

POTENTIAL BENEFITS OF AN INFORMATION MANAGEMENT SYSTEM TO MONITOR HEMOVIGILANCE

J.G. van der Wijst, A.G. van den Bos, B. de Pauw

University Hospital St Radboud, Nijmegen, Netherlands

Introduction: Hemovigilance is systematic monitoring of the blood transfusion chain and comprises all activities that may lead to a safer and more effective use of blood components. A solid infrastructure for surveillance that enables registration and categorization of (near-) incidents provides insight in the utilization of sources and reveals topics for improvement. Subsequently, it may help to assess the effects of corrective interventions. A tailor-made information management system can serve as a tool to create the requested infrastructure.

Aim: The aim is, to establish a basis for all the information related to the transfusion chain, such as Standard Operating Procedures, (inter) national guidelines, local transfusion protocols and forms, and procedures to direct the process. A solid infrastructure for registration of incidents helps to understand the nature of the encountered problems and enables all participants to monitor the effects of the necessary improvements.

Method: The primary activity is to create a basis by outlining all individual links in the donor-to-recipient transfusion chain. Secondly, the resources, responsibilities, actions, and internal controls (what task, who is performing, why, which incidents, what improvement, where, when) are documented. The end of these activities describes a chain process, in which all crucial items of hemovigilance are included. Integrating a software program for incident management allows the recognition of the number of incidents related to specific links in the chain thereby providing an indication for necessary interventions by the responsible co-worker. The effects of these actions will be displayed on the same screen. All the information collected in the database, including all resources, responsibilities, incidents, actions, and internal controls can be made available to target groups by means of the intranet.

Result: This approach to collecting and displaying of the information on hemovigilance creates a transparent and easy-to-manage process. It establishes a basis, which clarifies the whole hemovigilance process to all participants and enables timely interventions by the people responsible for hemovigilance. It allows us to show auditors (both internal and external) the up-to-date interrelations between practice and guidelines, as well as the connection between incidents, their related improvements, situated in a particular links in the chain of processes in a continuous basis.

Example: The total number of incidents in 2006 will be decreased with about 27% (110 in 2005 to 80 in 2006). This system shows the responsible link: The 19 incidents of 2005 in 'ordering blood components' disappeared in 2006 because of the implementation of new order forms and new guidelines, on-line available on the intranet of our hospital.

Conclusion: By outlining the process, followed by defining, analyzing, securing, by means of the 'W6' method, the management system offers a stable basis and framework for all participants to keep an eye on hemovigilance, which may stimulate a more safe and effective use of blood components.