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Donor affairs Sanquin
(also on behalf of DOMAINE
and the EBA workshop donor
deferral)

Abstract:

“how to ensure low deferral
rates?”

The deferral of blood donors is a delicate balance between safeguarding the quality and logistics of the blood supply and not jeopardizing the donor's loyalty. Whenever possible, deferral of donors at the collection site should be prevented, because of the negative side effects. Not only will the donor be disappointed for the missed opportunity to donate, despite the efforts and costs he has put into it, there will also be a reasonable chance that he will not return after such a experience. Besides the negative effect on the donor base, the blood center is faced with hampering blood supplies and needs to make additional costs for recruitment of other donors. The purpose of benchmarking donor deferral rates and processes therefore, should be to prevent deferral without changing the safety of the blood products, and to forward the moment of deferral in the process of donation as the slide below shows:

Figure 1

DOMAINE (Donor Management IN Europe) performed a survey in 2011 on the on-site donor deferrals among several global blood operators. From this survey it can be concluded that there is a large difference in outcome varying from 1% to 25 %. Exchanging information on this process to establish Best Practices is one of the added values of EBA Benchmarking.

Figure 2

Essential for benchmarking is to have harmonized definitions, and to define the different phases of the deferral process. Within one blood establishment the collected data could help in the early detection of deviations, act as Critical Performance indicators and help in evaluating interventions to reduce deferral rates. Naturally it helps in comparing data between the different collection sites or blood operators.

SANQUIN EXPERIENCE

When looking at Sanquin, an increase is seen in on-site deferrals rates over 2010-2012 from 6% to 7% for all the donors presented, and from 8% to 10% for Whole Blood donors only. The top 5 deferral reasons of Sanquin are in line with other international surveys like the US REDS II study or DOMAINE:

1. low hemoglobin
2. medication/ clinical
3. travel history
4. blood pressure
5. surgery/endoscopy

POSSIBLE INTERVENTIONS TO IMPROVE ON-SITE DEFERRAL

1. IRON STATUS

Major differences have been found in the deferral rate for low hemoglobin between the DOMAINE participants. From research it is shown that frequent whole blood donations deprive the donor of iron reserves and lead to subclinical anemia in some cases. Timely recognition of the donor that is at risk of becoming anemic may reduce the deferrals afterwards. Sanquin has designed a validated prediction model to assess donors at risk for low Hemoglobin levels based on frequency of donations, number of Whole Blood donations and the difference in Hb levels overtime. It will introduce this practice in the Netherlands in 2014 and will naturally report on the outcome.

2. BLOOD PRESSURE

Blood pressure is subjected to several variables. From a study of the American Red Cross in 2004 it is shown that there is no relation between hypertension and donor collapse during or after blood donation. The rationale behind deferral of

donors on High Blood pressure is questionable. Furthermore it is not required by the Council of Europe of the AABB.

3. DONOR SELECTION CRITERIA

Outcome of the EBA donor deferral workshop 2012 recommends the following measures

- Maximize the efforts to educate the donor on the selection criteria
- Facilitate the pre-session self deferral and self-selection
- Facilitate the making of appointments and the changes of appointments if needed.
- Perform an evidence-based assessment of the added value of all selection criteria and remove criteria that not demonstrably contribute to the product - or donor safety.

SUMMARY

- In order to optimize the donor process, a blood establishment needs to monitor the critical indicators for donor deferral.
- These data have to be benchmarked over time or between donor collections sites/ blood operators.
- The use of predictions models to prevent low hemoglobin may reduce deferral rates.
- Facilitate pre-session exclusion options for the donor.
- Use modern electronic devices like apps, Facebook and websites to invite, inform and educate the donor
- Initiate research to establish a robust and evidence-based set of donor selection criteria.

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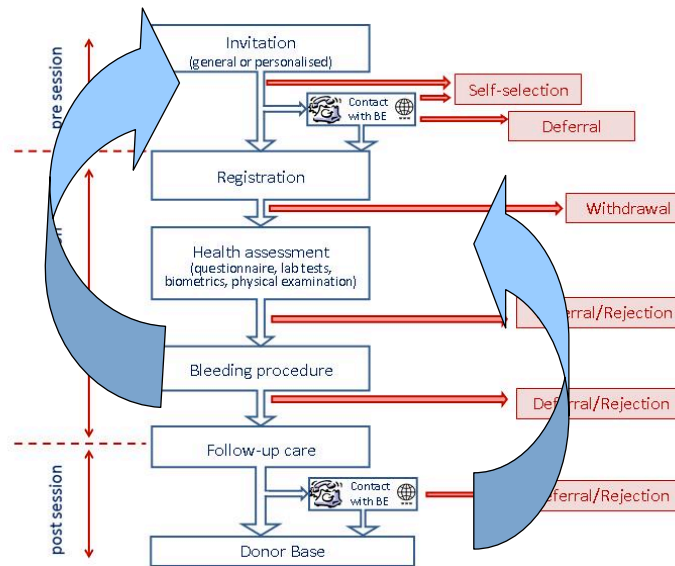


Figure 1

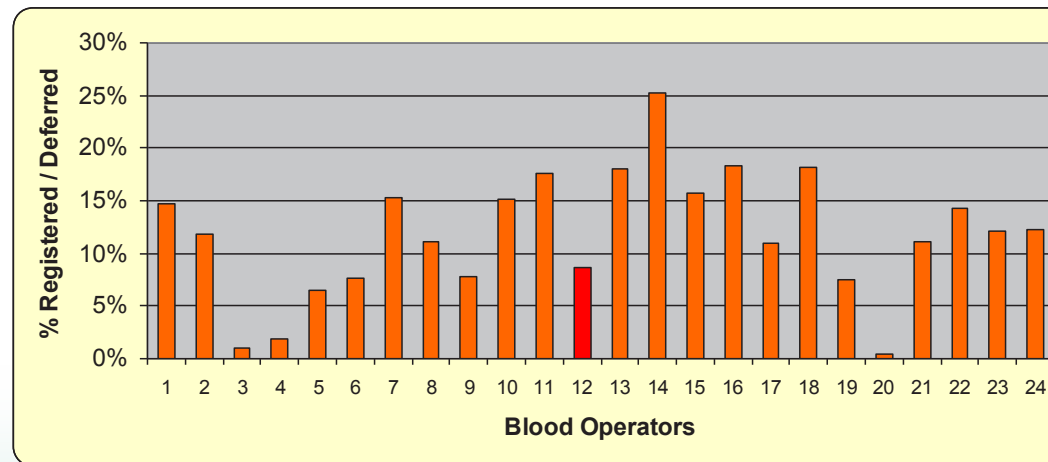


Figure 2

Red Bar = the Netherlands