

A Comprehensive PBM Program Emphasizes Focused

Feedback to Improve Patient Safety and Decreases Costs

Anhtai H. Nguyen, MD¹, Helena D. Walo, RN, MSN¹, Temesia High, MLS¹,

Julie Navarro, MSN, RN², Carolyn Clancy MSN, CNS, APRN², Sheryl Reed, MS²



BON SECOURS VIRGINIA HEALTH SYSTEM
Bon Secours Health System, Inc.

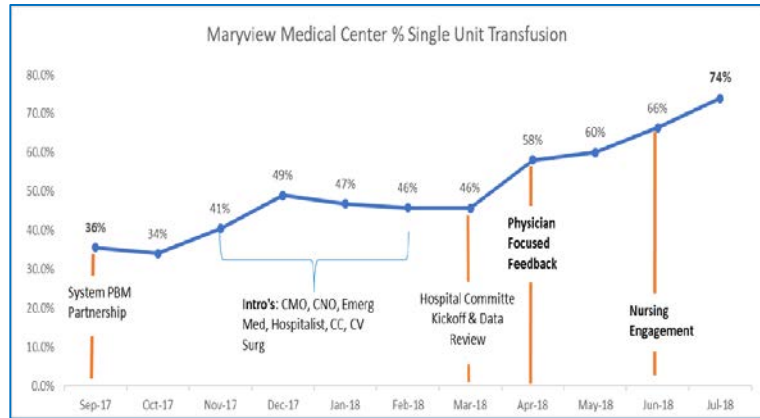
¹ Bon Secours Maryview Medical Center ² Accumen, Inc

Aim:

Patient Blood Management (PBM) is one of the top patient safety initiatives of the decade. A community hospital, administering over 5000 transfusions a year, evaluated their transfusion practices against a national PBM data set. High-performing comparable hospitals are delivering 64-80% of their transfusions one unit at a time. Maryview Medical had an initial performance rate of 36%. Single unit transfusions (SUT) in non-hemorrhaging patients is a practice that decreases patient exposures, improves patient outcomes, and reduces hospital costs.

Methods:

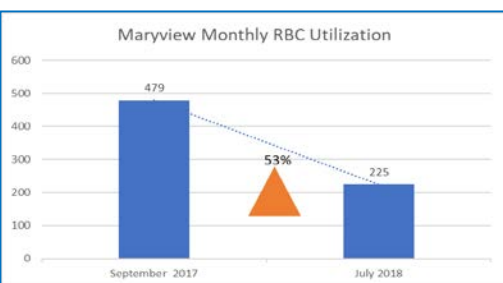
- Hospital partnered with PBM experts
- A multidisciplinary team was created with hospital leadership support
- Validated PBM data analyzed for baseline performance in transfusion metrics
- Specialty services with high opportunity for improvement were identified



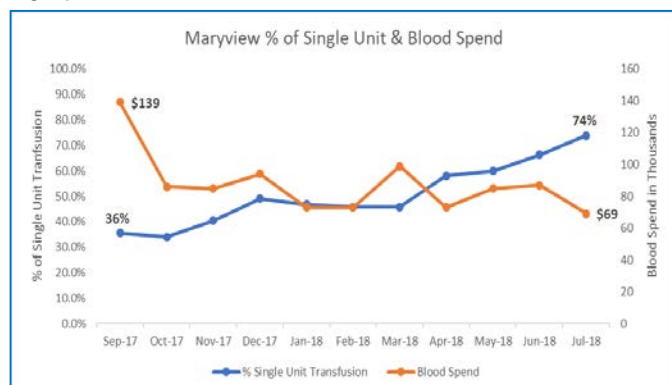
- Urgency created through hospital wide awareness campaign "Why PBM is a national patient safety initiative"
- Focus, Feedback and Fix model used to begin peer to peer conversations
- Nursing wide education in shift of transfusion practices
- Nursing & physician partnership with clinical inquiry related to patient centered ordering practices
- Blood Bank partnered with clinical team to advocate for eliminating unnecessary transfusions

Results: Single Unit transfusions improved from 36% to 74% in 12 months with Emergency Medicine and Hospitalist have the greatest improvement.

Additionally monthly red cell utilization decreased 53%...



Resulting in a significant decrease in blood product cost



Implications:

Creating urgency, delivering performance-based focused feedback, and engaging in multidisciplinary collaboration is effective in improving patient safety and decreasing costs.