

# CTP - Quality Management

## Module Description

This module provides a comprehensive overview of quality and regulatory frameworks essential to clinical transfusion practice. It emphasizes the importance of placing patients and donors at the heart of all practices.

The module begins by defining quality in healthcare, referencing the World Health Organization's criteria: care must be safe, effective, timely, efficient, equitable, and people centred. Quality is not the sole responsibility of designated managers, but a professional duty shared by all healthcare staff.

A key concept is clinical governance, which ensures accountability and safety within healthcare organisations. The presentation outlines the Blood Safety and Quality Regulations (BSQR), derived from EU directives, which mandate standards for blood collection, testing, storage, and traceability. The MHRA oversees compliance, with inspections and reporting mechanisms like SABRE for adverse events. Transfusion practitioners play a vital role in ensuring compliance, particularly in traceability, training, and incident investigation.

The Human Tissue Act 2004 and Tissue Quality and Safety Regulations (TQSR) govern the use of human tissue, focusing on consent, storage and disposal. The Human Tissue Authority (HTA) licenses and inspects establishments, ensuring adherence to scheduled purposes such as research, human application (transplantation), public display, postmortem and anatomy. The Care Quality Commission (CQC) are another regulatory body which focuses on care quality in England. Each UK nation has its own regulatory body for this purpose.

Various UK organizations contribute to transfusion safety and quality, including JPAC, which develops guidelines for the blood transfusion services and maintains the "Red Book" and SaBTO, which advises on safety policies for blood, tissues and organs.

Quality assurance is achieved through Key Performance Indicators (KPIs) and Continuous Quality Indicators (CQIs), which must be SMART: Specific, Measurable, Achievable, Relevant, and Timely. These indicators assess structure, process, and outcomes, such as transfusion appropriateness, adverse events, and staff competence.

Quality improvement is a continuous process involving audit cycles and methodologies like PDSA (Plan, Do, Study, Act). The National Comparative Audit of Blood Transfusion (NCABT) provides national benchmarking and has introduced innovations like quick audits and implementation research.

Regulations and guidelines provide the standards, along with continuous learning, and patient-centred care ensures excellence in transfusion practice. But ultimately, quality is everyone's business.