

VBECS 2.4.0 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 Service Desk for assistance. Entering a service request for defects and anomalies important to you helps to prioritize what gets fixed in future patch releases.

The list of KDAs is maintained for the VBECS product and updated as needed with each VBECS release as new KDAs are identified or existing KDAs are fixed.

Changes for VBECS 2.4.0 Rev A

This table highlights the changes to the KDA list for the VBECS 2.4.0 release.

Added or Removed	VBECS Option	Reason
Added	Accept Order 192264	Identified by a VBECS customer.
Added	Accept Order 197787	Identified by a VBECS customer.
Added	Outgoing Shipment 191657	Identified by a VBECS customer.
Added	Select Units for a Patient 70691	Identified by the VBECS team.
Modified	Incoming Shipment 64944	Updated Recommended Workaround.

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

- VBECS 2.4.0 Technical Manual-Security Guide
- VBECS 2.4.0 Admin User Guide
- VBECS 2.4.0 User Guide
- VBECS Frequently Asked Questions (FAQS) on the VBECS SharePoint site

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.

Known Defects and Anomalies

VBECs Option	Description	Recommended Workaround	Likelihood of Occurrence
Accept Order 120274	Duplicate order records can be created if the VBECs HL7 order transfer service from CPRS returns to activity after being down.	Submit a service desk ticket to delete the duplicate record.	Remote
Accept Order 192264	If an order is transferred from VistA with an invalid date value (such as -1) it results in a system crash.	Cancel the current order and place a new order.	Remote
Accept Order 197787	A user will receive the error "VistALink communication has been interrupted" if they do not have the VBECs VistALink Context secondary menu option	Contact your local VistA administrator and add the VBECs VistALink Context to the user.	Remote
Audit Trail Report 64554	The Audit Trail Report groups reagent level changes on the same day without regard to case-sensitivity. For example, Minimum Reagent Level changes for both K and k on the same day will be grouped under a single heading on the Audit Trail Report.	Update the Minimum Reagent Levels on different days and print the report on each day.	Occasional
Audit Trail Report 70695	2mL RBC Contamination change is not documented on the Audit Trail Report.	Changes made to the >=2mL RBC Contamination field are displayed in the Incoming Shipment section of the Unit History Report.	Occasional
Audit Trail Report Unit History Report 64194	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 or Unit History 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
Automated Testing 70403	Clicking on the Order Reflex button from the Automated Testing window for a XM will cause a system error or crash.	Order Reflex Tests using the main menu option (Orders, Order Reflex Test).	Remote
Automated Testing 70764	A parser error is displayed when a partial TAS message is sent to VBECs from an automated testing instrument.	Wait until both the ABO/Rh and ABS testing is complete before performing TAS on the instrument. Only send results to VBECs after both ABO/Rh and ABS results are marked as reviewed so that the message contains both tests.	Occasional
Cost Accounting Report 63767	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 70841	When shipments are entered retrospectively for a newly entered collection facility, units with an invoice date prior to the time the new collection facility record is added do not appear on the cost accounting report.	When entering shipments retrospectively, do not select a date of invoice that falls before the collection facility activation date. Always activate the collection facility first and then create a shipment with a date of shipment following that activation date.	Improbable

VBECs Option	Description	Recommended Workaround	Likelihood of Occurrence
CPRS 64994	Orders that expire in VBECs are updated in CPRS but the laboratory order component is not marked as expired.	The expired order can be cancelled which causes CPRS to show it as 'discontinued' rather than 'active' or 'expired'.	Frequent
Discard or Quarantine Units 70223	VBECs will allow issued units to be discarded when the Shipment sub-menu is used and the invoice also contains other in-date non-issued units. Once an issued unit is discarded it must be corrected via a service desk ticket.	Use the Blood Units: Discard Quarantine menu option to discard units.	Occasional
Document ABO Incompatible Transfusion 65067	When a unit is scanned or typed, setting the volume (mL) field results in a system crash. This only occurs if the Transfusion Interrupted option is selected.	Use the search button to select the unit to be transfused.	Occasional
Enter Daily QC Results 64889	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. Do not perform partially completed QC testing.	Occasional
Enter Daily QC Results 64986	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 63986	Partial QC results cannot be saved if results are not entered for all testing phases for a given reagent.	Enter results for all testing phases for a given reagent.	Occasional
Enter Daily QC Results 63998	An error occurs when performing daily QC on multiple racks when at least one of the racks is already 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 63724	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 67896	Polyspecific AHG always displays on the lot number page though it 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

VBECS Option	Description	Recommended Workaround	Likelihood of Occurrence
Enter Daily QC Results 65076	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 65175 65234	When entering results on a partially tested QC rack, the exception "Decrease in reagent reactivity of 2 or more" does not occur. 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
Exception Report 63490 63500	The "Expired reagent QC'd" exception type section contains blanks in the Rack and Phase columns.	Manually write information from the Testing Worklist Report on the printed Exception Report.	Occasional
Exception Report 63892	The override exception comment is not saved when invalidating Crossmatch results.	Enter any comments into the comment field of the test grid prior to invalidating Crossmatch results.	Occasional
Exception Report 63905	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 saved.	Refer to the Testing Worklist Report which displays the data in the correct chronological order.	Occasional
Finalize/ Print TRW 64686	When editing a TRW to change the comment for an implicated unit, only the comment detail field is saved.	Submit a service desk ticket if the comment shown on the report needs to be modified.	Occasional
Finalize/ Print TRW 64080	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). The printed report can be updated manually.	Occasional
Free Directed Unit 63717	The user displayed in the Override column for the Release Patient Restriction exception is the user that entered the data, regardless of which name was selected in the Removed By field.	Record the Removed By user in the comment field.	Occasional

VBECS Option	Description	Recommended Workaround	Likelihood of Occurrence
Free Directed Unit 64110	A system crash occurs in Free Directed Unit when a unit conflicts with an existing record. For example, freeing W000000001 E0124D00 when there is already a W000000001 E0142V00 in inventory	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 tries to bring the unit into inventory using both methods, the incorrect unit can be invalidated to prevent the duplicate record. The unit label will 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
Incoming Shipment 64944	VBECS does not allow the entry of a 10-digit FDA number in Incoming Shipment when the user is prompted to activate the facility.	Close the Incoming Shipment window and open Tool, Local Facilities to create a new supplier with a 10-digit FDA number. Then use the clipboard to paste the 10-digit value into the field.	Remote
Invalidate Patient Test Results 65048	A comment is required when invalidating a patient test. If the spacebar is pressed after selecting a comment, the comment is cleared and VBECS still allows the invalidation to be saved with a missing/blank comment by clicking OK. If test results are invalidated with a missing/blank comment, VBECS will crash when opening the Special Instructions & Transfusion Requirements option for the affected patient.	Review the comment before saving to confirm the comment is correct. If a test invalidation is saved with a missing/blank comment, file a service desk ticket to have data corrections made.	Occasional
Invalidate Patient Test Results 63787	When the same unit is assigned, crossmatched, released, reassigned, and re-crossmatched on the same specimen, the invalidate test results window will show two (2) XM entries. The system will crash if one of the XM tests is invalidated.	No workaround needed. Both XM results are invalidated.	Occasional
Invalidate Patient Test Results 176641	If a specimen is associated with multiple crossmatched units and at least one of the units is transfused, none of the XM test results can be invalidated.	Remove final unit status from all transfused units associated with the specimen. Invalidate the appropriate XM results. Return the appropriate units back to a transfused status by re-entering the post-transfusion information or by allowing the system to mark them as presumed transfused during the nightly routines.	Remote
Issue Blood Components 70808	A supervisor receives an error when trying to override the issue of a unit to a patient with two discrepant ABO/Rh results that have not been justified.	Justify the patient's ABO/Rh change or invalidate the last ABO/Rh result that created the discrepancy.	Remote
Issue Blood Components 70849	When issuing a unit the user can set the issue date & time to fall before the unit was entered into VBECS and assigned to the patient. VBECS currently does not give the user a warning of this situation at the point of entering the date & time.	Verify that the entered date of issue falls after the blood unit was entered into VBECS and selected for the patient.	Remote

VBECS Option	Description	Recommended Workaround	Likelihood of Occurrence
Log In Reagents 64360	VBECS crashes when the Inventory List by Invoice is sorted by clicking the Invoice column header if any of the invoices contain non-numeric characters.	Do not sort the Inventory List by Invoice.	Occasional
Log In Reagents 63924	Entering a decimal point in the Vials Received per Lot Number field causes unexpected behavior.	Enter whole numbers; do not enter decimals in the Vials Received per Lot Number field. Check the accuracy of the entry before saving.	Occasional
Maintain Antibodies 150939	Clinically significant antibodies may be missing from the antibody list [e.g., Anti-At(a)].	Utilize the "Antibody to High-Incidence Antigen" and add the specific antibody and instructions to the Special Instructions. For CPRS, add a comment with the specific antibody and "Blood Transfusion Warning Note" to alert the providers.	Remote
Maintain Equipment 65206	New Maintenance Events cannot be immediately edited without first saving the record.	If changes need to be made to a newly created Maintenance Event, click OK to save it first before making the changes.	Occasional
Maintain Minimum Reagent Levels 63550	Entering a decimal point in the Minimum Stock Level field causes unexpected behavior.	Do not enter decimals in the Minimum Stock Level field. Check the accuracy of the entry before saving.	Occasional
Modify Units (not Pool or Split) 70699	When modifying a unit that has RBC Antigens, the target area does not display the RBC Antigens. This is a display issue only; the underlying data are correct.	Press the tab key several times until the target area populates correctly.	Remote
Order History Report 64808	In the calendar control, when the "previous month" button is clicked to set the end date earlier than the start date, VBECS will present an infinite loop of error messages. This only happens when setting the date range for an Order Summary Report found under Reports, Orders History Report.	Use the keyboard to set the date range fields. Once the endless errors start you must Sign Out (not disconnect) the VBECS server to make it stop.	Occasional
Order Reflex Tests 68630	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) from the ABO/Rh test. Then open the ABID reflex test and order the weak D reflex test (or other patient antigen typing test). Cancel the ABID, when it is not required for further investigation.	Occasional
Outgoing Shipment 191657	A unit may show as RBC contaminated on the Outgoing Shipment invoice when it is not.	Print the invoice and manually update to reflect the correct information.	Occasional
Patient History Report 65013	The "Expired Task Processed" exception created by resulting an expired test does not display on the Patient History Report.	View the Exception Report to see all "Expired Task Processed" exceptions.	Occasional

VBECs Option	Description	Recommended Workaround	Likelihood of Occurrence
Patient History Report 65352	Patient History Report does not display VistA-converted Special Instructions (SI) and Transfusion Requirements (TR).	All SIs and TRs are displayed in the Patient Search window. Note the values before leaving the Patient Search window to launch the Patient History Report. Do not create duplicate VBECs SIs and TRs for the VistA-converted ones.	Remote
Patient History Report 65057	An extra audit may appear on the Patient History if the patient's middle name is missing or removed and the patient's record is edited in VistA.	The patient update event is logged and displays on the Patient History Report and the Transfusion Requirements Report.	Occasional
Patient Testing 64239	When entering test results for a patient with a rack that has not been QC'd, the system will generate an exception "QC not performed on rack used for testing". This section will not be saved when the selected patient has a middle name or initial.	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
Patient Testing: ABO/Rh Test 70151	If a patient has no previous ABO/Rh test record (NR) and a TAS and reflex Repeat ABO/Rh are ordered, completing the Repeat ABO/Rh test first will cause the TAS to be unsavable. When attempting to save the TAS the following message will display: "Patient's ABO/Rh was modified by another user. This window will now close and any patient's test results entered WILL NOT be saved. Please refer to patient's reports for more information."	The TAS must be completed first. If a Repeat ABO/Rh order has been completed before the TAS, it must be invalidated so that the TAS may be processed.	Remote
Patient Testing: ABS Test 63661	VBECs will crash when multiple patient Antigen Typing tests are selected at the same time under this condition: after the testing grids appear, clicking on the Antigen tab that is not currently active, and then canceling all reagent log selection windows.	Process one Antigen Typing test at a time.	Occasional
Patient Testing: ABS Test 65305	A patient ABS with a Positive interpretation may be saved as a completed test with blank reaction results. The Reaction Result cells on the Testing Worklist Report will also contain blanks.	Enter all ABS reaction results before entering the ABS interpretation.	Occasional
Patient Testing: Antigen Typing Test 64510	VBECs will crash upon entering a result of "H" (hemolysis) in any of the Patient Antigen Typing testing grids.	Do not enter "H". Refer to the Valid Entries legend beneath the testing grids for acceptable entries.	Occasional
Patient Testing: Antigen Typing Test 70370	A discrepancy override is not displayed when a patient Antigen Typing test and a Repeat Antigen Typing test for the same antigen are discrepant. The discrepancy override is displayed when two patient Antigen Typing tests for the same antigen are discrepant.	Do not process a REPEAT patient antigen typing test.	Remote
Patient Testing: Antigen Typing Test 75709	Some reagent suppliers reuse lot numbers allowing for two reagents with the same lot number. If a lot number is received a second time, the previously used and expired reagent is displayed instead of the most recent.	Set the number of vials for the previously used reagent to zero to make it ineligible for selection.	Remote

VBECs Option	Description	Recommended Workaround	Likelihood of Occurrence
Patient Testing: DAT Test 64032	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 Crossmatch 84332	When a RBC and a WB unit are crossmatched for a single patient together in one transaction the order completion messages are not sent to CPRS.	Crossmatch the RBC and WB units separately.	Remote
Patient Testing: Record a Crossmatch 70598	A result of "R" indicating Rouleaux is erroneously allowed in the AHG and CC phases of the Antibody Screen and XM tests.	"R" should not be used to indicate a questionable test result in the AHG and CC phases of the Antibody and XM tests.	Remote
Post-Transfusion Information 64698	When transfusing multiple units, VBECs displays a tab for each unit. VBECs may crash if the tabs/units are NOT processed from left-to-right.	Process the tabs from left-to-right to avoid the crash. If VBECs crashes, no data are saved, and the information must be re-entered.	Occasional
Post-Transfusion Information 65074	If the "previous month" or "next month" buttons in the calendar control are clicked to set the Transfusion Start Date or the Transfusion End Date, VBECs will present an infinite loop of error messages.	Use the keyboard to set the Transfusion Start Date and Transfusion End Date fields. Once the endless errors start you must Sign Out (not disconnect) the VBECs server to make it stop.	Occasional
Select Units for a Patient 65035	If ENTER is pressed when manually entering the unit ID and product code, the Select Units form acts as if the OK button has been pressed. This can cause the form to close without assigning the unit or prompting to perform XM testing.	Scan all unit fields when possible. When entering a unit manually, press the TAB key after entering the product code, or use the Find/Search feature.	Occasional
Select Units for a Patient 65157	A crash occurs when selecting a unit and multiple duplicate Component Requirements are set in a division.	Inactivate the duplicate Component Requirements so that only one is active in the division.	Remote
Select Units for a Patient 70667	VBECs allows electronic crossmatch on a patient with a history of testing for only one specimen.	FDA guidance states that it is acceptable to have two ABO/Rh typings on the same specimen, however it is highly recommended to draw two different samples and test them.	Frequent
Select Units for a Patient 70691	Minimizing the window or moving split screen to the right can cause field labels and data display to disappear.	Close the Select Units window and when you reopen it the complete window will be displayed without hidden data.	Remote
Select Units for a Patient 84872	When assigning units to a batch with multiple orders, some requiring crossmatch (i.e., RBC) and some not requiring crossmatch (e.g., FFP), all orders show as completed in CPRS before the required crossmatch has been completed.	Process component orders separately.	Remote
Testing Worklist Report 70581	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

VBECS Option	Description	Recommended Workaround	Likelihood of Occurrence
Transfusion Reaction Workup (TRW) 63910	After a unit has been added to the Implicated Unit(s) list, the unit is selectable from the list to allow for data corrections. Selecting a unit from this list can cause some field data to be lost and may display a message that unit assigned patient name does not match VBECS records.	To correct entries for an implicated unit, click Cancel on the screen and reopen the TRW.	Occasional
Unit Antigen Typing 70290	Comments are not saved if the user types a custom comment instead of selecting one of the canned comments.	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
Unit Antigen Typing 63965	Opening a partially completed worklist causes a system crash. This can happen if database connectivity was interrupted during the previous save which causes a completed worklist to display as a partially completed worklist. This condition will also allow users to invalidate a completed worklist since it is presenting as partially completed.	Before invalidating a worklist, confirm that the worklist is incomplete by checking the testing of each unit on the worklist using the Edit Unit Information option. File a service desk ticket if a completed worklist is displaying as partially completed and causing a system crash.	Remote
Unit Antigen Typing 63608	Control cell comments are not visible after re-opening a partially completed worklist.	Testing comments are saved and can be viewed on the Testing Worklist Report.	Occasional
Update Reagent Inventory 70767	When changing a lot number within update Reagent inventory, VBECS will crash if "X" is clicked to close the form with the cursor inside the Change Date control.	Type in the date rather than use the Change Date control.	Remote

Revision History

Date	Revision	Description	Author
4/9/24	1.0	VBECS 2.4.0 Modified VBECS 2.3.4 Known Defects and Anomalies, Version 3.0 to create the VBECS 2.4.0 Known Defects and Anomalies, Version 1.0.	BBM Team

This is the last page of *VBECS 2.4.0 Known Defects and Anomalies*.