American Society for Apheresis
Denver, Colorado
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Reduction of Unsuccessful Phlebotomy Rates
Margaret Hannan, LPN, AT (ASCP)
About Us

The Delmarva Peninsula is a large peninsula on the East Coast of the United States, occupied by Delaware and portions of Maryland and Virginia.

Be Someone’s Hero. Give Blood.
Mid-sized blood center
4 fixed sites and 30 mobile donor sites
School Blood Drive Program: 85 schools participated in 2011/2012 school year
Over 75,000 blood, platelet, and plasma donations in 2012
Over 100,000 products produced
Why

- Reduce costs (supplies, staff time)
- Risk Management
- Improve Customer Service
- Increase revenue
- Improve Product inventory levels
How

- Conservatively selected donor pool
  Move unsuccessful donors to other programs
- Select most proficient staff
- Single needle vs double needle procedures
Regular staff feedback

- Monthly meetings with each employee
- Positive approach: “Success Rate” vs “QNS Rate”
- “Report Cards” for employee feedback
12-Month Automated Products QNS Rate

- Monthly Automated QNS Rate
- Monthly Automated QNS Mean
- Automated Procedures
- Automated QNS

Be Someone’s Hero. Give Blood.
How

Staff Monitoring
KPI’s – Key Performance Indicators

✓ Productivity
✓ Number of procedures
✓ Competency
  ▪ Number of unsuccessful procedures
  ▪ Errors
✓ Level of customer service

Be Someone’s Hero. Give Blood.
Staff competency issues

- Discuss with employee
- What do they think the problem is?
- Make Observations
  - Vein assessment and selection
  - Technique, angle, depth
Partner with seasoned staff with high success rates

perform observations, critique, make suggestions
How

Performance Improvement Plans

1. Specific and detailed
2. Expectations
3. Timeline
4. Consequences
5. Follow through
What are your successes?
Your time to share
Thank you!

It's QUESTION TIME!!
Blood Bank of Delmarva
100 Hygeia Drive
Newark, DE 19713

Telephone: (302) 737-8405
Toll Free: (800) 548-4009
Fax: (302) 737-8233

www.delmarvablood.org

mhannan@bbd.org