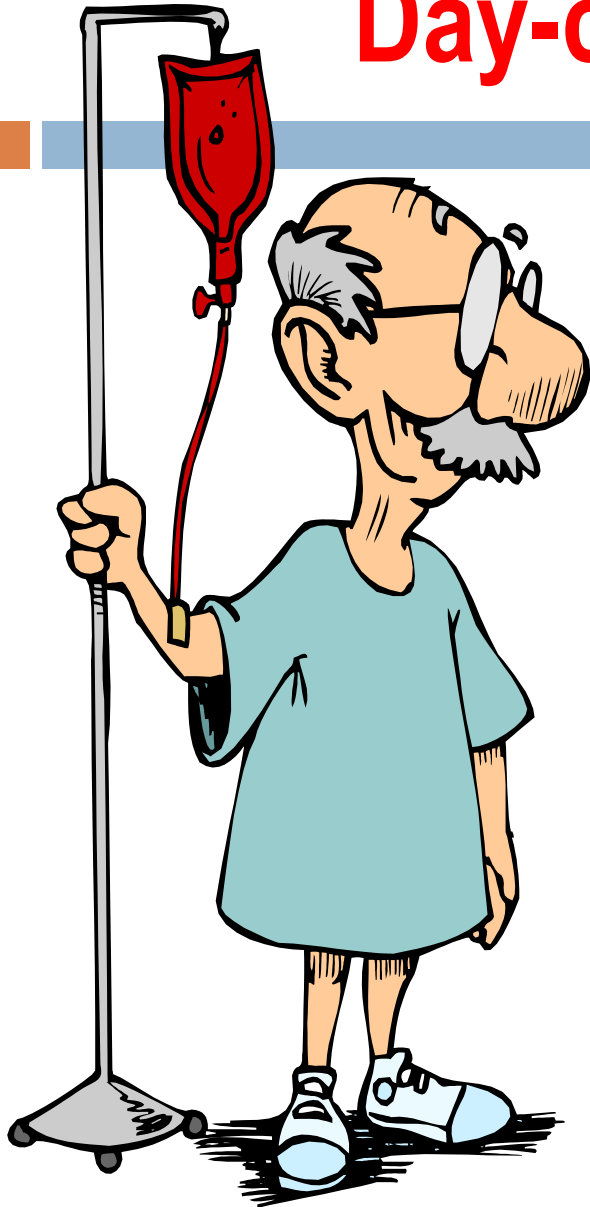


Day-case Blood Transfusion



‘Improving the Patient Experience’

Sharon Gale
Poole Hospital NHS FT

NHS Leadership Academy

Mary Seacole Programme:

- One year Open University academic course leading to Post-Graduate Certificate in Healthcare Leadership
- Main theme throughout the course is to produce a 'Service Improvement Initiative' that focuses specifically on improving the patient experience
- 1000+ students = 1000+ NHS improvements.

Day-case Blood Transfusion

- Oncology & Haematology patients are largest consumers of red cell transfusions.
- Over pre-Christmas period 2013, we noticed a high number of day-case patients requiring samples tested 'on arrival' before their transfusion.
- This caused delays for patient and ward staff, and additional pressure on early shift BMS to process samples and issue blood.

Meeting with Unit Managers

Discussions to identify problems:

- Unknown patients with transfusion requests
- High number of patients requiring a sample to be taken 'on arrival' at unit
- Communication was difficult between Unit & Laboratory due to constantly busy phone lines.
- Data required to support need for changes.

Meeting with Unit Managers

- Examined the process of referral to Unit – patient seen in Clinic, (FBC samples ‘fast tracked’) decision to transfuse made at the time, appointment booked.
- New transfusion guidelines may be the ‘root cause’ of increase in repeat samples required on arrival.
- In particular the guidelines for sample timing and confirmation of ABO group (two sample rule) prior to transfusion.

Transfusion guidelines 2012

- Patients should have at least two separate blood group results prior to issuing blood for transfusion
- This is to confirm the blood group and protect against errors in labelling samples or identifying patients

*Guidelines for pre-transfusion compatibility procedures in blood transfusion laboratories.
British Committee for Standards in Haematology (2012)*

Transfusion Guidelines 2012

for previously transfused patients:

- The pre-transfusion sample should be taken no more than 72 hrs (3 days) before the transfusion date
 - *to ensure detection of any clinically significant red cell antibodies, and selection of compatible blood.*

Oncology patients for transfusion

- Ideally the first sample should be taken at diagnosis or the start of treatment.
- A fresh sample is then required prior to each new transfusion request to allow for crossmatching or electronic issue.

Day-Case Blood Transfusion

**To avoid another sample required 'on arrival',
and so delay the start of transfusion:**

- ensure that any pre-transfusion sample is taken no more than 3 days (if previously transfused) prior to the date booked.

(Transfusion request form has a reminder of these sample requirements on the reverse side)

Initial improvement measures



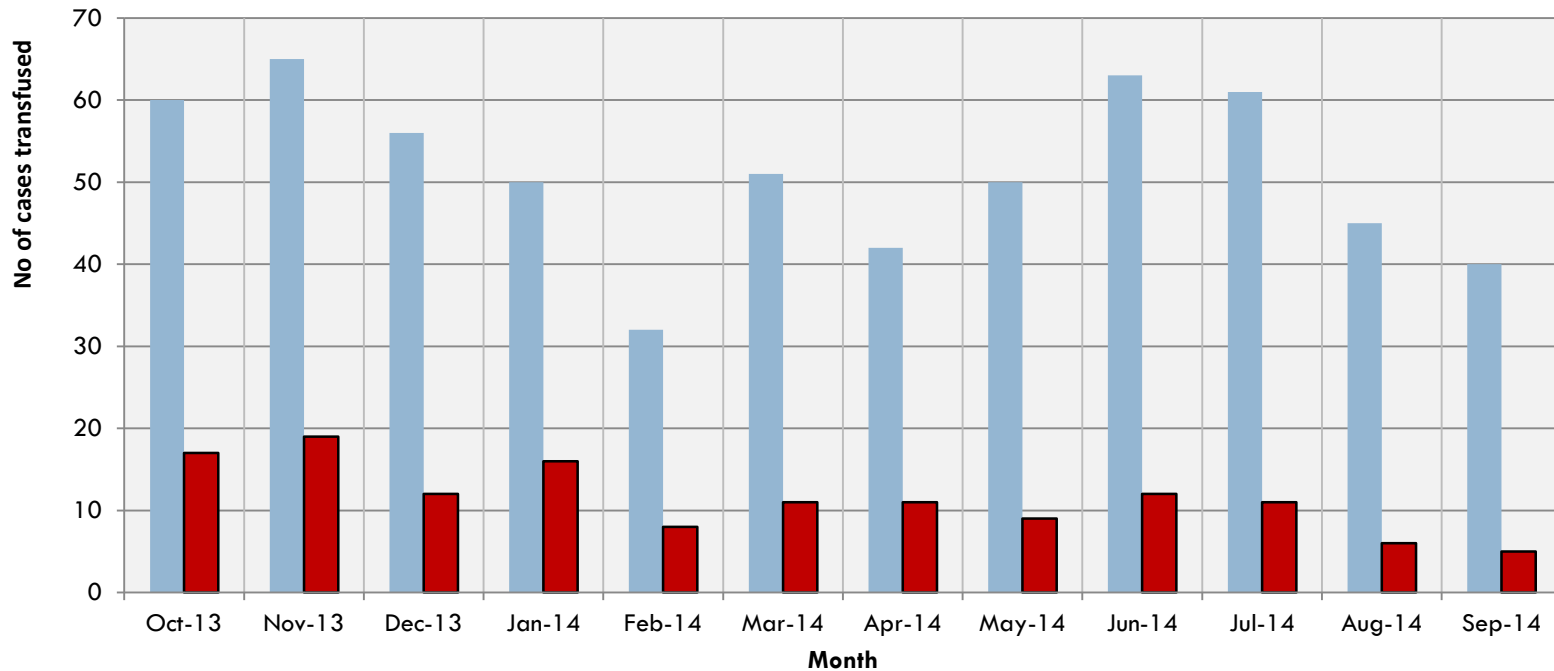
- Improved daily two-way fax communication between departments with details of next day bookings
- Nursing & Laboratory staff to be pro-active over advice for sample timings to ensure samples are taken prior to day of planned transfusion
- New patients to have G&S at PICC line insertion

Monitoring progress

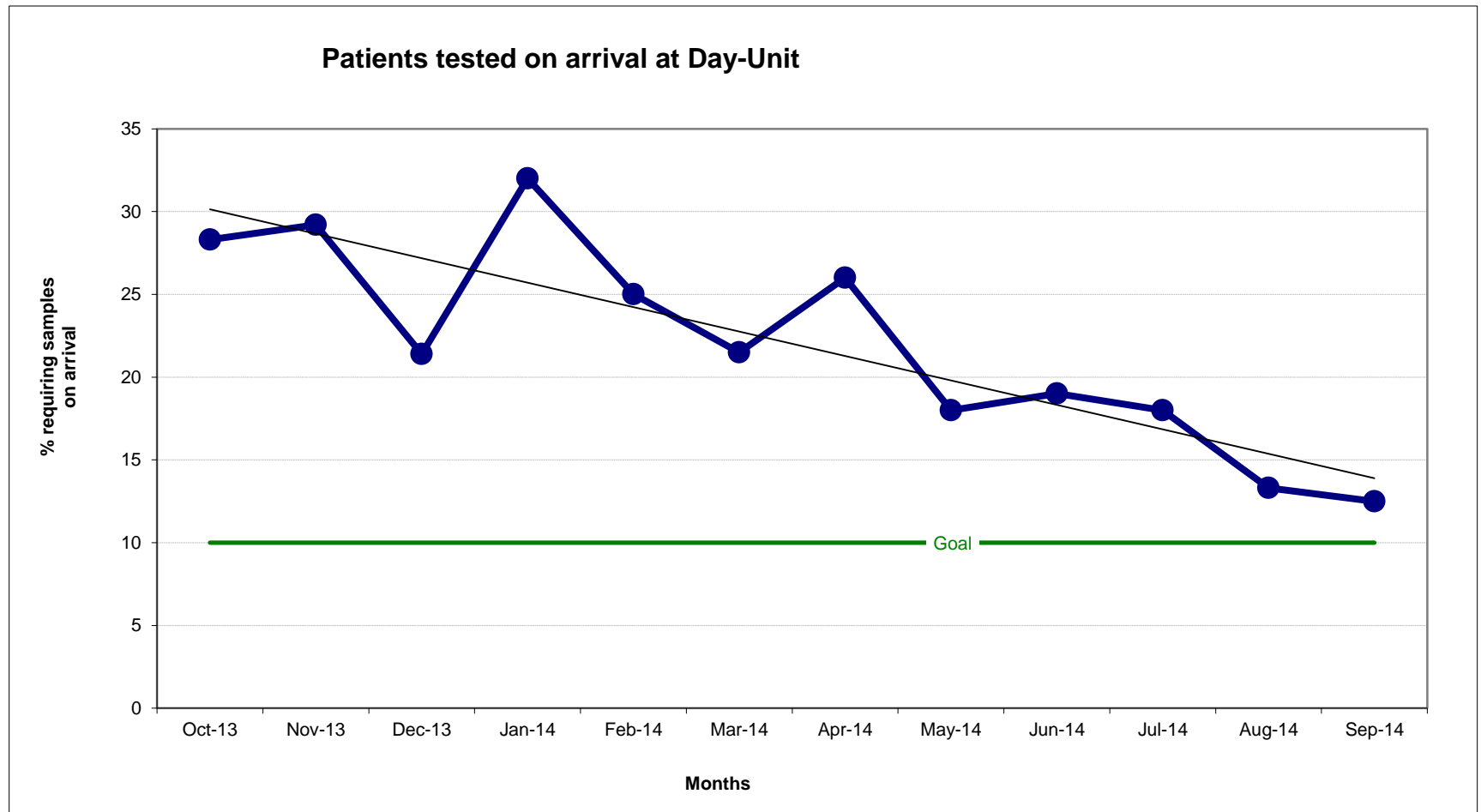
- Observation time on Unit
- Data collection from Telepath 'pivot tables'
- Updates with Ward Managers
- Some patients able to 'take ownership' of their sample arrangements
- General 'feeling' of improvement.

Data collection (1)

Cases transfused on Day Unit - over a 12 month period



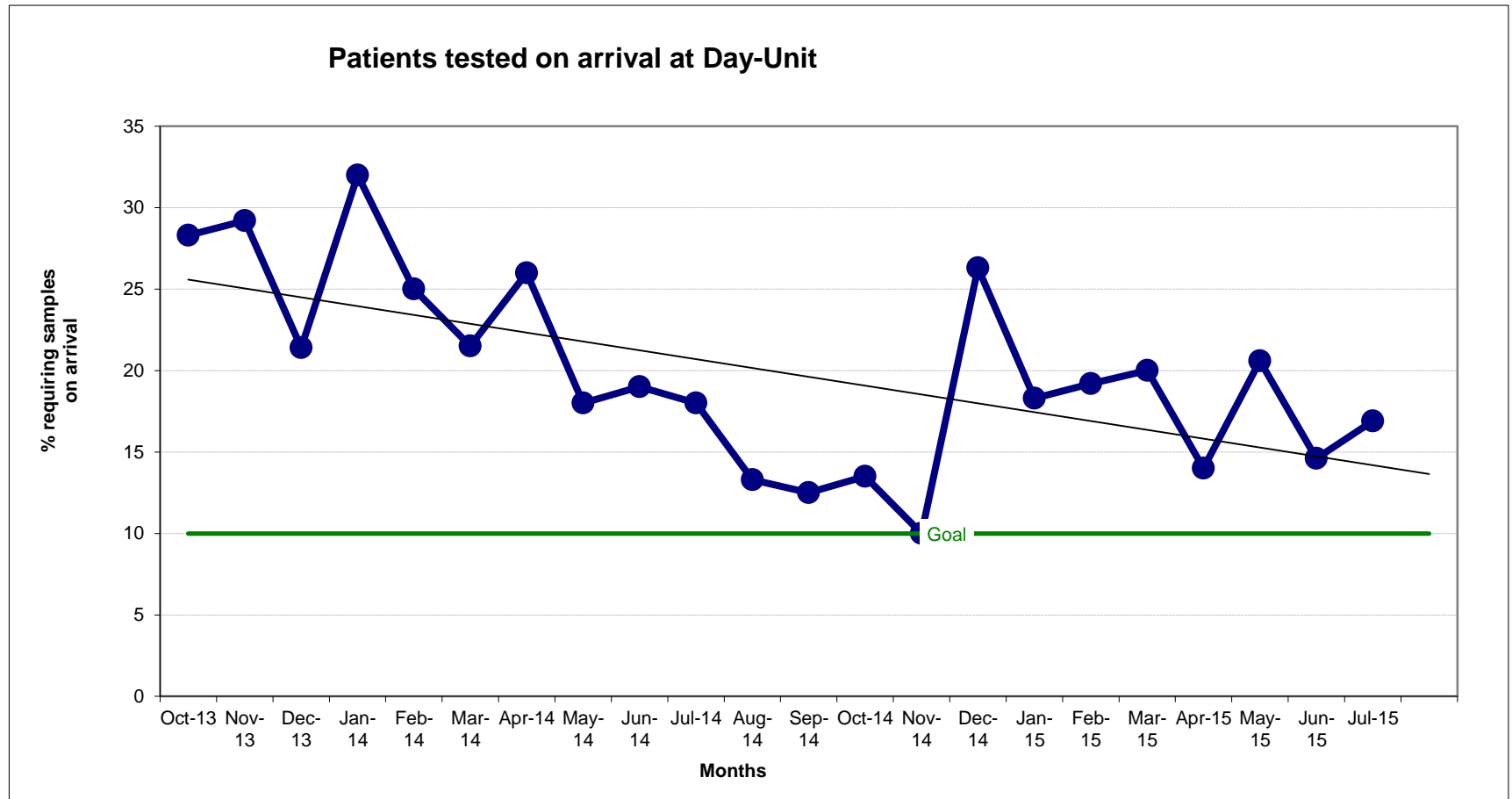
Data collection (2)



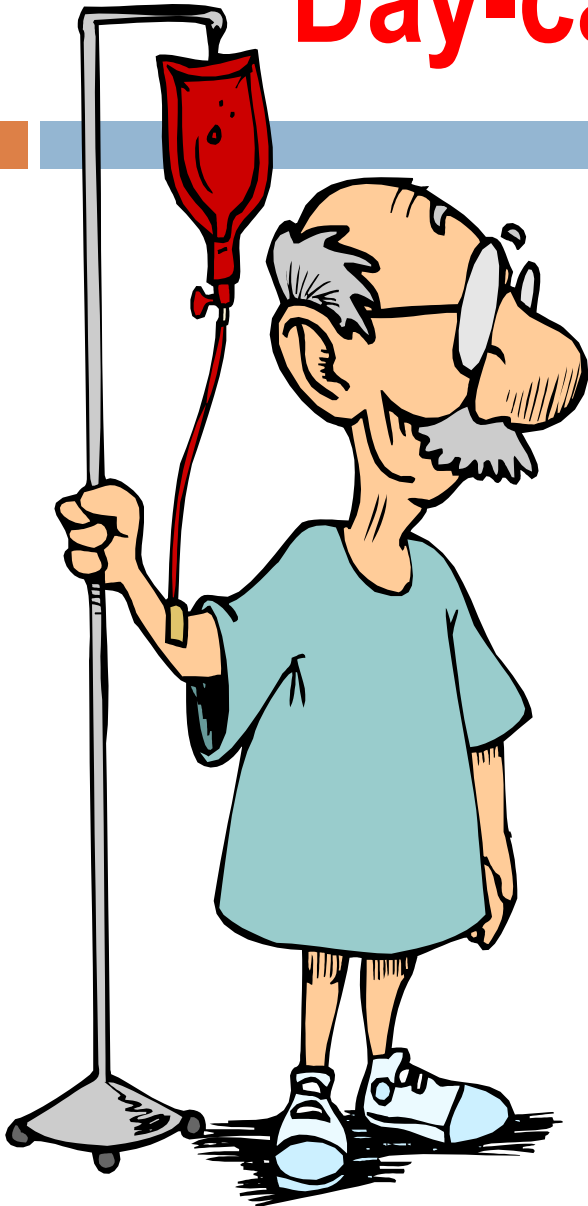
Further Improvements

- e-mail to all Haematology & Oncology Consultants with information about the 'Initiative' and suggestions to consider sample restrictions
- Introduction of 'Patient Information Folder' on Unit for all transfusion patients
- Feasibility of a patient survey?
- If unpreventable; 'on arrival' samples given priority when possible.

Further Data collection



Day-case Unit & Transfusion



-Working together to -
‘Improve the Patient Experience’:

- ❑ Sample(s) taken prior to appointment
- ❑ Aware of special requirements, so pre-ordered and available
- ❑ Blood ready in Unit fridge on arrival
- ❑ No delay in starting transfusion
- ❑ Minimum time spent on unit.