including identifying irregular antibodies, phenotyping, genotyping, and HLA typing.



REPORT

Once the tests are completed, the results are sent to the health professional who initiated the request.



SCREENING OF DONORS

To ensure the supply of specialized products, the reference laboratories constantly perform screening tests of Stem Cell Registry donors, cord blood units and blood product donors to find a compatible person willing to donate.



SPECIALIZED PRODUCTS AND SERVICES

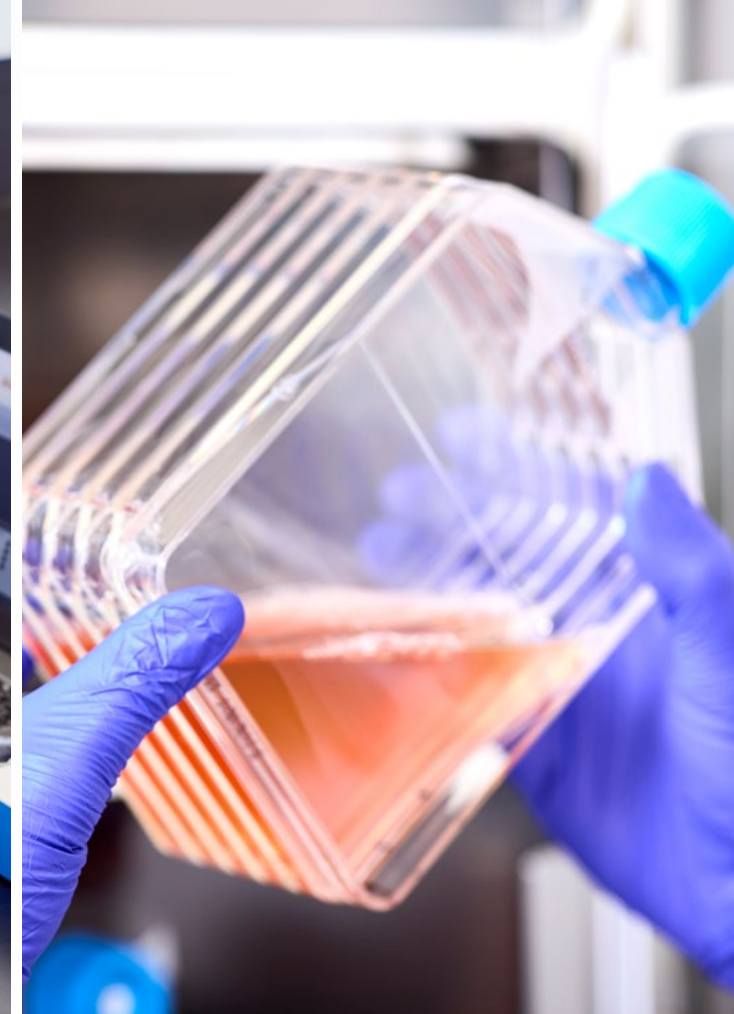
Based on the results, the health professional contacts Héma-Québec to find an adult donor or cord blood units for stem cell transplantation, or to provide specialized products, such as phenotyped packed red blood cells, rare blood or typed platelets.



INNOVATION

STRATEGIC PARTNERSHIPS SERVING THE HEALTH CARE SYSTEM

Héma-Québec's involvement in many partnerships and studies really helps make it a strategic partner in Québec's healthcare system.



SEROPREVALENCE STUDIES

Our experienced scientists and our access to a large pool of donors were brought into play in seroprevalence studies whose objective was to document the percentage of the Québec population who had contracted the virus causing COVID-19, in order to help the authorities in the decisions pertaining to the pandemic context.

PLASCOV BIOBANK

A biobank containing plasma samples (PlasCov) was created to collect and store plasma samples. This tool makes it possible to track the progress of vaccination's impacts on the pandemic. It also enables research to be carried out, including seroprevalence studies.

EPIDEMIOLOGICAL STUDIES PRIOR TO THE GENDER-NEUTRAL QUESTIONNAIRE'S ADOPTION

With the adoption of its gender-neutral questionnaire based on the individual evaluation of at-risk practises and behaviours (without referring to the donor's sex, gender, or sexual orientation) in the fall of 2022, Héma-Québec was able to abolish the three-month exclusion period for sexually active men having had sexual relations with other men.

MAIN RESEARCH AND DEVELOPMENT AREAS

Héma-Québec also promotes innovation and continuous improvement through its various activities.

Operational support

- Evaluation of new technologies
- Improvements in operational methods and processes
- Qualification testing of biological products

Research and development

- New product development
- Basic research
- Epidemiological research
- Research on trends in the use of human-derived biological products

Use of research results

- Outreach through communications

The knowledge developed by Héma-Québec's teams of physicians, statisticians, epidemiologists and researchers is shared with the medical and scientific community, and helps promote its expertise in the life sciences field.



HÉMA-QUÉBEC



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