Improving ferritin testing result management

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Australian Red Cross Blood Service

AIM STATEMENT
Increase the number of correctly processed ferritin test results to 100% by end December 2018.

• All donors are tested for haemoglobin levels via either capillary and / or venous haemoglobin testing.
• Ferritin tests are frequently ordered incorrectly by staff in donor centres or are missed.
• Erroneous ‘ferritin untested’ letters are generated which require time-consuming investigation and rework by Medical Services, Donor Services and Manufacturing staff.

PROJECT TEAM
Sponsor: Eric Emerick
National Planning and Medical Services Manager

Project team members:
Dr Amanda Allen / Patrick Harper – Co-project Lead
Mandy McIlroy – Medical Services Admin Lead (Queensland)
Kasey Buchan – Donor Services Representative (Queensland)
Tracey Manwaring – Laboratory Representative (Queensland)

Patient / consumer involvement:
Management of the test results is an internal process and is corrected prior to sending letters to donors. Consumers are principally represented by members of the project team, specifically Dr Amanda Allen and Mandy McIlroy.

BASELINE DATA

Process measures:
- Complete staff training by end Oct 2018 ✓
- Complete changes to National Blood Management System (NBMS) Dec 2018 ✓

Outcome measures:
- Ongoing monitoring of the issues will be required to see if sustained change has been achieved.
- Further changes to the technical questionnaire wording are already planned (long lead time).
- Reinforce training for targeted donor centres with consistently high error rates.
- Review remaining issues (e.g. plasma centre NBMS build) to address any additional problems.

Results indicate that change efforts relating to training have had limited impact in reducing errors.

• Change efforts relating to the National Blood Management System appear positive based on early ferritin error data indications.

SUSTAINING CHANGE

DISCUSSION
• Results indicate that change efforts relating to training have had limited impact in reducing errors.
• Change efforts relating to the National Blood Management System appear positive based on early ferritin error data indications.

Australian governments fund the Australian Red Cross Blood Service to provide blood, blood products and services to the Australian community.