

Southern Health and Social Care Trust Transfusion Team

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Introduction

- The NPSA (14) Right Patient, Right Blood (NPSA/2006/14) is a mandatory and essential programme for post registration nurses and midwives and requires that all staff involved in the blood transfusion process must receive theoretical training every 18 months and competency assessment every 3 years. Sustainability of these quality standards requires to be monitored regularly and difficulties have arisen due to staff booking places for the scheduled sessions and then being unable to attend. This may be due to competing training priorities within the Trust and the difficulties in releasing staff from the clinical areas.

Methodology

- Discussion and organisation to ensure that nurses/midwives could be facilitated with IT support and advice required to undertake the module and development of the programme in accordance with the SHSCT Blood Transfusion Policy.
- PLAN** – To provide an e- learning module specific to the needs of the Trust Nurses/ Midwives.
- DO** -Embraced the views of Nurses/Midwives and gained approval from Senior Management.
- STUDY** – Compared data and evaluated the findings.
- ACT**- Designed an e- Learning training package with the support of the Trust IT department, Education Learning and Development and then commissioned a media company to produce supporting training video and voice over.
- The Transfusion Team gained the support of staff by employing a **Transformational Leadership approach involving**
- Stakeholder engagement*
- Collaborative working and evaluation.*
- Shared understanding.*

SCENE FROM TRAINING VIDEO

Blood Samples for Pre-transfusion Testing



Challenges

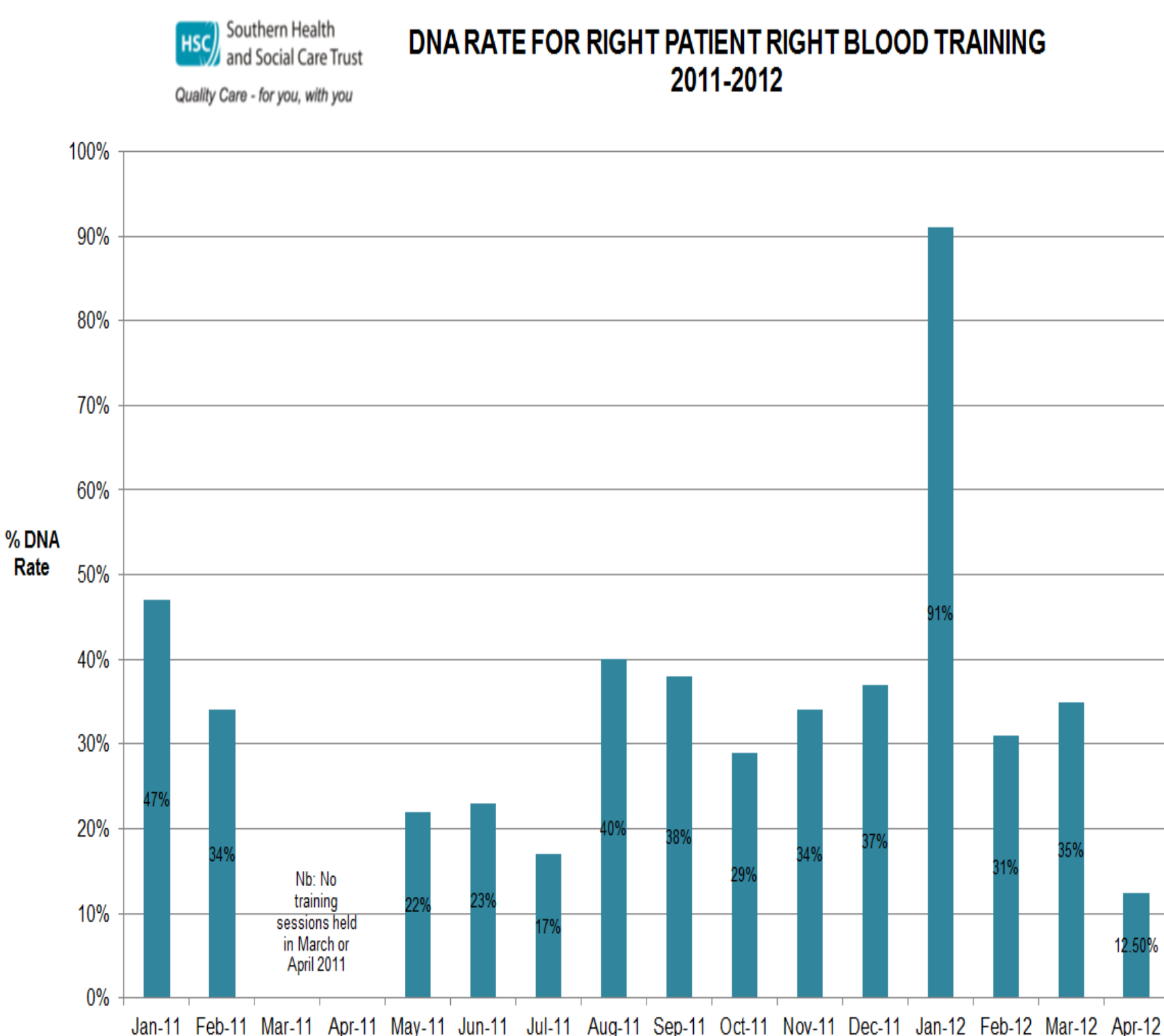
The challenges faced by the Transfusion Team were as follows:-

- Trust Wide Education project with competing priorities.
- New concept for staff involved in the blood transfusion process.

Results and Value Added as a result of the implementation of the e- learning programme include:-

- Nurses/Midwives have the **option** of ‘face to face’ or electronic training to suit their needs.
- The module can be completed at **convenient** times during the working day as staffing levels permit.
- The Trust can **demonstrate** that staff are provided with adequate training facilities to undertake this mandatory training in accordance with the Legislative requirements of the National Patient Safety Agency(14) Right Patient, Right Blood.
- Since the launch of the e-learning programme in September 2013, NPSA self- inspection audits undertaken in November 2013 and February 2014 have demonstrated that all of the **278** nursing/midwifery staff involved in the blood transfusion process over a period of seven days had all been **trained accordingly**, by competency assessment. Theoretical training being accessed by either ‘face to face’ training or e- learning.

Conclusion Development of this E- Learning programme has been a key success factor to ensure compliance with this mandatory training. The new concept allows staff to choose between these two methods of teaching. Positively, staff evaluation concludes that the blood transfusion process is made clear due to the video featuring our own Trust staff and documentation. **Quote from Lead Midwife-** *“I found the on line training very user- friendly as the system was easy to navigate. From a line manager's perspective, the training is convenient as staff can be more readily released for the 1-1.5hrs e –learning.*



- It was recognised that non- attendance resulted in a waste of resources and audits undertaken revealed that the Trust in 2011/12 was 54% over the service level agreement with the education provider

Project Aim

- The aim of the project was to develop an e- learning programme specific to the needs of the nurses/midwives working within the Southern Health and Social Care Trust. This programme featured the entire blood transfusion process using Trust documentation and featuring Trust staff.

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