DESCRIPTION

Blood transfusion is a primary intervention for patients with cancers affecting bone marrow and production of blood cells. At Humber River Health (HRH) Cancer Care Clinic, the increased volume of patients receiving blood transfusions combined with acute health human resources shortages resulted in increased workload, inefficient workflow, and negative patient experiences. A blood transfusion protocol order set is embedded in the Computerized Physician Order Entry (CPOE) as part of the EHR. However, opportunities exist to optimize its functionalities, such as built-in pre-approved orders with clinical parameters. The Oncology team launched an initiative to improve blood transfusion processes and patient satisfaction.

OBJECTIVE

To enhance the blood transfusion protocol to improve patient care and staff satisfaction by optimizing the CPOE system.

ACTIONS TAKEN

- Review and consultation with Clinic Nurses, Hematologists/Oncologists and HRH Blood Bank.
- Enhancement of Cancer Care Clinic blood transfusion order set to include the identified parameters.
- Development of transfusion specific documentation by Clinical Informatics.
- Educational in-services for physicians, nursing, and clerical based on updated transfusion parameters.
- Communication of new blood transfusion protocol and processes to the Laboratory and Blood Bank team at HRH.
- The CPOE-optimized blood transfusion protocol was implemented. The team executed several interventions to improve protocol utilization using multi-faceted Plan-Do-Study-Act (PDSA) cycles.

SUMMARY OF RESULTS

The inter-professional team and patients have positive feedback about using the new blood transfusion protocol with pre-approved orders and clinical parameters built into the CPOE. Anecdotal feedback from Physicians, Nurses, Clerks, and Blood Bank Staff expressed clear clinical orders, efficient workflows, and improved workloads. Patients were satisfied with the improved wait times, elimination of unnecessary delays and interruptions during treatment.

LESSONS LEARNED

The enhancement of the blood transfusion protocol in the Cancer Care Clinic through CPOE optimization improves work satisfaction, patient safety, quality of care, and overall clinical outcomes.