

Trained senior nurses as first line consultants in blood donor eligibility matters

Operational process change in 2015

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EDQM 2020

1


Finnish Red Cross Blood Service

- National Blood establishment;
 - 10 fixed collection sites and 7 mobile teams
 - 200 000 whole blood donations
 - 2 500 platelet apheresis donations








2

Background



Donor selection process in Finland ("since ever"):


- Donors filling the **health questionnaire**
 - in paper form until 2020 at the donation site
 - since 5/2020 electronic health questionnaire at home or at the donation site
- Qualified **nurses interviewing the donor and measuring their hemoglobin**
Nurse in Finland = Bachelor's Degree Program in Nursing (3,5 years, Universities of Applied Sciences)
- Decision of the eligibility by using the BE:s
"Donor selection criteria SOP"

- Physician in charge available for a phone consultation

3


Process change in 2015



		Before 2015	Since 2015
Health questionnaire	Donor	✓	✓
Donor interview, hemoglobin	Nurse	✓	✓
"Second opinion"	Nurse, local colleague	✓	✓
Phone consultation (first level)	Physician	✓	
	Trained senior nurse		✓
Second level phone consultation	Physician		✓

4


Process change in 2015



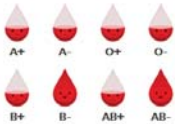
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5

Needs and motivational factors behind the process change



- A more appropriate work distribution among health professionals (nurses and physicians)
- A new role with new challenges for experienced nurses
- A desirable solution in a situation with limited resources of medical doctors in the field on blood banking and transfusion medicine



6

Requirements for "senior nurse" applicants



- Willingness for a new type of working role (for a period of 2-3 years)
- Good knowledge in the current donor selection criteria and understanding the factors behind the criteria & health associated factors having impact on donor eligibility
- At least one year working experience in FRC Blood Service as nurse
- Be able to express difficult medical, health related things clearly and simply

-> Selection based on written application and interview

7

Training programme



- 2 – 2,5 days training programme (lections, discussions, case-reports) under the guiding of the senior physician and the co-ordinating nurse
- 1 - 2 days of self studying (SOP ´s, EDQM Guide, EC Blood Directive, National electronical health portal...)



Senior nurse; role and activities in practice



- Trained nurses having their usual working role in blood collection or in donation supporting duties

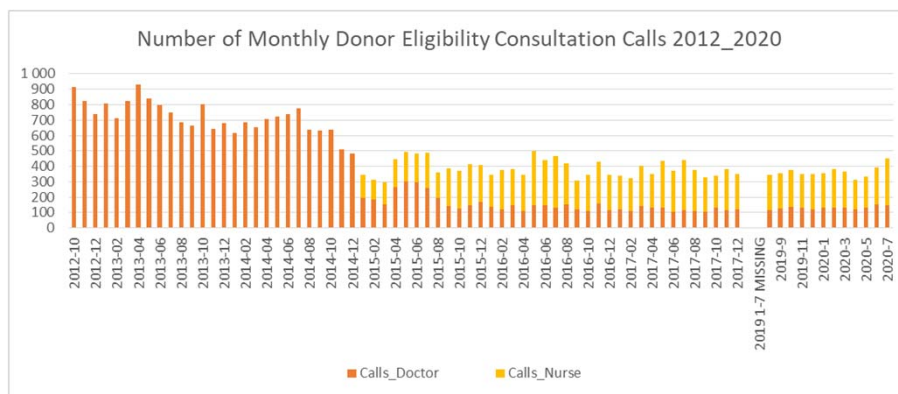
but acting 1-3 times in a month as phone consults for one working day

- One physician in charge as senior medical phone consultant
- Temporary, fixed-term task (3 years) with a monthly extra salary of 110 euros
- Since 2015, always 10-12 trained senior nurses in the on-call ring (a total of 32 nurses have been trained)



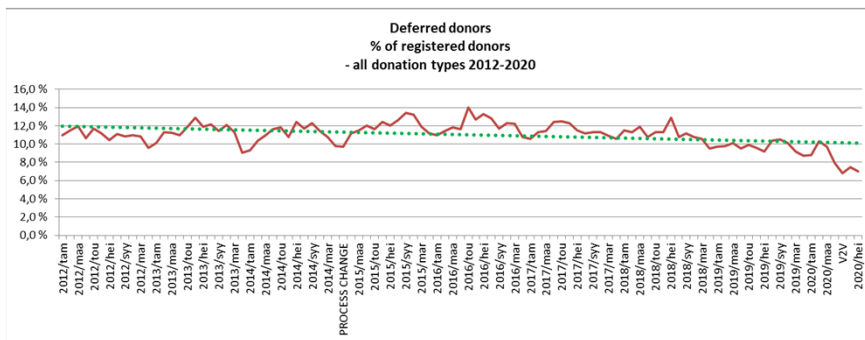
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Results (1)

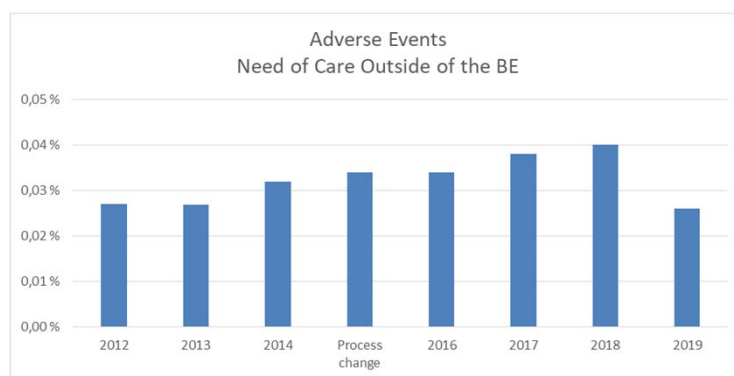


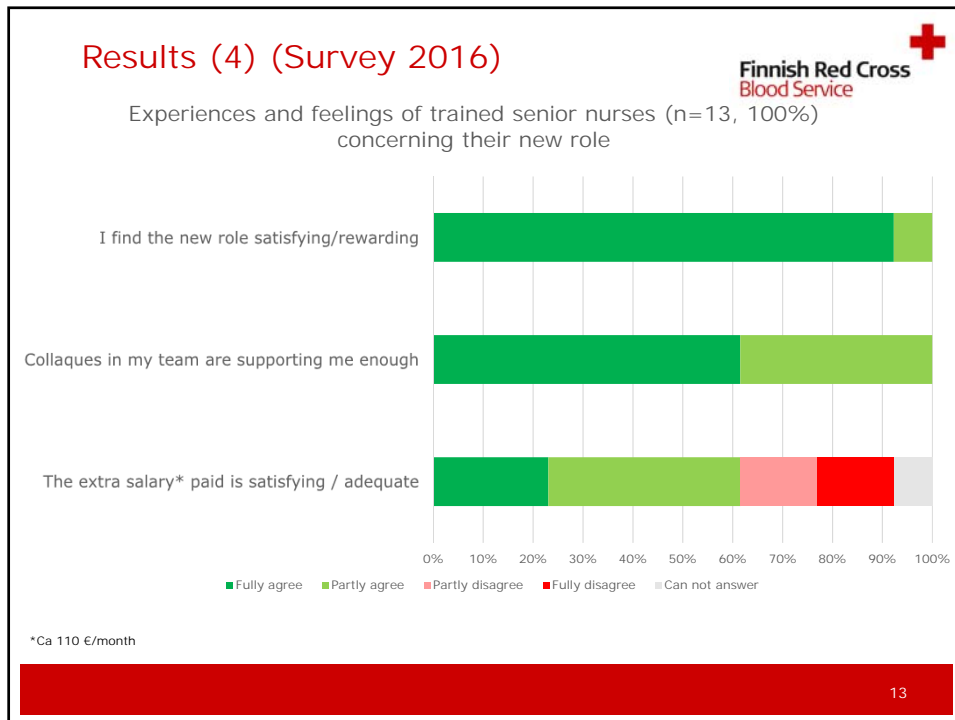
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Results (2)



Results (3)





Conclusions

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- The total number of phone consultations has decreased remarkable -> The new model seems to increase the activity of face to face consultations locally at the donation site
- Especially the need of consultations by physicians has decreased -> A more appropriate work distribution among health professionals achieved
- Has been positive adopted by the senior nurses and their colleagues; the only noncompliance concerns the extra salary paid for the role
- No negative long term effects on deferral rate
- Focused, concrete requirements concerning the updates of the donor selection criteria SOP
- Had now impact on rate of adverse events where "need of care outside of the BE"-> the new operation model is safe

14



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Thank you!

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