Role of the Transfusion Safety Nurse Manager This isn't rocket science?

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Transfusion Safety Officer Current Demographics

- ~40 Transfusion Safety Officers currently identified throughout U.S.
 - AABB
- ~100 Blood Management Coordinators
 - Society for the Advancement of Blood Management (SABM)





Objectives

Create a culture change regarding transfusion

Develop clinical nurses as transfusion experts at the bedside





Actual Chart Note

 "Discussed with patient their hemoglobin value of 5.8. Patient denied symptoms including lightheadedness, dizziness, shortness of breath, chest pain, palpitations, weakness. I discussed the reasons why blood transfusion was recommended at this point, as well as the multiple serious complications that can arise as hemoglobin level drops."





What will we cover today?

- Role of the Transfusion Safety Nurse Manager Clinical Safety
 - Quality of patient care failure to rescue
 - Indications for transfusion
 - Blood Administration
 - Transfusion Reactions
 - Policies/procedures/protocols/EMR
 - Education/Pathology Resident Review





Safety of PRODUCT

Safety of PATIENT



Safety of DELIVERY

ISNews

The University of Kansas Hospital

ADVANCING THE POWER OF MEDICINE



GOAL: Reduce harm from deterioration.

Prevent "Failure to Rescue" from a complication stemming from an underlying illness - on our watch.

A PATIENT SAFETY ISSUE





Regulatory Agencies

College of American Pathologists (CAP)

The Joint Commission (TJC) – lab accreditation

AABB - lab accreditation

Food and Drug Administration (FDA)





5.27 Medical Record Documentation - AABB

5.27.1 The patient's medical record shall include: transfusion order, documentation of patient consent, the name of the component, the donation identification number, the date and time of transfusion, pre- and posttransfusion vital signs, the amount transfused, the identification of the transfusionist, and, if applicable, transfusion-related adverse events.

- ☐ How are transfusions documented in the medical record? (including vital signs, amount transfused, adverse reactions, etc.)
- > Assessor: Review a sample of medical records for patients transfused, recipients of tissue, and recipients of derivatives.

TRM.41000 Transfusion Protocol - CAP

Phase II

There is a procedure for blood administration, including positive identification of transfusion recipients and blood components and observation of recipients.

NOTE: Because acute significant harm from transfusion frequently results from patient or blood component misidentification, from undetectable incompatibilities between the donor and recipient or inapparent defects (e.g. bacterial contamination), patients must be closely observed during and for a period of time after blood administration. Changes in vital signs or patient communication may signal an unintended adverse event.

TRM.41450 Blood Administration Record

Phase II

There is documentation on the patient chart of the identity of the transfusionist, the blood component and unit number transfused, date and time of transfusion, evidence of patient monitoring before, during and after transfusion, and any adverse effects.

CIRCULAR OF INFORMATION -

FOR THE USE OF HUMAN BLOOD AND BLOOD COMPONENTS

Periodic observation and recording of vital signs should occur before, during, and after the transfusion to identify suspected adverse reactions. If a transfusion reaction occurs, the transfusion must be discontinued immediately and appropriate therapy initiated. The infusion should not be restarted unless approved by transfusion service protocol.

BEST HOSPITALS USNEWS NATIONAL REGULATE UNIVERSITY OF KANS NATIONAL REGULATOR REPOWER

AABB Primer of Blood Administration

Patient Thorough assessment of the patient's condition should be the final **Assessment** step before initiating transfusion therapy.

Baseline Measurements

- Immediately before initiating transfusion, obtain vital signs:
- Temperature.
- Pulse.
- Respirations.
- Blood pressure.
- These provide a baseline measurement against which any changes during the transfusion can be compared.
- Measurements of all vital signs should be recorded in the patient record and be available for comparison.

CREDENTIALING CENTER

What would make you change your practice?

DATA

•LITERATURE





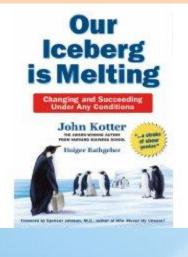
Implementing Successful Change Using Kotter Principles

1. Create a sense of urgency

- 2. Put together a strong team
- 3. Create an appropriate vision
- 4. Communicate the new vision broadly
- 5. Empower employees to act
- 6. Produce short-term results to give efforts credibility
- Build momentum and use to tackle the tougher change problems
- 8. Anchor the behavior in department culture

Our Iceberg Is Melting -John Kotter





Transfusion is a liquid transplant!







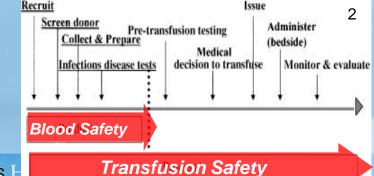


Re-engineering the transfusion process: Ensuring the safe utilization of blood products¹

- "Blood donor centers have done a remarkable job of making the blood in the bag safer than it has ever been."
- "The actual process of transfusion, however, is an area that has languished while public attention and healthcare resources have been focused on blood centers."
- "The most significant risks associated with blood transfusion reside with the transfusion process rather than the unit of blood."









First Publication

• 2003

Dzik, et al (Transfusion Medicine Reviews)

Patient safety and blood transfusion: new solutions.

"A new position, the transfusion safety officer (TSO), has been developed in some nations to specifically identify, resolve, and monitor organizational weakness leading to unsafe transfusion practice."





Additional Publication

• 2008

Eckert, et al (AABB News)

How Transfusion Safety Officers Improve Patient

Care in Canada







PRE-TRANSFUSION TESTING





National Patient Safety Goals

2014 Hospital

Hospital National Patient Safety Goals

The purpose of the National Patient Safety Goals is to improve patient safety. The goals focus on problems in health care safety and how to solve them.

Identify patients correctly

NPSG.01.01.01

Use at least two ways to identify patients. For example, use the patient's name and date of birth. This is done to make sure that each patient gets the correct medicine and treatment.

Make sure that the correct patient gets the correct blood when they get a blood transfusion.

NPSG.01.03.01



Improve the accuracy of patient identification - Goal 1

NPSG.01.01.01 – The Joint Commission

Use at least two patient identifiers when providing care, treatment, and services.

Rationale for NPSG.01.01.01

- Wrong-patient errors occur in virtually all stages of diagnosis and treatment. The intent for this goal is two-fold: first, to reliably identify the individual as the person for whom the service or treatment is intended; second, to match the service or treatment to that individual.
- Acceptable identifiers may be the individual's NAME, an assigned identification number
 MRN, telephone number, or other person-specific identifier.

Elements of Performance for NPSG.01.01.01

- Use at least two patient identifiers when administering medications, blood, or blood components; when collecting blood samples and other specimens for clinical testing; and when providing treatments or procedures.
- The patient's room number or physical location is not used as an identifier.
- Label containers used for blood and other specimens in the presence of the patient.
 (See also NPSG.01.03.01, EP 1)





Improve the accuracy of patient identification – Goal 1

NPSG.01.03.01 – The Joint Commission

Eliminate transfusion errors related to patient misidentification.

- Elements of Performance for NPSG.01.03.01
 - Before initiating a blood or blood component transfusion:
 - Match the blood or blood component to the order.
 - Match the patient to the blood or blood component.
 - Use a two-person verification process or a one-person verification process accompanied by automated identification technology, such as bar coding.
- When using a two-person verification process, one individual conducting the identification verification is the qualified transfusionist who will administer the blood or blood component to the patient.
- When using a two-person verification process, the second individual conducting the identification verification is qualified to participate in the process, as determined by the hospital.



Specimen Labels

Square Pants, Sponge B

-885667 10/14/1926 (90yrs)

Commercial

Commercial



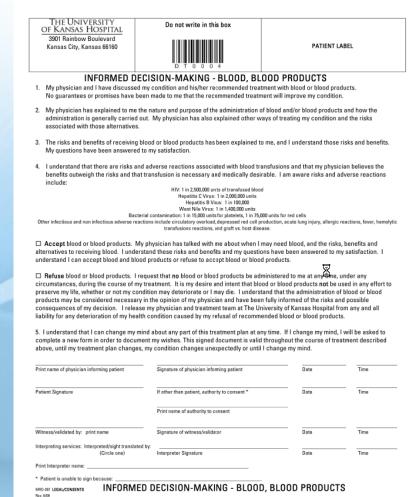
MEDICAL DECISION TO TRANSFUSE





Transfusion Hazards – Patient Consent is required

- Blood transfusion is one of the most dangerous procedures a nurse will ever perform in their career at the bedside
- Number 1 procedure performed in the hospital





Nursing: Target Rich Environment

- Blood Transfusion is a hazardous process
 - Associated with severe adverse events (1.5-4%)
 - Inappropriate administration practice can result in patient death
- Are nurses adequately trained and competent to perform and monitor the process?





Inappropriate Transfusion Rates

- Audit of routine transfusion orders at Brigham and Women's Hospital in Boston
 - Looked at ER, OR, PACU and emergent transfusions were excluded; pretty liberal on transfusion criteria
- Percentage of inappropriate orders was 73% for staff physicians and 72% for residents
- We looked at KU
 - 72nd percentile for transfusion overall compared to UHC
 - 70% of transfusion met "hospital" transfusion criteria-too liberal
 - 48% of transfusions met "best practice" transfusion criteria
 - 50% of red blood cell transfusion episodes were 2 unit orders



Is Blood Utilization Optimal?

- Variation in transfusion practice when looked at 24 institutions CABG surgery patients
 - RBC = 92%
 - Platelets = 0-36%
 - FFP = 0-36%
 - Cryo = 0-17%
- Within the hospital variation was also seen among surgeons at the same hospital
- 12 fold difference in cardiac surgery RBC transfusion practices from country to country





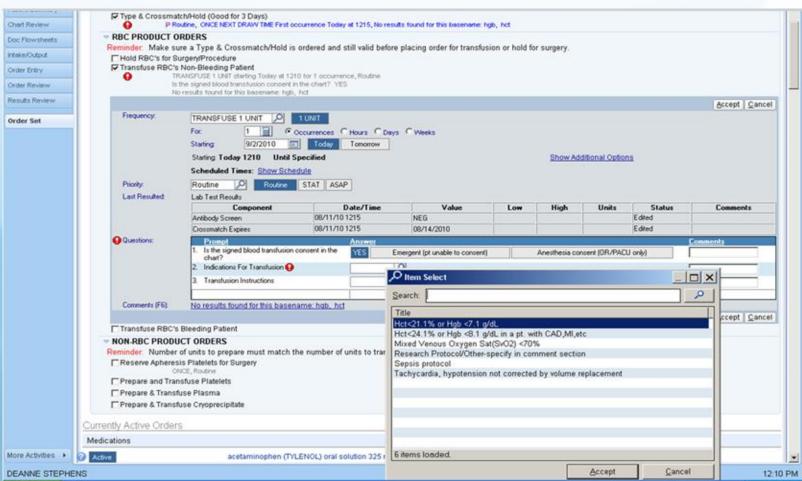
Physician Transfusion Appropriateness

- Transfusion Guidelines (18 pages) do exist and were updated in July 2009
 - Recommend a concise 1-2 page summary of evidence based transfusion triggers – in process (see handout)
- Findings from the review of 56 transfusion episodes chart review
 - Transfusion ordering practices-
 - 70% of transfusions reviewed met hospital transfusion criteria
 - 48% of transfusions reviewed <u>met transfusion criteria using</u> <u>external transfusion guidelines</u>
 - 50% of red blood cell transfusion episodes were 2 unit orders, best practice is to order one at a time and reevaluate





Transfusion Order Set







UKH Cost Savings

THE UNIVERSITY OF KANSAS HOSPITAL ESTIMATED INPATIENT SAVINGS

	Baseline Period	Period to Date						
	Sep 08 - Aug 09	Sept 09 - Jan 13						
	Avg#of Units per	Avg # of Units per		Unit	Purchase	Transfusion	Adverse	Total
	1000 Inpatient	1000 Inpatient	% Saved	Savings	Cost	Cost	Events Cost	Estimated
	Cases	Cases			Savings	Savings	Savings	Savings
Red Blood Cells	578.69	377.26	35%	19,144	\$4,141,422	\$8,844,528	\$23,355,680	\$36,341,630
Platelets	163.63	123.22	25%	3,841	\$2,072,911	\$1,774,542	\$4,686,020	\$8,533,473
Plasma	221.25	177.89	20%	4,122	\$246,825	\$626,544	\$1,005,768	\$1,879,137
Cryoprecipitate	22.68	27.57	-22%	(465)	(\$159,430)	(\$42,780)	(\$56,730)	(\$258,940)
			TOTALS	26,642	\$6,301,728	\$11,202,834	\$28,990,738	\$46,495,300

Notes: *Estimated inpatient savings only





^{**}Cryoprecipitate is reported as a base unit consisting of 5 single units

ISSUING BLOOD





THE UNIVERSITY OF KANSAS HOSPITAL

Transfusion Medicine	Service C	ase Evaluation			
Demographic and Service Information:		Test Result Time			
		☐ Red Blood Cells	H/H		
Patient Label		□ Platelets	PLT		
Tuttent Euser		□ Plasma	PT INR		
			INR		
			PTT		
Ordering Physician:Pager:		□ Cryoprecipitate			
		☐ Irradiation			
Technician/Technologist:		☐ Anti-platelet Antibody			
		□ Other			
TM Resident/Fellow:					
		t Comments:			
lecinologist Comments.	Resident	Comments:			
Dagnosis:	Resident	Comments:			
Dั้agnosis:	Resident	Comments:			
	Resident	Comments:			
Diagnosis:	Resident	Comments:			
□ agnosis:		Comments:			
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□ agnosis:		Comments:			
☐ Yes Amount No	_				
☐ Yes Amount No	_				
□ Yes Amount	ce (Please N	Mark One)	ed (Not Approved)		
Teansfused? Yes Amount	ce (Please N	Mark One)	ed (Not Approved)		



ADMINISTRATION





Independent Double Check

- Confirmation bias says: You will see what you want to see instead of what is actually there.
- Best Practice says: 95% of errors are caught using an independent double check
- Implementation of an INDEPENDENT double check in which 2 clinicians SEPARTELY check (alone and apart from each other, then compare results) each component of prescribing, dispensing and verifying the blood before it is administered





Independent Double Check - Blood Administration

1. Primary RN:

 Review the original transfusion order and note the associated lab value within the order. Ensure consent is in the chart. ☐ The name and medical record number. on the order must be identical to the name and medical record number on the blood slip. The blood component name match the component ordered including any special requirements such as irradiation, sickle cell negative or other. The recipient identification The name and medical record number on the patient's ID bracelet must be identical to those on the slip attached to the blood component. ☐ The donor unit identification The unit identification number on the blood component label must match unit identification number on the attached slip. □ ABO/Rh The ABO and Rh type on the blood component unit must agree with that recorded on the blood slip attached to the unit Product expiration should be verified to ensure product is not expired Appearance of the blood component verified to be acceptable

2. Secondary RN:

- Review the original transfusion order and note the associated lab value within the order. Ensure consent is in the chart.
 - The name and medical record number on the order must be identical to the name and medical record number on the blood slip.
 - The blood component name match the component ordered including any special requirements such as irradiation, sickle cell negative or other.
- ☐ The recipient identification
 - The name and medical record number on the patient's ID bracelet must be identical to those on the slip attached to the blood component.
- ☐ The donor unit identification
 - The unit identification number on the blood component label must match unit identification number on the attached slip.
- □ ABO/Rh
 - The ABO and Rh type on the blood component unit must agree with that recorded on the blood slip attached to the unit
- Product expiration should be verified to ensure product is not expired
- Appearance of the blood component verified to be acceptable

3. OPTIONAL Simultaneous Double Check:

*The following process is to mirror the dual check-off nurses have always completed per the previous standard of practice.

- Discuss the original transfusion order with correlated lab values
 - The name and medical record number on the order must be identical to the name and medical record number on the blood slip.
 - The blood component name match the component ordered including any special requirements such as irradiation, sickle cell negative or other.
- ☐ The recipient identification
 - ☐ The primary RN reads the name and medical record number aloud from the patient's ID bracelet. The secondary RN ensures they are identical to those on the tag attached to the blood component
- ☐ The donor unit identification
 - The secondary RN reads the identification number, ABO/Rh and product expiration on the blood component label while the primary RN verifies it is identical to the blood component slip.
- Both RNs will verify the appearance of the blood product is acceptable
- ☐ Sign the blood product slip as you have always
- Ensure the blood product slip remains attached to the unit throughout the transfusion





Expectations for Vital Signs

Document vital signs:

- ♦ Within 30 minutes prior to administration
- ♦ 15 minutes after transfusion initiation
- Every 1 hour throughout the transfusion
- ◆ At transfusion completion

	1523	1538	1545
Vitals			
Temp	37.1 (98.8)	37 (98.6)	37.1 (98.8)
Temperature Source	0	0	0
Pulse	79	81	83
Respirations	12	- 11	12
BP BP	123/82	121/80	125/79
Mean NBP (Calculated)	96	94	94
Sp02	99	100	100





Patient Monitoring

- Pre-transfusion patient assessment
 - Vital signs
 - RN baseline assessment of the patient
 - Skin Inspection
 - Lung Sounds
 - Urine color







Vital Sign Monitoring Audit

- CAP quality improvement program in 2003
- 660 institutions mostly in the US
- Patient identification and VS monitoring
- 16,494 transfusions
- Vital sign monitoring did not meet accreditation standards
- 81.6%

(Novis etal. ArchPathol Lab Med 2003;127:541-548)





Documentation 3rd quarter 2013

Blood Product Administration Documentation Chart Audits

	Vital Sign Documentation								
	Within 30 min prior to start	15 min after start	1 hour	2 hour	3 hour	4 hour	Completion	Infusion Time Appropriate	All parts compliant
Number Compliant	34	28	22	10	1	0	23	39	8
Total Number Counted	45	45	43	19	1	45	45	45	45
Number Unknown (Due to either no start or stop time documented)	0	0	0	0	0	2	2	2	
% Compliance	76%	62%	51%	53%	100%		51%	87%	18%

Documentation 4th quarter 2013

Overall Audit Summary: 312 Blood Product Audits

Joint Commission Goal is ≥ 90% compliant with policy

Overall Vital Sign Documentation Compliance	Within 30 minutes prior (EPIC)	15 minutes after start (EPIC)	Hourly (EPIC), yes, no, unknown if no documented END time, n/a if transfused <1 hour	End (EPIC) Yes, No, UNKNOWN due to no END time documented	Transf. <u>< M</u> inimum Recommend. Rate or > 4hrs
34.3%	69.2 %	74.4%	64.8%	58.7%	38.5%
Compliant = 107	Yes = 216	Yes = 232	Yes = 199	Yes = 183	Yes = 120
NonCompliant = 204	No=95	No = 79	No=88	No = 95	No = 141
			N/A=5	UNKNOWN=33	UNKNOWN = 50
			UNKNOWN = 19		





Vital Sign Documentation

34.3%





Hemolytic transfusion reactions are often the result of failure to follow established identification and monitoring procedures.

AUDIT OF TRANSFUSIONS





"Observations or measuring vital signs is increasingly seen as a task-based activity rather than the gathering of clinical information"

NURSING TIMES





MONITOR AND EVALUATE





TRANSFUSION PROCESS QUALITY AUDIT

PATIENT	MRN	L	OCATION	DATE			
Type of Product: □RBC □Platel	et □Plasma □Cryo	Time issued from	n BB	Time started_			
Component ID	Transfus	sionist		Time stopped			
Blood Component Delivery Requ	est				Met	Not Met	
1. The blood component delivery wa	s placed on the correct	t patient for the corr	ect product.				
Informed Consent							
2. The correct consent for transfusio ☐MRD-007 7/09 ☐ANES-004 11/07						0	
Physician Order							
3. Verified written/electronic order	for blood component a	administration exists.					
Patient Preparation							N/
4. Patient was pre-medicated (if ord	ered by provider). Sele	ect NA if no orders fo	r pre-medications				_
5. RN baseline assessment complete	d: □Vital signs within	30 minutes of start	of transfusion 🗖s	kin □lung sounds			
Pre-transfusion Verification Che	cks						
6. Review the original transfusion or	der and note that the	associated lab value	matches the prod	uct			
7. Name and MRN on the order mus	t be identical to the na	me and MRN on the	patient ID bracele	t			
8. Name and MRN on the patient's	D bracelet match the n	name and MRN on th	e transfusion slip				
9. Unit identification number on the transfusion slip	blood component labe	el matches the unit io	lentification numb	er on the			
10. ABO and Rh type on the blood c	omponent label match	what's recorded on	the blood slip atta	ched to the unit			
11. Verify blood product is not expir	red						
12. Verify blood component appeara	nce is within normal li	mits					
13. Two licensed personnel signed th	ne Transfusion slip						
Blood Administration							
14. Verify vital signs were checked 1	5 minutes after start of	f transfusion or after	50mL transfused	☐ documented			
15. Verify 0.9 sodium chloride is the	fluid hanging with the	blood or administer	ed via the same IV	line			
16. Blood component was transfuse	d at standard rate.						
17. Verbalize signs/symptoms of tra	nsfusion reaction						
18. Verbalize actions in the event of	a "suspected" transfus	sion reaction					
Post-transfusion Checks							
19. Vital signs were checked at comp	letion of transfusion.	documented					
20. Transfusion slip remains attache	d to the blood unit duri	ing administration					
21. Verbalize the location of the pol	icy procedure and pro	stocol for blood admi	nistration			П	



Note directions on the back of this form



MAGNET

Transfusion Reaction Categories

Non-hemolytic - Febrile ¹	45/88 (51%)
Allergic ²	3/88 (3%)
Hemolytic ³	2/88 (2%)
Bacterial	3/88 (3%)
Contamination/Sepsis ⁴	
(strong suspicion)	
Pulmonary	30/88 (34%)
Complications ⁵	
Other ⁶	5/88 (6%)

¹1°C rise in temperature from baseline

*Significant clinical changes (e.g. hemodynamic change, hematuria) during blood administration with ho other clear explanation other than transfusion

²Hives, rash, uticaria, angioedema

³Clinical S/S verified by blood bank workup

⁴Rapid rise in temperature (>2°F) with hemodynamic instability during platelet transfusion – neither case was reported promptly to the blood bank; therefore, the blood bag was not evaluated

⁵ Onset on dyspnea, shortness of breath, and/or hypoxia (O2 sat <90%) within 6 hours of transfusion and no other clear explanation

Transfusion Reaction Reporting

	Yes	No
Reported to a Physician	52/88 (59%)	36/88 (41%)
Reported to the Blood bank	15/88 (17%)	73/88 (83%)

¹Overall transfusion related adverse event rate from SHG medical record review was 2.8%

² The hospital criteria for a transfusion reaction was clinically met during, or immediately blood administration (within 6 hours for pulmonary complications)

Formulation Date: 4/11 Review Date: Revision Date: Effective Date: 6/1/11

The University of Kansas Hospital Unique Identification Number:

Sponsoring Area: Blood Bank Sponsor: Transfusion Safety Manager Approved by:

Page 1 of 1

Suspected Transfusion Reaction

PROTOCOL

NOTE: Requires order for Implementation

Patient Outcomes:

The patient undergoing transfusion will be monitored closely for possible transfusion reaction, and have issues addressed in a timely fashion.

Non-physician Licensed Professionals authorized to implement role-appropriate aspects of this protocol:

☑Registered Nurse	☐ Respiratory Therapist	□ Pharmacist	□ Physical	Therapist	☐ Speech Therapist
☐ Occupational Thera	apist □ Registered Dietitia	n 🗆 Imaging Te	echnician	☐ Other (lis	t)

Protocol:

In the care of a patient receiving blood/blood products the nurse will quickly identify a possible transfusion reaction. When a possible reaction is identified the nurse will:

- Immediately STOP transfusion.
- Check the blood product to make sure it correctly matches patient.
- Obtain a set of vital signs (temperature, pulse, respirations, B/P, SVO₂)
- Notify the physician who ordered the blood.
- Notify Transfusion Service (Blood Bank) @ 8-1760.
- Even if the transfusion is continued, order in O2:
 - Transfusion Reaction Evaluation sample (submit to Transfusion Services).
 - For Neonates use 0.5 ml lavender EDTA tube
 - For Peds/Adults use 6 ml pink EDTA tube
 - Print and complete Investigation of Suspected Transfusion Reaction Form and send to Transfusion Service (Blood Bank).
 - Urine HGB for transfusion reaction (submit to Lab).
- After discontinuation of transfusion, hand deliver blood bag and administration set to Transfusion Service (Blood Bank).
- If symptoms do not resolve or additional symptoms develop within 6 hours following transfusion, notify Transfusion Service (Blood Bank).

Supporting Order Set(s)

None

Approved by:

Blood Utilization Committee 4/2011 Medical Director, Pathology and Laboratory Medicine ECMS 5/2011

Additional Contributing Departments/Areas/Committees:

Laboratory

Key Words:

Reaction Hemolytic

Note: University of Kansas Hospital protocols are maintained electronically and are subject to change. Printed copies may not reflect the current official protocol.





NATIONAL

Transfusion Reaction Reporting

REACTION DES	PATIENT INFORMATION				
Reaction Date:Time Blood Component Unit # Component: □ RBC □ PLT □ F Amount transfused:	Diagnosis: IV Solutions/Medication in-line with blood component? □ No □ Yes If yes, what?				
Check Reaction Symptom(s) Observed: □ Elevated temp > 1°C or 2°F □ Chills □ Hives/Local Erythema □ Hypotension □ Dyspnea □ Jaundice □ Hematuria/Dark Urine □ Anaphylaxis □ Failure to clot □ Flank/lumbar pain □ Cough □ Restlessness/Anxiety □ Excessive bleeding from operative site □ Pain/Other (describe type & location if applicable):		Vitals Temp: B/P: Pulse: SV02 Highest Temp 24hr prio	Pre-Reaction r to transfusion:	Post-Reaction	





Transfusion Reaction Reporting

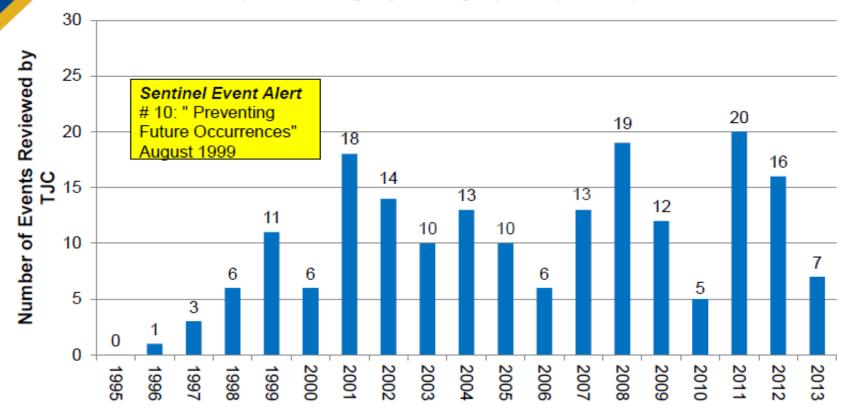
- Standard testing
 - Clerical check
 - ABO/Rh
 - Direct antiglobulin test (checking for antibody coating the transfused cells)
- Additional S/S based testing
 - may also quarantine other products associated with donation
 - Temperature increase > 1°C for Plts or > 2°C other products
 add gram stain and product culture
 - Dyspnea add BNP
 - Pulmonary infiltrates TRALI evaluation by blood supplier





Transfusion-related Events Reviewed by The Joint Commission

(Hemolytic transfusion reaction involving administration of blood or blood products having major blood group incompatibilities)







yright, The Joint Commission

Adverse Event Reporting States





The r reporting of events to The Joint Commission is a voluntary process, and represents only a small proportion of actual events. Therefore, this information should not be viewed as reflecting an epidemiologic data set and no conclusions should be drawn about the actual relative frequency of events or trends in events over time.

Office of Quality Monitoring - 3





Copyright, The Joint Commission

Is there really a need for a job like this...



You mean
Physicians
don't know....

How long before you're out of a job...

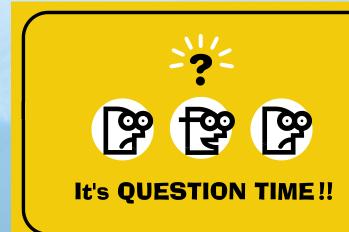
Don't they learn this in school...





Questions?











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