
CLINICAL IMMUNOLOGY - RESSOURCE OPTIMIZATION BY DATABASED OPERATION

Blood bank (BB) under Clinical Immunology (KI) at Rigshospitalet has in recent years experienced a decreasing demand for blood. The consequence of the lower demand for blood has led to an increasing imbalance between revenue and expenditure in the Clinical Immunological Clinic.

The Center Management at Diagnostic Center contacted Copenhagen Optimization (CopOpt) in order to get CopOpt to support the management of KI to develop a number of tools as a basis for decision-making in connection with operational optimization. The initiatives are characterized by being based on data and reflecting the reality that exists today in BB. This ensures that each initiative is quantified and contains an implementation plan.

The analysis of the operation of BB focused on the tapping process and the delivery of blood. For the tapping process, data were first collected on how donors reserve times when and whether the donors came in and how long each step in the tapping process took. By linking productivity data with economic numbers, the analysis revealed the effectiveness of the drainage sites.

With the analysis in place, a number of optimization initiatives targeted a better efficiency and consequent declining costs. Specific productivity targets were set for each drainage point, and afterwards we prepared detailed action plans for how productivity could be increased. To support a fact-based follow-up on development, CopOpt has developed and implemented a KI operational monitoring tool. The follow-up tool follows on a daily basis whether the loss ratio and productivity meet the stated goals.

The average productivity of whole blood cuts has increased by 7.7% due to the work on adaptation

