# VBECS 2.3.0 Known Defects and Anomalies

## *Introduction*

The Known Defects and Anomalies (KDAs) table consists of system actions that do not meet performance expectations established in VBECS design documents. Some defects and anomalies require user workarounds such as being directed to view information in one report that was expected in another report. Users may refer to the table when troubleshooting issues experienced at their local facility. Having an issue known and documented on the table does not prevent users from entering a service request with the Enterprise Service Desk for assistance.

## *Risk Assessment and Impact to Patient Care Assessment*

All reported defects and anomalies are assessed by the VBECS team for potential harm and the impact to patient care. See Figure 1: Risk Assessment Table for the relationship between the Likelihood of Occurrence, the Level of Concern and the resulting Risk.

All defects and anomalies in this KDA must have an associated Risk rating of "Acceptable" and a Level of Concern of "Minor" indicating that there is no expectation of injury to the patient, operator, or bystander as a result of software failure, including the possible application of a mitigating workaround. The Likelihood of Occurrence categories are Frequent, Probable, Occasional, Remote, or Improbable, as indicated by the business process.

**Important Note:** All system errors/shutdowns occur where the user is normally prohibited from proceeding to process the unit or patient in VBECS; training users to STOP and evaluate the correctness of continuing their action manually is strongly recommended.

**Figure 1: Risk Assessment Table:**

| | | Levels of Concern | | |
|---|---|---|---|---|
| | | **Minor** | **Moderate** | **Major** |
| **Likelihood of Occurrence** | **Frequent** | Acceptable | Intolerable | Intolerable |
| | **Probable** | Acceptable | Intolerable | Intolerable |
| | **Occasional** | Acceptable | Intolerable | Intolerable |
| | **Remote** | Acceptable | ALARP | Intolerable |
| | **Improbable** | Acceptable | Acceptable | ALARP |

## *Related Manuals and Materials*

- *VistA Blood Establishment Computer Software (VBECS) Technical Manual-Security Guide*
- *VistA Blood Establishment Computer Software (VBECS) Administrator User Guide*
- *VistA Blood Establishment Computer Software (VBECS) User Guide*
- *VBECS Frequently Asked Questions (FAQS)*

## *How the Known Defects and Anomalies is Organized*

- The table is organized by the option where the issue occurs in VBECS. "Throughout VBECS" is the only section where the item may occur in various places within the application and not only in one option.
- Description of the Issue, Recommended Workaround, if any, and Likelihood of Occurrence columns provide pertinent information about the defect or anomaly.

## *Terms*

See the VBECS User Guide Glossary for definitions of other terms and acronyms used in this table.

| VBECS Option | Description | Recommended Workaround | Likelihood of Occurrence |
|---|---|---|---|
| Throughout VBECS<br>209700, 209706 | A system error occurs when a user enters non-standard (symbols or punctuation) information into the patient, unit, or product code fields and uses the search. | Do not enter non-standard information into the patient, unit, or product code fields. | Occasional |
| Throughout VBECS<br>210258 | Clearing a checkbox using the mouse delete function, after the OK button is enabled, does not disable the OK button and allows the blank field(s) to be saved. | None available. | Occasional |
| Throughout VBECS<br>286485 | A free text comment in the testing grid comment field is not registered on the grid and is not saved. | Click twice on the comment field until the cursor shows up in the comment drop down to enter a free text comment. Recommend entering a canned comment when possible. | Occasional |
| ABO/Rh Confirmation<br>209762 | Confirming more than three units in a batch results in workload multiplication. Increasing the batch confirmed in two unit increments increases the workload count again. (e.g., 3-4 units will have a double workload; 4-6 units have a triple workload, and so on). | None available. | Frequent |
| ABO/Rh Confirmation<br>494679 | A user entering retrospective results for ABO/Rh Confirmation always sees a “Rack QC Not Completed” override regardless of whether rack was QCd that day or not. | None Available | Remote |
| Accept Orders: Accept an Order<br>209851 | VBECS only displays the first 20 characters of the ordering location when the user clicks on the Ordering Details button to see the Ordering Division field. | None available in VBECS. Ordering locations in VistA can be shortened or changed when the uniqueness of a location cannot be determined with the first 20 characters. | Occasional |
| Accept Orders: Pending Order List<br>209851 | An expired order warning message displays incorrectly based on the date the component order was received (first displays on the Accept Orders Pending Order List) by VBECS, not the date the order was processed and accepted in VBECS (accepted and moved to the Component Order Pending Task List). | None available. | Occasional |
| Accept Orders: Pending Order List<br>853993 | When an order is placed in CPRS, but cancelled before the order is accessioned, VBECS messaging logic will cause an error (email alert) with the following text:<br>**An Exception occurred trying to process a cancel order request from CPRS**.<br><br>The order does cancel in CPRS, but still displays in the Pending Order List in VBECS. | The email alert can be deleted. The pending order can be canceled in VBECS, without issue. | Occasional |

| VBECS Option | Description | Recommended Workaround | Likelihood of Occurrence |
|---|---|---|---|
| Administrative Data Report<br>210188 | The number of units outdated will not change regardless of the date range requested. It ignores the date ranges selected and retrieves the total number of units outdated since production installation. | In the Blood Availability Report, select a Custom Report to view the expired units in a given date range. Select all component classes and all unit statuses. Indicate the inclusive date range for a month by selecting the date for "Expires Before" as the calendar date of the day after the selected range should end (end date) and the "Expires After" as the calendar date of the day before your range should start (start date). See FAQ Outdate Units Report for a Selected Date Range for a detailed example. | Frequent |
| Audit Trail Report<br>209285 | When the user inactivates a unit's ABO/Rh confirmation test results or inactivates a unit record and enters the required comment, VBECS does not print the comment on the Audit Trail Report. | Print the Audit Trail Report for this activity and manually complete the comment; save it for review. The inactivation is recorded and maintained. The unsaved comment does not impact patient testing or transfusion records. | Frequent |
| Audit Trail Report<br>209250 | Changes made to a unit's login CMV or Sickle Cell status are not displayed on the report. The change history is correctly maintained with each unit record. It is standard VBECS behavior to display this type of data change on the Audit Trail Report. | The initial and updated information is in the Unit History Report. | Frequent |
| Audit Trail Report<br>209662 | The report does not differentiate reagent types by case size when indicated by a letter only when both have Minimum Reagent Levels that have been defined on the same day, e.g. K, k or C, c. | Update the minimum levels on different days and print the report on each day. | Occasional |
| Audit Trail Report<br>209266 | The Audit Trail Report does not display the Date/Time data was originally saved or the user comment entered for the change. Audit Trail Report entries for Units does not display Unit ABO/Rh at log-in, Expiration date/time, Date/Time received, or the user comment entered for the change. | Print the Audit Trail Report for this activity and manually complete the comment and other pertinent details; save it for review. Also, see the Unit History Report for the missing data saved in other options. | Frequent |
| Audit Trail Report<br>373942 | When there are no blood unit antigen changes in a division on a given day and the user enters a new blood unit into the system during Incoming Shipment and selects RBC antigens for it, only the last one (when antigens are sorted by antigen name) will show on the Audit Trail report. | None. See the Unit History Report for RBC antigen typing entered for the unit during Incoming Shipment. | Remote |
| Audit Trail Report<br>742026 | 2mL RBC Contamination change is not documented on the Audit Trail Report. | Refer to this information reported on the Unit History Report. | Occasional |
| Cost Accounting Report<br>208926 | A Reflex ABID test that was entered in error displays on the Cost Accounting Report. | None available. The corrected and entered-in-error entries are included. Extra cost is identifiable on report. | Occasional |

| VBECS Option | Description | Recommended Workaround | Likelihood of Occurrence |
|---|---|---|---|
| Cost Accounting Report<br>208837 | When a user places a unit on the outgoing shipment invoice, cancels the invoice, and then places the same unit on another outgoing shipment invoice, VBECS displays a return credit twice on the report. | Deselect a unit prior to canceling the invoice to avoid the credit displaying twice on the Cost Accounting Report. | Occasional |
| Cost Accounting Report<br>209380 | The tally of discarded units, waste or credit, may include quarantined units and may not accurately reflect the unit discard as waste vs. credit. When the default credit amount is selected, it displays as $0.00 on the report. | Units listed on the report were quarantined or discarded for the selected date range. Verify the unit and quarantine status of a unit by checking its Unit History Report. | Occasional |
| CPRS<br>381403<br>Solutions Request: #152670 | The comment entered and accepted associated with a patient test from the instrument displays twice on the CPRS Blood Bank Report. | None Available | Probable |
| C:T Ratio Report<br>209680 | When a unit is crossmatched more than once to a patient, the C:T Ratio Report will count the transfusion of that unit twice. | Disregard the second transfusion instance and recalculate the C:T ratio. | Occasional |
| C:T Ratio Report<br>209712 | The report will show a C:T Ratio of zero (0) any time units are crossmatched and none are transfused on a patient. | Any C:T ratio of zero (0) indicates that the user must take the total number of units crossmatched as the true C:T ratio. | Frequent |
| Discard or Quarantine<br>209978 | A VBECS system error occurs when a user tries to discard a unit that was brought in through Incoming Shipment with an inactive shipper. | Activate the shipper and then discard the unit as desired. VBECS does not allow a user to save a unit without an active shipper unless the VistALink connection is lost while the user is trying to process a unit that does not have a shipper defined. | Occasional |
| Discard or Quarantine<br>268926 | Units in an Issued status can be discarded which creates a data lock on the blood unit. | Do not Discard a unit in an Issued status. | Improbable |
| Document ABO Incompatible Transfusions<br>209992 | When transfusion interruption is indicated, the OK button enables allowing the user to save prior to changing the transfused amount. | Record the amount transfused before saving the transfusion event. | Occasional |
| Document ABO Incompatible Transfusions<br>210189 | When a unit ID is scanned or typed and the user enters a volume transfused, there is a system error. | Click the search button and select the unit to be transfused. | Occasional |
| Enter Daily QC Results<br>210004 | Reagents that are not associated with test results when the QC is partially saved are marked as satisfactory on the Testing Worklist Report. When the user partially saves rack QC results and finishes it later, the results that were originally left blank and are now completed display as unsatisfactory on the Testing Worklist Report even though the reagent displays as satisfactory in Enter Daily Reagent QC | Complete all QC testing in one instance, saving once.<br>Do not perform partially completed QC testing. | Occasional |

| VBECS Option | Description | Recommended Workaround | Likelihood of Occurrence |
|---|---|---|---|
| Enter Daily QC Results<br>210106 | Changing the tested with lot number (ex. LISS) does not enable the Enter Daily Reagent QC test grid. | Change the lot number of the primary reagent as well as the secondary reagent to allow testing of both. Refer to FAQ: Retesting QC for a listing of primary and secondary reagents. | Occasional |
| Enter Daily QC Results<br>209063 | The user cannot save a partially filled worksheet due to inactivity timeout. | The user must maintain activity on their screen/session to prevent the activity timeout, and then the lock on the worksheet will not expire. Unsaved data must be reentered when the locally configured timeout is exceeded. | Occasional |
| Enter Daily QC Results<br>209077 | Rack Daily QC cannot be saved when one of the QC'd racks was partially QC'd. | Perform QC for only one rack at a time or for multiple racks to segregate non-QC'd racks from partially completed racks. Normal workflow is to complete all QC testing together or to have each user perform their own QC. | Occasional |
| Enter Daily QC Results<br>208793 | When a user clicks No on the decision box to not use a reagent/antiserum that is within 24 hours of expiration (23:59 on the expiration date), VBECS moves the cursor to the next reagent lot number field and does not remove the lot number of the previous cell. | Change the lot number of the reagent or continue using it until the actual expiration date and time. | Occasional |
| Enter Daily QC Results<br>213196 | Polyspecific AHG always displays on the lot number page though it is may not be used. | Enter the Lot number of the specific AHG used for antibody screen QC. Note in the procedure that the lot number is accurate for the reagent used in QC and testing. | Occasional |
| Enter Daily QC Results<br>210198 | When performing Daily QC with an expired reagent, the user gets no override warning for the expired reagent. No Exception report is captured. | VBECS displays that the Reagent is Expired by marking it with a red E. Do not select and use expired reagents. When expired reagent must be selected, print the Daily Reagent QC Testing Worklist report and add a manual override comment regarding the expired reagent testing details. | Occasional |
| Enter Daily QC Results<br>210298, 210359 | When entering results on a partially tested QC rack, the exception "Decrease in reagent reactivity of 2 or more" does not occur.<br>Previous QC results for Screening Cells and ABO Reverse Typing reagents are not being recognized properly to identify significant changes in reactivity (>2+). The system does not display an override associated with "Decrease in Reagent Reactivity". | The tech checks the previous day's Testing Worklist Report to view the reagent's reactivity and assess it to avoid reagent reactivity problems. Supervisor review of daily testing and quality control reactivity is recommended within 24 hrs. Compare the results from the previous date's QC manually. | Occasional |
| Equipment<br>210331 | Edited fields already filled in during creation of a new Maintenance type entry are not saved. | Enter data once in each field, save. Re-open the Maintenance type and edit, save. | Occasional |

| VBECS Option | Description | Recommended Workaround | Likelihood of Occurrence |
|---|---|---|---|
| Exception Report<br>208558, 208568 | The “Expired reagent QC’d” exception type section does not include the rack identification or the phase. | The lot numbers and testing phases associated with the DAT testing are included in the Testing Worklist Report in the Miscellaneous testing and QC sections, respectively, of the report. The rack identifier and/or phase may be manually added to the Exception Report prior to or during the review. | Occasional |
| Exception Report<br>208987 | Not all exception types use the date and time of the save as the date and time of the exception. | None available. | Occasional |
| Exception Report<br>208967 | The previously recorded Results Inactivated exception type is not generated when a crossmatch is inactivated by Invalidate Test Results or by using the red X in the grid. | The Testing Worklist Report contains the details of the invalidated testing and is recommended for daily supervisory review with the Exception Report. Infrequent event that is performed by a user with higher security role when the blood product was issued. | Occasional |
| Exception Report<br>208927 | Modification exceptions do not display full (eight-digit) product codes for ISBT 128 labeled units. The sixth, seventh, and eighth digits are not included. | Obtain the full ISBT 128 product code from the Unit History Report, as necessary. Format is understandable to users. | Occasional |
| Exception Report<br>208980 | When patient ABO/Rh results are not entered in the order of performance (current testing is entered before the retrospective data entry), the Exception Report entries for an ABO/Rh interpretation discrepancy are displayed based on the time the data are entered (the OK button is clicked). | The Testing Worklist Report does present the Testing Date/Time as selected in the Testing Details window. | Occasional |
| Exception Report<br>210369 | The column headers for the Exception type: Expired Unit Received section are not displayed on the second page when the exception entry displays over more than one page. | None available. | Occasional |
| Finalize/ Print TRW<br>209799 | Changes to previously selected canned comments associated with an implicated blood unit are not saved when a user changes them in a Transfusion Reaction Workup. | None available. | Occasional |
| Finalize/ Print TRW<br>209162 | VBECS only displays 350 characters entered into the Transfusion Reaction Details field on the Finalized Transfusion Reaction Report. | The details text is available to ~1000 characters on the Transfusion Reaction Count Report (Detailed). Printed report can be updated manually when required or by using a VistA consult. | Occasional |
| Finalize/ Print TRW<br>577597 | The TRW Serologic Tests tab, Crossmatch section, accommodates no more than ten (10) implicated units. | When more than ten (10) units are implicated in the transfusion reaction, order additional TRW test(s) as required. | Frequent |
| Free Directed Unit For Crossover<br>208785 | VBECS displays the logged on user performing the Free Directed Units for Crossover process even when he selects a different user name in the Removed By field. | Do not use Free Directed Units for Crossover during downtime. | Occasional |

| VBECS Option | Description | Recommended Workaround | Likelihood of Occurrence |
|---|---|---|---|
| Free Directed Unit For Crossover<br>209193 | A duplicate unit record may be created when an ISBT 128 unit is entered with a donation type of "D" and changed to a donation type of "V" during Free Directed Unit option and the unit was also entered during Incoming Shipment with the donation type "V". | When a unit is received from the blood supplier with a donation type of "V" and the unit is to be restricted to a patient as a directed donation, the product code must be manually entered with a "D" to allow the restriction in a Full Service Blood Bank. When the user tried to bring the unit into inventory using both methods, the incorrect unit can be invalidated to prevent the duplicate record. The unit label would reflect the correct unit status per local policy. A Transfusion Only facility type will not encounter this problem as the option Free Directed Unit is not enabled. | Occasional |
| Inappropriate Transfusion Report<br>714441 | The inappropriate transfusion report erroneously duplicates transfusion information.<br>A patient with inappropriate transfusion will generate duplicate information for each lab test on the report even when the test doesn't apply to the transfusion. | Ignore all empty lab test rows on the report, as they are erroneous. Erroneous rows on the report are easy to spot because they have an empty Lab Test. All rows with empty Lab Tests should be ignored. | Frequent |
| Incoming Shipment<br>209991 | VBECS will not accept entry of ISBT units when the first letter of the donor identification number is "ABDIOU". | The letter generally indicates the unit's country of origin or a non-collection facility. The U.S. blood collection facilities all use "W". Units with these letters cannot be brought into VBECS and must be sent back to your supplier. | Occasional |
| Incoming Shipment<br>210121 | When a unit is received for the second time from a blood supplier, a user can remove the ABO/Rh of the unit and VBECS permits saving without a blood type, making the unit unavailable. | When a unit is saved without a blood type, inactivate the unit and re-enter it in Incoming Shipment.<br>When a unit is saved without a blood type, it cannot be properly confirmed nor selected. Do not remove the blood type when entering the unit back into inventory and review the data entered into VBECS against the unit labels before saving. | Occasional |
| Incoming Shipment<br>209113 | The Unit History report displays results of Antigen Typing on a unit. When the additional daily QC rows (POS and NEG) are processed, the testing row is displayed three times. | Select the one labeled for the Antisera as the result, or look at the Testing Worklist Report. | Frequent |
| Invalidate Test Results<br>210170 | When a user is prompted to save a comment when invalidating a test result, they can select a comment and then hit the space bar before saving. Tapping the space bar removes the comment and still allows the user to save the blank comment.<br>The lack of proper comment text associated with the invalidated test then prevents direct access to the SI and TR option for this patient. | Review the comment before saving to confirm the comment is correct. | Occasional |

| VBECS Option | Description | Recommended Workaround | Likelihood of Occurrence |
|---|---|---|---|
| Invalidate Test Results<br>208857 | A VBECS system error occurs when a user attempts to invalidate two crossmatch results and the blood unit was assigned, crossmatched, released, reassigned, and crossmatched again on the same specimen. | Invalidate the first crossmatch save and exit the invalidate Patient Results option. Reenter the Invalidate Patient Results option to invalidate the second crossmatch. | Occasional |
| Invalidate Test Results<br>208528 | When an antigen typing is invalidated, VBECS selects the Pending Task List check box. When the user does not clear the box, the test is automatically put back on the Pending Task List. | Cancel the test on the Pending Task List, as necessary. | Occasional |
| Invalidate Test Results<br>210120 | A system error occurs when attempting to invalidate a crossmatch test after the unit has been marked unsatisfactory for issue in Issue Unit. | When the unit is unsatisfactory for issue because the crossmatch test is incorrect, do not mark the unit unsatisfactory, release the unit from assignment and invalidate crossmatch test. | Occasional |
| Issue Blood Components<br>209061 | When VBECS opens the Issue Blood Components window, the focus (cursor) is not in the unit ID field. | A user must first click in the Unit ID field to bring the focus to that field before scanning or entering a unit number. | Frequent |
| Issue Blood Components<br>208730 | When VBECS warns that a unit is assigned to another patient; the user is prompted to process an override and enter a comment to proceed. | Complete the override to proceed. | Occasional |
| Maintain Minimum Levels<br>208618 | The minimum stock level for the reagents field allows the entry of a decimal that causes the reversal of the entry (e.g., user entry of “1.5” becomes “51”) and may be saved. | Enter whole numbers; do not enter decimals. Check the accuracy of the entry before saving. | Occasional |
| Maintain Minimum Levels<br>209141 | Update reagents shows different information for a lot number than the Reagent Inventory report. The Reagent Inventory report displays each individual entry but the update reagent lot number view displays only the last entry for the lot number. | Enter with * at the beginning and end of the lot number. User may also re-enter lot number when changing the invoice number. See the Reagent Inventory Report. | Occasional |
| Maintain Specimen<br>208862 | For a component order that does not require a specimen, VBECS calculates the order’s expiration date and time to the “minute” from the collection time, not the appropriate day with an expiration time of 23:59. | Request a new component order, as needed. | Occasional |
| Modify Units (not Pool or Split)<br>748478 | When only one unit is modified at a time, the target unit does not show the inherited RBC Antigens from the original unit. | When modifying a single unit, the target RBC Antigens will display when you place the cursor in the target expiration date field and tab out. When modifying more than one unit, they will display when you switch unit tabs or place the cursor in the target expiration date field and tab out. For volume reduce, they will display when you complete the volume change. Even when the target RBC Antigens are not displayed on the screen, the target unit is saved with the correct RBC Antigens. | Remote |

| VBECS Option | Description | Recommended Workaround | Likelihood of Occurrence |
|---|---|---|---|
| Modify Units: Split a Unit<br>209028 | A system error occurs when a user attempts to Split, Discard, or Quarantine a unit and the unit has multiple antigen typing records of the same antigen (e.g., from Incoming Shipment and from testing). | In order to perform the process, Split, Discard, or Quarantine, the user must remove the typing record that occurred in Incoming Shipment or Edit Unit Information by editing the unit, and then perform the split, discard, or quarantine process. | Occasional |
| Order History Report<br>209846 | The Order History Report only displays the first 20 characters of an ordering location. | None available in VBECS. Ordering locations in VistA can be shortened or changed when the uniqueness of a location cannot be determined with the first 20 characters. | Occasional |
| Order History Report<br>209921 | A VBECS error loop occurs when a user attempts to print the Order History Report and selects an end date before the start date. | When the error loop occurs, close VBECS and restart session. Select a date range for the report that has an end date after the start date of the report. | Occasional |
| Order History Report<br>208877 | Canceled orders are not designated on the Order History Report (summary report). | The Single Order History Report (detailed) includes the canceled order information. When the order is also cancelled in Vista, which would be the norm, there is a lab report that can be referenced. | Occasional |
| Order History Report<br>208888 | The Single Order History Report details the events of each order, rather than all orders, placed for the specimen. | Create an inclusive report for all tests performed on a specimen by viewing or printing each order's history report. | Occasional |
| Order History Report<br>549209 | VBECS Order History Report does not include the information about the staff member who accepted a component order when a second specimen is to be associated with that component order. | When the site needs the name of the person accepting a component order that is not associated with the original specimen collection, contact Product Support for a Tier 3 look up. | Remote |
| Order Reflex Tests<br>214160 | VBECS does not allow a user to reflex to a weak D or patient antigen typing test from an ABO/Rh test. | Order a reflex antibody ID (ABID) in association with the ABO/Rh test. Then open the ABID, order the weak D test (or other patient antigen typing). Cancel the ABID, when it is not required for further investigation. | Occasional |
| Outgoing Shipment<br>209666 | The outgoing shipping invoice is missing required information regarding a blood unit's CMV Negative status, biohazardous, and autologous unit testing status. When assigned or restricted, the patient first name and ID are not printed on the outgoing shipment document to maintain patient privacy. | Handwrite pertinent information on the VBECS invoice, when used to ship blood products. | Occasional |
| Patient History Report<br>210134 | An expired order override exception report entry does not display on the Patient History Report when the Exception Report is requested. | Users can view the expired specimen override information on the Exception Report. | Occasional |

| VBECS Option | Description | Recommended Workaround | Likelihood of Occurrence |
|---|---|---|---|
| Patient History Report<br>212160 | When units are restricted for a patient in Incoming Shipments, the restricted units do not display on the Patient History Report. | Restricted units must be assigned to the patient to display on this report. VBECS forces the user to select this unit with a corresponding component order. Create a custom look up using the Blood Availability report searching for restricted units with minimal criteria selected, or as applicable to view restricted units in inventory. | Occasional |
| Patient History Report<br>209616 | The exception for antigen typing testing phase changes does not display on the Patient History Report. | Users are directed to review the Exception Report for this information. The Exception report is identified as one of the reports requiring supervisory review. The impact to the antigen typing result is investigated and addressed at that time not as a result from an entry on the unit or history report. | Frequent |
| Patient History Report<br>210478 | Patient History Report does not display VistA-converted Special Instructions (SI) and Transfusion Requirements (TR). | None available. | Occasional |
| Patient Information Toolbar<br>208859 | The Recent Orders option does not display pending orders (not accepted) or completed transfusion reaction workups.<br>This may result in a repeat order of the TRW, which would be cancelled when received and the patient history checked during processing. | Access transfusion reaction workup information from the patient's Transfusion Reaction History Report or the Finalize/Print TRW option. | Frequent |
| Patient Information Toolbar<br>214974 | Recent Orders is showing Order Status values like "Not Started" and "Filled", which are actually Task Statuses. | None available. | Occasional |
| Patient Merge<br>210029 | VBECS displays duplicate merge events to user for merge. | Users can process one of the merge events manually and clear both merge alerts The Master Veteran Index team is working on a patch to discontinue sending a duplicate message. | Occasional |
| Patient Testing<br>210048 | A user is permitted to select two partially completed tests with different test phases (e.g., AHG only and All Phases) along with a not started test. The testing phase for the not started test will present as AHG only even though results for all phases are required by VBECS.<br>Entering only AHG test results for the specimen that was not started and saving will result in a partially completed test that cannot be completed or invalidated. | Contact the Enterprise Service Desk when you encounter this problem. Specimens that cannot be completed or invalidated require the attention of Tier 3 support. Select partially completed orders that have been previously saved with the same grid test pattern. Optionally, a not started test may be selected with these but must be tested with the same grid pattern to avoid the problem. | Occasional |
| Patient Testing<br>209334 | When a site is defined as "full service" and daily QC was not performed the Exception Report exception type: "QC not performed on rack used for testing" entry is not saved when the associated patient has a middle initial (MI). | Standard practice is not to override the QC not performed warning message. Verify the QC was performed daily by reviewing the Testing Worklist Report. | Occasional |

| VBECS Option | Description | Recommended Workaround | Likelihood of Occurrence |
|---|---|---|---|
| Patient Testing: Record Patient ABO/Rh<br>208974 | Test entries are not cleared when canceling out of the Invalid Results message. | Correct the testing entries or click the red X to return to the PTL and retest. | Occassional |
| Patient Testing: Record Patient ABO/Rh<br>231531 | When the patient has no previous ABO/Rh test record (NR), the ABO/Rh test associated with the Type and Screen (TAS) test must be completed and saved prior to entering and saving a Repeat ABO/Rh test on the specimen. | The TAS must be completed first. When a Repeat ABO/Rh order has been completed before the TAS, then it must be invalidated so that the TAS may be processed. | Remote |
| Patient Testing, Automated Interface Review: Crossmatch<br>340180 | When in Automated Testing, Pending Specimen Tests, on the Crossmatch tab, clicking on the Order Reflex button will cause a system error. | Order Reflex Tests using the main menu option (Orders, Order Reflex Test). | Remote |
| Patient Testing: Record a Direct Antiglobulin Test<br>209111 | DAT grid does not properly calculate the QC status of the Polyspecific AHG reagent when multiple lot numbers are used on the same day. | View the QC data for the day for the lot number in question from the Testing Worklist Report and re-enter the results for the test grid (or repeat the testing). | Occasional |
| Patient Testing: Record a Direct Antiglobulin Test<br>208952 | The Anti-Human Globulin reagent lot number entered is not saved when QC is recorded with the patient test. The Patient Testing Worklist Report displays the positive control lot number. | Record the reagent lot number for the Anti-Human Globulin in the test comment field. When the primary AHG reagent is tested with daily QC, there is no issue. This is an issue with subsequent AHG testing associated with an antibody identification where the user must manually add the reagent lot number in addition to the displayed entry. | Occasional |
| Patient Testing: Patient Antigen Typing<br>209617 | A VBECS system error occurs when a user tries to save a result of “H” (hemolysis) in the Patient Antigen Typing testing grids. | Users are instructed not to enter “H” in the Patient Antigen Typing test grids. Any attempt to save a result of “H” will cause a system error and clear the testing grid of that result when the user re-enters VBECS. The key for acceptable entries in the testing grid does not include “H” but it is permitted to enter until saving. | Occasional |
| Patient Testing: Patient Antigen Typing<br>312208 | A discrepancy override is not noted when a patient antigen typing test and a repeat antigen typing test for the same antigen are discrepant.<br>The discrepancy override is noted when two patient antigen typing tests for the same antigen are discrepant. | Do not process a REPEAT patient antigen typing test. | Remote |
| Patient Testing: Record a Patient Antibody Screen<br>208729 | VBECS displays a system error message when the user clicks a tab for antigen testing, does not enter any test results, and clicks Cancel and Yes to close the window. | Do not cancel out of testing without entering test results. | Occasional |
| Patient Testing: Record a Patient Antibody Screen<br>210430 | The Patient Antibody Screen with a Positive Interpretation may be saved as a completed test with blank reaction results. | Invalidate the Antibody Test and enter all test results. | Occasional |

| VBECS Option | Description | Recommended Workaround | Likelihood of Occurrence |
|---|---|---|---|
| Patient Testing<br>549210 | A result of "R" indicating rouleaux can be saved inappropriately in AHG and CC of the Antibody Screen and Crossmatch tests.<br>Error correction is available. | "R" should not be used to indicate a questionable test result related to automated testing. | Remote |
| Patient Testing: Record a Transfusion Reaction Workup (TRW)<br>208985 | When a second implicated unit is selected prior to the completion of the first unit, VBECS does not record the associated data entry for the second unit.<br>Details affected are the Bag Returned information, hemolysis, Checks OK, and Comments. This does not occur when the user selects units for entry from left to right. The user may invalidate the TRW testing prior to finalization and enter the data. | Add the first unit completely, and then add subsequent units. | Occasional |
| Patient Testing Worklist and Testing Worklist Reports<br>214073 | The Rack QC Testing Worklist Report section of the Testing Worklist Report only displays the testing tech and not the identity of the logged in tech that entered the results.<br>Local policy dictates the storage of downtime records. Storage of the original work in addition to the computer entry is customary. | Maintain the original testing records for the QC that was performed offline with the testing tech information. Do not change the testing tech name when entering results in VBECS so that the logged in tech that enters the results is included on the Testing Worklist report. | Occasional |
| Patient Testing Worklist and Testing Worklist Reports<br>208995 | Rack IDs are not consistently displayed in the Patient Testing Worklist Report.<br>1) The one letter rack IDs are supposed to display in the first line of the testing entry. In many cases, it is displaying in seemingly random line number positions, sometimes displaying multiple times in one testing entry.<br>2) When an XM test is invalidated, the Rack ID is not displayed. The missing rack IDs are an artifact when the same rack is used for the series of tests. | None available. | Frequent |
| Patient Testing Worklist and Testing Worklist Reports<br>209316 | Testing Worklist Report: Unit and Patient Testing Details window reflects the reagent rack's testing status on the current date not on previous dates (retrospective data entry) and may require an override to proceed. | Verify that QC was performed on the selected date(s) using the Testing Worklist Report. This is a report pulled for review and part of that review is to review that QC was properly performed on each date selected for the report. | Occasional |
| Patient Testing Worklist and Testing Worklist Reports<br>209317, 209368 | Testing Worklist Report does not provide a comprehensive list of reagent lot numbers entered for daily reagent rack QC. Various reagent lot numbers are not displayed including QC kit, Reverse ABO cells, PEG, LISS, or Anti-Human Globulin. | Manually record daily reagent QC testing and reagent lot numbers to remain compliant with regulatory requirements (hard copy or spreadsheet). Retain with Testing Worklist review records. The incompletely displayed QC lot numbers and results force the blood bank to establish a policy to record results to maintain a complete record for accreditation and regulatory compliance which has been put in place by the sites. | Frequent |

| VBECS Option | Description | Recommended Workaround | Likelihood of Occurrence |
|---|---|---|---|
| Patient Updates<br>210179 | Patient updates display in VBECS for active patients when the data change is unrelated to VBECS data. | The patient update event is logged and displays on the Patient History Report and the Transfusion Requirements Report. | Occasional |
| Post-Transfusion Information<br>209140, 209811 | A system error occurs when entering post-transfusion information when the tabs are selected out-of-order. | Enter the tabs in order presented to avoid causing VBECS error. When a VBECS error occurs no data is saved and the information must be re-entered. | Occasional |
| Post-Transfusion Information<br>210196 | The calendar control cannot be used to enter transfusion start or end date. Selecting the calendar presents an error repeatedly until a system error occurs. | Use the keyboard to enter a transfusion start or end date. | Occasional |
| Print Unit Caution Tag & Transfusion Record Form<br>209854 | A VBECS system error occurs when a user enters a crossmatch for a patient and attempts to print caution tags or a blood transfusion record form while another user is performing testing on the same patient. | Reprint the caution tags from the Print Unit Caution Tags & Transfusion Record Form option. | Occasional |
| Print Unit Caution Tag & Transfusion Record Form<br>208935 | When blank Caution Tags are printed in preparation for down time and the print job is canceled, the number printed is not correct in the message. | The user may count the number of tags printed to determine how many blank tags should be printed. | Occasional |
| Print Unit Caution Tag & Transfusion Record Form<br>210195 | On the BTRF, the Technologist Initials are those of the original assigning tech not the current tech. This happens when the unit has been selected, crossmatched, released from assignment by the first tech. The unit is selected and crossmatched again by a different tech. Both names display on the Caution Tag (Assigning Tech/Crossmatch Tech). | None available. | Occasional |
| Prolonged Transfusion Time Report<br>209735 | Units issued to a remote storage location will display on the report when the transfusion start time is greater than 30 minutes after issue time.<br>Units issued to a remote storage location should not display to have a prolonged issue time as this setting indicates that the unit is issued to a monitored location maintained at the proper temperature for the product type. | None available. | Occasional |
| Prolonged Transfusion Time Report<br>209163 | When the user clicks OK after selecting the printer, the print preview view of the Prolonged Transfusion Report closes. | None available. The user has requested the hard copy and no longer requires this view but the closure is not consistent with other reports in the application. | Occasional |
| Prolonged Transfusion Time Report<br>209431 | The delayed start time presented is the total time from issue to start time; the prolonged transfusion presented is the time from issue to the transfusion end time. | None available. The times are not inaccurate but are not in the preferred format. | Occasional |
| Reagents<br>210063 | Checking all of the reagents types to view on the Reagent Inventory Report will only display reagents with at least one vial in inventory.<br>Reagents that have zero vials remaining will not display. | Select specific reagents individually to view and print. Print and save a copy of the report prior to zeroing out any expired product lot numbers. | Occasional |

| VBECS Option | Description | Recommended Workaround | Likelihood of Occurrence |
|---|---|---|---|
| Reagents<br>214862 | Comments entered for unsatisfactory reagents do not display on any VBECS reports. | The comments are saved in VBECS but are not viewable. No workaround is available. When the comments must be verified or viewed, the user can file a request for this information with the Enterprise Service Desk. | Frequent |
| Reagents<br>208438 | Once tripped, the message warning of low reagent inventory continues to alert the user in Update Reagents even when the inventory is above the minimum. | Set the "Minimum Stock Vial Level" in Maintain Reagent Minimum Inventory to zero to disable the warning message. | Occasional |
| Reagents<br>208807 | When reagents are received, updated and marked unsatisfactory in the same transaction, comments and details entered are concatenated and are not displayed on the Reagent report. | Document the reason a reagent was unsatisfactory upon receipt on the manufacturer's invoices for future reference. | Occasional |
| Reagents<br>208890, 208863 | VBECS does not maintain a reagent lot number's history when the quantity of an expired reagent is set to zero. | This is an expired reagent and would not be used routinely. The lot number continues to be available for use should that be the case. Do not set the reagent lot number quantity to zero when the record is to be maintained. | Occasional |
| Reagents<br>209460 | A system error occurs when sorting reagents by invoice when the invoice contains any non-numeric characters. | Do not enter non-numeric characters for the invoice number. | Occasional |
| Reagents<br>208999 | The Vials Received per Lot Number field in Log In Reagents allows the entry of a decimal that causes the reversal of the entry (e.g., user entry of 1.5 becomes 51). | Enter whole numbers; do not enter decimals. Check the accuracy of the entry before saving. | Occasional |
| Select Units<br>210157 | A system error occurs when a user enters a unit product code and presses "Enter" rather than "Tab" key. | The error occurs because the user presses "Enter" which clicks OK without submitting the unit information causing the crash. When a user is entering unit ID and product code via the keyboard, press the "Tab" key or use the mouse to move to the next field. Recommended business practice is to use the hand held barcode scanner, not type in the barcoded information. | Occasional |
| Select Units<br>209052 | When associating a specimen with a patient in the "Select Unit for a Patient" window; the "Expires" field within the "Associate with Specimen" panel displays the time in AM/PM format. | VBECS normally displays date/time fields in the "military" time format. Workaround is to look in Maintain Specimen and check the expiration time military time format. | Occasional |
| Select Units<br>209338, 213537 | When a Rh positive unit is selected for an Rh neg patient with antigen negative requirement for D, the user receives a message about unit not satisfying patient negative requirements for D instead of a message about unit being positive for D. | None available. The proper message is displayed upon unit issue. | Occasional |
| Select Units<br>210280 | A system error occurs when selecting a unit and a duplicate Component Requirement is set in a division. | Inactivate the duplicate Component Requirement so that only one is active in the division. | Occasional |

| VBECS Option | Description | Recommended Workaround | Likelihood of Occurrence |
|---|---|---|---|
| Select Units<br>219714 | When the components are not from the same component class donation RBC or WB, and a less restrictive donation type is selected, no overrides display (no warnings or alerts that Autologous or Directed are available). | Select all Restricted units manually when known. | Occasional |
| Testing Worklist Report: Miscellaneous QC section<br>514243 | When patient antigen typing tests are invalidated and re-entered, the Miscellaneous QC section associates the QC performed with the invalidated test with the replacement test. | Manually document any offline QC performed associated with the replacement test. | Occasional |
| Transfusion Reaction Count Report<br>209152 | Date Range uses the date the Transfusion Reaction Work Up (TRW) was entered, rather than the Date Reaction Noted as set in Patient Testing: Enter Transfusion Reaction Workup. | The TRW may or may not be included in the count when it was updated after the date reported and that is used for the report selection. The search terms for the Transfusion Reaction Count Report use the last date the TRW was updated, and the "Date Reported" is found in the details of the report. | Occasional |
| Transfusion Requirements Report<br>208903 | The partial report displays patient blood types and Transfusion Requirements. The cumulative report does not display ABO/Rh when there is no other requirement.<br>The user must request the report using the workaround. When a cumulative report format is selected only patients with transfusion requirements and antibodies are displayed, not all patients on file. | To create a report with all patients' blood types and Transfusion Requirements, print a partial report with the date range from VBECS implementation through the current date. | Occasional |
| Transfusion Requirements Report<br>208901, 213101 | A report printed with an end date of today does not print "Preliminary" in the header. | Check the subsequent pages of the report and write "PRELIMINARY" on the front page of the report prior to filing. The information included in the report is accurate to the time printed. There is a possibility of a gap of information should the user not overlap the print requests. Generally, this report is printed for the day prior or time period that does not include the current day. | Occasional |
| Transfusion Requirements Report<br>209694 | The Transfusion Requirements report will not print when the user selects the date VistA records were loaded into the VBECS database. | Access the VistA Blood Bank Reports option and use Patient Antibody Report (short list) to retrieve the list of transfusion requirements for the patients that were imported during conversion. Aside from antigen negative requirements, other transfusion requirements were not set in VBECS during the database conversion. | Occasional |
| Unit Antigen Typing<br>209946 | VBECS inserts the negative control vial number in the positive control result field when the user uses the down arrow key. | Navigate using the mouse to prevent this problem in the antigen typing test grid. | Occasional |

| VBECS Option | Description | Recommended Workaround | Likelihood of Occurrence |
|---|---|---|---|
| Unit Antigen Typing<br>209041 | When the database connection is lost in the milliseconds between testing result save and testing worklist update, the worklist may not be updated as Completed. When the worklist has been Completed but not updated, attempting to access it from the worklist listing will cause a VBECS system error, and the user will need to restart VBECS, and should not invalidate this worklist from the Unit Antigen typing function. | When invalidating a worklist, it is suggested that the user access the worklist to confirm that it is actually Incomplete before invalidating it. Invalidations should be made in the Edit Unit Information function. | Remote |
| Unit Antigen Typing<br>208676 | VBECS does not display testing comments entered for the control cells when partially completed testing is recalled. | Testing comments are properly displayed in the Testing Worklist Report. | Occasional |
| Unit Antigen Typing<br>209578 | When a user applies a sort order when selecting units for antigen typing, that order is not inherited by the testing grid. | Organize physical tests materials according to the order of units presented on the testing grid. The units sort order is based on the last update date/time which is not displayed to the user. | Occasional |
| Unit History Report<br>212537 | When a user retroactively updates a unit status through the Discard or Quarantine option, the Unit History Report displays the updated information, but does not display the date the change was made. | None available. | Occasional |
| Workload Codes (Division Configuration)<br>209156 | Invalidating split units will result in negative workload equal to the number of splits created applied to the total number of units logged in. | None available. This occurs when split units are incorrectly processed in VBECS. | Occasional |

## Revision History

| Date | Revision | Description | Author |
|---|---|---|---|
| 8/8/2018 | 1.0 | (VBECS 2.3.0) (Task 788018)<br>Modified Known Defects and Anomalies, Version 28.0 to create the VBECS 2.3.0 Known Defects and Anomalies, Version 1.0.<br>Revised and restructured entire document to improve readability and usability.<br>Removed the Level of Concern, Risk, Impact to Patient Care, Security Role Mitigations (Affected User), Additional Comments, and System Tracking Number columns. Information from Additional Comments added to Description or Recommended Workaround, as appropriate. Tracking number moved to VBECS Option column.<br>Removed work items fixed with VBECS 2.3.0.<br>Removed work items that were not meaningful to the users, such as those requiring no workaround to mitigate the issue, and transferred to the User Guide or Technical Manual if appropriate. | BBM Team |
| 11/14/2018 | 2.0 | (VBECS 2.3.0) (Task 856615)<br>Global: Wording updated for additional clarification and technical edit.<br>Added Row: Accept Orders: Pending Order List 853993 | BBM Team |

This is the last page of *VBECS 2.3.0 Known Defects and Anomalies*.