

'Don't count the things you do, do the things that count'

Zig Ziglar

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Standard 9 Portfolio

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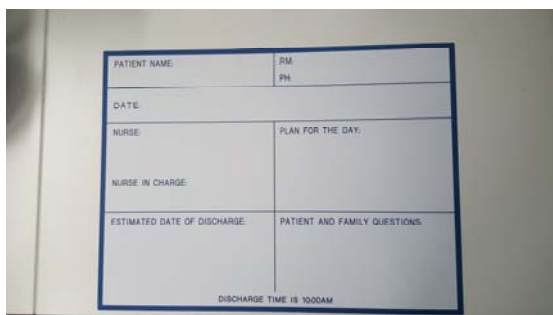
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Quality Coordinator Mental Health

UPDATES

Patient Communication Boards



The new and improved Communication Boards were installed last week. They are a great improvement from the old laminated ones that had gone through a fair bit of wear and tear.

With Acute compliance for Communication Board completion with the old boards being at 55% for the Bedside Audit, this development will hopefully assist in enhancing compliance levels for completion and updates to assist patient communication.

AUDITS UPDATE - 1ST QUARTER 2017



Ward Meeting Survey 2016 - Staff

Reports currently being finalised to send to Managers to review.

Clinical Documentation Audit:

Results have been distributed this month. Action plans due Friday 7th April 2017

Bedside Audit

Acute: Reports are being checked and will be sent out within the week.

Subacute: Reports to be finalised within the next week, Reports to be sent out later this month, early May 2017.

Mental Health: Reports to be finalised within the next week, Reports to be sent out later this month, early May 2017.

Smaller areas including MDU and Dialysis, etc. are being collated. Reports to be put together. Any queries please don't hesitate to contact your QuIC Representative. Reports to be sent out later this month, early May 2017.



Focus month for March is Standard 7 – Safe Blood & Blood Products - See over page for details



TRANSFUSION COMPETENCIES



An audit looking at transfusion documentation from both the medical and nursing perspective will be undertaken during April.

This will be a good time for ward managers to focus on transfusion competencies ensuring that staff have completed the transfusion requirements according to the competency matrix.



All nursing staff that work in areas where transfusion is likely to occur complete **BloodSafe eLearning - Clinical Transfusion Practice** once only.



To **maintain competency**, one of the other BloodSafe Patient Blood Management courses is to be completed every **second** year. Staff can choose which course to complete:

- Patient Blood Management (PBM)
- Critical Bleeding
- Perioperative
- Critical Care
- Postpartum Haemorrhage (PPH)
- Iron Deficiency Anaemia (IDA)
- Medical and Specialties
 - Cancer
 - Cardiac
 - Chronic Kidney Disease
 - Chronic Transfusion
 - Gastrointestinal

<https://bloodsafelearning.org.au/course/medical-and-specialties/>



Ward clerks, ward assistants, theatre techs and ED techs have completed BloodSafe's **Transporting Blood** within the last 2 years.

BLOOD CHAMPIONS

First Meeting to be held: Tuesday 11th April 2017 2pm — 2:45pm in the ERC, Meeting Room 1

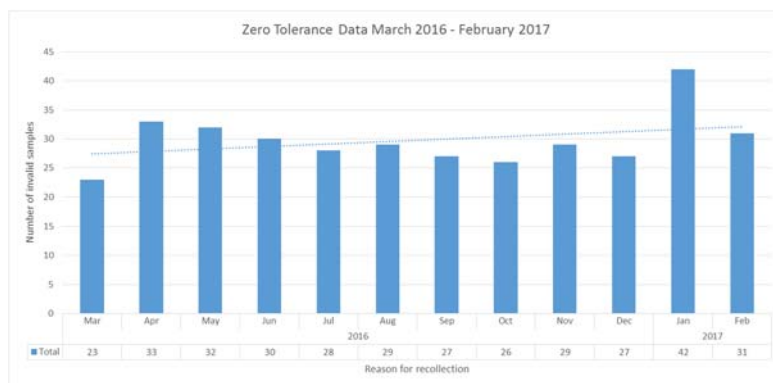


ZERO TOLERANCE

The majority of adverse reports relating to blood transfusions result from human error, including misidentification of patients and incorrect labelling of samples. Ballarat Health Services has a 'zero tolerance' policy to inadequately collected blood samples for pre-transfusion testing, but it is just as important that all blood samples are collected the same way.

Most common reasons for rejection of samples:

- No patient details on form
- Request not signed by a medical officer
- Bradman label on the tube
- Incorrect date of birth
- No patient details on the tube
- Mismatch in details between the tube and the form
- Tube is not signed
- Date of collection missing
- Collector's declaration not signed
- Incorrect UR number
- Time of collection missing
- Mismatch in the signature on tube and form



From 5402 samples received in blood bank, 357 had to be recollected. This equates to 6.6% over the 12 month period.

Further information on the 'zero tolerance' policy can be found in the governance documentation system:

[POL 0012 – Blood Components – Crossmatching for Transfusion](#)