Name of Policy: Incident/Error/Accident Review

Policy Number: 3364-108-106

Approving Officer: Senior Hospital Administrator

Director, Blood Transfusion

Service

Responsible Agent: Blood Transfusion Service

Supervisor

Administrative Director, Lab

Scope: University of Toledo Medical Center -

Pathology/Laboratory - Blood Bank



Effective date: 03/03/2025

Original effective date: 06/1996

Key wo	Key words: Incident, Error, Accident, Correction, Variance, Delay				
	New policy proposal		Minor/technical revision of existing policy		
	Major revision of existing policy	X	Reaffirmation of existing policy		

## (A) Policy Statement

The Blood Transfusion Service has a process to capture, assess, investigate and monitor events that deviate from UTMC policy or procedure or other applicable regulations and requirements.

(B) Purpose of Policy

To capture and classify variant events; investigate and identify problems; implement corrective action and evaluate effectiveness of corrective action.

## (C) Procedure

- (1) All errors (unplanned deviations) or variances from procedure detected in previously described reviews are documented on a Lab Occurrence Report. Document all pertinent information including unit numbers, patient identification and detailed description of the problem. In addition, UTMC Occurrence Reports should be initiated using the Datix Patient Safety report online for all serious errors that affect patient safety. Deviations from policy or procedure with prior approval from BTS-Medical Director or designee (planned deviations) must also be documented. All variances are reviewed by the BTS supervisor and referred to the BTS Medical Director or designee if warranted. Appropriate corrective actions and follow-up are recorded on Variance Report. Recurrent variances by Blood Transfusion Service personnel are corrected by retraining. Repeated negligence or breach of policy or procedure will result in disciplinary action. Variance reports are referred as follows:
  - (a) Hospital departments, Risk Management; variances involving personnel outside of Department of Pathology
  - (b) Laboratory CQI Coordinator; variances involving specimen collection, delays, laboratory personnel

- (c) Lab Utilization Review Committee, Risk Management; serious variances requiring interdisciplinary approach for resolution; irregular blood ordering practices or blood usage for peer review. Incidents considered "Sentinel Events" will be investigated and reported to The Joint Commission by Risk Management.
- (d) American Red Cross; variances involving blood or component unit quality or availability; severe adverse effects of transfusion.
- (e) Product/ Equipment Vendors or Manufacturers; variances involving reagents, equipment or products.
- (f) Federal Drug Administration: biological product deviations (BPD) that occur while products are under UTMC control that affect the safety, purity, or potency of a blood product. See guidance documents and forms attached or to report electronically within 45 days, see CBER web site at www.fda.gov/cber/biodev/biodev.htm); fatal transfusion reactions
- (2) Communication of Concerns
  - (a) Personnel with concerns about quality or safety are encouraged to communicate those concerns to Lab Administration or Hospital Executive Management. Anonymous communication of quality or safety concerns may also be made to CAP or Joint Commission. Contact information is in the Policy manual and posted in the laboratory.
- (D) References
  - (1) AABB Standards for Blood Banks and Transfusion Services, current edition.

Approved by:	Policies Superseded by This Policy:
	● None
/s/	
	Initial effective date: 06/1996
Lauren Stanoszek, M.D.	
Assistant Professor	
Director, Blood Transfusion Service	All Review/Revision Dates:
	6/96
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3/1/2025	3/99
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Date	7/01
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	6/9/2008
Russell Smith Pharm D, MBA, BCPS,	3/22/2011
CPEL, FACHE	3/01/2013
Senior Hospital Administrator	3/2/2015
•	3/1/2017
3/3/2025	3/1/2019
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Review/Revision Completed by:	
Danielle Weilnau MLS(ASCP) <sup>CM</sup>	Next review date: 03/03/2027