Helping you to comply with the New NSQHS Standards in Blood Management

- Identify risks to patient safety and taking action to reduce risks.
- Ensuring blood and blood product adverse events are recorded.
- Minimising unnecessary wastage of blood and blood products.
- Best practice receipt, storage, collection and transport of blood and blood products.
- Implementing product treatment options and associated risks, benefits.
- All blood and blood product use.
- Coordinating clinical workforce documenting any adverse reactions.
A Brief History of Standards.
Blood360 was developed in 2005 to help UK Hospitals cope with a number of new Blood and Blood Product Standards and Guidelines. These Standards and Guidelines covered Patient Safety, Safe Handling of Blood, Positive Patient Identification and following a standard process during a Transfusion and proving it was followed with a full audit trail. All these Standards and Guidelines were created to stop serious harm and sometimes death occurring to Patients during a process that happens every single day in a modern Hospital.

Many UK NHS and Private Hospitals have implemented Blood360, an Electronic Blood Tracking System (EBTS), which is 100% compliant with the specification set by the British National Patient Safety Agency (NPSA), The UK Chief Medical Officer's National Transfusion Committee (NBTC) and Serious Hazards of Transfusion (SHoT) as detailed in ‘Electronic Clinical Transfusion Management System – Supporting the automated tracking of Blood Products’.

Blood360 must comply with this UK specification and it must also allow restricted access to Blood Product storage devices and provide a 30 year full audit trail of the Blood and Blood Product movements and administration. Blood360 must also comply with a number of other Standards and Guidelines which the specification references:

- NPSA Safe 2008/ SPN14 Practice – Right Blood, Right Patient
- BCSH Guidelines for Transfusion Laboratories

Australian Blood Handling Health Organisations are now obliged to follow a similar set of Guidelines and Standards designed to protect the Patient from serious harm or death.

In conclusion; Blood360 has a strong pedigree of Standards based compliance in the UK Blood and Blood Product market and this document explains how it provides your Health Organisation with 100% compliance with the new NSQHS Blood and Blood Product Standards (Section 7).

Governance and systems for Blood and Blood Product prescribing and clinical use
Health service organisations have systems in place for the safe and appropriate prescribing and clinical use of Blood and Blood Products.

7.1 Developing governance systems for safe and appropriate prescription, administration and management of Blood and Blood Products

One of the Key benefits of Blood360 is its ability to allow the Hospital to build its governance process into the system and then report if there is a breach of these processes. Blood360 manages the prescription, administration and the full management of Blood and Blood Products from Bedside Ordering through to final Transfusion – it records who did what at each stage and alerts if there is a breach.

Blood360 is not a paper based system; it is a full Electronic Blood Tracking System and it lends itself perfectly to regular assessment of Blood and Blood Product processes in your Hospital environment. Its key attribute is its ability to help with Root Cause Analysis (RCA) of incidents which allows the Hospital Risk Management team to analyse whether the process was at fault or the individual. Following the same process means risks are managed and Patient Safety is protected.

7.3 Ensuring Blood and Blood Product adverse events are included in the incidents management and investigation system

Blood360 is key to the adverse event management – it allows the Transfusion Team to record the event at the bedside and not on paper. Alerts are in real time and early investigation is key to Patient safety. All adverse event data is stored in Blood360 and can be reported to the relevant authorities, in some cases it can be sent electronically depending upon the IT systems available.
7.4 Undertaking quality improvement activities to improve the safe management of Blood and Blood Products.

Blood360 allows the Blood Management Team in the Hospital to constantly review its practices and processes through its links to the risk register. The constant vigilance of Blood360 allows re-evaluation of any changes implemented in response to incidents. This allows the team to “plan, do, check and act” as required by standard 7 for controlled, fully audited improvements to safe management of Blood and Blood Products.

Documenting Patient information

The clinical workforce accurately records a Patient’s Blood and Blood Product transfusion history and indications for use of Blood and Blood Products.

7.5 As part of the Patient treatment plan, the clinical workforce accurately documenting:

- relevant medical conditions
- indications for transfusion
- any special Product or transfusion requirements
- known Patient transfusion history
- type and volume of Product transfusion
- Patient response to transfusion

Blood360 can be used as a tool to order Blood and Blood Products at the bedside enforcing the health professional answers all relevant gateway questions before submitting the order. Blood360 is also aware of previous Transfusions that have occurred and any previous adverse reactions that the Patient may have had. Blood360 combined with its sister Product Sample360 can also be used to manage the Sample taking process. At the end of the Transfusion process Blood360 records what Product the Patient had and how much; then finally it records if it was a successful Transfusion or an adverse event occurred.

7.6 The clinical workforce documenting any adverse reactions to Blood or Blood Products

Blood360 provides audible and visual alerts, as well as vital signs from the Patient. Patient observations are recorded at the bedside and the responses are available to relevant health care professionals to see and respond to. Blood360 can also be upgraded with Vital360 to provide a Decisions Support Engine to analyse Vital Signs instantly and give an Early Warning Score based on these values. Blood360 is updated when an adverse reaction has taken place; due to the fact this is done at the bedside members of the team are alerted in real time. Blood360 means reporting without the burden of extra paper work.

Managing Blood and Blood Product safety

Health services organisations have systems to receive, store, transport and monitor wastage of Blood and Blood Products safely and efficiently.

7.7 Ensuring the receipt, storage, collection and transport of Blood and Blood Products within the organisation are consistent with best practice and/or guidelines

Once the Blood and Blood Products have arrived into the Health Organisation then Blood360 takes over the management of that unit from the cold chain point of view and who is actually allowed to handle it and how. It will also enforce the Hospital rules of best practice on the safe handling of that Blood; for example time frames for transport can be built into the system and then Blood 360 will enforce the Practice… [continued]
Communicating with Patients and carers

Patients and carers are informed about the risks and benefits of using Blood and Blood Products and about the available alternatives when a plan for treatment is developed.

7.9 The clinical workforce informing Patients and carers about Blood and Blood Product treatment options, and the associated risks and benefits

As part of the Blood Ordering process, Sample taking process and the start of Transfusion the clinical workforce can be prompted by Blood360 to inform Patients and carers about different treatment options and their benefits and risks. Both Blood360 and Sample360 will ask for the Patients consent to begin and whether the Patient understands what is about to happen to them. Blood360 can store this data against the Patient record for future analysis or evidence.

7.10 Providing information to Patients about Blood and Blood Product use and possible alternatives in a format that can be understood by Patients and carers

At the point of ordering Blood or taking Blood the clinical workforce can be prompted to give information about the Product they are about to provide. At this point alternatives may be offered with the clinical workforce prompted to give the Patient or Carer an approved website, document or flyer to take away and read; by advising and confirming the clinical workforce are providing the correct easy to understand information then the Hospital is providing that Patient with enough information to have an informed choice.

7.11 Implementing an informed consent process for all Blood and Blood Product use

Blood360 is aware that Transfusion does carry risk although that risk is mitigated by the different Health Organisations who have been part of that units delivery to the Patient's bedside; there is still a risk. Therefore it is very important that informed consent is gathered from the Patient at the point of Ordering, Sample taking and Transfusion. To do this Blood360 is configured to ask a number of different gateway questions before any risk process begins. Blood360 is designed to work in harmony with the consent process the Hospital has chosen to adopt.
Lesley Sutton has 13 years experience of being a Blood Bank Managing within the NHS, leaving her post at the end of April 2013 after 36 years in the field of Blood Transfusion, with involvement with HTT, HTC, RTT, RTC and 9 years MHPA compliance forms and inspections.

The Australian NSQHS Standard 7 acts in the same way as the BSQR 2005 here in the UK

During my 13 years as a Blood Bank Manager I saw the need to embrace electronic solutions to reach the levels required for compliance to the BSQR 2005. Management of the transfusion process from donor to recipient is a complicated pathway and electronic solutions provide fully auditable, secure solutions for busy Hospital transfusion laboratories.

Fridge management, Blood transport and full traceability of the cold chain are necessary to fulfil our legal requirement to the MHRA here in the UK. Many of the incidents reported to SHOT (Serious Hazards of transfusion) have highlighted the need to remove human intervention from the transfusion process where possible. The use of electronic solutions has been at the forefront of transfusion safety here in the UK with many Hospitals employing bar code technology to enhance Patient safety at the bedside including the labelling of samples.

The Australian government has noted this work in the Australian Commission on Safety and Quality in Health Care paper on the Use of Technology Solutions to Patient Misidentification. The secure, auditable trails in Blood and Blood Product management and sample labelling provided by Blood360 will provide the evidence for compliance to the Australian NSQHS Standard 7.
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