

Blood Bank and/or Transfusion Services

Standard AOP.04.00

A qualified individual(s) is responsible for blood bank and/or transfusion services and ensures that services adhere to laws and regulations and recognized standards of practice.

Intent of AOP.04.00

Blood bank and/or transfusion services have unique risks to staff and patients.

Blood bank and/or transfusion services are under the direction of a qualified individual(s). This individual assumes professional responsibility for all aspects of blood bank and transfusion services provided in the hospital.

Quality control processes for all blood bank and transfusion services are implemented and documented to ensure the safety and efficacy of blood bank and transfusion services. Blood donor and transfusion services are guided by laws and regulations and recognized standards of practice.

The hospital monitors its use of blood products, outcomes, and availability of blood products. Many hospitals have implemented patient blood management programs to do this. Patient blood management programs include various clinical staff across disciplines and generally include staff from quality and risk management and infection prevention and control.

The hospital implements blood surveillance procedures known as hemovigilance. Hemovigilance covers the entire blood transfusion process, from donation of blood products through follow-up care for the blood product recipient. Monitoring includes any adverse events or near miss events involving the blood bank and/or transfusion services. When an event is discovered, the hospital is responsible for taking corrective action to prevent a repeat occurrence.

The oversight of blood bank and/or transfusion services includes implementation and documentation of the processes for blood administration.

A formal patient blood management program may make oversight of the above processes more efficient. However, the hospital determines how its blood bank and/or transfusion services are monitored and how changes are implemented. The hospital monitors blood bank and/or transfusion services and makes improvements on processes to do the following:

- Ensure optimal use of blood products.
- Ensure optimal patient outcomes.
- Maintain the supply of blood products.

As noted, hemovigilance processes include monitoring any adverse events or near miss events. When an adverse or near miss event is discovered that involves blood bank and/or transfusion services, the event is investigated and reported to all required authorities (for example, hospital risk management committee or the local or regional blood bank).

The hospital then takes corrective action based on monitoring data to prevent any future adverse or near miss events. Examples of these events include the following:

- Transfusion to the wrong patient
- Mislabeled blood product
- Contaminated blood product

Measurable Elements of AOP.04.00

1. A qualified individual(s) is responsible for blood bank and/or transfusion services. (*See also* GLD.06.00, ME 1)
2. ② The blood bank has implemented and documented processes for the following:
 - Blood donor selection
 - Blood screening for disease
 - Blood collection
 - Blood storage
 - Compatibility testing
 - Blood distribution
3. ② Quality control measures for all blood bank and transfusion services are implemented and documented.
4. The blood bank and transfusion services comply with applicable laws and regulations and recognized standards of practice.
5. The hospital has a process to monitor and improve blood product utilization throughout the hospital, including the following:
 - Optimal use of blood products
 - Safe transfusion practices
 - Availability of blood products
6. ② The hospital has a hemovigilance surveillance program to monitor, investigate, and report any adverse events and near miss events involving blood bank and/or transfusion services. (*See also* QPS.03.04, ME 3)

Standard AOP.04.01

Clinical guidelines and procedures are implemented for the handling and administration of blood and blood products.

Intent of AOP.04.01

Proper oversight is required to minimize risks and to ensure optimal use of blood products. Additional guidance for this key requirement is explained below.

In addition to oversight of the blood bank and transfusion services, the hospital identifies who is permitted to administer blood and blood products according to local laws and regulations and uniformly implements clinical guidelines and procedures for the handling and administration of blood and blood products. The hospital provides and documents training for all clinical staff permitted to administer blood and blood products. This training is overseen by an individual with education, knowledge, and expertise related to blood and blood products administration. Uniform training ensures that processes, procedures, and clinical guidelines for transfusions are implemented throughout the hospital.

Training for clinical staff permitted to administer blood and blood products includes the following:

- How to obtain consent
- How to obtain blood and blood products from the blood bank or blood storage areas
- How to verify patient identification
- Administration procedures, including special considerations for special patient populations (for example, neonates, trauma patients)
- Documentation requirements
- How to monitor for and respond to transfusion reactions

The hospital has a process to monitor and investigate any adverse events and near miss events involving the administration of blood and blood products. This process includes the following:

- Clinical staff involved in the event
- The individual(s) who oversees blood and blood product administration training