

Nancy Fleming Joyner, PharmD Candidate 2022<sup>1</sup>; Michael Deaney, PharmD Candidate 2022<sup>1</sup>, Caroline Derrick, PharmD<sup>2</sup>, Jeannette Bouchard, PharmD<sup>1</sup>, Hannah Brown, PharmD Candidate 2022<sup>1</sup>, Kennedy Freeman, PharmD Candidate 2022<sup>1</sup>, Malashia Drummond, PharmD Candidate 2021<sup>1</sup>, Madeline Harper, PharmD Candidate 2023<sup>1</sup>, Alexandria Waddell, PharmD Candidate 2021<sup>1</sup>, Helmut Albrecht, MD<sup>2</sup>, Sharon Weissman, MD<sup>2</sup>

<sup>1</sup>University of South Carolina College of Pharmacy, Columbia, SC, USA; <sup>2</sup>Prisma Health-University of South Carolina, Department of Infectious Disease, Columbia, SC, USA

## ABSTRACT

**Background:** Convalescent plasma (CP) may be obtained from patients who have recovered from the novel coronavirus disease, COVID-19, caused by the virus SARS-CoV-2. Although not FDA approved, preliminary data suggests patients who receive convalescent plasma from recovered donors may have shortened recovery time and symptom reduction. The purpose of the study is to detail learner recruitment of convalescent plasma donation (CPD) for treating hospitalized COVID-19 patients.

**Methods:** Prisma Health Midlands formed a multidisciplinary CP donation team, consisting of seven COVID-19-certified pharmacy learner volunteers, two pharmacists, and two providers. Primary eligibility criteria were SARS-CoV-2 polymerase chain reaction (PCR) positivity at least 28 days prior to donation and asymptomatic for a minimum of 14 days. Donors were excluded based on FDA guidelines for CPD, limiting ineligible contact. Team learners were trained on call techniques and subsequently contacted, educated, and requested candidates donate through this program. Willing donors were then linked to The Blood Connection to circulate CP back into the Prisma Health System, creating a self-sustaining and closed loop donation cycle.

**Results:** In total, 253 recovered adult patients with positive SARS-CoV-2 PCR test results were evaluated. 195 patients met baseline inclusion criteria for contact. This pre-screen reduced call and travel time for ineligible candidates. 108 patients were successfully reached. Of the 108, n=79 (73.14%) accepted referral to The Blood Connection, and n=29 (26.85%) were no longer candidates primarily due to patient communicated new exclusionary factors, such as active COVID-19 symptoms. The program allowed for rapid, internal access to CP for patients hospitalized with COVID-19 at Prisma Health Midlands.

**Conclusion:** Interest and awareness in COVID-19 CPD was successfully increased upon direct communication from the team and was felt to represent a personnel intense but successful model for recruiting potential CP donors. This program educated and utilized learners during this pandemic to enhance Prisma Health's ability to obtain CP for hospitalized patients using a closed system.

## DEFINITIONS

CP	Convalescent Plasma
CPD	Convalescent Plasma Donation
TBC	The Blood Connection

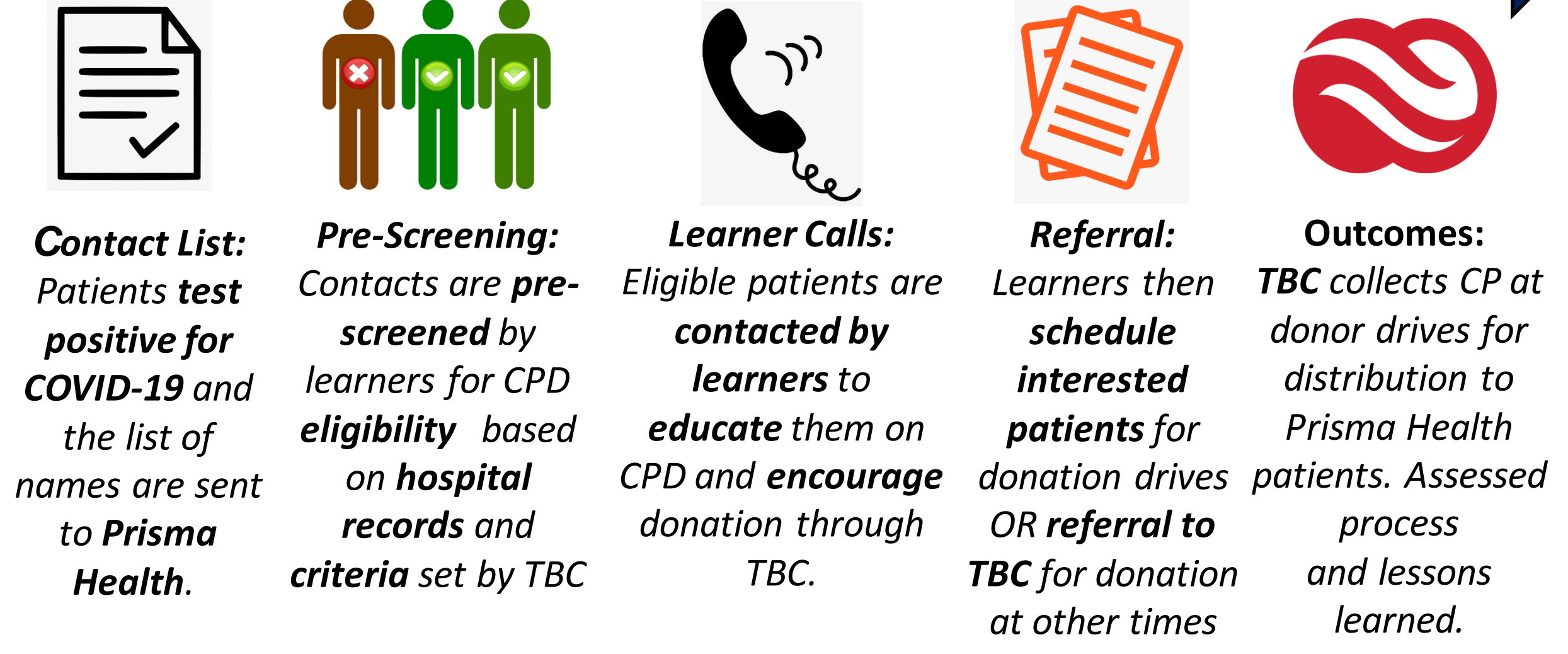
## OBJECTIVES

**Primary Objective:** Contact and encourage recovered COVID-19 patients to donate CP via TBC at their dedicated donor site or at donor drives at Prisma Health Midlands

**Secondary Objective:** Detail learner recruitment of convalescent plasma for treating hospitalized COVID-19 patients.

## METHODS

### PROCESS OVERVIEW



### CONTACT LIST

Positive SARS-CoV-2 test results were sourced from Ambulatory Sites, Drive-Thru Sites, and Prisma Health Midlands, Baptist, and Baptist-Parkridge Hospitals

### PRE-SCREENING

Contacts were evaluated for eligibility in accordance with the FDA's "Investigational COVID-19 Convalescent Plasma: Guidance for Industry" guidelines.

Further pre-screening was conducted by learners to maximize time and efforts used for CPD calls based on the following:

- Positive SARS-CoV-2 Test in Cerner
- Symptom Review
- Medication List
- Past Medical History
- Transportation
- Residence
- TBC-specific criteria

### TASK FORCE CALLS

A "Train the Trainer" methodology was applied to orient the learners to the process of educating and referring patients to TBC.

- A Call Script, FAQ Sheet, Step-By-Step Guide to Calling and Documentation was created.
- Supervision by experienced team members until independence and competency in patient education, referral and documentation is demonstrated.

Learners implemented these strategies to contact eligible donors. The call consisted of CPD education, eligibility assessment and scheduling those interested in CPD.

## RESULTS

### REFERRAL

Learners referred interested donors to TBC for donation at a dedicated site or scheduled an appointment for Prisma Health donor drives.

August 4th, 2020 (10:00AM-6:00PM)	October 20th, 2020 (10:00AM-7:00PM)
September 4th, 2020 (3:00PM-9:00PM)	November 10th, 2020 (10:00AM-7:00PM)
September 22nd, 2020 (10:00AM-7:00PM)	December 15th, 2020 (10:00AM-7:00PM)

### OUTCOMES

Donor drives were scheduled at Prisma Health Parkridge and Midlands. Learners reflect on their process and evaluate methods for improvement and further success. Examples of process evolution include

- Modifying phone call script dialog for brevity and success
- Planning sites for donor and bus parking in advance
- Ensuring that welcome tables, tents, and seating are present at donor drives
- Contacting donors to verify appointments in advance of donor drives
- Incorporating TBC-specific criteria in the pre-screening process.

Table 1: Round 1 Versus Round 2 Characteristics

	Round 1 (May-June 2020)	Round 2 (July 2020-Present)
Patients	253 (Positive tests between 3/15/20-4/7/20)	1,773 (Positive tests between 3/28/20-6/24/20)
Learners	7 (4 active at a given period)	16
Hours Dedicated	112	504
Workspace	Conference room and other vacant rooms	Dedicated office space with computer and printer (as of 8/6)
Phone Line	None dedicated	Dedicated (as of 8/6)
Goal	Refer to The Blood Connection for donation	Donor drive scheduling or referral to TBC for donation

Table 2: Type and Number of Donor Contact at the Call Center

	Round 1	Round 2 (in progress)	Total
Calls Made (to eligible patients)	265	484	749
Reached	108	163	271
Referred (to TBC or Blood Drive)	79	130	209

Table 3: Number of Donors at Prisma Health CPD Drives

	8/4/2020 Drive	9/4/2020 Drive	9/22/2020 Drive	Total Donors
CPD Donors	6	6	6	18
Whole Blood Donors	16	17	22	55

## CONCLUSION

Our initiative shows a successful model for recruiting CP donors. Pharmacy students increased awareness of CPD and gained recognition from Prisma Health Midlands. Learners donated 616 hours as of 9/12/2020 amidst rotations, CLE closures, volunteer requirements, personal/school requirements interest in COVID-19 CPD was successfully increased upon direct communication from the learners, evidenced by the 77.1% of successfully reached patients accepting referral to The Blood Connection for donation. Unique learning experience that educated and utilized learners during the COVID-19 pandemic to enhance Prisma Health's ability to obtain CP for hospitalized patients using a closed system.

## CONTACTS

Michael Deaney, PharmD Candidate 2022 – mdeaney@email.sc.edu  
Nancy Joyner, PharmD Candidate 2022 – flemingn@email.sc.edu  
Caroline Derrick, PharmD; Caroline.Derrick@prismahealth.org  
Sharon Weissman, MD – Sharon.Weissman@uscmcd.sc.edu