

Quality and Productivity Commission
33rd Annual Productivity and Quality Awards Program
"Empowering Innovative Solutions"

2019 APPLICATION

Title of Project (Limited to 50 characters, including spaces, using Arial 12 point font):

NAME OF PROJECT: EVERY SECOND COUNTS-EXPECT THE UNEXPECTED

DATE OF IMPLEMENTATION/ADOPTION: MAY 2018

(Must have been fully implemented for a minimum of at least one year - on or before July 1, 2018)

PROJECT STATUS: Ongoing One-time only

HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT? Yes No

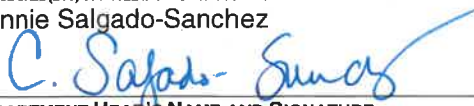

EXECUTIVE SUMMARY: Describe the project in 15 lines or less using Arial 12 point font. State clearly and concisely what difference the project has made.

1 Massive Transfusion Protocol (MTP) is defined as transfusion of greater than four red
 2 blood cell units in one hour. Activation of this protocol is infrequent at Olive View-UCLA
 3 Medical Center (OVMC) in comparison with trauma hospitals, and as a result, there
 4 were challenges with communication and response to the MTP protocol. Through
 5 coordinated efforts and partnership with enthusiastic staff, first with Emergency
 6 Department and later with Obstetrics Department, an MTP guide was created, MTP
 7 drills were initiated to improve reaction times and reinforce familiarization with process,
 8 and two instructional videos were released clearly stating the steps that must take place
 9 to be in compliance with regulations. To promote sustainability and continuous
 10 improvement effort, feedback after MTP activation is provided to all high risk areas
 11 referring them to the MTP guide and MTP videos. The detailed educational aids and
 12 continuous improvement effort have created a structured response across the
 13 organization, enhanced effective communication, and improved efficiency by assigning
 14 roles. This has also reduced the workflow complexity for both the nursing unit and
 15 Blood Bank and increased staff confidence and skill set.

BENEFITS TO THE COUNTY

(1) ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE	(2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS	(3) ACTUAL/ESTIMATED ANNUAL REVENUE	(1) + (2) + (3) = TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT	SERVICE ENHANCEMENT PROJECT
\$	\$	\$	\$	<input checked="" type="checkbox"/>

ANNUAL = 12 MONTHS ONLY

SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS Pathology Department 14445 Olive View Drive Sylmar, CA 91342		TELEPHONE NUMBER 747-210-4044	
PROGRAM MANAGER'S NAME Rachel Dauz		TELEPHONE NUMBER 747-210-4044	
		EMAIL RDauz@dhs.lacounty.gov	
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE (PLEASE CALL (213) 893-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME) Connie Salgado-Sanchez 		DATE 6/25/19	TELEPHONE NUMBER 213-288-8483
		EMAIL cosanchez@dhs.lacounty.gov	
DEPARTMENT HEAD'S NAME AND SIGNATURE Christina R. Ghaly, M.D. 		DATE 6/25/19	TELEPHONE NUMBER 213-288-8050

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1st FACT SHEET – LIMITED UP TO 3 PAGES ONLY: Describe the **challenge(s), solution(s), and benefit(s)** of the project to the County. What quality and/or productivity-related outcome(s) has the project achieved? Provide measures of success and **specify assessment time frame**. Use Arial 12 point font.

CHALLENGES

There have been many instances when uncrossmatched blood is requested or when Massive Transfusion Protocol (MTP) is activated that:

1. Notification call to Blood Bank is not initiated
2. Transporters are not bringing two patient identifiers at product pick up
3. Multiple staff are making calls to Blood Bank for the same inquiry preventing Blood Bank staff from preparing blood and blood products

Olive View-UCLA Medical Center is not a trauma center. Therefore, Massive Transfusion Protocol (MTP) activations are less frequent than in trauma hospitals (an average of two activations per month in 2018). MTP is generally defined as transfusion of greater than four red blood cell units in one hour. A solution was needed to educate staff on the MTP process.

SOLUTIONS

The Blood Bank leadership approached the Emergency Department (ED) with the challenges and requested collaboration to make improvements. The request was enthusiastically received by the ED Nurse Educator. From this collaboration, two major educational tools were created:

1. (May 2018) A working algorithm called the MTP Guide that has been fine-tuned from feedback from other medical services and is now being used to educate and guide staff in different medical services. The MTP guide is an outline of tasks from activation to de-activation.
2. (March 2019) An instructional MTP Skit Video demystifying MTP activation incorporating all involved sections (ED, Blood Bank, Patient Financial), and clearly stating the steps that must take place to be in compliance with regulations. This video is available on the intranet and can be accessed by all medical services at any time.

Furthermore, MTP drills were launched in ED in July 2018 with debriefings after each drill so efficiency can be improved.

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The collaboration with ED was very successful and as of October 2018, the MTP drills and educational aids have now been implemented in the Obstetrics Department (OB). The goal is to keep expanding to other high risk departments within the organization.

In January 2019, through the collaboration of Rachel Dauz, Laboratory QA Coordinator, and Son Vu, Blood Bank CLS, an MTP video was created succinctly highlighting the three necessary components of an MTP activation. This video presents a more general view of MTP activation and is valid for all nursing units for the support of MTP education. The MTP Skit video is tailored for ED where a patient whose identity cannot be readily determined is encountered.

In January 2019, MTP coolers were validated and implemented. These coolers allowed warm newly thawed plasma to be in same cooler as red blood cells without compromising red blood cells. There is also a separate pouch for platelets that maintains its acceptable temperature range. This is an improvement from Igloo coolers which can only fit red blood cells. The MTP cooler allows Blood Bank to place all products needed in one container to keep by the patient's bedside.

BENEFITS

Utilizing MTP drills and referrals to an MTP guide and videos have created a structured response across the organization, enhanced effective communication, and increased efficiency by assigning roles. This has reduced the workflow complexity for both the nursing unit and the Blood Bank and increased staff confidence and skill set.

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Linkage to the County Strategic Plan – 1 page only. Which County Strategic Plan goal(s) does this project address? Explain how. Use Arial 12 point font.

III.1.1 Develop Staff Through High Quality Multi-Disciplinary Approaches to Training

The MTP Guide was created. In addition, two instructional MTP videos were developed to assist nurse educators in enhancing MTP skills in their relevant medical services. Feedback is encouraged from all departments to continually improve the process. These educational tools are available in Olive View intranet.

<http://myladhs.lacounty.gov/ov/NursingDepartment/EmergencyNursing/Dept%20of%20Emergency%20Nursing%20documents/Workflows/MTPguide.%2012.6.18.pdf>

http://myladhs.lacounty.gov/ov/Pathology/_layouts/15/WopiFrame.aspx?sourcedoc=/ov/Pathology/Documents/MTP%20DRILL%20-%20POWER%20POINT%20PRESENTATION%20-%20Version2.pptx&action=default

<http://myladhs.lacounty.gov/ov/NursingDepartment/EmergencyNursing/SitePages/Home.aspx>

Click on MTP Video

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COST AVOIDANCE, COST SAVINGS, AND REVENUE GENERATED (ESTIMATED BENEFITS TO THE COUNTY): If you are claiming cost benefits, include a calculation on this page. Please indicate whether these benefits apply in total or on a per unit basis, e.g., per capita, per transaction, per case, etc. You must include an explanation of the County cost savings, cost avoidance or new revenue that matches the numbers in the box. Remember to keep your supporting documentation. Use Arial 12 point font

Cost Avoidance: Costs that are eliminated or not incurred as a result of program outcomes. Please indicate whether these are costs to the County or to other entities.

Cost Savings: A reduction or lessening of expenditures as a result of program outcomes. Please indicate whether these were expenditures by the County or by other entities.

Revenue: Increases in existing revenue streams or new revenue sources to the County as a result of program outcomes.

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FOR COLLABORATING DEPARTMENTS ONLY

(For single department submissions, do not include this page)

DEPARTMENT NO. 2 NAME AND COMPLETE ADDRESS	
EMERGENCY DEPARTMENT 14445 OLIVE VIEW DRIVE, SYLMAR, CA 91342	
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OBSTETRICS DEPARTMENT 14445 OLIVE VIEW DRIVE, SYLMAR, CA 91342	
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DEPARTMENT NO. 4 NAME AND COMPLETE ADDRESS	
BLOOD USAGE COMMITTEE 14445 OLIVE VIEW DRIVE, SYLMAR, CA 91342	
PRODUCTIVITY MANAGER’S NAME AND SIGNATURE	DEPARTMENT HEAD’S NAME AND SIGNATURE
MARGARET LEE EMAIL: <u> _MLEE6@DHS.LACOUNTY.GOV </u>	DR. KATHERINE YU EMAIL: <u> _KYU@DHS.LACOUNTY.GOV </u>
DEPARTMENT NO. 5 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER’S NAME AND SIGNATURE	DEPARTMENT HEAD’S NAME AND SIGNATURE
EMAIL: _____	EMAIL: _____
DEPARTMENT NO. 6 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER’S NAME AND SIGNATURE	DEPARTMENT HEAD’S NAME AND SIGNATURE
EMAIL: _____	EMAIL: _____
DEPARTMENT NO. 7 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER’S NAME AND SIGNATURE	DEPARTMENT HEAD’S NAME AND SIGNATURE
EMAIL: _____	EMAIL: _____