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Abstract Submittal

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Title: Achieving more Rapid Treatment  
through a High Trust Network

## Achieving more Rapid Treatment through a High Trust Network

**Introduction:** To more effectively manage their bleeding episodes, people with bleeding disorders must become proficient in developing successful relationships with multiple health care providers.

**Report:** A memoir covering a thirty-year time span, *Pooling Blood*, (D'Ambrosio, C.N. iUniverse, 2010) describes bleeding episodes of two girls with severe factor V deficiency. Hospital physicians would routinely order tests to re-diagnose the girls when they presented with bleeding. This contributed to lengthy delays in ordering and administering plasma, as well as increased recuperation times.

**Results:** When a bleeding episode was recognized, the family decided to shift the interpersonal dynamics by notifying the nurses or physician at the Hemophilia Care Program of the Puget Sound Blood Center (PSBC) who then communicated directly with the hospital staff. Their expertise in skillfully guiding these discussions created a high trust network. Specifically, it decreased the time for administration of FFP from up to twelve hours to under two to three hours from the onset of bleeding.

**Conclusion:** Developing key relationships to form a high trust network increases the velocity of service delivery. It decreases the risks and enhances recovery for people with congenital bleeding disorders, and minimizes time spent by their families and their service providers.

**Contribution:** A person with a bleeding disorder who learns to develop and manage their own high trust network is empowered for life. Using specific business tools and methods, these specific skills can be taught to people and families within the bleeding disorder community.