Beaumont

Origination	6/22/2022
Last Approved	6/7/2022
Effective	6/22/2022
Last Revised	6/7/2022
Next Review	6/6/2024

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Area	Laboratory-Blood Bank
Applicability	Dearborn, FH, Troy

Blood Bank Computer Downtime Procedure

Document Type: Procedure

I. PURPOSE AND OBJECTIVE:

This document will provide Blood Bank staff with supplemental instructions to take in the event of a computer downtime. Instructions are presented for each possible downtime situation.

II. INTRODUCTION:

A. Downtime is the term describing the time when access to normal blood bank computer functions for the laboratory is altered. Two separate computer systems exist, each with it's own hardware and Software: Epic One Chart/Beaker LIS and Soft /SoftBank(LIS). These systems are linked together by a communications interface, commonly referred to as the interface engine.

B. Implementation of downtime procedures is dependent upon which component of the information system is inoperable. Normally, lab orders are instituted in EPIC, and are then transmitted to Soft Lab and finally to Soft Bank. A failure in the system can have different impacts depending on which component of the Information System is involved. The IT Help Desk (1-888-481-2448) shall be contacted for any issues identified with the computer systems.

C. Various scenarios are described in this document including:

1. EPIC down/Soft Lab up/Soft Bank up
2. Epic up/Soft Lab down/Soft Bank down
3. Epic up/Soft Lab down/Soft Bank up
4. Soft Backup File down.

III. SCOPE:

Blood Bank Personnel at Beaumont Hospital - Dearborn, Farmington Hills, Troy.

IV. POLICIES:

During a computer downtime Blood Bank staff must adhere to the following guidelines and all other Transfusion Medicine policies that apply.

A. **Policies Against Relabeling Specimens**

    1. It is Blood Bank policy that patient samples shall not be relabeled once the sample has been received in the Blood Bank.

    2. The original label shall not be changed in any manner. However, the addition of a downtime barcode number to the sample during various computer downtime scenarios is permitted as described throughout this document such that the barcode is applied in such as way as to not obscure the patient identifier on the original label.

B. **Downtime Barcode Numbers**

    1. The Blood Bank has pre-printed Beaker downtime barcode labels located in the Blood Bank Downtime bin.

    2. There are five barcode stickers per number. These labels include only accession numbers; therefore the patient's name and Medical Record Number (MRN) must be handwritten on the downtime labels that are selected for the patient.

    3. When indicated, a barcode number will be placed on the sample for testing purposes, to enable the Vision to identity samples by scanning barcodes.

    4. When affixing a downtime barcode number to the sample, the barcode must be applied in such a way that it does not cover information from the original label.

C. **Recouping Data**

    1. The technologist who is recouping data must be extremely careful to compare information on the downtime paper work with information in the computer. This information includes patient names, order numbers, MRNs, wristband numbers (B#'s), birthdates, downtime barcode numbers, donor numbers, graded reactions and interpretations etc.

    2. If a downtime barcode number was used to test the sample on the Vision™ the barcode number is not an order number in the blood bank computer system. The Vision™ test results must be documented in the patient's record, under the applicable order number from the computer system.

    3. The downtime barcode number should be added as an internal comment if applicable.

    4. For test that were performed by manual methods, the initials of the technologist who performed the test should be document.

D. Result Notification

  1. Call all STAT results and component availability to Nursing Stations.   Document time/date and person notified for all communication in SoftBank if available or on downtime forms, unit bag tags or on the *Downtime Communication Log* if SoftBank is unavailable.

V. SUPPLIES:

All supplies, forms and labels that are required during computer downtimes are found in the designated *Downtime Supplies* bin located in the department.

VI. PROCEDURE:

A. Epic One Chart -Beaker LIS Down/ Soft LIS Up /SoftBank LIS Up

1. Impact of Downtime

  a. Orders can not be placed in Epic.

  b. Order notifications (Epic Shingles) will not print in Blood Bank.

  c. Collection orders will not be received by Epic Rover.

  d. Patient demographics for new admission will not be available in SoftBank.

  e. Patient Locations may be incorrect in SoftBank.

  f. No blood product scanning or clinical documentation of transfusion data will be available in EPIC.

  g. Interface between Beaker and Soft is unavailable.

2. Downtime Plan

  a. Blood Bank will receive manual downtime orders. The samples will collected and labeled with Beaker Downtime Label. Refer to Laboratory Beaker Downtime Procedure.

  b. A folder will be made with the patient's information and the sample will be tested by automated or manual methods.

  c. If testing is performed by automation, results from instrument will be printed out and placed in patient's folder.

  d. If testing is done manually, results will be recorded on the *Patient Downtime Worksheet* and placed in the patient's folder.

  e. After Epic becomes available, orders will be placed/received in Beaker under the correct admission (HAR) for the patient. The sample will then be triaged in Soft Bank and the results will then be recouped in SoftBank.
   Refer to Transfusion Medicine policy, *Manual Operations*.

B. Epic One Chart Up/Soft Lab Down/Soft Bank Down

1. Impact of Downtime

   a. Order notifications (Epic Shingles) will still print in Blood Bank.

   b. Specimens will be still be collected and received using normal Epic Beaker laboratory processes.

   c. Test Orders /Specimen receipts will not interface to SOFT /SoftBank.

   d. Ortho Vision™ Interfaces with be non-operational.

2. Downtime Plan

   a. A folder will be made with the patient's information and the sample will be tested by automated or manual methods.

   b. If testing is performed by automation, the barcoded samples will be loaded and test orders will be placed manually on the Vision™. Results from instrument will be printed out and placed in patient's folder.

   c. If testing is done manually, testing will be entered on the *Patient Downtime Worksheet* and placed in the patient's folder.

   d. After SoftLab becomes available, orders and result interfaces will be available. Order/Results should interface to Soft and be available for result entry in the SoftBank system. All test results will then be recouped in SoftBank. Refer to Transfusion Medicine policy, Manual Operations.

C. Epic One Chart Up/ Soft Lab Down/Soft Bank Up

1. Impact of Downtime

   a. Order notifications (Epic Shingles) will still print in Blood Bank.

   b. Specimens will be still be collected and received using normal Epic Beaker laboratory processes.

   c. Test Orders /Specimen receipts will not interface to SOFT /SoftBank.

   d. Orders that were interfaced to Vision™ instrumentation before the downtime will still qualify for download.

   e. Results from the Vision™ during the downtime will not automatically upload to SoftBank.

2. Downtime Plan

   a. Samples received in Soft Lab prior to the downtime can be tested as usual, but the results will not interface to Epic until Soft Lab is operational.

   b. Samples received after the downtime will be handled as follows:

      i. A folder will be made with the patient's information and the sample will be tested by automated or manual methods.

      ii. If testing is performed by automation, the barcoded samples will be

loaded and test orders will be placed manually on the Vision™. Results from instrument will be printed out and placed in patient's folder.

    iii. If testing is done manually, testing will be entered as on the *Patient Downtime Worksheet* and placed in the patient's folder.

    iv. After SoftLab becomes available, orders and result interfaces will be available. Order/Results should interface to Soft and be available for result entry in the SoftBank system. All test results will then be recouped in SoftBank.
Refer to Transfusion Medicine policy, *Manual Operations.*

D. Soft Backup Files Down/ SoftBank Down

1. Impact of Downtime

    a. The process that is normally used to retrieve historical patient data when the Blood Bank computer system is down can not be used.

2. Downtime Plan

    a. The Blood Bank will attempt to restore the functionality of the Soft Backup files by performing steps outlined in Transfusion Medicine policy, *Using the SoftBank Backup File During SoftBank Downtime*.

    b. If functionality of the back up files cannot be restored then the Blood Bank must perform a confirmatory type on every sample since there is no historical record available.

    c. If functionality of the Soft Backup Files cannot be restored the Blood Bank will be unable to retrieve any of the patient's historical special instructions, with the exception of previous antibody workups/antibody cards (if available).

VII. REFERENCES:

1. College of American Pathologist, Laboratory General Checklist, current edition.

2. AABB, Standards for Blood Bands and Transfusion Services, current edition.

Attachments

Downtime Communication Log

Approval Signatures

Step Description	Approver	Date

	Jeremy Powers: Chief, Pathology	6/7/2022
	Vaishali Pansare: Chief, Pathology	6/6/2022
	John Pui: Chief, Pathology	6/3/2022
	Ryan Johnson: OUWB Clinical Faculty	6/3/2022
Policy and Forms Steering Committe (if needed)	Kelly Sartor: Supv, Laboratory	6/3/2022
Policy and Forms Steering Committe (if needed)	Gail Juleff: Project Mgr Policy	6/3/2022
	Karrie Torgerson: Supv, Laboratory	6/3/2022
	Teresa Lovins: Supv, Laboratory	5/25/2022
	Kelly Sartor: Supv, Laboratory	5/25/2022
	Kelly Sartor: Supv, Laboratory	5/25/2022

Beaumont HEALTH

Downtime Communication Log

Beaumont Laboratory

Date	Time	Description	Tech

Reviewed By:	Date				
	Signature				