# The role of telemedicine in the organisation of blood transfusion service in Slovenia

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## The aim of the presentation

#### To present:

- The telemedicine system in transfusion service
- The reorganisation of blood transfusion service in Slovenia
- The development and implementation of the telemedicine system in Slovenia
- The effects and benefits of using telemedicine in blood transfusion service in Slovenia

#### **Abbreviations**

**TM system** = Telemedicine system

**BTS** = Blood transfusion service in Slovenia

**BTC** = Blood Transfusion Centre of Slovenia, the main national blood establishment in Ljubljana

**CTM** = Centre for transfusion medicine (Maribor, Celje)

**CTS** = Centre for transfusion service, i.e. remote unit of blood establishment

#### Introduction of the BTS in Slovenia

- 2 million inhabitants
- Blood transfusion service of Slovenia consists of 3 main blood establishments:
  - Blood Transfusion Centre of Slovenia with its 6 remote units (CTSs) at other locations
  - Centre for Transfusion Medicine Maribor with its 2 remote CTSs
  - Centre for Transfusion Medicine Celje
- Transfusion numbers for 2012:
  - 62,000 blood donors (10% new donors)
  - 97,000 blood collections (45% mobile session)
  - 200,000 prepared components
  - Issued components:
    - 89,000 RBCs
    - 11,400 Platelets (8,000 BC + 3,400 aferesis)
    - 31,000 FFP



#### **Telemedicine**

**Telemedicine** is the delivery of healthcare services with the help of Information and Communication Technologies (ICT) in a situation where the actors are not at the same location.

- Acceptance of the request
- Audit of the request
- Transfusion lab tests performance
- Preparation of telemedicine session
- Remote interpretation and validation of the results
- Electronic signature
- Allocation and delivery of blood components

# The basic concept of telemedicine activity = Open session → Question → Answer

#### LABORATORY TECHNICIAN

in

remote CTS without MD

- Acceptance of a request for blood
- Transfusion lab tests performance
- Preparing telemedicine session
- Sending question to a teleconsultant on duty

#### **TELECONSULTANT**

Transfusion medicine specialist

- Interpretation of laboratory results from gel cards
- Discussion on the case, optional order of additional tests
- Electronic signature
- Sending back the session with results

#### LABORATORY TECHNICIAN

in

remote CTS without MD

- Export of the results to transfusion IT system Datec
- Confirmation of the results in transfusion IS Datec
- Printing of the results
- Delivery of blood components

### Digital data acquisition for remote reading

#### **Scanned documents**

Request, panel list, ...







#### **Telephone consulting**

Patient data from hospital Professional discussion



Pretransfusion, prenatal tests:

ABO-RhD, Ab screening, XM...







Data from host transfusion IS

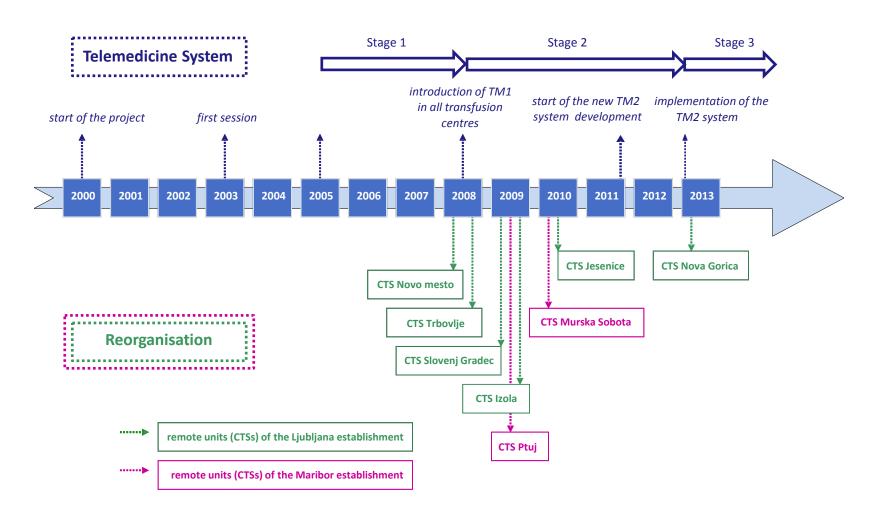
Patient history, laboratory tests history

Donors data: ABO-RhD, ICT, ...

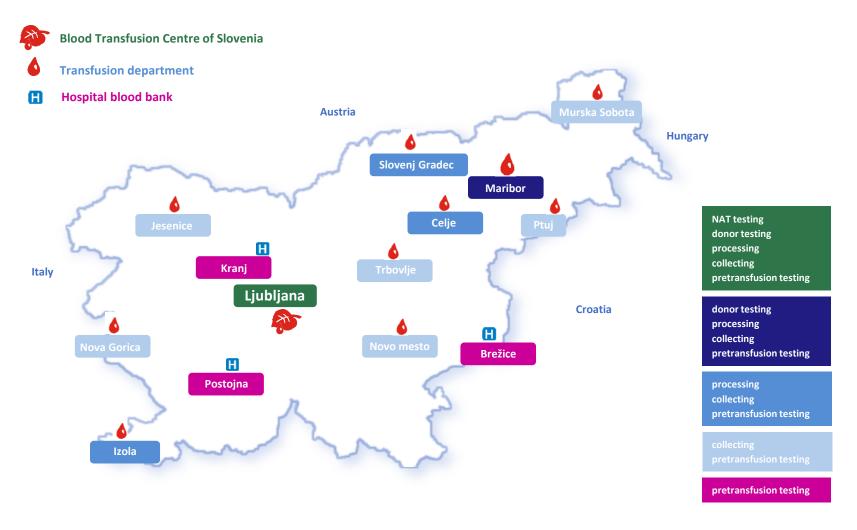


**Transfusion medicine specialist** 

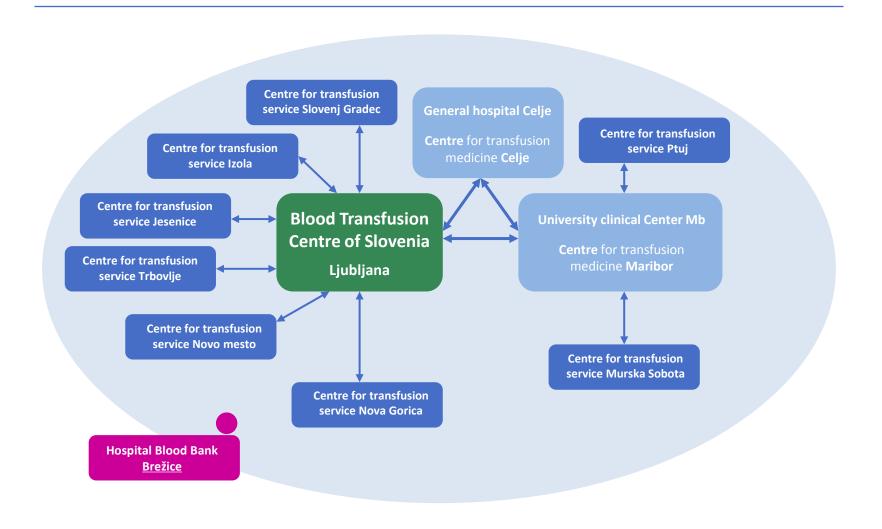
# Timeline of telemedicine and reorganisation of BTS



## Slovenian BTS before reorganisation



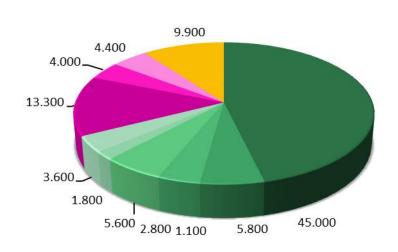
#### **Actual organisation of BTS in Slovenia**



#### **Collected units in Slovenian BTS**

#### Collected units in 2012

LOCATION	No of collected units/ year
BTC of Slovenia	45.000
CTS Novo mesto	5.800
CTS Trbovlje	1.100
CTS Slovenj Gradec	2.800
CTS Izola	5.600
CTS Jesenice	1.800
CTS Nova Gorica	3.600
LJUBLJANA	65.700
CTM Maribor	13.300
CTS Ptuj	4.000
CTS Murska Sobota	4.400
MARIBOR	21.700
CTM Celje	9.900
CELIE	9.900
SLOVENIA	97.300



#### Pretransfusion testing before reorganisation

- Performed at 14 locations:
  - 1 BTS of Slovenia
  - 10 transfusion departments at regional hospitals
  - 3 laboratories at (maternity) hospitals
- Results were interpreted and validated by a transfusion medicine specialist or by trained clinicians from hospitals
- Clinicians were trained in two weeks' course to release negative and expected results
- In cases with positive or unexpected results, lack of experience could cause delayed transfusions, because the samples were sent to the BTC of Slovenia or CTM Maribor

# The idea for the development of TM system

- Remote interpretation of pretransfusion tests by a TM specialist:
  - for professional discussion between two TM specialists in solving special cases
  - to advise clinicians on duty who are involved in interpretation and validation of pretransfusion testing for their patients
  - to reduce sending blood samples to Reference laboratory by selection of cases
  - to speed up the blood components release



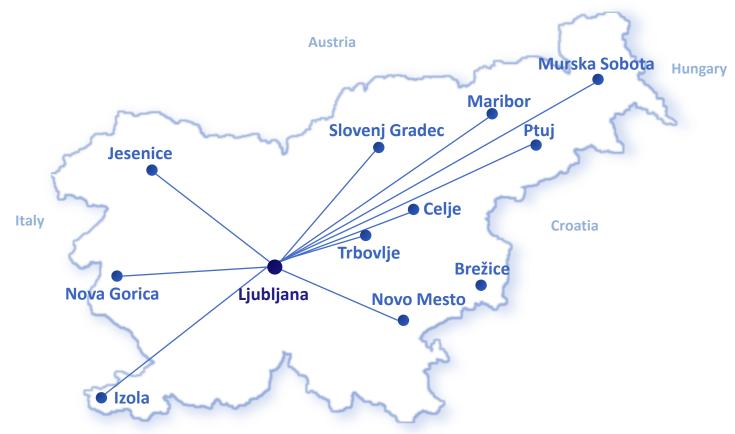
# The development and implementation of TM1

#### Stage 1

- TM1 system was developed in cooperation of experts from BTC of Slovenia and University of Ljubljana, Faculty of Electrical Engineering.
- In 2005, a pilot application of TM1 system was developed as laboratory system for a range of 100 cases per year.
- A device for imaging laboratory gel cards (gelscope) was developed.
- By 2008, it was implemented in all CTs.

#### **Teleconsultations between 2005–2008**

#### Stage 1



#### Problems after the reorganisation of BTS

- The organisation of work at the remote CTDs became a responsibility of BTC of Slovenia and CTM Maribor.
- Clinicians from hospitals did not participate in the transfusion service any more (exception emergency cases).
- The Competent authority demanded equal service 24/365.
- 9 remoted locations = 9 transfusion medicine specialists needed 24/365, but only few were available.

#### TM system offered a solution to pretransfusion testing

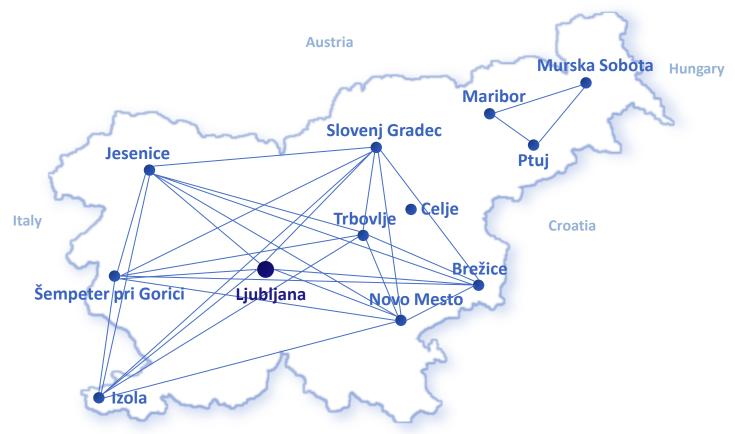
# TM1 system used for routine practice after reorganisation

#### Stage 2

- After 2008, the purpose of TM1 system has been extended from consultation in special cases to routine pretransfusion testing in day time.
- The number of TM sessions increased substantially.
- Since 2009, its use has been extended until the evening.
- Since July 2011, two teleconsultants in Slovenia have been on duty 24/7/365.

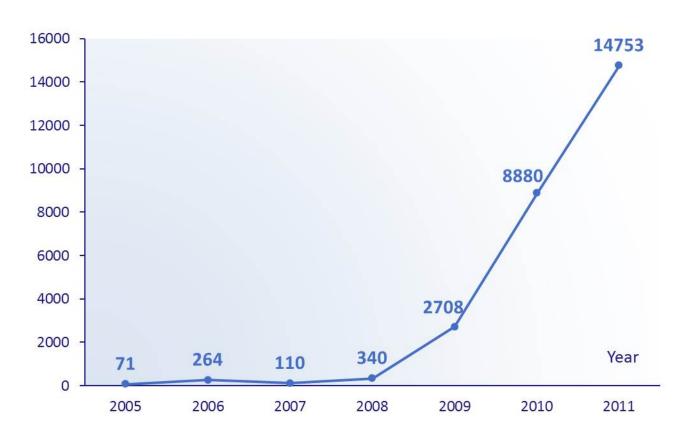
#### TM sessions after reorganisation of BTS

#### Stage 2



## The frequency of TM sessions

#### **Number of TM sessions**



#### **References for TM1**

- Meza M, Breskvar M, Kosir A, Bricl I, Tasič JF, Rozman P: Telemedicine in the blood transfusion laboratory-remote interpretation of pre-transfusion tests.
   J Telemed Telecare 2007; 13: 357-62.
- Bricl I, Breskvar M, Tasic JF, Meza M, Jeras M, Rozman P: Telemedicine as a support system to blood transfusion service reorganisation in the Republic of Slovenia.
   Vox Sang 2010; 99: 126-7. awarded poster

### Development of the new TM2 system

#### **Reasons:**

- TM1 system has not been designed for up to 20,000 cases a year
- Upgrade of existing (laboratory) platform was no longer possible
- A new professional TM system with redundancy was needed
- New professional requirements
- A need to increase safety

# Development and implementation of the new TM2 system

#### Stage 3

- End of 2011 Public tender for the development of new TM2 system
- Tender was awarded to the Slovenian IT company XLAB Ltd.
- During 2012, TM2 system was developed in cooperation with experts from BTC of Slovenia
- End of 2012 testings, validation and training of consultants and laboratory techicians
- February 2013 Launch of the TM2 system in all CTs
  - TM2 system has new professional functionalities
  - Maintenance & support 24/7
  - CE certification in process



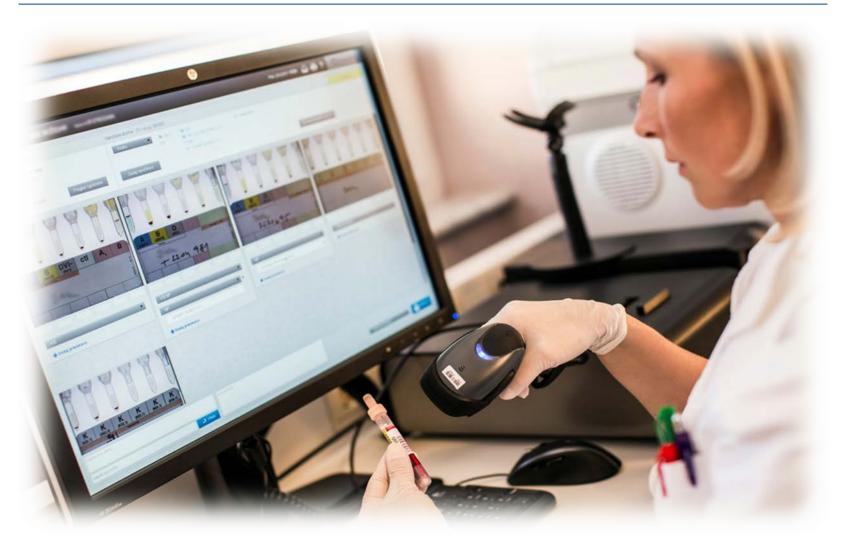
### Improvements in the new TM2 system

FUNCTIONALITIES	TM1	TM2
Checking of historic AB0	No	Yes
Types of sessions	Consultation	Datec session
		Consultation
		Quality control
		Fotoarchive
Status of the session	<ul> <li>Answered</li> </ul>	In preparation
	<ul> <li>Unanswered</li> </ul>	Received
		In answering
		Partially answered
		Finished
State of urgency		Regular
		Urgent
Attached request	No	Yes
Attached list of panel cells	No	Yes
Choosing among prepared results	Partially	Yes
Consecutive adding of tests within one session	No	Yes

# **Connection of TM system with host transfusion IS DATEC**

DATA EXCHANGE (TM vs DATEC)	TM1	TM2
Import from host transfusion IS DATEC	<ul> <li>Patient data</li> <li>Patient AB0</li> <li>Sample ID</li> <li>Medical remarks</li> <li>Laboratory results history</li> <li>Issued units</li> </ul>	<ul> <li>Patient data</li> <li>Patient AB0</li> <li>Patient K</li> <li>Orientation AB0</li> <li>Sample ID</li> <li>Medical remarks</li> <li>Laboratory results history</li> <li>Issued units</li> <li>Comments</li> </ul>
Export to host transfusion IS DATEC	No	<ul><li>Test results</li><li>Comments on report</li><li>Electronic signature</li></ul>
Communication protocol	Unsecure (ftp)	Secure (ssh)

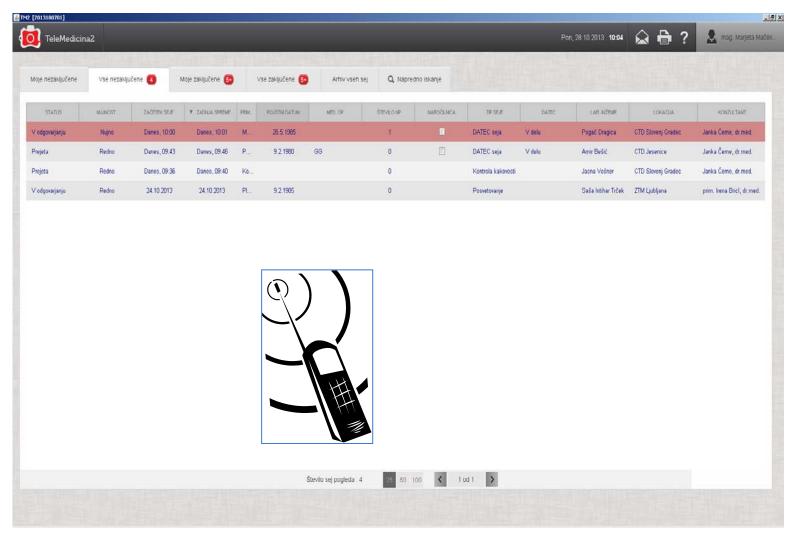
# Technician prepares the TM session



# Inserting gel card into haemoscope



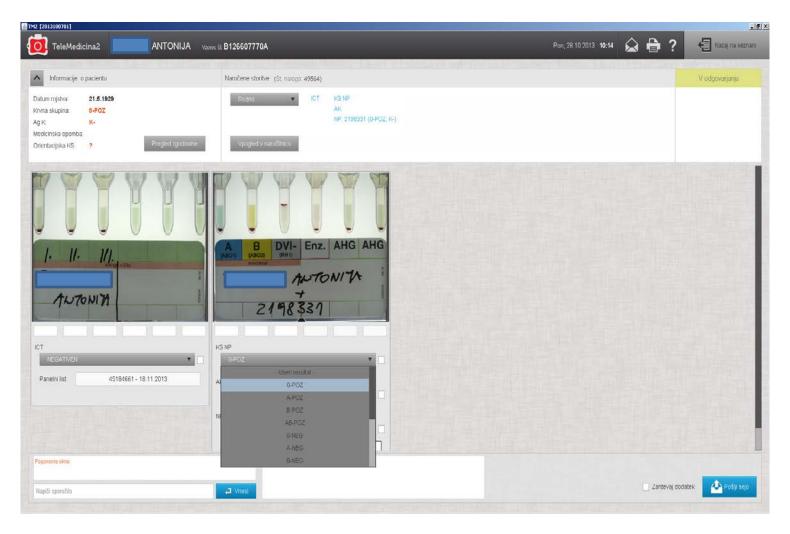
#### The session arrives to consultant



# Request

aročilnica za krvne pripravke	
idatki o naročniku	Podatki o bolniku/ci
inika: CIT-KRG serni telefon: 31-81 intaktna oseba: Du C RETUKAO	14591772 128680628 03.12.2011 0093282 I/,1I/,III/ 0093282 I/,II/,III/ 14240 RADOVLJICA
travník naročíla:  a naročíla:  A 12 12 14 15 12 15 12 15 12 15 12 15 12 15 15 15 15 15 15 15 15 15 15 15 15 15	ĆI 11 00537 66 05 5/11
ce bolníkove krví obvezno označite s priloženími črtními kodami! Glej i	navodilo za odvzem vzorcev krvi na hrbtni strani naročilnice.
Naročamo 1. Komponente krvi: Entrochi	Podatki o bolniku/ci  5. Klinična diagnoza: Tolstvenue (sepre
Dodatna obdelava:	6. Terapija: Napro jo 150, Missaucin, teluah planne Denery Anipra, Acharid, Hidauden Hechand, Mary Contarnes, Turusumid, Entromisen, Rykaes, Kludy Tologram, T. Transfuzijska anamneza: 20 projelloj vransfuzijo 6. 2. M. L. No. Voa Kodi zadnikrati
Granulociti, afereza e Sveža zmrznjena plazma Sveža zmrznjena plazma, odstranjen krioprecipitat	not Neželeni učinki rransfuzije krvi mL Da Ni podatka Ne Opis:
2. Zdravila iz krvi: Št. enot / volumen (r	8. Nosečnosti:
Albumini Gamaglobulini Drugo:	9. Določitev krvne skupine na ploščici pri odvzemu vzorca ali številka izvida in rezultat KS ABO:
3. Stopnja nujnosti izdaje:   lzjemno nujna   Zelo nujna (l. faza po telefonu)   Skujna (l. faza)	Krvno skupino določil: K. PIRC D.  10. Datum in ura odvzema vzorca: N. W. M. d.
□ Ni nujna (redna) ₹ 1₺	+Z1216673,03.12.11,02 till+) low
4. Predtransfuzijsko testiranjes Navzkrižni preizkus Določitek vkrue skupine ABO, RhD in K Indirektni antiglobulinski (Coombsov) test (ICT) Direktni antiglobulinski (Coombsov) test (DCT) Drugo:	UNIVERZITETNI KLINIČNI CENTER LJUBLJANA KITUTŠKA ELITIKA KIInični oddelska za ametičažologijo in intenzivno terepijo opartitivnih strok ODDELEK ZA HITSKAZIVNO TERAPIJO Ljubljana, Zaloška cesta 7
812416513GA	Sprejem naročila na ZTM Sprejem v laboratoriju Zap. št.: \$2 Sprejel: \$3
	Datum: 45 12 11 Datum/ura: 2/1

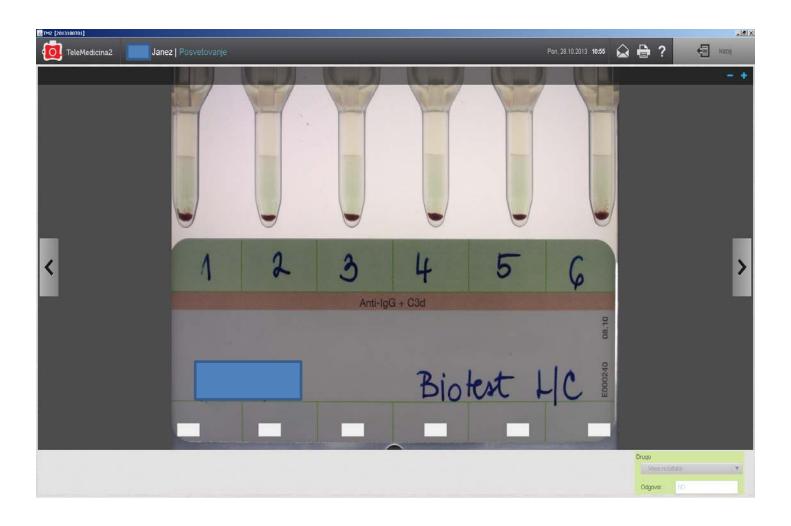
#### **TM** session



# **Patient history**

dravniški koment								
COMENTAR	arji							
COMERTINA								
KONEC KOMENTARJE	EV.							
godovina pacient	a							
DATUM IN URA	STATUS	IZVID	ZDRAVNIK	KLINIKA	ŠIFRA	LABORATORIJSKI REZULTAT		
19/10/2013 12:00	IZV	D5005156	TKTM	JEINTODD	23042	NAVZKRIŽNI PREIZKUS, GEL-NUJNO: NEG. z	encimom NEG. s Coombsovim testom	
19/10/2013 12:00	IZV	D5005156	TKTM	JEINTODD	20042	KRVNA SKUPINA, NUJNO: A, RhD POZITIVNA		
19/10/2013 12:00	GRA	D0000000	TKTM	JEINTODD	21592	AVTOKONTROLA, GEL NUJNO: NT		
19/10/2013 12:00	IZV	D5005157	TKTM	JEINTODD	21550	INDIREKTNI COOMBSOV TEST, GEL: NEGAT	TIVEN	
19/09/2013 11:48	OBR	Z5023501	TKAH	JEINTODD	23040	NAVZKRIŽNI PREIZKUS, GEL TEST: NEG. z e	ncimom NEG. s Coombsovim testom	
zvid nadomešča izvid št.:	Z5023491 (popravlj	eni matični podatki)						
19/09/2013 10:53	OBR	Z5023499	TKAH	JEINTODD	20001	KRVNA SKUPINA, GEL: A, RhD POZITIVNA		
19/09/2013 11:48	OBR	Z5023501	TKAH	JEINTODD	20040	KRVNA SKUPINA, GEL: A, RhD POZITIVNA		
zvid nadomešča izvid št.:	Z5023491 (popravlj	eni matični podatki)						
19/09/2013 11:48	OBR	Z5023501	TKAH	JEINTODD	21591	AVTOKONTROLA, GEL: POZITIVNA		
zvid nadomešča izvid št.:	:Z5023491 (popravlj	eni matični podatki)						
19/09/2013 10:53	OBR	Z5023499	TKAH	JEINTODD	21012	ERITROCITNI ANTIGENI KELL: K-		
19/09/2013 10:53	OBR	Z5023500	TKAH	JEINTODD	21535	DIREKTNI COOMBSOV TEST, GEL: anti-IgG	pozitiven	
19/09/2013 10:53	OBR	Z5023500	TKAH	JEINTODD	21535	DIREKTNI COOMBSOV TEST, GEL: anti-lgA i	negativen	
19/09/2013 10:53	OBR	Z5023500	TKAH	JEINTODD	21535	DIREKTNI COOMBSOV TEST, GEL: anti-IgM	negativen	
19/09/2013 10:53	OBR	Z5023500	TKAH	JEINTODD	21535	DIREKTNI COOMBSOV TEST, GEL: anti-C3c	negativen	
19/09/2013 10:53	OBR	Z5023500	TKAH	JEINTODD	21535	DIREKTNI COOMBSOV TEST, GEL: anti-C3d	negativen	
19/09/2013 11:52	OBR	Z5023502	TKAH	JEINTODD	21530	DIREKTNI COOMBSOV TEST, GEL: POZITIVI	EN	
19/09/2013 11:53	OBR	Z5023503	TKAH	JEINTODD	21550	INDIREKTNI COOMBSOV TEST, GEL: NEGAT	riven	
03/10/2013 10:40	OBR	Z5023651	TKMT	JEINTODD	23040	NAVZKRIŽNI PREIZKUS, GEL TEST: NEG. z e	ncimom NEG. s Coombsovim testom	
03/10/2013 10:40	OBR	Z5023651	TKMT	JEINTODD	20040	KRVNA SKUPINA, GEL: A, RhD POZITIVNA		
03/10/2013 10:40	OBR	Z5023651	TKMT	JEINTODD	21591	AVTOKONTROLA, GEL: POZITIVNA		
03/10/2013 10:40	OBR	Z5023652	TKMT	JEINTODD	21550	INDIREKTNI COOMBSOV TEST, GEL: NEGAT	TIVEN	

# **Enlarged image of gel card**

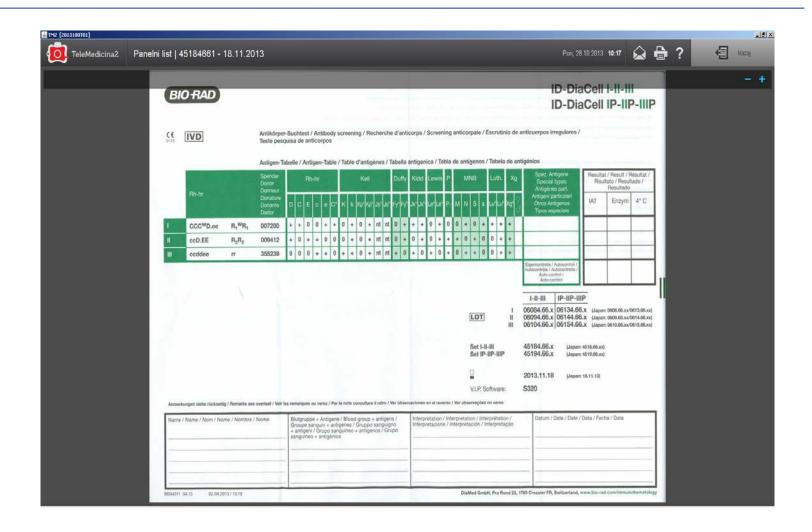


# **Enlarged image of columns**

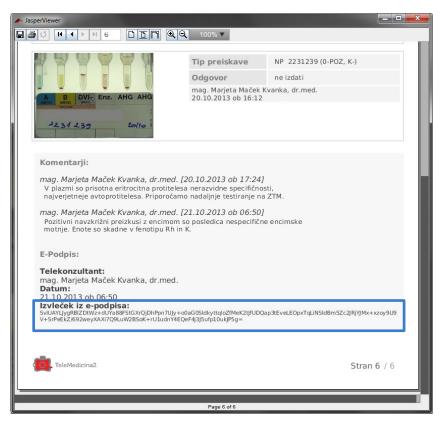


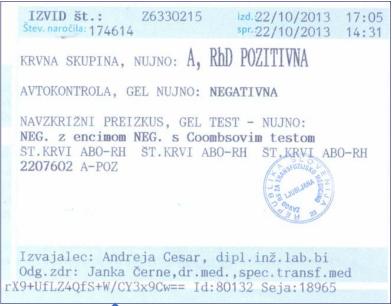


### **Screening cells**



## **Electronic signature**

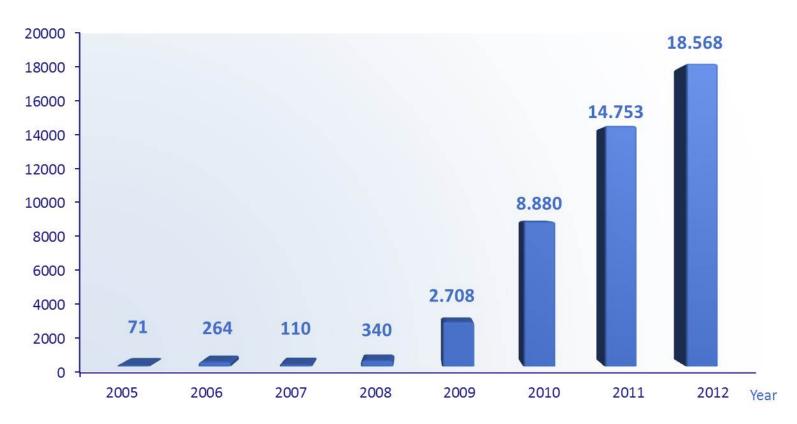




Electronic signature (hash extraction)

# Statistics of TM sessions between 2005-2012

#### **Number of TM sessions**



Prediction for 2013: 18,520 [2-10: 13,890]

#### Statistics of TM2 sessions in 2013

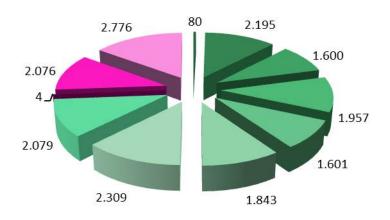


Peaks: 1833/month, 123/day

#### TM2 sessions in 2013

LOCATION	TM2 seassions 2-10 2013	Prediction Year 2013
BTC of Slovenia	60	80
CTS Novo mesto	1.646	2.195
CTS Trbovlje	1.200	1.600
CTS Slovenj Gradec	1.468	1.957
CTS Izola	1.201	1.601
CTS Jesenice	1.382	1.843
CTS Nova Gorica	1.732	2.309
BB Brežice	1.559	2.079
CTM Maribor	3	4
CTS Ptuj	1.557	2.076
CTS Murska Sobota	2.082	2.776
CTM Celje	0	0
SLOVENIA	13.890	18.520

Prediction Year 2013: 18.520



## Benefits of the new TM2 system

- The TM consultant has access to all available patient data
- IT controls built in the TM2 system improve the safety (checking of historic BG...)
- Electronic export of results from TM2 system to transfusion IS Datec reduces errors
- Redundance and traceability are provided
- The process is faster because less work is needed
- User-friendly for technicians and consultants

#### Impact of TM on BTS in Slovenia

- Equal quality / interpretation of the IH results
  - Due to the TM system, pretransfusion testing in Slovenia is supervised 24/365 by transfusion medicine specialists only (previously partial coverage)
- Lower costs
  - Reduction in the number of transfusion medicine specialists in CTDs:
    - In 2000: 13 full time + 1 part time job
    - In 2013 : 5 full time + 4 part time job
  - Allocation of some transfusion medicine specialists to the BTC of Slovenia and CTM Maribor

#### Impact of TM on BTS in Slovenia

- Quicker responding time in complex cases
  - More cases are solved on site
    - Laboratories are equipped with panel cells and reagents
  - Fewer samples are transported to the Reference laboratory
- Rationalisation of activities
  - One consultant in the Ljubljana region is responsible for 6 CTSs + 1BB, another one in the Maribor region for CTM Maribor + 2 CTSs 24/365
  - Since the consultant can work from any location, all transfusion medicine specialists can be engaged

#### Impact of TM on BTS in Slovenia

- Standardisation of testing procedures
  - The use of the TM system required the standardisation of testing procedures
- So far, the TM system has been the only transfusion IS that connects all CTs in one TM region
  - It enables the checking of patients' data from other CTs

#### **Conclusions**

- TM enables remote interpretation of pretransfusion testing
- TM provides the same quality / interpretation of pretransfusion testing in all BTS sites
- TM helped in the reorganisation of national BTS
- TM is the key element of BTS in Slovenia today
- TM enables further rationalisation in the organisation of national BTS

#### Thanks to

Prim. Irena Bricl, MD

#### **Invitation**

Telemedicine system TM2 will be presented by our partner XLAB at

# **MEDICA 2013**

World Forum for Medicine

International Trade Fair November 20-23, 2013 Düsseldorf, Germany