



Origination: N/A
Effective: Upon Approval
Final Approved: N/A
Last Revised: N/A
Next Review: 2 years after approval
Owner: Nadera Poirier: Spvr, Transfusion Services
Policy Area: Lab - Transfusion Service
References:
Applicability: Sutter Roseville Medical Center

Acknowledging QA Warnings and Overriding QA Failures in Transfusion Services

PURPOSE

To provide instructions on acknowledging a QA warning and overriding a QA failure in Sunquest.

POLICY

- QA warnings are used to alert staff that they are about to perform or result a task or select a product that is not defined as acceptable.
- QA failures are designed to warn staff that the response that has been chosen is not defined to be acceptable. In order to continue, an override code that explains why the variation is necessary and who or how it has been approved must be entered.
- Entries that result in QA warnings or failures must be corrected rather than overridden unless the variation qualifies as an exception or has been approved by the Pathologist or Transfusion Services Supervisor.
- Only Transfusion Services CLSs are permitted to evaluate and override QA failures.
- The reason code that corresponds best to the situation will be used as the override code.
- Only English Text Code (ETC) that corresponds to a reason code can be used to override a QA failure.

PROCEDURE

Acknowledging a QA Warning

Whenever a variation from the predefined QA rules is encountered a QA warning is generated.

Step	Action
1.	Read and interpret the meaning of the QA warning that is generated in Sunquest following a deviation from the QA rules. A. If the QA warning indicates that you have performed an action that is not defined as acceptable but it will be remedied prior to acceptance of results or there is an acceptable reason to override the situation: <ul style="list-style-type: none"> • Select the box under <i>Acknowledge</i> followed by <i>OK</i> • Continue entering information on patient results screen

- B.** If the QA warning indicates that you have performed an action that is not defined as acceptable and there is not an acceptable reason to override or the situation will not be remedied prior to the acceptance of these results:
- Select *Cancel*, return to the resulting screen, and correct action

Overriding QA Failure

Whenever an action or result that does not follow predefined QA rules or reactions is attempted to be saved, override of the QA failure is generated.

Step	Action						
1.	<p>Read and interpret the meaning of the QA failures that have been generated by Sunquest.</p> <p>A. The QA failure indicates that you have performed an action that is not defined in Sunquest but it is defined as an exception or the Pathologist or Transfusion Services Supervisor has approved the exception:</p> <ul style="list-style-type: none"> • Select the box under <i>Override</i> followed by <i>Override</i> • Enter your Sunquest user ID and password under <i>User ID</i> and <i>Password</i> • Enter a reason code under <i>Reason code</i> <ul style="list-style-type: none"> ◦ If ETC <i>RE: Exception approved per procedure</i> is used, you must enter under <i>Free text</i>, which procedure allows for exception • If the reason code is unknown, use the search icon to select a reason code • Add additional comments briefly explaining the reason for the override under <i>Free text</i> • Select <i>Add</i> followed by <i>OK</i> • Proceed to the next step <p>B. The QA failure indicates that you have performed an action that is not defined or is not acceptable in Sunquest and there is not an acceptable reason to override</p> <ul style="list-style-type: none"> • Select <i>Cancel</i> and return to the resulting screen and correct action 						
2.	<p>Review <i>Override of QA Failures</i> screen</p> <table border="1"> <thead> <tr> <th>If:</th> <th>Then:</th> </tr> </thead> <tbody> <tr> <td>Screen indicates that override has been accepted</td> <td>Select <i>OK</i> followed by <i>Save</i></td> </tr> <tr> <td>Screen indicates that something has been entered incorrectly on override</td> <td>Repeat step 1</td> </tr> </tbody> </table>	If:	Then:	Screen indicates that override has been accepted	Select <i>OK</i> followed by <i>Save</i>	Screen indicates that something has been entered incorrectly on override	Repeat step 1
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Acknowledging the Electronic Crossmatch Eligibility Report

Whenever an electronic crossmatch is attempted, a pop-up window will display indicating success or reasons for failure of units to qualify for electronic crossmatch.

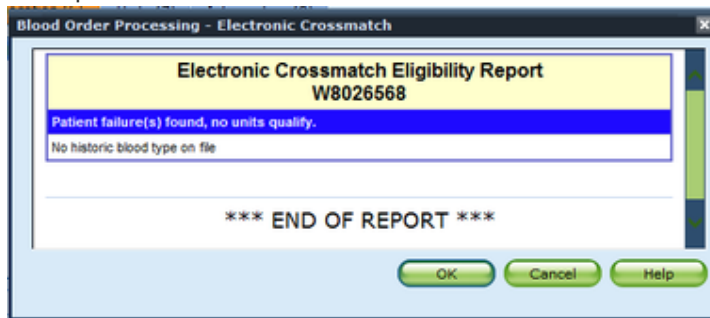
Step	Action																		
1.	<p>Read and interpret the meaning of the eligibility report that is generated in Sunquest following allocation of electronically crossmatched (EXM) units.</p> <p>A. If the report indicates that additional steps need to be taken to allow for crossmatch:</p> <ul style="list-style-type: none"> • Select <i>OK</i> • Return to the accession and address reasons for ineligibility. DO NOT perform immediate spin crossmatches without addressing the reason for failure. • Use the table below to identify the most common failure/error messages for electronic crossmatch rejection and action required. <table border="1"> <thead> <tr> <th>Error Message:</th> <th>Indication:</th> </tr> </thead> <tbody> <tr> <td><i>Age of current specimen exceeds time frame</i></td> <td> <ul style="list-style-type: none"> • Specimen has expired • Need current specimen </td> </tr> <tr> <td><i>Current specimen blood type not resulted</i></td> <td> <ul style="list-style-type: none"> • Result blood type </td> </tr> <tr> <td><i>Current specimen not resulted</i></td> <td> <ul style="list-style-type: none"> • Result antibody screen </td> </tr> <tr> <td><i>Clinically significant antibodies on file OR Clinically significant antibodies on current specimen</i></td> <td> <ul style="list-style-type: none"> • Not eligible for EXM • Perform AHG crossmatch </td> </tr> <tr> <td><i>Current antibody screen result not negative</i></td> <td> <ul style="list-style-type: none"> • Not eligible for EXM • Perform AHG crossmatch </td> </tr> <tr> <td><i>Disqualifying QA failures generated</i></td> <td> <ul style="list-style-type: none"> • Patient's current specimen or allocated unit has generated a Quality Assurance failure and failed EXM rule checking • Evaluate and complete additional testing </td> </tr> <tr> <td><i>No historic blood type on file</i></td> <td> <ul style="list-style-type: none"> • Patient needs 2nd blood type • Complete type confirmation • </td> </tr> <tr> <td></td> <td></td> </tr> </tbody> </table>	Error Message:	Indication:	<i>Age of current specimen exceeds time frame</i>	<ul style="list-style-type: none"> • Specimen has expired • Need current specimen 	<i>Current specimen blood type not resulted</i>	<ul style="list-style-type: none"> • Result blood type 	<i>Current specimen not resulted</i>	<ul style="list-style-type: none"> • Result antibody screen 	<i>Clinically significant antibodies on file OR Clinically significant antibodies on current specimen</i>	<ul style="list-style-type: none"> • Not eligible for EXM • Perform AHG crossmatch 	<i>Current antibody screen result not negative</i>	<ul style="list-style-type: none"> • Not eligible for EXM • Perform AHG crossmatch 	<i>Disqualifying QA failures generated</i>	<ul style="list-style-type: none"> • Patient's current specimen or allocated unit has generated a Quality Assurance failure and failed EXM rule checking • Evaluate and complete additional testing 	<i>No historic blood type on file</i>	<ul style="list-style-type: none"> • Patient needs 2nd blood type • Complete type confirmation • 		
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Current specimen's blood type does not match most recent historic blood type

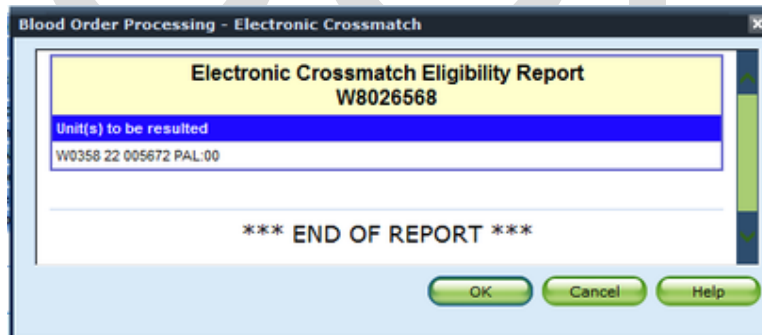
When there are more than two blood types on file, the last three ABORhs must match to avoid electronic crossmatch failure. If an ABORh during the last three has been 'hidden' or interpreted differently than the other two, an electronic crossmatch cannot be performed

- Resolve the ABORh discrepancy if types are discrepant
- In the event that an ABORh was not resulted (hidden), a recheck on the current sample (ARC) must be performed

Example:



B. If the report indicates successful electronic crossmatch, the report will list the unit number to be resulted (see below for example) and XM interpretation will automatically be changed to ECMP:



- Select *OK* and proceed with tagging unit.

Commonly Used Reasons for Overriding QA Failures

ETC	Interpretation
READAG	RE: Additional antigen typing added
RENOAT	RE: Attribute not applicable to this product
REBPS	RE: Blood Product Shortage
REBMT	RE: BMT Transfusion Protocol
RECC	RE: Clerical Correction
RECABO	RE: Corrected ABO/Rh corrects previously reported result
REER	RE: Emergency Release Blood Per Phy Request
REEXC	RE: Exception approved per procedure
REFULL	RE: Full AHG crossmatch performed.
REGPO	RE: Group O Issued, No ABO Recheck
REABO	RE: Invalid ABO type, OK to issue type O RBCs or AB FFP.
RERH	RE: Invalid Rh type, OK to issue Rh negative RBCs.
RELEAS	RE: Least incompatible crossmatch performed.
RENOXM	RE: Less than 4 months old infant transfusion protocol
REMT	REMT: Massive Transfusion Protocol
REONS	RE: O Negative Blood Shortage
REOKMD	RE: OK per physician request/order
REOKPA	RE: OK'd by pathologist
REOKSU	RE: OK'd by supervisor
REDUP	RE: Patient Du Positive

All revision dates:

Attachments

No Attachments

Approval Signatures

Step Description	Approver	Date
Laboratory Director	Lindsey Westerbeck: Dir, Lab	pending