

Do rules and regulation improve quality?

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Appraisal

Audit

Revalidation

Reaccreditation

Guidelines

Hospital Transfusion Committees

AARRGH.....

‘Parkinson’s law - or the pursuit of progress’
C Northcote Parkinson 1957

‘Work expands to fill the time available’

Employment in the Royal Navy

From 'Parkinson's Law'

<u>Staff</u>	<u>1914</u>	<u>1928</u>	<u>change</u>
Capital ships	62	20	-67%
Officers and men	146,000	100,000	-31%
Dockyard workers	57,000	62,439	+10%
Dockyard officials	3249	4558	+40%
Admiralty officials	2000	3569	+78%
1954	Admiralty and dockyard officials	33,788	

‘Parkinson’s law - or the pursuit of progress’
C Northcote Parkinson 1957

‘Work expands to fill the time available’

Wallis’s variant of Parkinson’s law

*‘Bureaucracy expands. The time available does
not get a look in’*

Can we do without rules?

Sir Thomas More in Robert Bolt's *A Man for All Seasons*

Roper : Yes I would cut down every law in England to do that

More: Oh, and when the last law was down and the devil turned 'round on you where would you hide, Roper, the laws all being flat. This country is planted thick with laws from coast to coast, Man's laws not God's. And if you cut them down, and you are just the man to do it, do you really think you could stand upright in the winds that would blow then?

When laws break down.....



London riots 2011





Drachten, Netherlands



Traffic signs, traffic lights, parking meters, kerbs & pavements removed

Traffic is regulated by two rules :

1. Yield to the right
2. Park in someone's way and you'll be towed.

Results :

1. Chaos.
2. Faster flow
3. Reduced jams
4. Reduced accidents

Hans Monderman



"The greater the number of prescriptions, the more people's sense of personal responsibility dwindles."

The greater the number of guidelines the more a physician's sense of clinical responsibility dwindles

If

Evidence based medicine

Why not

Evidence based bureaucracy

Regulation and standardisation

1. Have they a benefit?

Are they to protect ourselves or to benefit the patient?

2. Are they cost effective

3. Are they conducive to innovation

'Trace-ability'

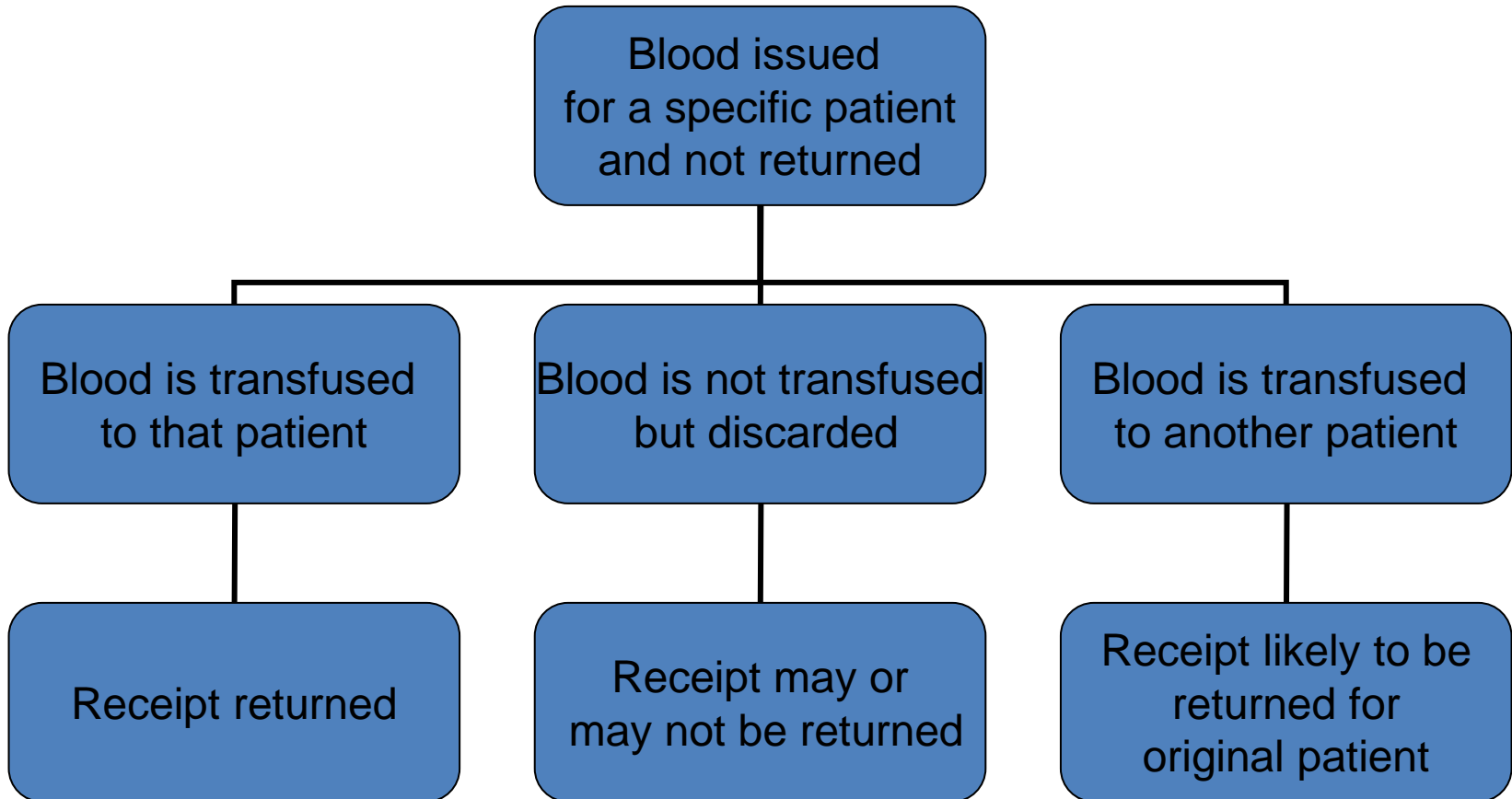
- Who receives which blood unit
- Mandated by EU-BSQR
- Allows retrospective tracing of donor units

Is it important that we know who has
received which blood?

Do return slips improve detection of possibly
infected recipients?

Is it value for money?

Do return slips improve tracing of units?



Return slips only help for emergency O negative blood kept in A/E or elsewhere

What does it cost?

Newcastle Hospitals 26,000 units of red cells pa

> £30K pa

2 part time MLAs inputting data and following up
missing receipts,

TP time , porter's time, nursing time,

Blood bank Chief time, Quality manager time,

My time (and blood pressure)

Trace-ability

No vCJD or HIV transmissions by transfusion for
10 years (UK)

Previous records have been found to be
incomplete

Computer databases become unsearchable with
changes in software and hardware

Shibbolith

A custom or belief that is taken as being
unchangeable and unique

ZERO TOLERANCE!!!!

Why? To improve labelling quality

Because? Mislabeled samples may result in the wrong blood being given to a patient

The Effect? Junior doctors label tubes from the notes or a pre-printed label and not by asking the patient

Result? More likely to receive a beautifully labelled but totally incorrect sample

Zero tolerance : Zero courtesy

Standardisation

Watney's red barrel

Tube agglutination IAT

Starbuck's

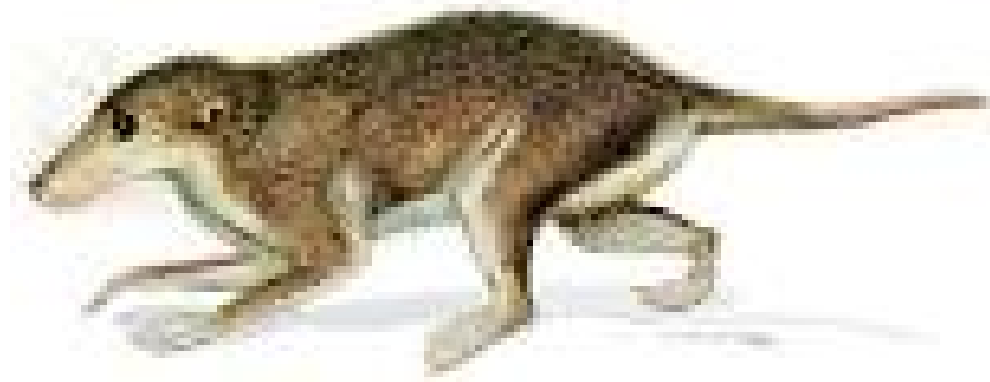
National Transfusion form

Harry Lime (Orson Wells) in 'The Third man'

'In Italy under the Borgia's they had 30 years of warfare, terror, murder and bloodshed but they produced Michaelangelo, Leonardo de Vinci and the Renaissance. In Switzerland they had brotherly love , 500 years of peace and democracy and what did they produce?
they produce?

The cuckoo clock...





Evolution thrives on chaos

Regulation and standardisation
should always be

Evidence based

Economic

Flexible

Reviewable

Dustbinable

“Structured chaos is a more fertile ground for innovation and improvement than regimented order “

“The further away the regulator is from the bedside, the less common sense prevails”

Local Haematologist

“We should encourage a sense of personal responsibility as a means to safety”

Hans Monderman



Poppy fields
Armoured warfare
Aeroplanes
Mustard gas

Thank you for listening