

STUDY OF THE PROCESS FOR ISSUE OF BLOOD UNITS WITH A VIEW TO REDUCE TURNAROUND TIME (TAT)

BACKGROUND:

- TAT is one of the quality indicator in blood centers and is calculated as the time taken from the time blood request and samples received to till the blood is crossmatched and available for issue. For PRBC crossmatch, blood centers must have appropriate time limits, for both routine and emergency scenarios.

AIMS

- Study of process for issue of blood units and blood center plan with a view to reduce TAT.

OBJECTIVES

- To determine the contribution of individual processes & plan within the blood center which contribute to TAT for issue of blood units.
- To minimize complaints against the blood center staff in the reception during busy hours and night time.

METHODS:

- TIME MOTION STUDY** used to analyze various steps in the process and to know the motion of staff during the process.

RESULTS:

- The workflow with present plan shows, movement of staff across various sections and it took 40minutes 30 seconds to complete the crossmatch and issue of single unit. The nursing staff posted in the reception should take care of entire donor section and transfer of request to LAB -1 and issue of blood units. In night shift single staff is posted, if staff working in the LAB – 1 will not aware of staff came for blood units and they move through various sections to find the technical staff.
- The proposed plan was to merge Lab – I and reception which shows the reduced staff movement by removing 4 steps in the process and it took 36 minutes to complete crossmatch and issue of single unit & continuous availability of staff in reception during day and night.

CONCLUSION:

- The plan change by combining Reception and LAB-I, will minimize the cost of hiring new staff and complaints. The same was discussed with the management for further process.

