



National Health Provider Feedback Report
REC001

Report Specification

Version Control

| **Version** | **Revision Date** | **Revision Description** |
| --- | --- | --- |
| 1.0 | 01 July 2013 | Updates on the following:* Replaced document disclaimer with Creative Commons statement.
* Amend the Creative Commons statement to be specific to this report.
* Global change of report title from ‘Issue Note Feedback Report’ to ‘National Health Provider Feedback Report’.
* Amend Section 2.1 Report Description.
* Amend the report sample to use dummy data.
* Section 3.5 - Ensure all report items are displayed regardless whether it is an internal or external report.
* Section 2.3 – Due to dot point above, remove external report sample.
* Section 3.5 – For Report Item ‘Note’, use dummy data in the example.
* Section 3.5 – Rename Report Item ‘Feedback Change date’ to ‘Feedback Modified Date’
* Section 3.5 – Rename Report Item ‘Expired’ to ‘Date and Time of Expiry’.
 |

Document Review and Approval

| **Version** | **Approval Date** | **Name and Position** | **Comments** |
| --- | --- | --- | --- |
| 1.0 | 01 July 2013 | Peter O’HalloranExecutive Director, Health Provider Engagement | Approved after incorporating Peter’s feedback into Version 1.0 and addressing all his comments.  |

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# Introduction

##  Purpose

The purpose of this document is to describe the functional specification for the National Health Provider Feedback Report.

This report shows the feedback from users entered into BloodNet when they are receipting issue notes in the Receipting Module. As each issue note is processed in BloodNet *Receipting* page, the user will enter the quantity they received and any feedback if there are problems with the order that they need to follow up with Blood service (ie. components not delivered or delivered in error).

Below is a matrix which identifies which reporting system and by which audiences, the report can be generated.

| **Reports Generated By** | **BloodNet Reports** | **Jurisdictional Reporting** | **NBA Internal Reports** | **Report Subscriptions** |
| --- | --- | --- | --- | --- |
| Facility Administrators | ✓ |  |  |  |
| Facility User | ✓ |  |  |  |
| Jurisdictional Blood Committee Members |  | ✓ |  |  |
| Jurisdictional Blood Committee Proxy’s |  | ✓ |  |  |
| NBA Staff | ✓ | ✓ | ✓ | ✓ |
| Blood Service Staff |  |  |  | ✓ |
| State/Territory Government Staff |  |  |  | ✓ |

## Document Audience

This document should be used by:

* The Architect - to form the design of the BloodNet.
* The Database Administrator – to form the design of the BloodNet reports database.
* The Developers - to form the basis of the development of BloodNet reports.
* The System Tester - to create the system test plan and system test cases.
* The Systems Support Team – to develop an understanding of the BloodNet reports to support users.
* The Business Stakeholders - to confirm that their requirements have been properly understood.
* The Project Manager - to obtain project requirements/design signoff from the stakeholders and to assist in detailed task estimation and refinement of the project schedule and milestones.

## Related Documents

* BloodNet Reporting Requirements;
* BloodNet Internal and External Reports;
* Report Register; and
* BloodNet User Manual.

# Report Details

## Description

This report shows the feedback from users entered into BloodNet when they are receipting issue notes. Feedback is entered in the Receipting Module when the recipient of a blood component or blood product believes that the unit is not suitable for use or is not what they ordered. There are also other feedback reasons that maybe raised in regards to the issue/order.

The report is filtered by individual states or nationally, and a defined date range.

## Business Rules

This report is based on the following rules:

1. User has entered feedback on processing the issue note or have edited an existing issue note by reporting on feedback in BloodNet’s Receipting Module;
	1. User includes the following: Facility user and Facility administrator.
2. The report can be generated by any user or administrator in BloodNet:
	1. Facility user;
	2. Facility administrator;
	3. NBA staff in the internal reporting;
	4. JBC members and their proxys with Jurisdictional Reporting (application under BloodPortal); and
	5. Support team in managing subscription reports (and sends these reports to staff at various Government bodies and the Blood Service).
3. Only show feedback records:
	1. where feedback has been entered[[1]](#footnote-1);
	2. that comes from facilities where its location matches the state selected; and
	3. that has a ‘Feedback Change Date’ that falls within the selected dates chosen as parameter(s).
		1. Note that the feedback date means any feedback between 7am the day before and 7am today. This is the time that the data is extracted into the report for a period of one day.

## Report Sample

Below is the Issue Note Feedback Report generated for all states and with a date range of previous day.
Parameters available are: State; DateRange; Start Date and End Date. The report will also display 19 columns.



# Report Content

## Title

The report title is: National Health Provider Feedback Report.

This report title name will be seen consistently on the external site and also within the report.

## Description

The following report description will display on the external site (ie. on the Report page within the BloodNet Information Module – located under the report title) and also within the report:

“This report shows the feedback comments reported when the unit received is not suitable for use or for any other feedback reasons regarding the issue of the units.”

## Parameters

The following parameters will be available:

| **Name** | **Mandatory** | **Description** | **Control Type** | **Values/Value List** | **Default Value** |
| --- | --- | --- | --- | --- | --- |
| **State** | Yes | The state will filter all the applicable facilities where the issue note was receipted. | Drop down | All StatesACTNSWNTQLDSATASVICWA | All States |
| **DateRange** | Yes | This parameter determines the reporting period in which to check for all ‘Feedback Change Date’ that falls within the selected/entered date range. | Drop down | Previous DayLast WeekLast MonthLast Year | Previous Day |
| **Start Date** | No(only when Null for the Start Date is checked)  | This is an alternative to enter a start date if the user does not want to use one of the pre-defined ‘DateRange’ period. | Input field | N/A | Empty |
| **Null[[2]](#footnote-2)(for Start Date)** | No | This null checkbox controls whether the Start Date is field is active (for input) or inactive (grayed out).If this null check box is checked, then the Start Date field will be inactive. If this null check box is unchecked, then the Start Date field will be active. | Checkbox | Check or Uncheck | Checked |
| **End Date** | No (only when Null for the End Date is checked) | This is an alternative to enter an end date if the user does not want to use one of the pre-defined ‘DateRange’ period. | Input field | N/A | Empty |
| **Null(for End Date)** | No | This null checkbox controls whether the End Date is field is active (for input) or inactive (grayed out).If this null check box is checked, then the End Date field will be inactive. If this null check box is unchecked, then the End Date field will be active. | Checkbox | Check or Uncheck | Checked |

The following rules apply on the report parameters:

1. Where the selected query criteria returns no results, a message is displayed (as per below):

“No data was returned using the criteria provided.”

1. Either the DateRange parameter or the Start Date/End Date parameter must be used. This is dependent on whether there is data in the Start Date or End Date fields.
	1. Use the DateRange parameter if there are no data in the Start Date and End Date fields.
	2. Ignore the DateRange parameter if there is/are data in either Start Date, End Date or both fields.
2. If the Start Date and End Date fields are left blank, when the start and end date fields are both active, and the view report button is clicked, display: “Please enter a value for the parameter ‘Start Date’ and ‘End Date’. The parameters cannot be blank.”



1. If the end date field is inactive, and the start date field is active; and
	1. The Start Date field is left blank and the view report button is clicked, display: “Please enter a value for the parameter ‘Start Date’. The parameter cannot be blank.”



* 1. The Start Date field is populated with a date (say 21/05/2013), and the view button is clicked, then the report will be display all feedback that has a ‘Feedback Change Date’ that falls within the date range from 21/05/2013 to today’s date (inclusive).



1. If the start date is inactive, and the end date is active; and
	1. The End Date field is left blank, and the view report button is clicked, display: “Please enter a value for the parameter ‘End Date’. The parameter cannot be blank.”



* 1. The End Date is populated with a date (say 23/05/2013), and the view button is clicked, then the report will display all feedback that has a ‘Feedback Change Date’ that falls within the date range from when the first feedback date in the system to 23/05/2013.



1. If the Start Date and the End Date have the same date (ie. 23/05/2013), it will display all feedback that has a ‘Feedback Change Date’ that falls within the date range from 12:00am to 11:59pm on the 23/05/2013.

## Report Output Filter Criteria

The report output is filtered on the following conditions:

| **Name** | **Filter Criteria** |
| --- | --- |
| **State** | State relate to one of the values selected in the State parameter. The selected state is displayed in the report header (under the horizontal red line).If “All States” has been selected in the State parameter, then “All States” is displayed in the report header (under the horizontal red line).The location of the facilities where the issue note was receipted will be dependent on the state selected. |
| **DateRange** | Only consider feedback(s) that has a ‘Feedback Change Date’ that falls within the pre-defined date range (ie. of previous day, last week, last month and last year).The ‘DateRange’ selected will be displayed in the report header (under the red horizontal line). |
| **Start Date and End Date** | Only consider feedback(s) that has a ‘Feedback Change Date’ that falls within the start and end date (both inclusive).The ‘Start Date’ and ‘End Date’ selected will be displayed in the report header (under the red horizontal line). |
| **Note** | Only display feedback where the ‘Feedback’ within the ‘Note’ is not equal to null. |

The following rules apply on the report outputs:

1. All the selected parameters are displayed in the report output
2. Display Title (Section 3.1) in the report header (right hand side) and the footer (ie. ‘BloodNet – Report ID / Report Title).
3. Display Description (Section 3.2) between the report title/state and the table (ie. below the red horizontal line).
4. Where the selected query criteria returns no results, a message is displayed (as per below):

“No data was returned using the criteria provided.”

1. If there are multiple pages, ensure that the NBA logo, report title, report parameters and column headings are displayed on all pages.
2. Remove all null feedback records so that they are not displayed in the generated report.

## Report Field Description/Calculations

The report is displayed as a table with the following columns, rows and related data: Calculations are included where applicable.

| **Report Item** | **Sorting Level** | **Description** | **Source Data** |
| --- | --- | --- | --- |
| State | 0 | This is the state of the facility that raised the feedback. There are 8 states listed in this report:ACT, NSW, NT, QLD, SA, TAS, VIC and WA. | Facility.State  |
| AHP Code | N/A | This Approved Health Provider (AHP) code identifies the facility. It should be noted that each Facility has a unique AHP code and that in some instances, one Health Provider may be comprised of multiple facilities using BloodNet (eg Pathology and Pharmacy). | Facility.HealthProviderCode |
| AHP Name | N/A | The AHP Name of the facility that raised the feedback. | Facility.FacilityName |
| Telephone | N/A | The contact phone number of the AHP who raised the feedback. | Facility.Telephone |
| Issued By | N/A | The name of the Blood Service Distribution Centre that issues the order. | DistributionSite.DistributionSiteName |
| Issue Number | N/A | The unique identifier on the Issue note. | ConsignmentNote.IssueNumber |
| Issue Note Date | 1 | The date and time the issue note was created from the Blood Service Distribution Centre.The format is dd-Mmm-yy hh:mm:ss:tt. The time is in 24hr format, and tt represents the different time zones for the different states and territories. For example:+08:00 – WA;+09:30 – NT and SA; and+10:00 – ACT, NSW, QLD, TAS and VIC. | ConsignmentNote.OrderDateTime(converted to local time) |
| Order Number | N/A | The unique identifier on the Order. | ConsignmentNote.OrderRef |
| Donation/Lot Number | N/A | Also known as the Donation Number or Lot Number.This number is used when the order cannot be 100% receipted by scanning. The order is closed manually, and the facility administrator can then enter the Donation/Lot Number. | ConsignmentNoteLine.DonationNoLot |
| Component Type | N/A | This is the component and the product code (ie. Red Cells in SAG M LD (04390)). | ConsignmentNoteLine.ComponentType |
| Group | N/A | This is the blood group classified by the ABO system and the Rh type system. The four blood groups are A, B, AB and O. Each blood group is either Rh-positive or Rh-negative. | ConsignmentNoteLine.Group |
| Modifiers | N/A | Changes or additions to the original component. Examples include Irradiated, Washed or Phenotyped but these are displayed as abbreviations in the report. | ConsignmentNoteLine.Modifiers |
| Issue Qty | N/A | The number of units issued by the Blood Service Distribution Centre. | ConsignmentNoteLine.Qty |
| Received Qty | N/A | The number of units received by the laboratory. | ConsignmentNoteLine.ReceivedQty |
| Feedback Reason | N/A | On occasions when a product received is not suitable for use or the user simply wants to provide feedback to the Blood Service, the user is provided with a list of defined feedback reason options[[3]](#footnote-3) they can currently select:Product out of specified temperature range;Product out of date;Product damaged;Product container damaged;Product label missing;Product not ordered;Product not received;Product not on issue note;Product recalled by Blood Service;Duplicate Issue Note;Product close to expiry;Incorrect product received;Component group label incorrect;Order cancelled by facility; andother | Defect.Reason |
| Note | N/A | This is the feedback note/comments field within the receipting module. The Note is broken up into 3 pieces of information:* Name (the user’s name who raised the feedback);
* Contact Number[[4]](#footnote-4) (the user’s contact number). note that this is a repeat from the Telephone report item);
* Feedback (an input field entry of the feedback comments).

An example is provided below. This is the feedback note/comments field within the receipting module.  The Note is broken up into 3 pieces of information: • Name (the user’s name who raised the feedback); • Contact Number  (the user’s contact number). note that this is a repeat from the Telephone report item); • Feedback (an input field entry of the feedback comments).  | ConsignmentNoteLine.NoteOrConsignmentNoteLine .NoteChangedByDisplayName + NoteChangedByContactNo + ConsignmentNoteLine.Note |
| Receipted Date Time | N/A | The date and time the order was receipted into BloodNet. The format is dd-Mmm-yy hh:mm:ss:tt. The time is in 24hr format, and tt represents the different time zones for the different states and territories. For example:+08:00 – WA;+09:30 – NT and SA; and+10:00 – ACT, NSW, QLD, TAS and VIC. | ConsignmentNoteLine.ReceiptedDateTime |
| Feedback Modified Date | N/A | The date and time the Feedback was last created or applied. The format is dd-Mmm-yy hh:mm:ss. The time is in 24hr format. | ConsignmentNoteLine.DefectChangedDate |
| Date and Time of Expiry | N/A | The date and time the component will expire (ie. component shelf-life). The format is dd-Mmm-yy hh:mm:ss. The time is in 24hr format. | ConsignmentNoteLine.ExpiredOn |

## Report Output Fields Sorting

If you generate this report:

* + via SSRS (as a NBA Internal Report), the report will be sorted by State.
	+ via BloodNet (as an external report), the report will be sorted by Issue Note Date.

The report output is sorted as below:

| **Column Name** | **Sort Direction** | **Totals** |
| --- | --- | --- |
| State | ACT, NSW, NT, QLD, SA, TAS, VIC, WA  | N/A |
| Issue Note Date | Ascending | N/A |

# Glossary

| Term | Definition  |
| --- | --- |
| AHP | Approved Health Provider, normally referred to as a ‘Health Provider’.Also known as facility. |
| Donation Number | The individual number allocated to a fresh blood component used to identify and track that single unit of blood. |
| Facility | Also known as Approved Health Provider (AHP). |
| Facility user | General users of BloodNet to order, receive and fate blood and blood products. |
| Facility administrator | Users of BloodNet with administrator rights which gives the ability to approve users, change templates and add news items. Once approved facility administrators will also be automatically granted facility user access to the facility indicated.Facility administrator can be a lab manager, scientist in charge (SIC) or second in change (2IC).  |
| Feedback | When the facility receives a blood component and/or blood product that is not suitable for use and they wish to provide a comment, they can use the feedback functionality within the Receipting module to enter their comments. |
| Component | Known as Fresh Components within BloodNet.Also, commonly referred to as Fresh Blood Products within the blood sector. The most common fresh components are:* 1. Red Cells
	2. Platelets
	3. Clinical Fresh Frozen Plasma
	4. Cryoprecipitate
 |
| Issue note | An issue note is sent out with the order to the facility both in hard copy format within the box sent from the Blood Service, and within the facilities BloodNet site. The issue note will contain information like the issue number, the date time of the issue, which Blood Service site made the issue, the issued quantity, total issue price and a link to the order number. Issue note can have different statuses such as active, completed (when the issue note is 100% receipted) and cancelled. |
| JBC | Jurisdictional Blood Committee |
| Lot Number | Identifies the lot that the manufactured product was produced in, but does not identify the individual vials. |
| Null | Blank.No data. |
| Receipting | All blood components and blood products received by the facility from the Blood Service need to be receipted within the BloodNet *Receipting* page. Receipting data in BloodNet confirms that units were received by the facility. |
| SSRS | SQL Server Reporting Services. This is a server-based report generation software system from Microsoft. Administered via a web interface, it can be used to prepare and deliver a variety of interactive and printed reports. |

1. Historically we have null feedback, where the user is able to apply feedback without completing any feedback fields, as these fields were not mandatory. If there are any null feedback records, ensure they are not displayed in the generated report. [↑](#footnote-ref-1)
2. Null is not a terminology that many users will understand. The developer has advised that the name cannot be controlled, as this is a limitation of SSRS (SQL Server Reporting Services). [↑](#footnote-ref-2)
3. These are the “current” feedback reason options. This list does not take into consideration historical options. This list is also not definitive in that there may be other new feedback reason options in the future. [↑](#footnote-ref-3)
4. Note that this is different from the Telephone report item (AHP’s contact number), vs. the user’s contact number. However, often, on the generated reports, we find both these numbers to be the same. [↑](#footnote-ref-4)