

Extravasation

Learning from claims



- Extravasation is the leakage of intravenously administered solution into surrounding tissues, which can cause serious damage to the patient.
- There are multiple guidelines and local policies relating to extravasation injuries but not a singular national uniform policy.

*An update on extravasation: basic knowledge for clinical pharmacists. European Association of Hospital Pharmacists 2021.

* Guidelines for the Management of Extravasation. J Educ Eval Health Prof. 2020; 17: 21.

National Extravasation Claims

1 April 2010 – 31 March 2020*



Resolution



Claims notified

467

Claims settled with
damages paid

209

Total cost of settled claims

£16 Million

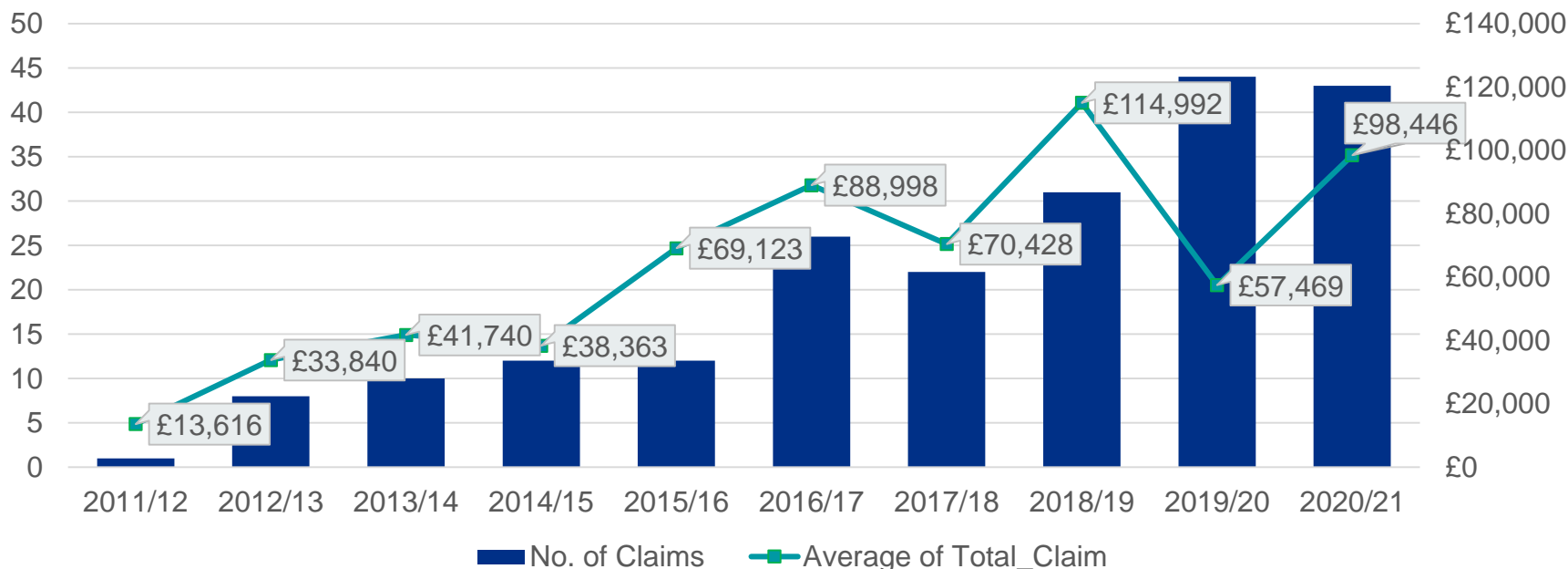
Mean value per claim

£77,500

**All NHR notified claims related to extravasation 1 April 2010-31 March 2020*

A Changing Picture

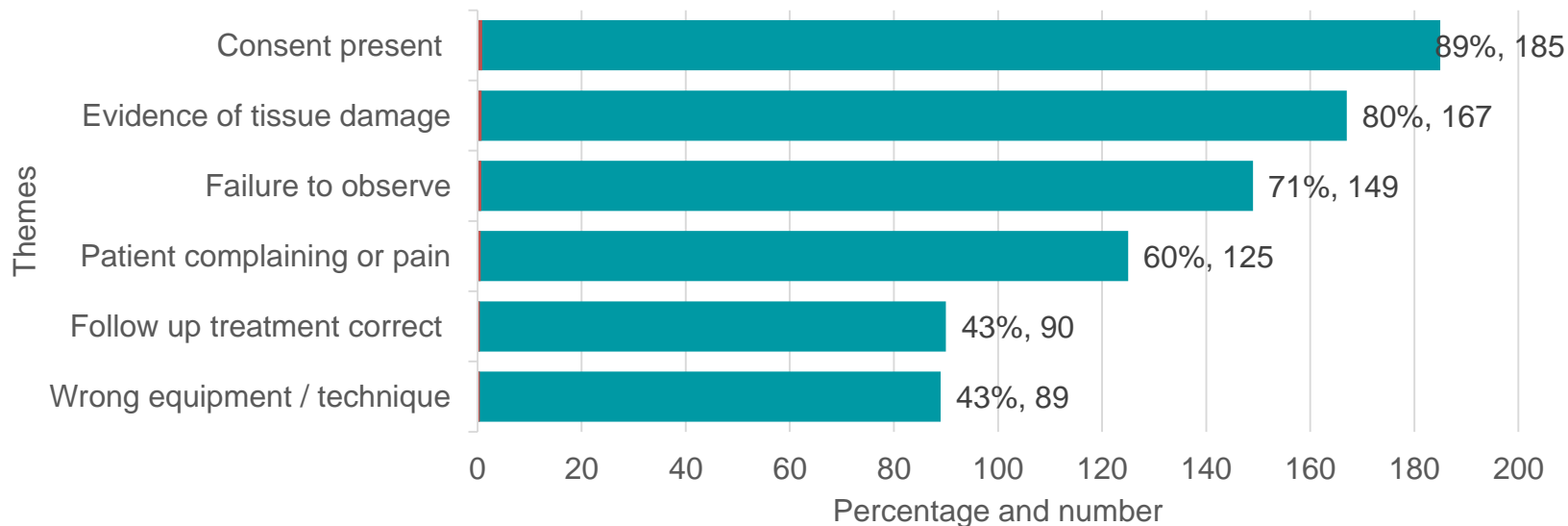
Closed claims - number of claims closed vs average value of claim



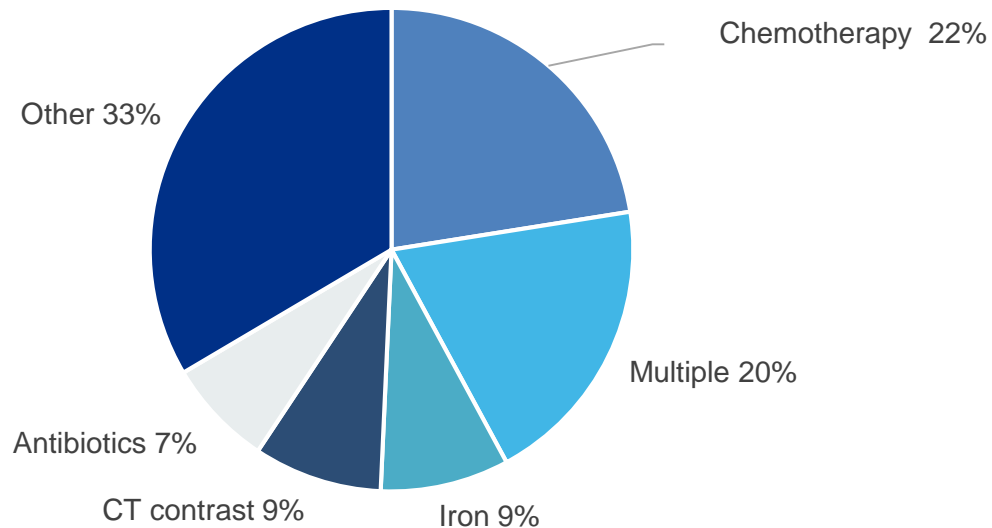
Closed claims are a subset of the claims notified in the date range requested: from 2011 to 2021. There could be other claims closed in this date range that were notified in previous years and are not accounted for here.

The findings

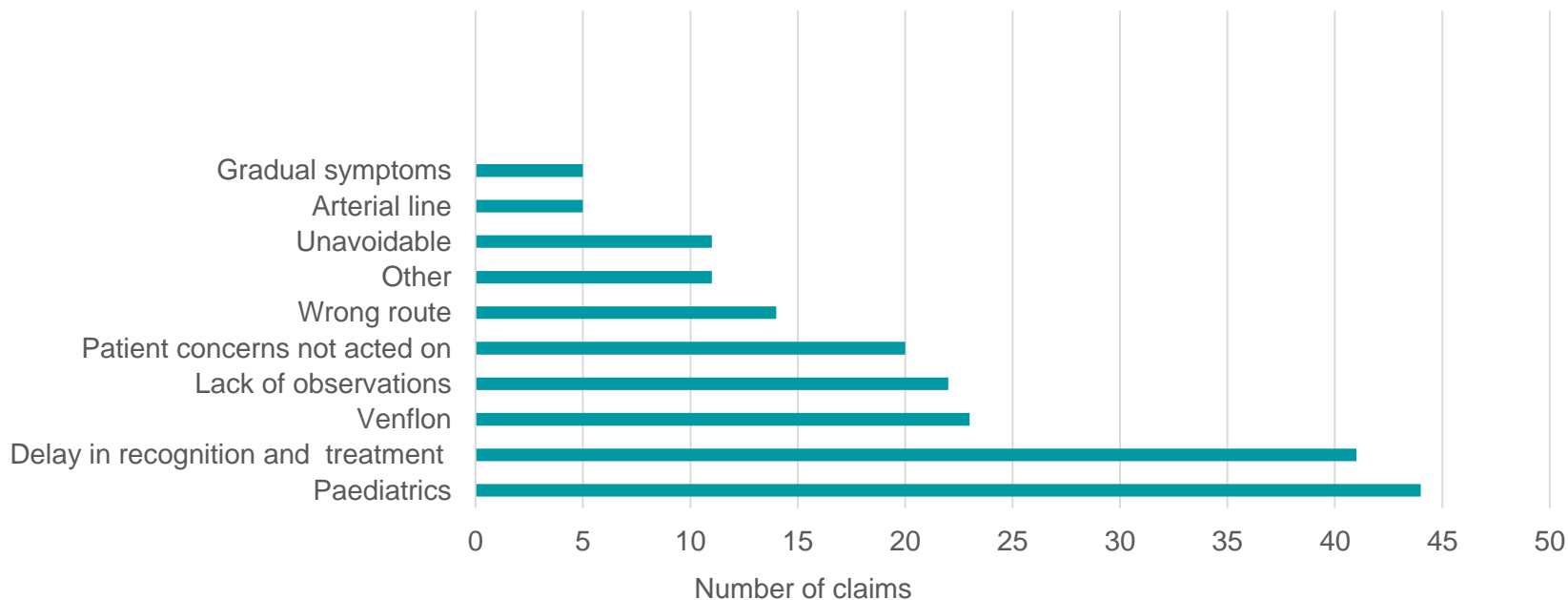
Closed claims by number and percentage of evidence present



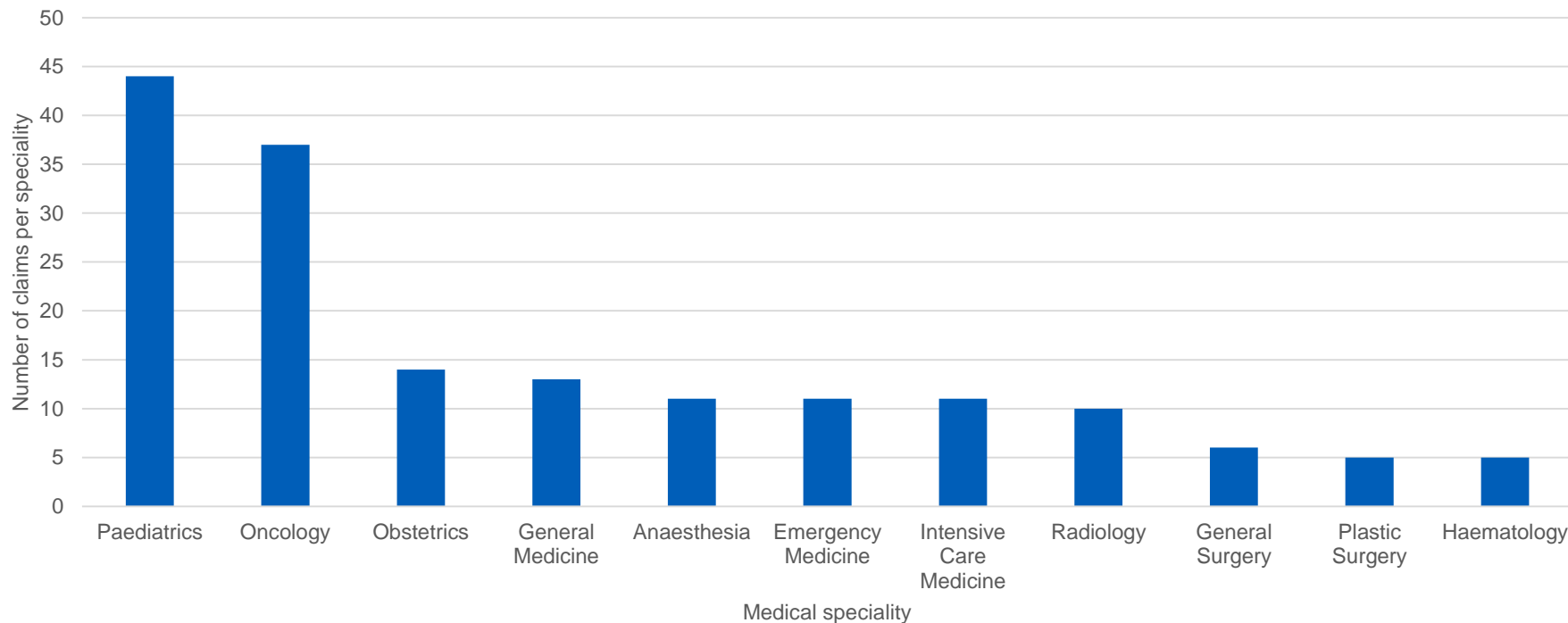
Percentage of solution type in closed claims with damages paid



Top themes in closed claims by damages paid



Top Ten specialities claims occurring



Examples of extravasation claims

Paediatrics – neonatal extravasation injury to hand and foot. Multiple drugs. Failing to observe or document. Ongoing operations as the child grows.

Total cost of claim **£430K**

Oncology – third cycle of chemotherapy administered outside of manufacturer's guidance. Staff did not recognise or appropriately observe. Patient suffered significant burns and scarring. Multiple operations to repair the damage.

Total cost of claim **£230K**

Radiology –Emergency admission to Emergency Department and CT performed. Delay in treatment of extravasation due to prioritisation of other injuries. Staff simply forgot about it.

Total cost of claim **£650K**

Iron - Maternity patient lack of observations and issues with venflon insertion. Ongoing mobility and psychological issues due to permanent staining.

Total cost of claim **£400K**

- Difficult cannulations
- Active patients
- Venflon bandaged for security
- Lack of observation and documentation
- Foot common site for injury
- Pump pressures set wrong or alarms ignored
- Parental obstruction

- Difficult cannulations and multiple attempts
- Wrong route of administration
- Failure to commence and/or follow local/manufacture's guidance
- Confusion on correct pathway specific to cytotoxic drug
- Gradual symptoms therefore unavoidable
- Delays to chemotherapy impacting prognosis

- Lack of staff knowledge about extravasation
- More widely used as a blood alternative in differing specialities
- High risk procedure
- Informed consent lacking
- Patient concerns not acted on
- Observations not undertaken as per manufacturer's guidance

- Venflon sited outside department
- Delay in recognition and treatment
- Other issues/ injuries prioritised
- Operator not with the patient to hear concerns
- Guidance not followed
- MRI / CT contrast

- Extravasation is sometimes unavoidable.
- Duty of candour is always the right thing to do.
- Listen to patients, relatives and carers
- Follow local and manufacturer's guidance
- Staff may need updates and training including patient stories and learning from claims, incidents and complaints

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