

September 2011

BloodNet scheduled outage

BloodNet will be unavailable on Saturday 10 September between midday and 6pm (Australian Eastern Standard Time).

During this outage, we will be implementing the next version of BloodNet (see pages 3-4 for more information).

If you need to place any orders whilst BloodNet is unavailable, please place them directly with your relevant Blood Service distribution centre by fax using the Manual Routine Order Forms supplied monthly by the NBA. If you don't have these forms to hand, please contact BloodNet Support and we will email you a new set.

When BloodNet is restored, you will need to create a down-time order in BloodNet to reflect any orders placed manually during the outage. Further information on this process is listed in Section 7 of the BloodNet User Manual.

If you have not undertaken a training course in BloodNet, or perhaps did so a while ago and would like a refresher, please feel free to contact BloodNet Support to schedule a one-on-one remote training session to refresh yourself on down-time orders and other functionality.

ACT Chief Minister welcomes BloodNet to the capital

BloodNet's recent roll-out in the Australian Capital Territory generated positive media coverage and a visit from the ACT Chief Minister and Minister for Health, Katy Gallagher.

The Chief Minister was given a live demonstration of BloodNet at The Canberra Hospital during its launch on 31 August. This resulted in BloodNet's first television appearance, with a [report broadcast](#) on ABC TV's 7pm news bulletin in Canberra that evening. The launch was also reported in *The Canberra Times*.



Above: The ACT Chief Minister Katy Gallagher (rear left) watches as The Canberra Hospital's Chief Scientist of Transfusion, Jo Cameron, and Acting Director of Clinical Haematology, Dr Philip Crispin, scan a unit into BloodNet. (Photo courtesy of *The Canberra Times*.)

The Canberra Hospital's Chief Scientist of Transfusion, Jo Cameron, took time out from BloodNet training to show visiting media how the system worked in a busy pathology setting.

Other laboratories to adopt BloodNet in the week ending 2 September included Calvary Hospital, Capital Pathology, Healthscope Pathology, Shellharbour Hospital, Shoalhaven District Hospital and Wollongong Hospital.

The Chief Minister issued a media statement on the roll-out that stated:

"BloodNet provides ACT Hospitals with a standardised electronic platform that enhances the visibility and transparency of online blood ordering and receipting systems.

"BloodNet provides a safer and more reliable system when compared with manual ordering methods still used by hospitals."

"This new system has received enormous national recognition as a successful stand alone, web based system, capable of independently tracking in real time all blood product orders."

BloodNet adopts RSS and SMS

With the constant growth in use of BloodNet, we have noticed an increase in requests for general updates on BloodNet, status of the system (such as during an outage) and the like.

I am pleased to advise that we have now introduced two additional methods for you to keep across the current events in BloodNet when you may be away from your computer:

- **BloodNet RSS feed**

The BloodNet RSS feed contains a series of news items of both a general nature (such as advice of the latest newsletter being released), as well as more immediate notifications of urgent matters (such as technical issues/outages).

The BloodNet RSS feed is available for viewing and subscription at

www.nba.gov.au/bloodnet/bloodnet.xml

- **BloodNet Status SMS Update**

To be notified in real-time of any system related issues (such as BloodNet outages, transmission issues to the Blood Service and the successful end of scheduled outages and upgrades), you can subscribe to the BloodNet Status SMS Update.

To subscribe, please email BloodNet Support (BloodNet@nba.gov.au) with your name, hospital/lab name and mobile telephone number and we will add you into the list of recipients.

Latest User Manual

The BloodNet User Manual has recently been updated to reflect the new functionality in the impending new version of BloodNet.

From 6pm on Saturday, 10 September, the new version of the User Manual will be available from the NBA website (www.nba.gov.au/bloodnet).

Once it is published, please refer to this version of the manual, as it contains information about all the latest upgrades and changes to the system.

As before, the User Manual is recommended as your first source of help when attempting to trouble-shoot any issues that crop up while using BloodNet.

Blood Service orders now via encrypted email from all sites

The transition from faxes to emails is now complete for all Australian Red Cross Blood Service distribution sites.

The Melbourne distribution site was the last one to make the switch from faxes to emails on 5 September.

All BloodNet orders will now be received via encrypted email at every site across Australia.

Recent problems with false fax failure messages being displayed to users have highlighted the unreliability of the fax service. Emailed orders are more reliable, secure and faster.

Missing Issue Notes and Finalising Orders

Occasionally, Issue Notes do not appear in BloodNet, or if they do, they do not associate with the relevant order. This can occur for a variety of reasons including data transfer issues between NBMS and BloodNet, mis-keying of the BloodNet order number into NBMS, shipment of the units to the incorrect laboratory or when the Blood Service is recovering from an unscheduled outage of NBMS (as occurred recently).

The good news is that it is easy to fix!

If the Issue Note for a delivery does not appear in BloodNet when you go to receipt the order, you need to contact the Blood Service distribution centre that dispatched the items to you.

At times, the Issue Note may not associate with your order and despite the Issue Note being reprinted, the error is not corrected. In such cases, or in cases where you know that an order will not be shipped by the Blood Service, you need to manually finalise the order.

Finalising the order manually will take a few seconds via two easy mouse clicks:

1. Click the “Finalise Order” button on the orders screen that corresponds to the order you wish to manually finalise.
2. When the prompt “Are you sure you want to set this order as finalised without an Issue Note?” appears, click the “Ok” button.

The order is now finalised and moves to the “Finalised Orders” tab.

BloodNet Enhancements

When the scheduled outage on Saturday 10 September is completed, the following key enhanced functionality will be available to all users in both the production version of BloodNet (<https://www.blood.gov.au>) AND the BloodNet training site (<https://www.blood.gov.au/training>).

1. Issue Note format changes

The format of the Issue Note provided by the Blood Service to BloodNet will be changing later this month as the Blood Service implement eProgesa as their new National Blood Management System (NBMS).

As the Issue Notes are the source for data on units issued by the Blood Service in BloodNet, the modification to enable us to process these new format Issue Notes was crucial. Whilst this was a major undertaking over some months for us, the only visible difference you will notice in BloodNet when the new Issue Notes come into service is that the Issue Notes will be in PDF format and a lot more user friendly than the current notes.

2. Component and Product Changes

Components and products that have been phased out (such as Refacto and Sandoglobulin) will no longer be able to be ordered in BloodNet.

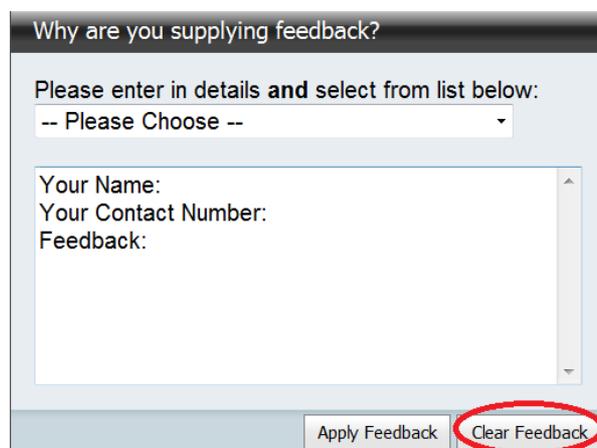
Conversely, new components and products that have been introduced (such as Kogenate and Rhophylac) will be available to order in those jurisdictions where these items are distributed through the Blood Service.

3. Contact details for BloodNet Support

The contact details for BloodNet Support will be under the *Help* menu to make them easier to locate when you are logged into BloodNet.

4. Feedback

The feedback pop-up on the receipting screen will be modified to provide a more intuitive and easier way to place or remove feedback items. The most visible of these changes will be the introduction of a new button – *Clear Feedback* – that can be used to remove all trace of a feedback item that was created in error (see below).



The screenshot shows a dialog box titled "Why are you supplying feedback?". Inside the dialog, there is a prompt "Please enter in details and select from list below:" followed by a dropdown menu currently showing "-- Please Choose --". Below the dropdown is a text area with labels "Your Name:", "Your Contact Number:", and "Feedback:". At the bottom right of the dialog, there are two buttons: "Apply Feedback" and "Clear Feedback". The "Clear Feedback" button is circled in red.

5. Component and Manufactured Product Prices

The price lists for both components and manufactured products in BloodNet will be updated and include historical pricing back to the 2008-09 Financial Year.

Following requests from a range of users (particularly from those in jurisdictions with devolved blood budgets), the system will have the price of components and manufactured products in both the ordering and receipting screens. This provides staff members placing orders with a clear indication of the notional cost of these items to Australian Governments. It should be noted that the prices may differ from those prices that may be applied by individual jurisdictions to those facilities with devolved blood budgets.

Prices will appear on the routine order templates and also on the subsequent screen when you confirm the location to which your order should be sent.

| Component | Blood Type | Unit Price | Unit Stock | On Hand | Required |
|-----------|-------------|------------|------------|---------|----------|
| Red Cells | O Negative | \$382.00 | 12 | 0 | 0 |
| Red Cells | A Positive | \$382.00 | 8 | 0 | 0 |
| Red Cells | A Negative | \$382.00 | 8 | 0 | 0 |
| Red Cells | B Positive | \$382.00 | 3 | 0 | 0 |
| Red Cells | B Negative | \$382.00 | 3 | 0 | 0 |
| Red Cells | AB Positive | \$382.00 | 0 | 0 | 0 |
| Red Cells | AB Negative | \$382.00 | 0 | 0 | 0 |

Prices appear on the receipting module of BloodNet and are visible in both the actual receipting screen and on the screen where you select the Issue Note(s) to receipt.

| Component | Blood Type | Unit Price | Unit Stock | On Hand | Required |
|-----------|----------------|------------|------------|---------|----------|
| 4116104 | Plasma Protein | \$279.81 | 0 | 0 | 0 |
| 4116108 | Plasma Protein | \$279.81 | 0 | 0 | 0 |

6. Fate Module

The soon-to-be-launched fate module is a huge leap forward for BloodNet users, and in fact, for the blood sector. For the first time in Australia, it will allow the collection of data on product, orders, issues and discards in one system that will enable an accurate picture of the use of blood and blood products across the country.

This data will empower laboratories, hospitals and jurisdictions to make inventory management decisions that are evidence-based. This, in turn, will lead to more efficient use of blood and blood products – ensuring that the right product is available at the right place and at the right time without unnecessary discards.

Initially, the fate module will be populated by end users in laboratories keying/barcoding in data as currently occurs with ERIC. However, as the work on BloodNet-Laboratory Information System interfaces progresses, the fate module screens will provide a way for users to view the data that has been transferred through an interface. In this manner, we expect over time that there will be no need for those with an interface implemented to enter in any discard data manually.

The fate module has four primary components:

- **Discard**, which enables users to record the discard of components and products. This replaces the current functionality in ERIC, along with additional enhancements.

- **Transfer**, to record the transfer of components and products between laboratories. This will enable the capture of data on stock transfers to minimise wastage and enable the sector to better measure the scale of hub and spoke type distribution arrangements in some laboratories.
- **Transfuse**, enabling users to record that a unit was transfused to a patient and the purpose of that transfusion at the DRG level.
- **Reporting**, which will enable users to generate their own reports on discards, transfers and transfuse records on demand.

The Fate module has been split into three phases:

- **Phase 1** –Discard functionality
- **Phase 2** –Transfer and Reporting functionality
- **Phase 3** –Transfuse functionality.

With the release of this build, we are implementing phase 1 (discard) only and phase 2 (transfer and reporting) will be implemented in another build to be released in early October.

The useability of the fate module will be limited until the implementation of phase 2 in early October. However, given the strong interest in the module so far, I am keen to expand the audience so that users can see it and provide comments on the functionality. To this end, over the next four weeks, I invite everyone to use the discard functionality in the BloodNet Training system (<https://www.blood.gov.au/training>).

If, after exploring it, you have any feedback or ideas for improvement, please contact BloodNet Support so that we can look at incorporating these improvements in the build to go live in early October, which will also contain the phase 2 items (transfer and reporting).

Detailed information (including the User Manual content) will be available from mid next week on the NBA's website at www.nba.gov.au/bloodnet.

In October, we will be undertaking a national roadshow to implement the fate module and I look forward to implementing this module with you then.

Authorised by Peter O'Halloran, Chief Information Officer, National Blood Authority
7 September 2011