BLOODNET

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'Halloran Executive Director, Health Provider Engagement	Approved after incorporating Peter's feedback into Version 1.0 and addressing all his comments.

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Contents

1   Introduction

1.1   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				✓

1.2   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.

1.3 Related Documents

- BloodNet Reporting Requirements;

- BloodNet Internal and External Reports;

- Report Register; and

- BloodNet User Manual.

2   Report Details

2.1   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.

2.2   Business Rules
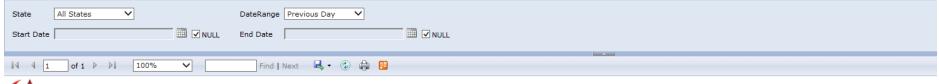
This report is based on the following rules:

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;
     a.   User includes the following: Facility user and Facility administrator.

2.   The report can be generated by any user or administrator in BloodNet:
     a.   Facility user;
     b.   Facility administrator;
     c.   NBA staff in the internal reporting;
     d.   JBC members and their proxys with Jurisdictional Reporting (application under BloodPortal); and
     e.   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:
     a.   where feedback has been entered[1];
     b.   that comes from facilities where its location matches the state selected; and
     c.   that has a 'Feedback Change Date' that falls within the selected dates chosen as parameter(s).
          i.   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.

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[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.

2.3 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.

State	All States		DateRange	Previous Day	
Start Date		✓ NULL	End Date		✓ NULL

|◀ ◀ 1 of 1 ▶ ▶| 100% Find | Next

National Health Provider Feedback 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. The default date range is for the last 24 hours, but can be changed for any date range.

State:All States

Feedback Received between 01 Jan 2012 - 31 Dec 2012

State	AHP Code	AHP Name	Telephone	Issued By	Issue Number	Issue Note Date	Order Number	Donation/Lot Number	Component Type	Group	Modifiers	Issue Qty	Received Qty	Feedback Reason	Note	Receipted Date Time	Feedback Modified Date	Date and Time of Expiry
ACT	11ATCH	ABC Hospital	(02)12345678	ARCBS Sydney	0000012841682	23-Dec-2011 20:40:00 +11:00	144237	3611763	Red Cells in SAG M LD 1of4 (34381)	O -	CMV NEG,	1	0	Product not received	Your Name: Joe Smith Your Contact Number: (02)12345678 Feedback: all of these on this issue note have not been received. The order 144237 was filled the following day with two different paedi sets : see issue note 12841903	04-Jan-2012 15:58:55 +11:00	04 Jan 2012 15:58:03	26 Jan 2012 00:00:00
ACT	11ATCH	ABC Hospital	(02)12345678	ARCBS Sydney	0000012843721	29-Dec-2011 03:37:00 +11:00	145010	1434210	Platelets APH LD 1of2 (12611)	A -	IRRAD1, CMV NEG,	1	0	Product not on issue note	Your Name: Joe Smith Your Contact Number: (02)12345678 Feedback: this unit not receieved Component issue note from Red Cross is correct but blood net issue note is not correct. Platelet Unit 1434210 never received. What was received was 1/2 and 2/2 of plt unit 3608917	04-Jan-2012 15:59:28 +11:00	04 Jan 2012 15:27:55	29 Dec 2011 00:00:00

3   Report Content

3.1 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.

3.2 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."

3.3 Parameters

The following parameters will be available:

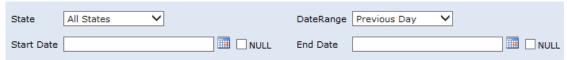| Name	Mandatory	Description	Control Type	Values/Value List	Default Value
State	Yes	The state will filter all the applicable facilities where the issue note was receipted.	Drop down	All States ACT NSW NT QLD SA TAS VIC WA	All States
DateRange	Yes	This parameter determines the reporting period in which to check for all 'Feedback Change Date' that falls within the selected/entered date range.	Drop down	Previous Day Last Week Last Month Last 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] (for Start Date)	No	This null checkbox controls whether the Start Date is field is active (for input) or inactive (grayed out).	Checkbox	Check or Uncheck	Checked

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[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).
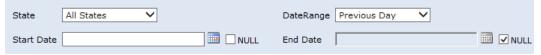
Name	Mandatory	Description	Control Type	Values/Value List	Default Value
		If this null check box is checked, then the Start Date field will be inactive. If this null check box is unchecked, then the Start Date field will be active.			
End Date	No (only when Null for the End Date is checked)	This is an 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."

2. 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.
   a. Use the DateRange parameter if there are no data in the Start Date and End Date fields.
   b. Ignore the DateRange parameter if there is/are data in either Start Date, End Date or both fields.

3. 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."

4. If the end date field is inactive, and the start date field is active; and
   a. 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."

b. 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).

| State | All States | | DateRange | Previous Day |
| Start Date | 21/05/2013 | ☐ NULL | End Date | | ☑ NULL |

5. If the start date is inactive, and the end date is active; and

a. 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."

| State | All States | | DateRange | Previous Day |
| Start Date | | ☑ NULL | End Date | | ☐ NULL |

b. 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.

| State | All States | | DateRange | Previous Day |
| Start Date | | ☑ NULL | End Date | 23/05/2013 | ☐ NULL |

6. 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.

3.4 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."
5. If there are multiple pages, ensure that the NBA logo, report title, report parameters and column headings are displayed on all pages.
6. Remove all null feedback records so that they are not displayed in the generated report.

3.5 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.HealthProvider Code
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.Distrib utionSiteName
Issue Number	N/A	The unique identifier on the Issue note.	ConsignmentNote.Issu eNumber
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.Ord erDateTime (converted to local time)
Order Number	N/A	The unique identifier on the Order.	ConsignmentNote.Ord erRef
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 the n 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,	ConsignmentNoteLine.

Report Item	Sorting Level	Description	Source Data
		B, AB and O. Each blood group is either Rh-positive or Rh-negative.	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] 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; and other	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] (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.	ConsignmentNoteLine. Note Or ConsignmentNoteLine .NoteChangedByDispla yName + NoteChangedByConta ctNo + ConsignmentNoteLine.

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[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.

[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.

Report Item	Sorting Level	Description	Source Data
		Your Name: Donald Duck Your Contact Number: (02) 9999 9999 Feedback: Not received into this facility. Shipper not unpacked but went to JHH who sent the unit to Matere Hosp.	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

3.6 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

4   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: a. Red Cells b. Platelets c. Clinical Fresh Frozen Plasma d. 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

Term	Definition
	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.