	BPAM Troubleshooting	**Dept:**	324311
		Dept Name:	Blood Bank
		Effective Date:	
	BB.BBIS.1014	**Revised Date:**	
Name & Title: CLIA Laboratory Medical Director		**Contact:**	Julie H. Simmons/ Christina S. Warren
Signature:		**Date:**	

1. General Procedure Statement:

A. **Purpose:** BPAM is an Epic module used to document the transfusion of blood products in Epic. In order for the RN to be able to scan the unit into the system the unit information from SCC must match in Epic when scanned. It must also be in the correct status of Issued. This procedure is a guide for techs to help nursing when there is an issue with BPAM .

B. **Responsible Department/Scope:**

  i. Procedure owner/Implementer: Julie H. Simmons/ Christina S. Warren
  ii. Procedure prepared by: Julie Jackson
  iii. Who performs procedure: Department staff/management

C. **Definitions:**
  BPAM: Blood Product Administration Module (Epic)- used to electronically document blood product transfusions in a patient's EMR.
  EMR: Electronic Medical Record (Epic)
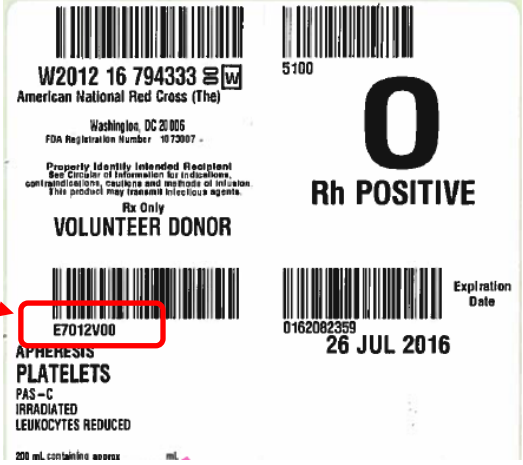 **SCC:** Soft Computer Consultants- Blood Bank computer system

D. **Sections**:
  I.   Investigating a BPAM Scanning Issue
  II.   When the Epic Product Order is Canceled

2. Procedure: I. Investigating a BPAM Scanning Issue

Chemical Risk Assessment: None
Biological Risk Assessment: None
Protective Equipment: Lab coat, gloves
Supplies: None
Reagents: None
Equipment: None
Specimen Requirements: None

STEPS	INSTRUCTIONS	CHANGE/ APPROVAL

1.0	**Confirm in SCC that the unit was issued.**
	
	1.1 Go to **Patient > Orders > Display**
	
	   a. Find the unit # in question and see if it is Selected or Issued
	
	   b. If it is still Selected, find issue slip and issue unit
	
	      i. The nurse should be able to scan once issued.
	
	   c. If it has been Issued continue to step 2.0.
	
	1.2 **Or** go to **Inventory > POS > Issue**
	
	   a. If the Issue screen opens then there is a unit to be issued.
	
	      i. Hit F7 to see units to be Issued
	
	      ii. If the unit in question is one of these units, find the issue slip and issue the unit.
	
	         ➢ The nurse should be able to scan once issued.
	
	      iii. If the unit is not on the list, it has already been Issued. Continue to step 2.0.
	
	   b. If the Issue screen does not open then there are no units left to be issued. Continue to step 2.0.	

2.0	**Ask the nurse the following questions to determine if the BPAM issue can be remedied right away:** 2.1 Is the CAPS Lock on? a. The CAPS lock must be OFF for BPAM to work 2.2 Is there a Transfuse order? 2.3 Is the Transfuse order for the correct product? 2.4 Has the Transfuse order already been filled? 2.5 Is the arm band correct? (i.e. correct patient? Or old armband vs. new?)	

STEPS	INSTRUCTIONS	CHANGE/ APPROVAL
	2.6 If the nurse is trying to enter the unit manually the product code is the code under the product barcode in the lower left quadrant of the ISBT label: a. Examples (these are all zeros, not the letter O): E0336V00 E8341V00 E7012V00 	

3.0	**Investigate other potential problems.**
	
	 3.1 Is this a Codabar unit?
	
	 a. If it is a Codabar tell the nurse to type in the number below the red letters and above the product code:
	
	  Place sticker here RED BLOOD CELLS DEGLYCEROLIZED Place sticker here RBCs DEGLYCED IRRADIATED
	
	 b. It will be either:
	    i. 07400 (irradiated deglyced units)
	    ii. 06400 (non-irradiated deglyced units)
	
	 3.2 Has the product order been canceled in Epic?
	
	 a. This may not be evident until the Epic/Beaker team investigates. Go to next step 4.0 to place the ticket for Epic/Beaker team investigation.
	
	 b. If it is known that the order was canceled in Epic, go to *section II: When the Epic Product Order is Canceled*	

STEPS	INSTRUCTIONS	CHANGE/ APPROVAL
4.0	**Place a BPAM ticket if none of the above corrects the issue.**	

4.1 Several computers have a shortcut on the desktop to the BPAM ticket entry:

    a. The three computers at the Front desk:

        i. Front desk

        ii. Front desk/CP

        iii. Secretary area

    b. CP (component prep) bench

    c. Neo/Echo bench

    d. This can also be found on the intranet:

        i. Click "Service Desk" at top of screen

        ii. Click "Service Portal" on the left of screen

        iii. Type BPAM in the "How can we help?" search box

        iv. Click on "Critical BPAM Scanning Interface Error"

4.2 To place the ticket you will need the following information:

    a. Unit #

    b. Patient location and MRN

    c. Nurse's name and phone #

2. Procedure: II. When the Epic Product Order is Canceled

Chemical Risk Assessment: None
Biological Risk Assessment: None
Protective Equipment: Lab coat, gloves
Supplies: None
Reagents: None
Equipment: None
Specimen Requirements: None

STEPS	INSTRUCTIONS	CHANGE/ APPROVAL
1.0	**Move product to new, open order.** 1.1 When the Epic product order has been canceled, the product needs to be moved to an open order in SCC in order for the nurse to use BPAM. 1.2 Go to Inventory > POS > Return 1.3 Return and release the unit from the patient 1.4 In Modify place a new product order and the reselect the unit to that new order. 1.5 Reissue the unit. 1.6 The unit should scan with BPAM.	

2.0	**Finish all product orders on patient.**
	
	2.1 This process (step 2.0) is ONLY to be performed by lead techs and those trained in Merging who are properly trained. See *Attachment A: List of Staff Trained for Merging in SCC*.
	
	2.2 In order to prevent this from happening again on the same patient (same TSX), all of the product orders on the patient must be Finished. It is impossible to Finish only one product order, all will be Finished.
	
	2.3 Finishing the orders cannot be done until all Issued units are in Transfused Status.
	
	2.4 **Update all Issued units to Transfused**
	
	    a. Go to Inventory > Presumed Transfused
	    b. Keep default date range
	    c. F12
	    d. **Carefully** select **only** the units on the patient
	    e. F12 to update the units to Transfused
	
	NOTE: Don't do this too soon after the BPAM call. Allow the nurse time to start the unit in BPAM. If the unit is in Transfused status BPAM will not work.	

STEPS	INSTRUCTIONS	CHANGE/ APPROVAL
	2.5 **Finish the product orders:** a. Go to Patient > Orders > Units b. Enter MRN c. Esc out of PCW d. Hit Enter for Order# e. Select order to be Finished f. Click on Finish g. Answer Yes to "Finish this order?" question h. All orders will be finished and no products can be added on. A new order must be placed. **NOTE:** Any unit in **Selected** status will be released. Reselect them if needed.	

3. Review/Revised/Implemented:

All procedures must be reviewed according to the Document Change Protocol.

All new procedures that have major revisions must be signed by the CLIA Director.

All reviewed procedures with minor revisions can be signed by the designated section Medical Director.

4. Related Procedures:

NA

5. References:

NA

6. Attachments:

Attachment A: List of Staff Trained for Merging in SCC

7. Revised/Reviewed Dates and Signatures:

See Document Change Control

Document Change Control									

Title: BPAM Troubleshooting

Previous title:									
Written date		3/24/20				Written by		JJackson	
Validation date						Validation by			
Reviewed date						Reviewed by			
Approved date						Approved by			
Approved date						Approved by			
Effective date in use						In use by			

Revisions

Revised Date	By	MD Date	By	MD Date	By	Review Date	By	Effective Date	By

Validate Date	By	Revisions:							

Revised Date	By	MD Date	By	MD Date	By	Review Date	By	Effective Date	By

Validate Date	By	Revisions:							

Revised Date	By	MD Date	By	MD Date	By	Review Date	By	Effective Date	By

Validate Date	By	Revisions:							

Revised Date	By	MD Date	By	MD Date	By	Review Date	By	Effective Date	By

Validate Date	By	Revisions:							

Locations			Out of Use Date				By		
			Reason:						

Reviews: Record Date/Initials

Date	Initials	Date	Initials	Date	Initials	Date	Initials

List of Staff Trained for Merging in SCC

| WFBMC location | Security level for merging function | |
	Role ID	Role Name
Julie Jackson	BBADM	BB Administrator
Christina Warren	BBADM	BB Administrator
Linda Angermeier	BBADM	BB Administrator
Julie Simmons	BBADM	BB Administrator
Bettina Turner	BXTRA	BB ADD'L DUTIES
Anna Molnar	BXTRA	BB ADD'L DUTIES
Benita (Gail) Robbins	BXTRA	BB ADD'L DUTIES
Jacqueline (Jackie) Tolliver	BXTRA	BB ADD'L DUTIES
Kelly Pugh	BXTRA	BB ADD'L DUTIES
Jennifer Cole	BXTRA	BB ADD'L DUTIES
ShaNese Jackson Plummer	BXTRA	BB ADD'L DUTIES