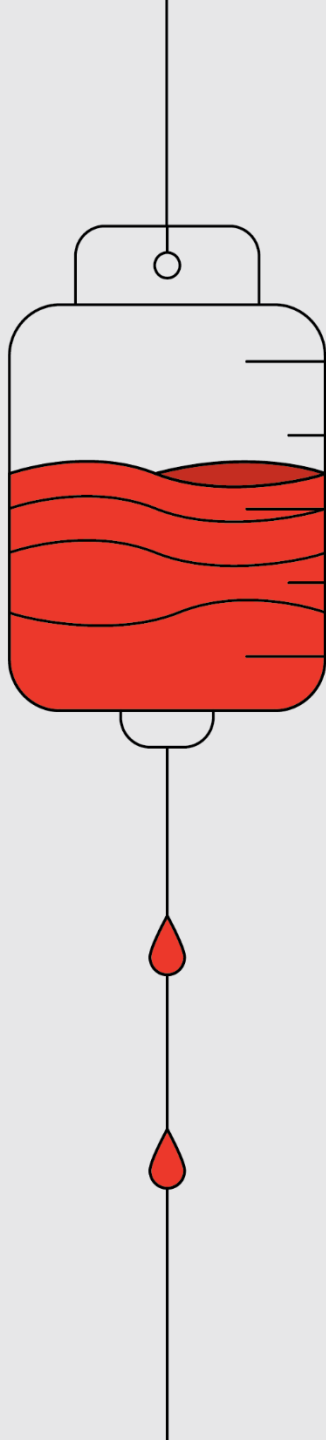




**36<sup>th</sup> South African  
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**22 – 25 August 2022 - Durban**

**SHAPING A SUSTAINABLE FUTURE**



# The SANBS Lookback programme: Exploring Internal stakeholders awareness of the programme

Amanda Xaba, Natasha von Meyer, Kalpana Gosai,  
Vangie Walker, Solomuzi Ngcobo.



# Background

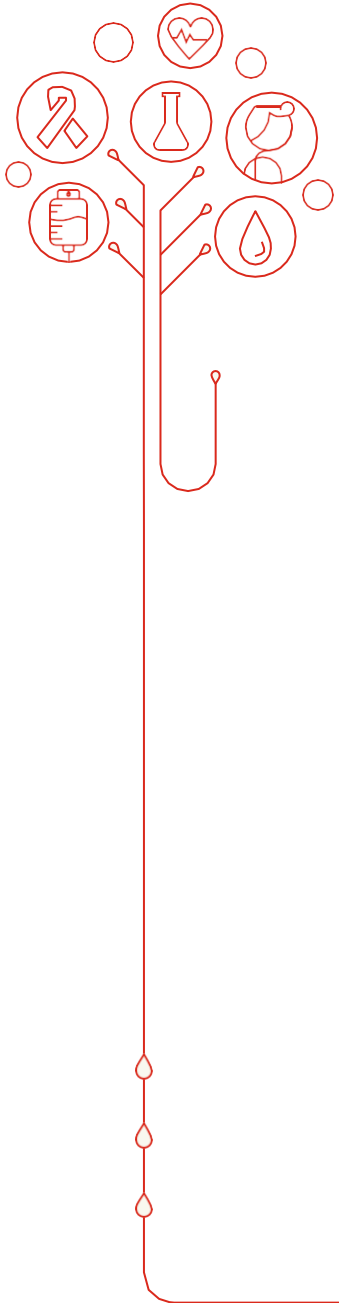
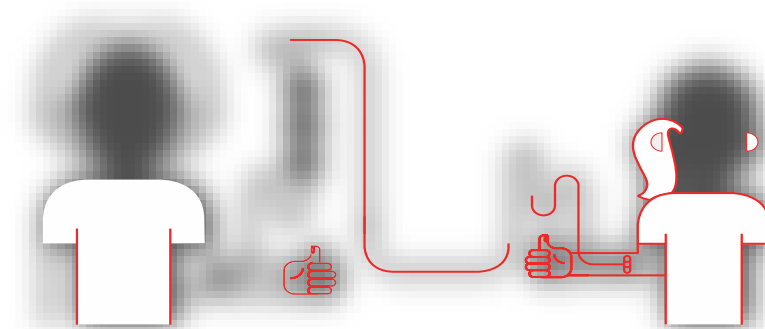
## **SANBS Mission**

To reliably provide trusted blood products and services to all patients at a world class level of cost and quality while innovating new treatments to enhance human health care.



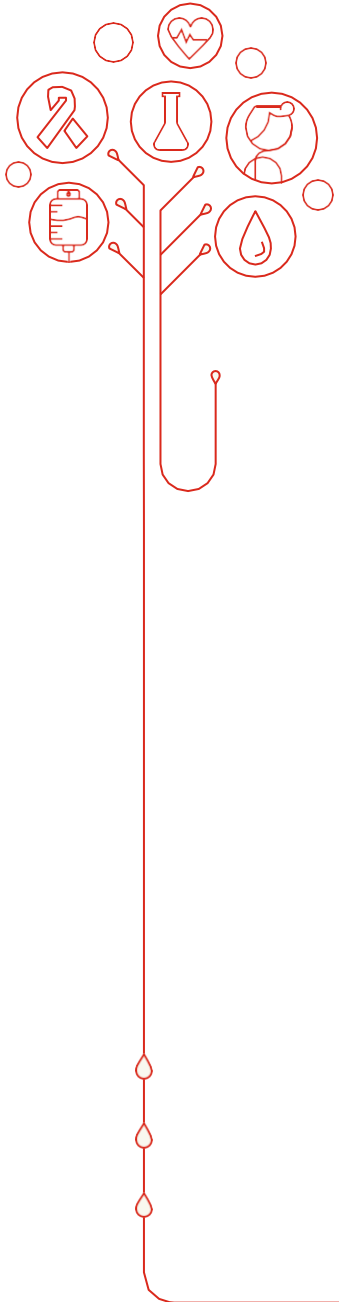
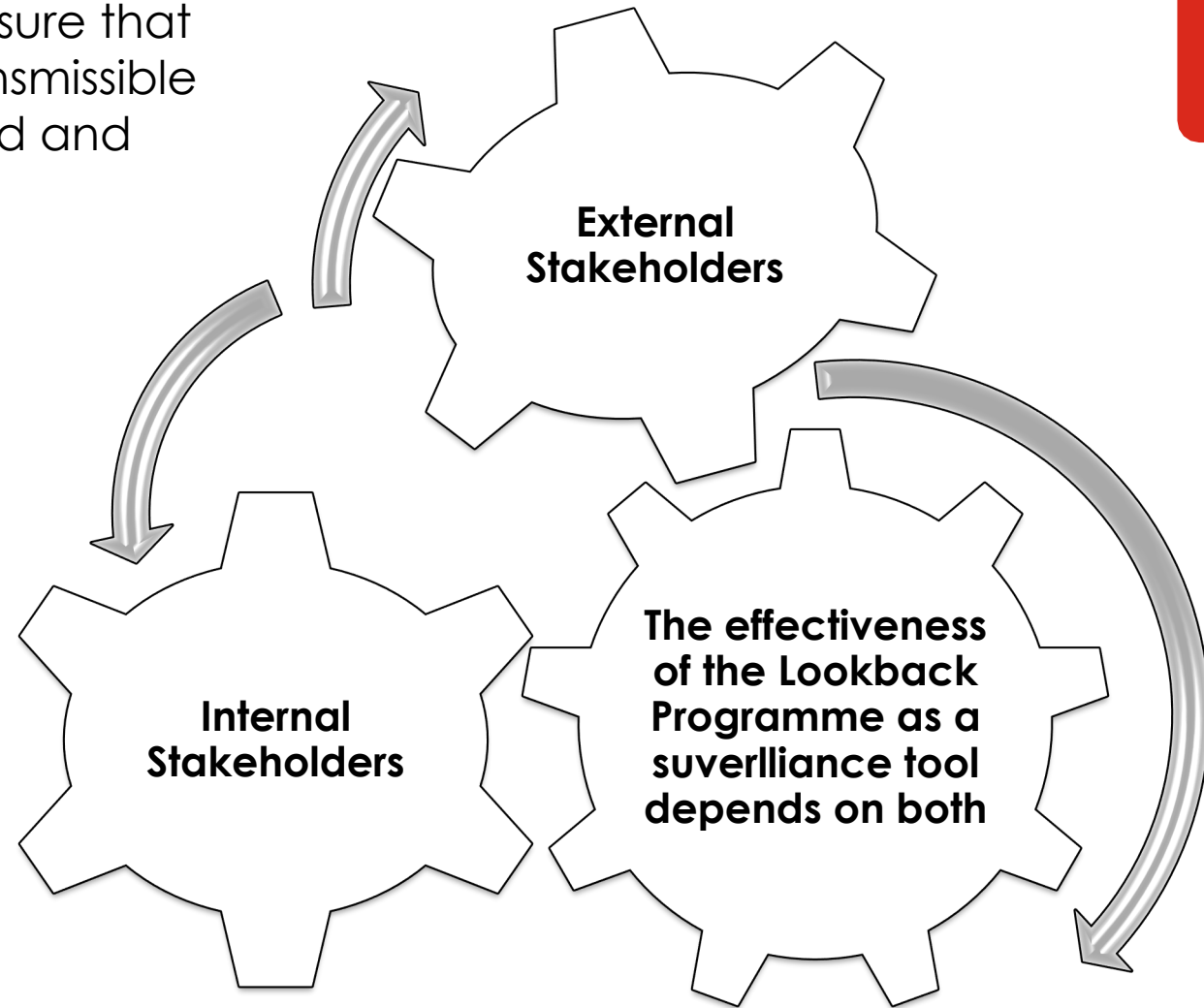
## **The Lookback Programme (LBP)**

- Surveillance system under haemovigilance umbrella that monitors the safety of the blood supply.
- Provides surveillance for all products issued to blood recipients



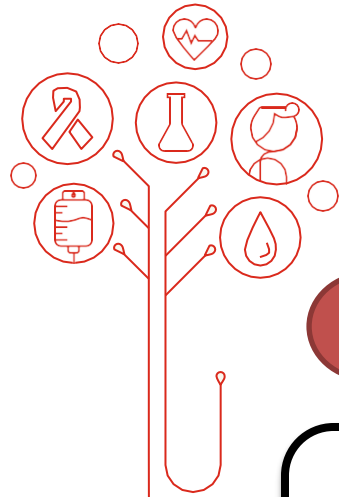
# Introduction

The aim of the LBP is to ensure that all possible transfusion transmissible infections (TTI) are reported and followed up timeously.



# Introduction

## The LBP External Stakeholders?



Blood Donors

Voluntary non-numerated blood donors

Blood Recipients

These are patients who have been implicated as recipients of possible window period unit

Health Care Workers

Assist in tracing, counseling and testing of a recipient that has been implicated as recipients of possible window period unit



## The LBP Internal Stakeholders?

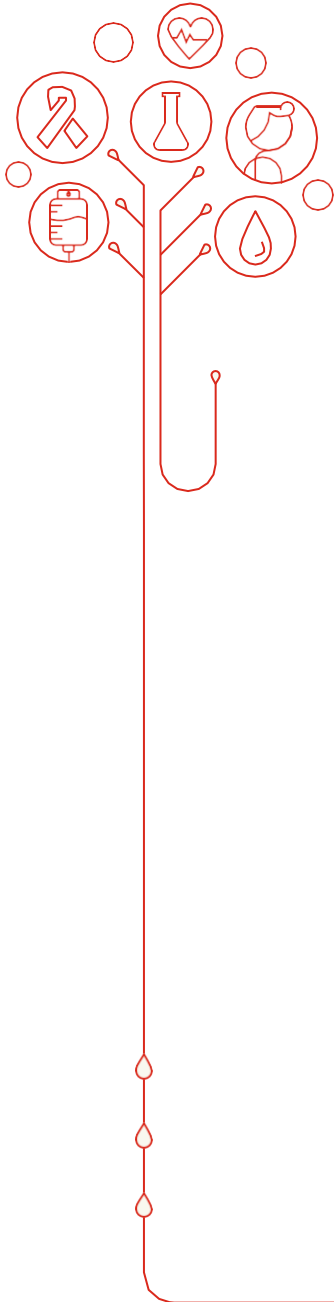
**All SANBS Staff.**

However there are SANBS staff and departments that contribute in the success of the LBP.

# Introduction

It is crucial that all material internal

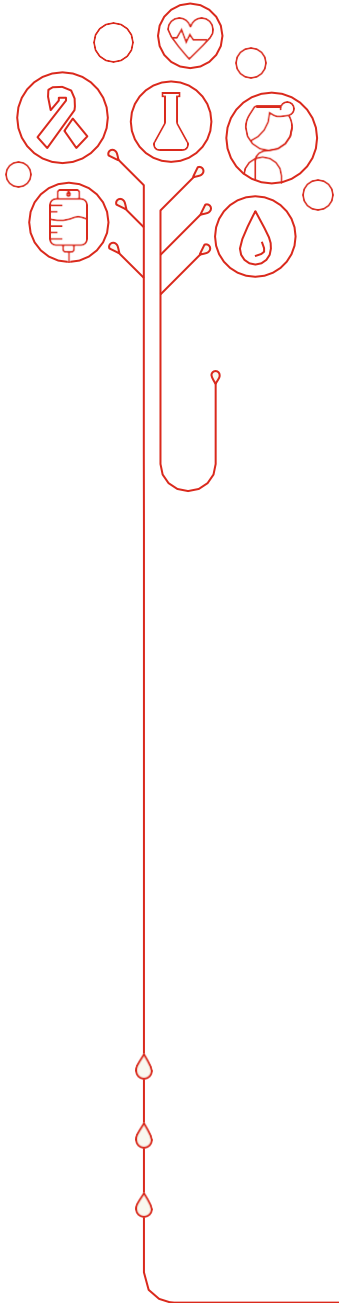
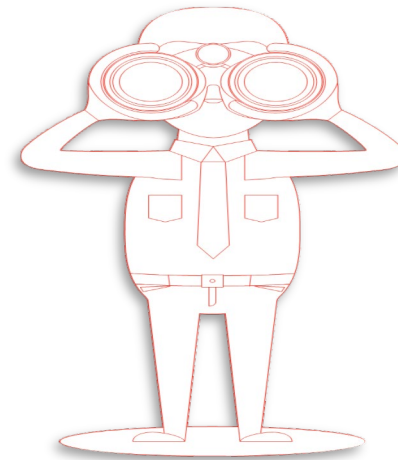
- Are aware of the LBP.
- Understand the purpose of the Lookback programme.
- Need to be well informed of the programme.
- Need to know who to report the lookback cases.
- Need to understand implications of failure of reporting timeously.



# Introduction

## Advantages of Internal Stakeholders that are aware of the LBP

- ❑ Proper reporting and timeous follow up of cases.
- ❑ Contributes to the effectiveness of the Lookback Programme.
- ❑ Ensure that LBP objectives are met.
- ❑ Contributes to blood safety.



# Methods and Materials

In October 2020 a survey questionnaire investigating the knowledge and attitude towards the LBP and to determine overall LBP awareness amongst material Internal stakeholders was conducted and sent through an internal email to identified material internal stakeholders.



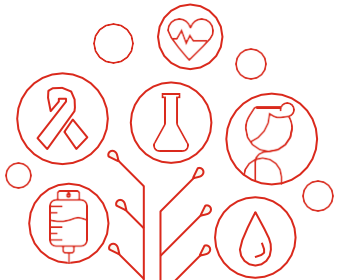
Blood Bank Supervisors (BBK Supervisors)

Hospital Liaison Officers

Medical Liaison Officers

Donation testing Managers

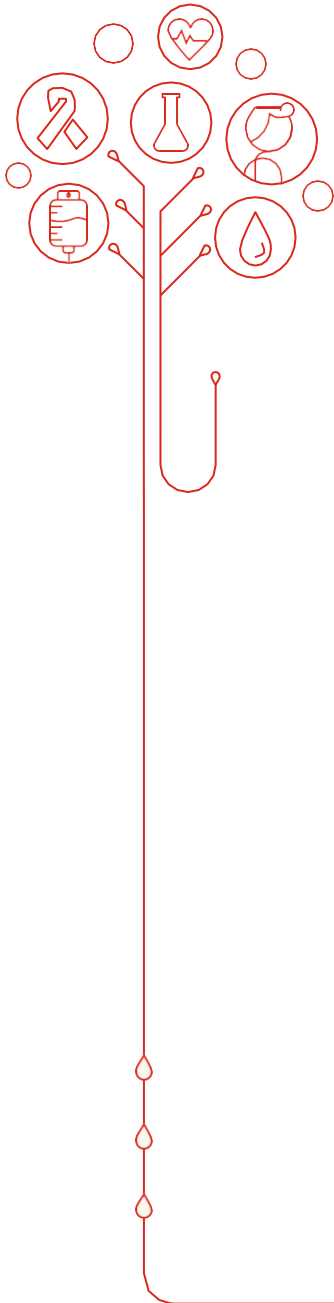
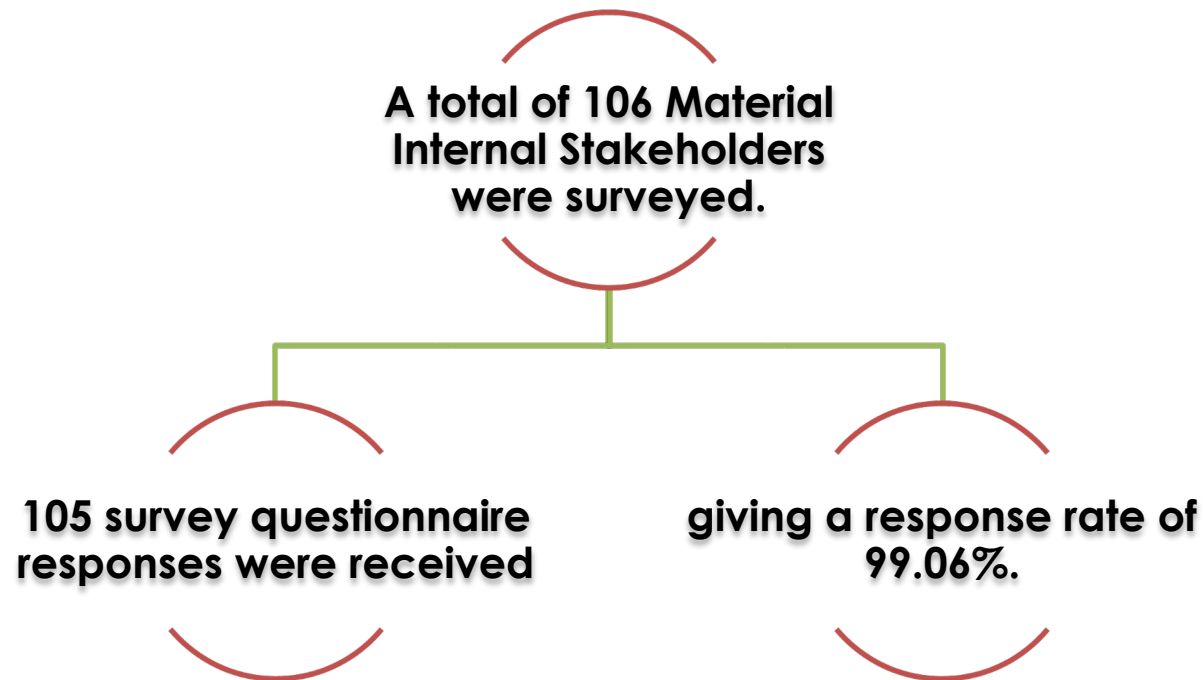
Supervisors and Head of Laboratories





# Methods and Materials

- ❑ Data was collected and analysed using Intercooled Stata version 16.
- ❑ Frequencies and percentages were used to summarize information regarding.
  - Awareness of the Lookback Programme.
  - Reporting of a potential TTI.
  - The level of satisfaction of personnel when interacting with Lookback officers in their zones.
- ❑ The findings are represented by descriptive analysis.



# Results

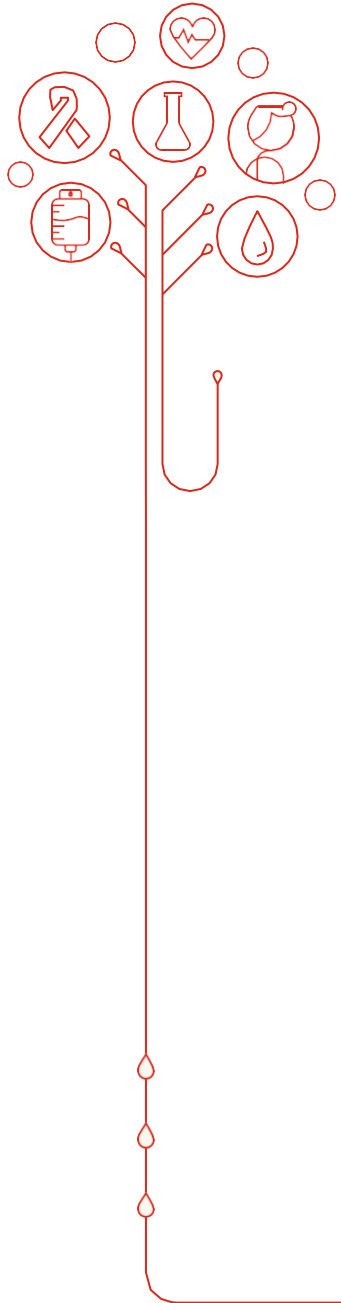
## Demographics

Sub-Department	Percentage
Blood bank	<b>73.33%</b>
Donation testing	6.67%
Medical Donor Services	6.67%
Patient Blood Management	6,67%
Red cell serology	1,90%
Virology Ref Lab	1,90%
Biorepository	0,95%
Inventory	0,95%
Plasma	0,95%

Designation	Percentage
Blood bank Supervisor	<b>78.10%</b>
Hospital Liaison Officer (HLO)	6.67%
Medical Liaison Officer (MLO)	6.67%
Other Manager	6,67%
Head of inventory	0,95%
Other	0,95%



# Results



## Awareness of the LB Programme

Know the Lookback Officers in their zones

55,24%

Could explain the LB programme

93,33%

Understand the importance of the Lookback Programme

100%

Aware of the Lookback Programme

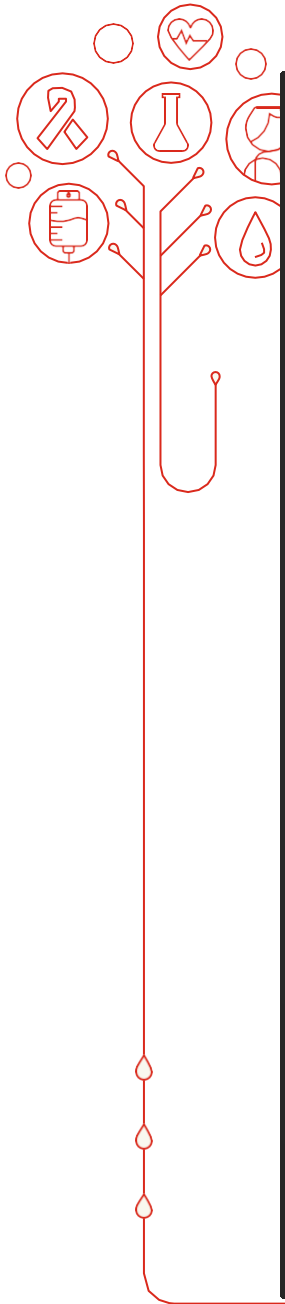
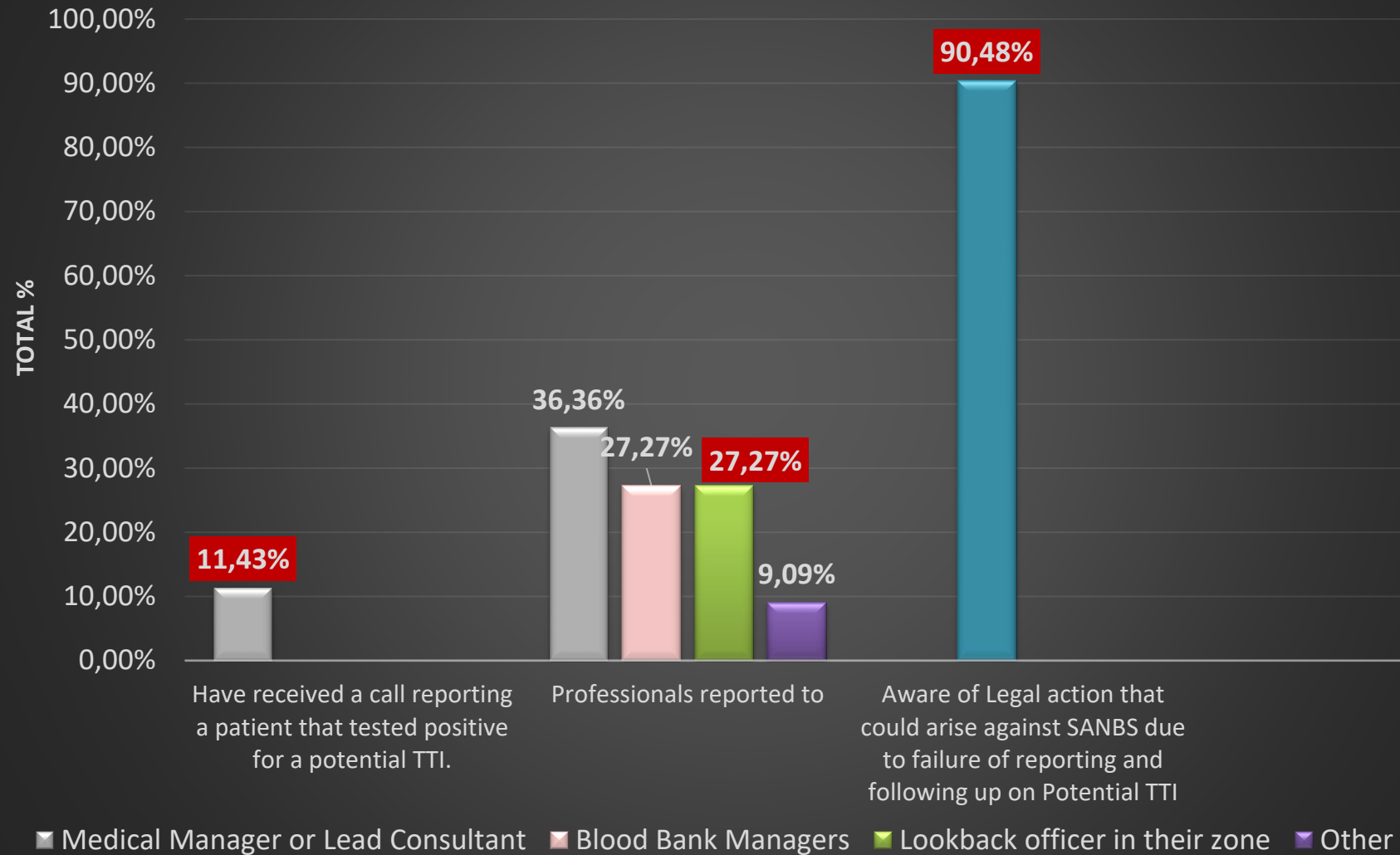
97%

0% 20% 40% 60% 80% 100%

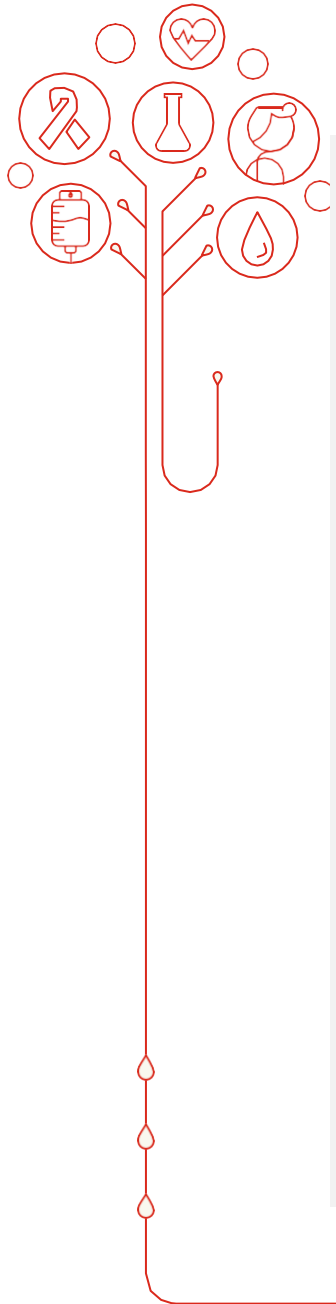
# Results



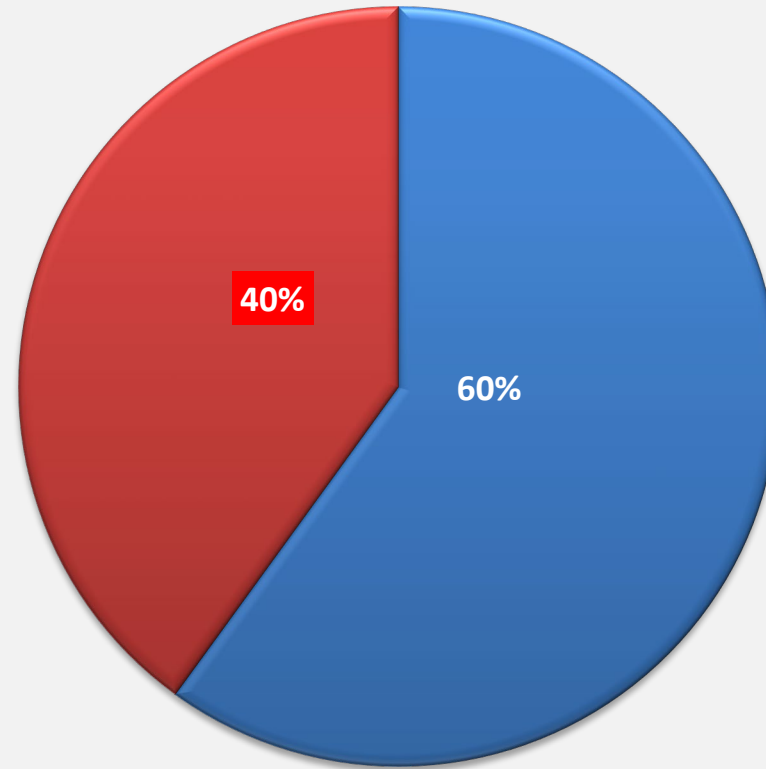
## Reporting of Potential TTI



# Results

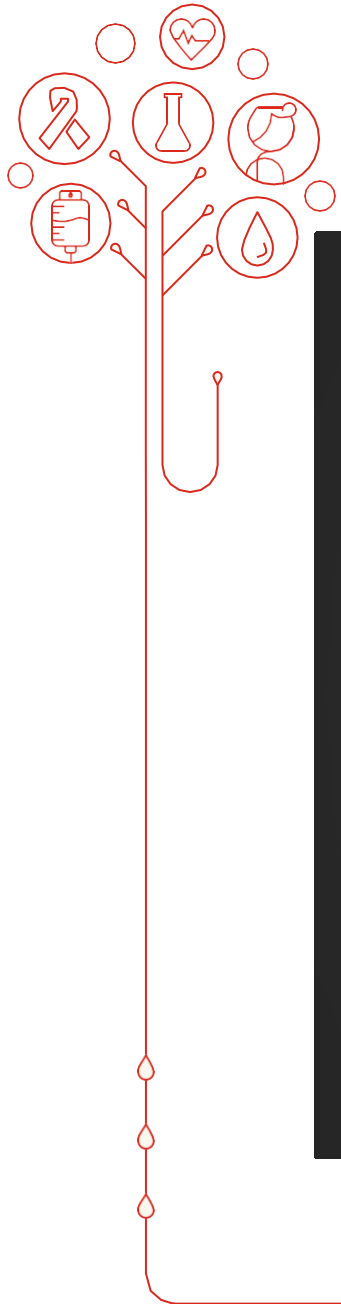


## Interaction with LBO's

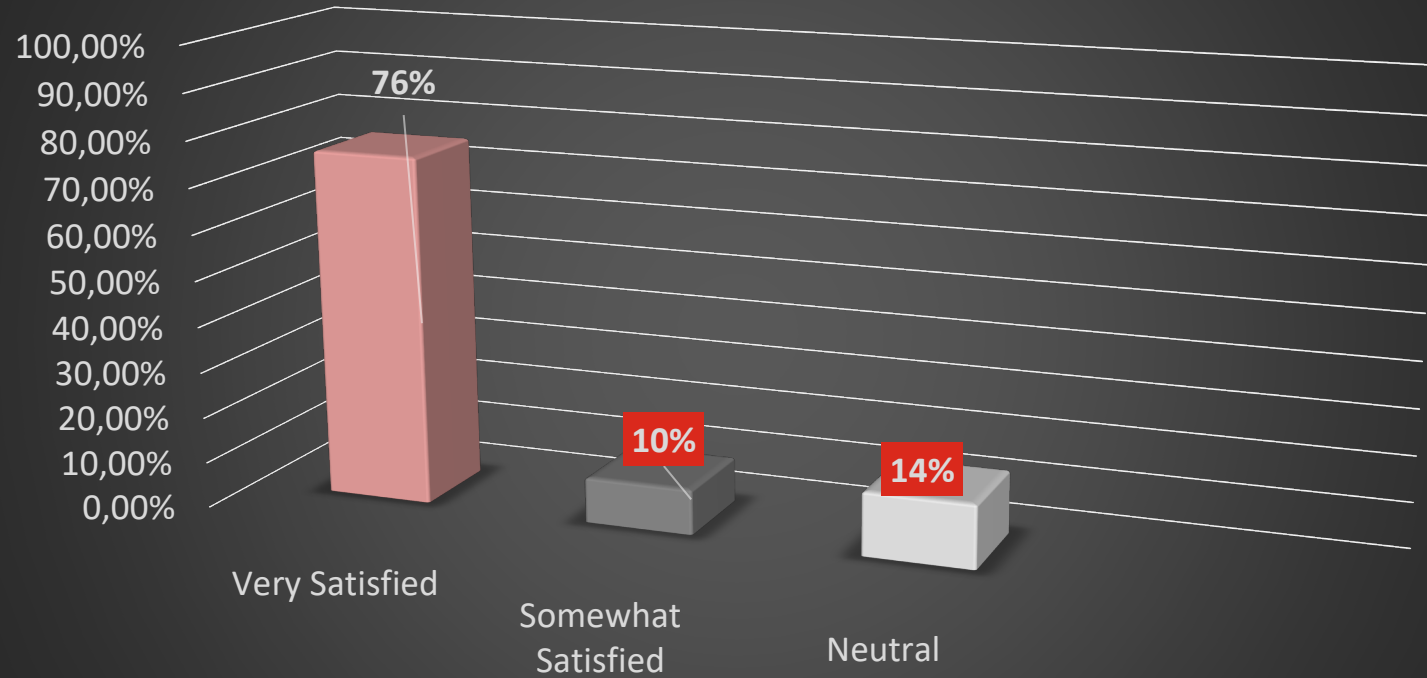


■ Interacted with LB Officer in their zones   ■ No interaction

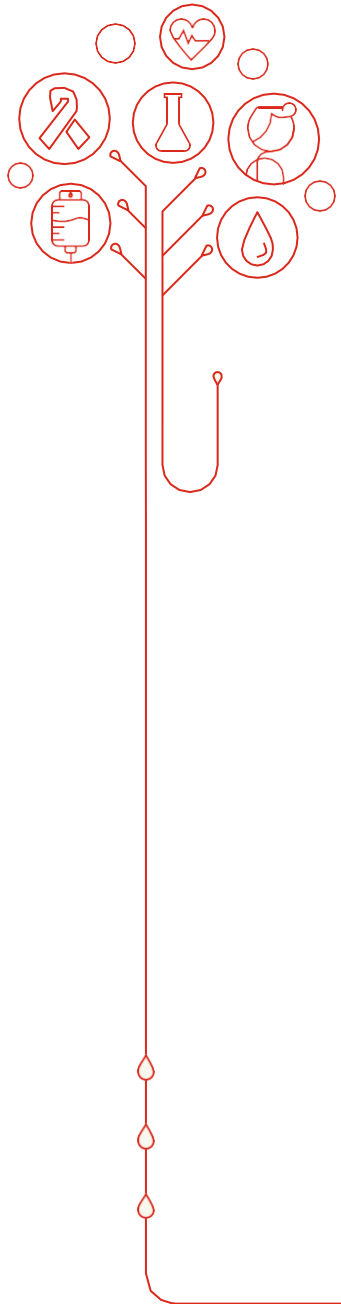
# Results



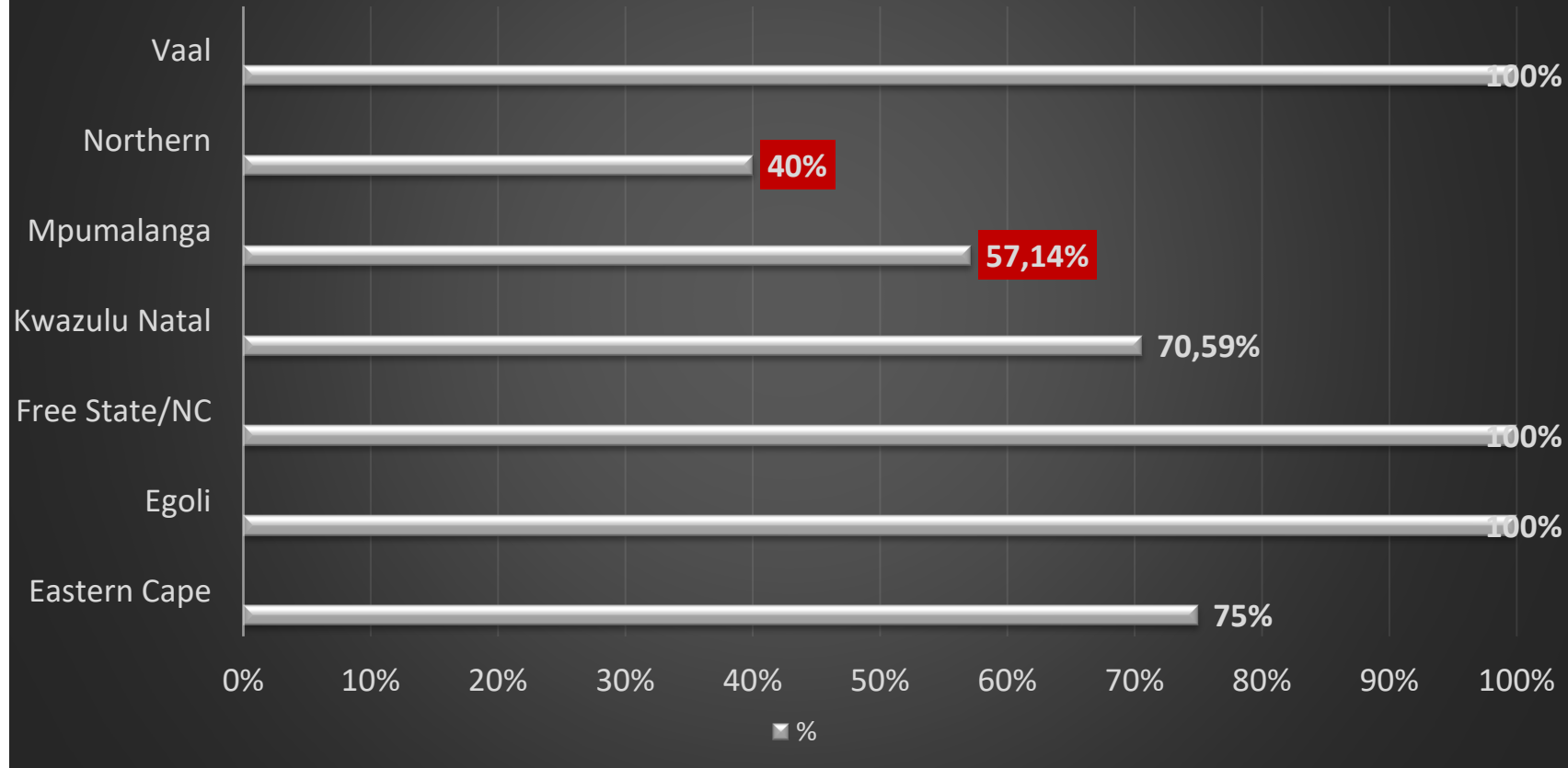
## Level of Satisfaction of Stakeholders



# Results



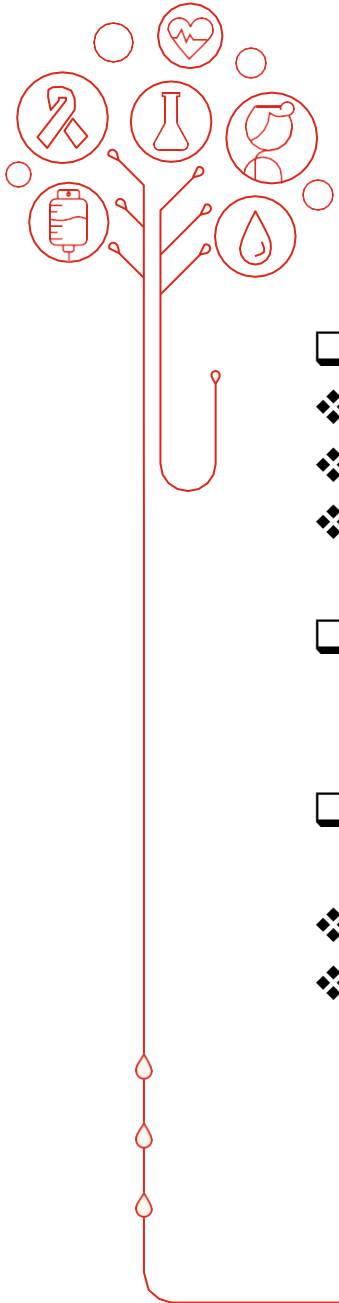
## Level of satisfaction regarding interaction with LBO's per zone



# Discussion



- ❑ It is very inspiring to see that all material internal stakeholders
  - ❖ Understood and could explain the LBP.
  - ❖ The majority of the material internal stakeholders were aware of the LBP.
  - ❖ Understood the legal implications of failure to report and follow up.
  
- ❑ It is however a concern that only 60% of the material Internal stakeholders had interacted with LBO's from their zones.
  
- ❑ It was disconcerting to discover that from the 60% who have had an interaction with LBO's
  - ❖ There was a level of being somewhat satisfied.
  - ❖ There was also a neutral level of satisfaction among other material internal stakeholders.





# Discussion

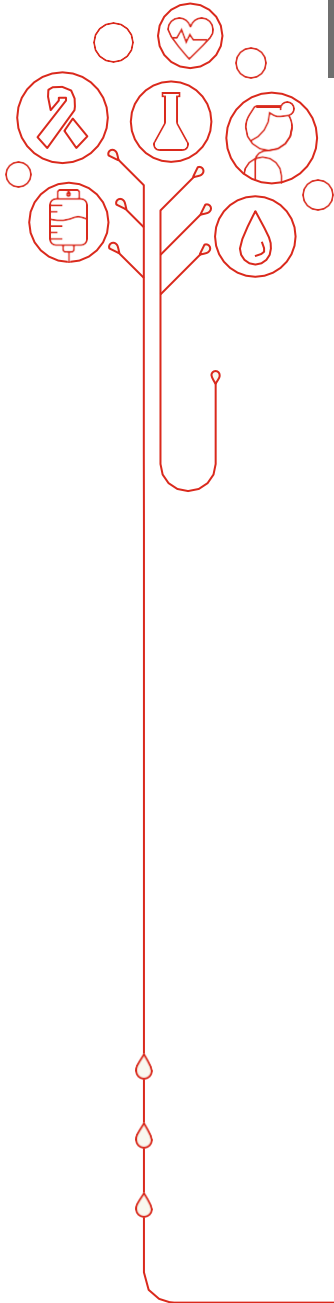


- ❑ There was a gap in awareness amongst material Internal stakeholders who knew the LBO's from their zones.
- ❑ The discovery of poor levels of satisfaction regarding interacting with with the LBO's in both Mpumalanga and Northern zones was a major concern.

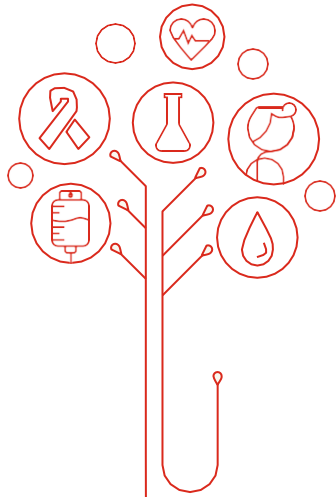


# Addressing the identified gaps

- ❑ Education and provision of information to BBK's supervisors and BBK staff was implemented in April 2022, to increase LBP awareness within the BBK's as they are at the frontline of queries and reporting and this has been well received.
- ❑ LBP Wrap was shared to all internal staff through telegram staff communicating platform to increase awareness to all Internal stakeholders.
- ❑ Presentation on the LBP was conducted on the Learning Café platform to further increase awareness among internal stakeholders, where all SANBS staff are invited.
- ❑ Lookback awareness pamphlets have been made available to some material internal stakeholders and more pamphlets will be distributed to all LBP material internal stakeholders to increase awareness.



# Addressing the identified gaps



- ❑ An Internal LBP campaign that highlighted who the LBO's in each zone was with their contact details together with all relevant LBP information was conducted weekly through marketing department to address the 55.24% of material internal stakeholders who did not know the lookback officers from their zones.
- ❑ LBO's were requested to phone or email their material internal stakeholders introducing themselves to address the 40% of material internal stakeholders that had not interacted with LBO's from their zone.
- ❑ It is hoped that the implementation of the above will address the 10% of material Internal stakeholders who were somewhat satisfied and the 14% that were neutral regarding level of satisfaction when interaction with LBO's from their zone.
- ❑ Medical Affairs department aims to conduct customer satisfaction surveys every 2 years and wish to achieve a 100% satisfied level of satisfaction from all our material internal stakeholders.

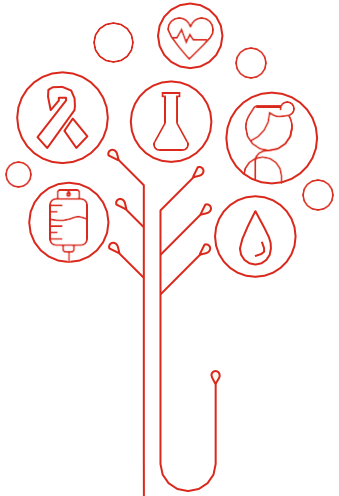


# Conclusion

Findings from this survey show that there is general awareness of the LBP within internal stakeholders, however more effort to increase awareness to all Internal stakeholders is crucial to ensure the success of the LBP.



# Acknowledgements



Medical Affairs team led by Dr Solomuzi Ngcobo

- ❖ Dr T Rapodile
- ❖ All Internal stakeholders that participated in this survey
- ❖ BBK Managers who facilitated BBK training

Thank you