



SENT BY EMAIL

Québec City, February 2, 2024

TO PRESIDENTS AND CEOS OF PUBLIC HEALTH AND SOCIAL SERVICES INSTITUTIONS

TO DIRECTORS OF PROFESSIONAL SERVICES AT PUBLIC HEALTH AND SOCIAL SERVICES INSTITUTIONS

Communication intended for

BUYERS AND/OR PROCUREMENT OFFICERS OF PUBLIC HEALTH AND SOCIAL SERVICES INSTITUTIONS

SURGEONS WHO USE HUMAN TISSUE PRODUCTS FROM HÉMA-QUÉBEC

OPERATING SUITE STAFF MEMBERS

Subject: Human tissue supply – Héma-Québec’s transition to a sole distributor role

Dear customers,

As you know, the Ministère de la Santé et des Services sociaux has granted Héma-Québec exclusive rights to distribute human tissue to Québec public health and social services institutions. Since then, Héma-Québec has been actively preparing to take on full responsibility for the supply of human tissue to the health care system starting in fall 2024. The purpose of this letter is to inform you of how the rollout of the mandate is progressing.

In 2022, Héma-Québec collected data about human tissue use in health care institutions. Through the invaluable contribution of designated individuals, Héma-Québec now knows the amount and types of human tissue that come from suppliers other than itself.

An analysis of this data revealed that currently, 60% of human tissue used in Québec’s health care network is collected, prepared and distributed by Héma-Québec, while 40% comes from other suppliers, mainly in the United States.

Héma-Québec subsequently formed a committee of consultants representing all surgical specialties. This committee helped pinpoint the specific needs of the system and establish which human tissue products should be prioritized in order to meet those needs. The committee also worked with Héma-Québec to gain a better understanding of trends and emerging products in order to plan for demand and secure supply.

In 2023, several formal communications about the project’s progress were sent out to major players in the health care system, including current suppliers and distributors, CEOs of health care institutions, project and procurement services managers, the Fédération des médecins spécialistes du Québec (FMSQ) and several associations of medical professionals.

Until Héma-Québec takes full control over the supply of human tissue to the health care network in the fall of 2024, current contracts with suppliers and distributors will be maintained until they expire. Before

signing a new contract or extending an existing one, please contact Amaury Doger de Speville (Director of Acquisition Strategy, Human Tissue) at amaury.dogerdеспеville@hema-quebec.qc.ca.

Upcoming changes

Starting this fall, Héma-Québec will roll out a procurement strategy to maintain a more diverse product offering that meets the needs of Québec's surgeons while complying with Héma-Québec's quality standards.

Once this strategy is rolled out, suppliers, brand names and human tissue products may differ from the ones that are currently used. This change may affect medical teams' usual operations, especially with regard to the relationships they have developed with suppliers.

We understand that the announced changes may raise some concerns. This is why we are putting everything in place to ensure a smooth transition, with the ultimate goal of guaranteeing a safe and adequate supply for all Quebecers. Overall, the changes involve reorganizing elements of our procurement, including security, redundancy, contingency and product selection through calls for tenders, in some cases. Throughout the entire process, consideration will be given to criteria selected by surgeons, with the support of expert committee members.

Expertise you can trust

Héma-Québec is celebrating its 25th anniversary this year and boasts a wealth of experience in human tissue management that it has gained over that time. Since 2001, Héma-Québec has managed the only human tissue bank in Québec and the largest of its kind in Canada.

Rest assured that Héma-Québec is committed to making every effort to ensure that your medical teams have all the human tissue products they need to provide quality care at all times. From now until our sole distributor mandate enters into force, we will continue to keep you informed of the project's progress so you can prepare for the upcoming changes and so your medical teams can continue working in the best possible conditions.

If you would like to receive more information or share your comments or concerns, feel free to contact us at our centralized email address, tissushumains@hema-quebec.qc.ca, which will put you in direct contact with the managers of our human tissue team.

Sincerely,



Etienne Fissette
Director of Human Tissue Operations
Héma-Québec



Amaury Doger de Speville
Director of Acquisition Strategy, Human Tissue
Héma-Québec

c.c.: Nathalie Fagnan, President and Chief Executive Officer – Héma-Québec
Marc Germain, Vice President, Medical Affairs and Innovation – Héma-Québec
Christine Ouimet, Vice President, Supply Chain – Héma-Québec
Anne Tessier, Director of Marketing, Development and Customer Experience – Hospitals – Héma-Québec
Assistant CEOs of public health and social services institutions