

Using Real Life Scenarios and Errors to Improve IQA for all Staff Involved in Transfusion

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Introduction

- Monthly IQA's since 2005
- 19 BMS staff down to 12 now
- 50,000 groups /year
- 14,500 units transfused/year
- On-call shifts are 10/12 hr nights currently
- Plenty of lone working





In the Beginning:

- Staff no longer being educated in Blood Transfusion
- One IQA a month set
- Usually via e-mail or a handout
- Results handed in within a month
- Written feedback
- Any problems were addressed





First Results:

- 50% compliance only
- Excuses and complaints
- One a month too much
- Haematology and Coagulation joined in – 3/mth!
- Time allocated for completion
- More staff back then



IQA Format

- Written exercises requiring short answers
- Easier for marking and feedback
- Practical exercises using expired reagents
- Cheap and easy to prepare
- Questions prepared as a result of a recent incident – can be added to the records





Examples of Errors Made

- Staff counting WBC's on FMH slides instead of foetal cells – test slides
- Blood grouping analyser interface issues not dealt with correctly – questionnaire
- Due to lack of knowledge in picking correct group FFP – BCSH guidelines
- Baby DCT 4+ assumed to be due to prophylactic anti-D – previous history/mini panel of cells



Scenarios Used

- Selection of blood for dummy patients with a selection of antibodies
- Major trauma case – what staff would do for different scenarios
- Transfusion reactions – what tests would staff do?



How the IQA's have Evolved:

- 3 disciplines – one from each/3 months
- Consultant support
- IQA compliance monitored and reported in blood bank meetings
- 100% compliance
- No extra time to complete
- Introduced into all other areas
- CPD accredited



Examples of Other IQA's Available:

- WASP's
- iPEX – NHS-BT
- NEQAS – Blood Transfusion soon
- ?others
- Not free though



Conclusions

- ↓ Incidents – improved follow up
- MHRA approval
- Staff more competent and confident
- Less stress – especially with less staff
- Increased job satisfaction/motivation
- More knowledgeable
- CPD evidence/Sp Portfolio/BBTS exam
- All at no extra cost to staff or Trust



Any Questions?



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