



## REVIEW

# The Role of Blood Station Quality Management System in the Quality Control of Blood Collection

Li Zhang\*

Qinghai Blood Center, Xining, Qinghai, 810000, China

### ARTICLE INFO

#### Article history

Received: 27 November 2019

Revised: 4 December 2019

Accepted: 24 January 2020

Published Online: 31 January 2020

#### Keywords:

Blood station quality management system

Blood collection

Quality control

Role analysis

### ABSTRACT

With the continuous development of China's medical industry in recent years, relevant staff has also paid more attention to the quality management of blood stations, and China has gradually improved during the setting of laws and regulations for blood station quality management. The policies set by the Chinese government have been fully implemented through the reasonable implementation of relevant staff. With the continuous development of China's medical industry in recent years, relevant staff have also paid more attention to the quality management of blood stations, and China has gradually improved during the setting of laws and regulations for blood station quality management. The policies set by the Chinese government have been fully implemented through the reasonable implementation of relevant staff. On this basis, the management model of the Chinese blood station has been continuously innovated in the application process, and the blood collection work of the Chinese blood station has been greatly developed. However, when the blood station in China is conducting blood collection, its quality control program is still not fully mature. Therefore, in this context, it is necessary to do a good job in the construction of the corresponding blood station quality management system and make effective adjustments, which will give full play to the role of the management system in the quality control process of blood collection. In this paper, the construction plan of the blood station quality management system is analyzed to explore the role of the blood station quality management system in the process of blood collection quality control, aiming to provide assistance for the quality management of blood collection in China.

## 1. Introduction

**B**lood collection plays an important role in the modern medical industry, and the main purpose of blood collection is to provide healthier and better blood sources for patients who need blood transfusions in clinical settings. Under normal circumstances, in the quality management of blood collection, it is necessary

to measure the actual working condition of the blood station, clarify the different problems presented by the blood standing in the work process, and establish a perfect blood station quality management system according to the needs in the blood station, which can effectively strengthen the quality control of blood collection, thereby promoting the substantial improvement of blood collection quality and work efficiency, and improving the quality of modern

\*Corresponding Author:

Li Zhang,

Qinghai Blood Center, No. 8, Dongjian New Lane, Nanshan Road, Chengzhong District, Xining, Qinghai, 810000, China;

E-mail: 535561136@qq.com

clinical medical blood. Blood collection is an important part of clinical medical work, not only to provide a good blood source for clinical patients, but also to a certain extent to show the level of China's medical industry. In this context, it is necessary to actively carry out the construction of the blood station management system, thereby improving the quality management effect of the blood station, and has a positive effect on the development and reform of China's medical industry.

The blood station quality management system is the core content of the blood station management work, and also the focus of the blood station management work. In the case of various management tasks, if you leave the quality control, it means that the management work is completely out of control, therefore, quality control is not only the key to ensure the blood collection effect, but also the basis for improving the management effect, and is the lifeline of blood collection work. The quality of blood collection at the blood station in clinical work is directly related to the life safety and treatment effect of clinical blood donors. Therefore, in order to ensure a good blood station quality management system, it is necessary to take practical measures when conducting blood station management, so as to ensure that the blood collection work is carried out in an orderly manner, and the blood collection goals of different patients have been completed. Therefore, it is necessary to strengthen the management and continuous improvement of the blood station quality management system at work, and clarify the problems existing in it to ensure the blood collection effect.

## **2. The Construction Plan of Blood Station Quality Management System**

### **2.1 Organization and Management**

First of all, in order to ensure the quality control effect of blood collection in China, it is necessary to do a good job in quality management of blood stations, so as to help ensure the quality of blood collection and ensure the effect of blood in clinical use. In the first place, it is necessary to establish a perfect blood station quality management system according to the specific working status and operation form of the blood station. The relevant management departments need to first clarify the existing personnel omissions and strengthen the technical training of the staff in the blood station, which can improve the overall quality of the staff, and the qualified blood stations can carry out corresponding intensive education and training in the blood station, and some blood collection personnel with rich experience can be selected as the staff, and will greatly improve the quality of the work of the staff in the

blood station, and establish a better and more efficient blood station work team. Relevant departments should first pay attention to and deeply understand the necessity of blood station quality management, and set up a corresponding management system according to the management status in the blood station and the postal authority of the staff, which can help the construction of the blood station quality management system. Before the blood station carries out various blood collection works, the blood station management personnel need to clarify the way of human resource allocation and select the appropriate staff according to the relevant requirements. Blood collection personnel with different working years and different qualifications need to be managed separately to ensure the coordination and rationality of personnel deployment. A staff member with strong professional ability and rich work experience can also be selected as the supervision team leader of blood collection work, which will enable the responsibility to be implemented to ensure the smooth progress of blood collection.

The blood station that successfully implements blood station organization management has a characteristic, that is, blood station management personnel are actively promoting blood station organization management. Such managers have not only good knowledge and attitude towards the management of blood stations, but also willing to accept relevant learning and knowledge for a long time, and constantly strengthen himself in his daily work, and apply the learned content to the actual implementation of the blood station quality control system. So it can be seen that blood station management personnel and leaders need to pay attention to the rational application of the blood station quality control system and the modern reform method in daily work, and set up an effective blood station quality control system management mode and system in combination with the specific professional direction and working conditions of the blood station, which will greatly improve the feasibility and effectiveness of the implementation of the blood station quality control system. If the blood station quality control system management method of other blood stations is completely copied, it is not only difficult to achieve the effect of adapting to local conditions, but it may also be completely counterproductive and affect the smooth progress of blood collection work.

### **2.2 Establish a Good Blood Collection System**

When the blood collection personnel write the blood collection record, they should ensure the writing specifications, do the corresponding blood collection record operation, and formulate the perfect writing content according

to the actual situation of the profession. Make the record of the blood donor's situation clear and record the change status and the treatment form, and record the basic data of the blood donor objectively and truthfully and record the blood collection status. By writing the contents of the record sheet, not only the monotonous and empty recording of the clinical blood collection personnel can be avoided, but also the writing content can be prevented from being overlooked. When carrying out continuous improvement work on the quality management of the blood collection system in the blood station, relevant management personnel may regularly check or irregularly check the written list, and reward the blood-collecting personnel who are well-written and well-organized, and the blood-collecting personnel who have omissions should also promptly correct and, if necessary, give certain punishments, which can improve the subjective initiative of the blood collectors and avoid the situation.

Whether it is reward or punishment, the ultimate goal is to promote the smooth development of blood collection work. Therefore, when setting up the reward and punishment system, punishment and rewards cannot be set too heavy, this will dampen the enthusiasm of blood collection personnel. It is recommended that when setting up rewards, do not link with the performance of blood collection personnel, and separate the reward and punishment system separately, which can help improve the quality of blood collection staff. However, when summarizing the problems that are easy to occur in the blood station quality control system, it is necessary to clarify the severity of different problems and give objective evaluations. It is reasonable to set up the reward and punishment system for the work omissions of blood collection personnel and to enhance the responsibility of blood collection personnel for work. In the daily work, the existing problems are criticized and punished. If the same problem is found again during the strict inspection, the punishment should be aggravated. The intensity should be reduced at the time of the initial punishment, so as to avoid the enthusiasm of the blood collection personnel; while medical staff who have excellent work performance and no occupational omissions need to be rewarded accordingly, which can encourage the blood enthusiasm's work enthusiasm to exert subjective initiative.

### **2.3 Establish Sound Rules and Regulations, and Implement Responsibility System**

At work, managers need to develop patient-compliant workflows based on different job characteristics within the blood station and the characteristics of the blood collection personnel in different shifts. In this way, it is possible

to formulate rules and regulations with clear responsibilities and operational rules in the process, and ensure that blood collection personnel can have rules to follow in their daily work. In actual work, the blood collection personnel need to provide corresponding feedback and suggestions to the system according to their own conditions, and the blood station manager needs to collect and summarize the feedback and suggestions to understand the problems that most blood collection personnel will have. In this situation, the effect of continuous improvement is ensured by constantly revising the system.

Most blood stations conduct quality inspections and inspections in the first quarter or one month, and they are easy to flow in the form during the inspection process. This situation is the status quo of most blood stations when performing blood collection management. Not only can the quality of blood collection be improved, but also the blood collection operation cannot be supervised and affect the actual work quality. In this context, the inspection work for blood collection personnel needs to be carried out as frequently as possible, so that a large check every week, three days a small check. Through random inspection to ensure the availability of supervision and inspection work, this can greatly improve the working attitude and seriousness of blood collection personnel in daily blood collection, and will strictly instill their psychological state into daily work. On the basis of irregular sampling and regular inspections, the supervision and inspection of blood collection quality will be strengthened, which will ensure the effectiveness and management effect of daily work quality.

### **2.4 Establish a Blood Station Management System with Humanities Management**

Because the blood collection work needs to face different blood donors, and the blood collection personnel have a large daily workload, mainly in the basic operations such as blood collection, blood preservation, and blood donor data analysis of blood donors. Under such circumstances, the conventional management method has been difficult to meet the blood collection needs of modern blood stations, so the main content of blood collection services has gradually changed from providing high-quality blood collection operation services to active communication and communication with blood donors. In order to achieve this goal, blood collection personnel need to ensure a smile, thoughtful and civilized service attitude in their daily work. In order to achieve such a goal, it is necessary to establish a good humanistic management improvement direction in the ward, which can be based on basic humanistic care methods such as "a smiley face", "a kind

greeting,” and “a cup of hot water”. A quiet and clean environment can make people feel comfortable, and good blood collection personnel can ensure the communication quality between blood donors and blood collection personnel is good, therefore, blood collection personnel need to implement a good job responsibility system, and establish a sound humanistic communication system in the hospital, requiring blood collection personnel to continuously improve their humanistic qualities in their daily work. Regular and excellent technical operation, high-quality service quality, and strict implementation of rules and regulations can improve the humane care and effectiveness of blood collection personnel. In this way, the work of blood collection service management can be refined.

Although the humanized construction of the blood station management system has a good effect and is suitable for use in a variety of medical environments, even if the relevant reform staff is not willing to actively participate in the reform activities, they will lose their proper meaning. The blood station management system is also such. Therefore, in the process of improving the blood station management system, it is necessary to put the focus of work on the enthusiasm of the blood station management personnel. On the one hand, it is necessary to allow as many bone blood collection personnel as possible to participate in the activities of the blood station management system construction, In the blood station, mainly including management personnel and blood collection personnel with long-term seniority, exert their ability to subjective initiative and solve problems, and constantly strengthen their own blood collection techniques. On the other hand, it is also necessary to mobilize the enthusiasm of the general staff to enable all blood collection staff to experience the corresponding sense of accomplishment in the management process, strengthen the awareness and ability of the blood collection staff to solve problems, and improve their participation, which can greatly improve the practical application value of the blood station management system.

### **3. The Role of Blood Station Quality Management System in Blood Collection Quality Control**

#### **3.1 Guarantee the Orderly Development of Blood Collection Work**

The construction of the blood station quality management system can enable the blood collection work to be carried out smoothly and orderly. Through the effective quality system construction, all the links in the blood collection can be smoothly carried out, in particular, the blood test

and blood transfusion work need to have high standardization, and the blood station quality management system can effectively restrain and standardize various operations. The blood station quality management system can ensure that the blood collection work strictly follows the relevant rules and regulations and regulations when it is carried out, which greatly reduces the occurrence of various infectious events and helps to ensure the quality of blood collection.

#### **3.2 Ensure the Professional Quality and Comprehensive Quality of Blood Collection Personnel**

The blood station quality management system can enhance the professional quality and comprehensive quality of relevant management personnel in the management process, and help guide relevant medical staff to recognize the importance of blood collection. In addition, this management method enables the blood station staff to strictly follow the rules and regulations in carrying out various operations to further ensure the smooth collection of blood. It has greatly enhanced the vigilance and prevention awareness of medical staff on risks, and further strengthened the professional skills and social responsibility of medical staff.

#### **3.3 Improve the Treatment of Blood Collection Work**

The blood station quality management system can help to improve the quality of the blood collection work, and at the same time greatly enhance the technical management capabilities of the relevant staff, thus improving the quality of blood collection in China, which guarantees the quality of work in all aspects of blood collection, helps to enhance the scientific and efficient blood collection, and achieves the quality assurance of blood collection activities.

### **4. Conclusion**

In summary, the main purpose of the blood station quality management system is to strengthen the quality control of blood collection, which can help optimize the management of blood quality collection. Therefore, the relevant medical staff needs to establish a sound blood quality management system. When conducting blood collection work, strictly follow the relevant systems and conduct orderly operations to ensure that the accuracy of blood collection is high. At the same time, it can also strengthen the supervision quality of blood collection work, improve the quality control effect of blood collection in China, ensure the quality of blood collection in China, and make China's

blood collection contribute to the medical industry.

## References

- [1] Wei Gao. Application analysis of detail management and risk management in blood station quality management system[J]. *The world's latest medical information digest*, 2019, 19(77):212+216. (in Chinese)
- [2] Tianpeng Chen, Yan Guo, Min Peng. Study on the management of blood quality and the strategy of quality control in key links[J]. *The world's latest medical information digest*, 2019, 19(60):74+76. (in Chinese)
- [3] Yan Li. Analysis of the effect of nursing quality management on blood station nursing staff[J]. *Contemporary Medicine*, 2019, 17(12):281-282. (in Chinese)
- [4] Tianpeng Chen, Yan Guo, Min Peng. How to strengthen the quality management of blood transfusion department in primary hospitals to ensure the safety of clinical blood transfusion[J]. *Journal of Clinical Medicine and Literature*, 2019, 6(47):186. (in Chinese)
- [5] Zhongfa Li. Thinking on the status quo and development of safe blood transfusion management in blood stations[J]. *Zhongkangkang Medicine*, 2019, 31(11):131-132. (in Chinese)
- [6] Xuanzhe Ding. Control and quality management of blood station blood test key points[J]. *The world's latest medical information digest*, 2019, 19(38):126+130. (in Chinese)
- [7] Xunwei Huang. Evaluation and analysis of the safety of blood products by implementing total quality management in blood stations[J]. *The world's latest medical information digest*, 2019, 19(28):318-319. (in Chinese)
- [8] Jianghong Lin. Observation on the application effect of comprehensive nursing management in successful blood collection in blood stations[J]. *Practical Clinical Nursing Electronic Journal*, 2019, 4(13):171+173. (in Chinese)
- [9] Zhenhe Xu. The role of blood station quality management system in blood collection quality control[J]. *Chinese Medicine Guide*, 2019, 17(07):291-292. (in Chinese)
- [10] Haiying Yu, Lei Gao. Discussion on the role of blood station quality management system in blood collection quality control[J]. *Chinese Journal of Integrated Traditional and Western Cardiology*, 2018, 6(33):7-8. (in Chinese)