

BloodNotes

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The Hospital Liaison Specialist Team – We're here for you

As part of Canadian Blood Services commitment to collaboration with hospital customers, seven Hospital Liaison Specialists (HLS) in regions across the country work closely with you the hospital customer to better understand your needs and expectations. Together the team strives to optimize inventory, exchange best practices and gather data that support improvements to blood product utilization across the blood system.

Your HLS team

Janet Unrau – British Columbia and Yukon Territory
Jennifer Stepien – Alberta and Northwest Territories
Michele Burns – Prairies
Denyse Tremblay – North/Eastern Ontario and Nunavut
Jon Fawcett – Southern Ontario
Susan White – Central Ontario
Dorothy Harris – Atlantic

The team is changing

Three members of our team of long-serving hospital liaison specialists are about to or have recently retired.

- Valerie Paulson, HLS for the Prairies account region, started in 2005 and was one of the first in this role, way back when the position was called “hospital customer service representative”. Val retired in November 2017.
- Denyse Tremblay, HLS for the North/Eastern Ontario and Nunavut account region started in 2007 and retired in January 2018.
- Janet Unrau, HLS for British Columbia and Yukon (BCY) account region, is set to retire in April 2018.

We are certainly going to miss the professionalism and expertise that Valerie, Denyse and Janet have brought to our team. They're sure to be missed by their hospital customers as well.

New team members

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We are happy to welcome two new hospital liaison specialists to our team.

- Michele Burns comes to Canadian Blood Services from Regina General Hospital. She will take on the HLS role for Prairies account region effective January 8, 2018.
- Amanda Nowry joined Canadian Blood Services in November 2017. She comes to us from the University Health Network in Toronto and The Ottawa Hospital. Amanda began the role of HLS for the North/Eastern Ontario and Nunavut account region following Denyse's retirement in January 2018.
- The search for a new HLS for the BCY account region began in February 2018.

How to find us

The Hospital Liaison Specialist for each province and territory can be found [online](#). We look forward to working with you!

To read more articles, please visit the BloodNotes section of blood.ca