

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. ⓐ 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. ⓐ 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. ⓐ 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

- The individual(s) who oversees the blood bank and transfusion services
- An individual(s) from the quality and risk management program
- Others as identified

Measurable Elements of AOP.04.01

1. The hospital identifies who is permitted to administer blood and blood products in accordance with laws and regulations.
2. Individuals permitted to administer blood and blood products must have the education, knowledge, and clinical expertise to do so safely.
3. ⑩ The hospital provides and documents training of practices associated with administering blood and blood products.
4. Clinical guidelines and procedures are uniformly implemented for the handling and administration of blood and blood products.
5. Clinical guidelines and procedures address the processes for the following:
 - Patient consent for administration
 - Procurement of blood from the blood bank or blood storage area
 - Patient identification
 - Blood administration
 - Monitoring of the patient
 - Identification of and response to signs of potential transfusion reactions

Radiology and Diagnostic Imaging Services

Standard AOP.05.00

Radiology and diagnostic imaging services are available to meet patient needs, and all services meet applicable local and national standards, laws, and regulations.

Intent of AOP.05.00

Safe and accurate radiology and diagnostic services are needed to make accurate patient diagnoses and treatment plans.

The hospital has a process for providing radiology and diagnostic imaging services required by its patient population and scope of services. Radiology and diagnostic imaging services meet all applicable local and national standards, laws, regulations, and professional standards.

Radiology and diagnostic imaging services, including those required for emergencies, may be provided within the hospital, by agreement with another organization, or both. Radiology and diagnostic imaging services are available after normal hours for emergencies. In addition, the hospital may identify and contact experts in specialized diagnostic areas, and the hospital maintains a list of such experts. Examples of these specialized areas include the following:

- Radiation physics
- Radiation oncology
- Nuclear medicine
- Interventional radiology
- Neurointerventional radiology
- Cardiac catheterization

Outside sources are convenient for the patient to access, and reports are received in a timely way to support patient care. The hospital selects outside sources based on the recommendation of the individual responsible for radiology and diagnostic imaging services. Outside sources of radiology and diagnostic imaging services