



Republic of the Philippines  
Department of Health  
**OFFICE OF THE SECRETARY**

JUN 14 2013

**DEPARTMENT ORDER**

No. 2013 - 0073

**SUBJECT: Implementing Guidelines and Standard Procedures for the National Blood Bank Network System (NBBNetS)**

**I. RATIONALE**

The implementation of Universal Health Care or Kalusugan Pangkalahatan is directed towards ensuring the achievement of the health system goals of better health outcomes, sustained health financing and responsive health system by ensuring that all Filipinos, especially the disadvantaged group in the spirit of solidarity, have equitable access to affordable health care. Three (3) strategic thrusts are being pursued to ensure that all Filipinos especially the poor receive the benefits of health reform, i.e. <sup>(1)</sup> financial risk protection through expansion in the National Health Insurance Program enrollment and benefit delivery, <sup>(2)</sup> improved access to quality hospitals and health care facilities, and <sup>(3)</sup> attainment of the health-related MDGs.

As mandated in Republic Act No. 7719 also known as the National Blood Services Act of 1994, that voluntary blood donation shall be promoted and encouraged to the citizenry and there shall be provision of safe, adequate and accessible blood supply and regulation of blood banks thereof. Further, Section VI, Sub-Section D, Point 7 of the Administrative Order No. 2010-001 dated 06 January 2010, states that all blood service facilities, hospitals and non-hospital end users shall subscribe and utilize the integrated blood bank information system to facilitate traceability of donated blood/blood component and validation of test results and other pertinent information accessible through its database. Thus, the National Voluntary Blood Services Program (NVBSP) has developed the National Blood Bank Network System (NBBNetS) with continuing maintenance and operations of the system under the NVBSP - Information Management Unit (IMU) and technical support from the Information Management Service (IMS).

The system aims to: i) improve communication and information exchange among blood bank systems nationwide; ii) provide accurate and relevant data; iii) strengthen blood transfusion procedures and systems towards zero transmission of infections through blood transfusion; iv) facilitate effective management of data/information, and; v) streamline processes involved from donor recruitment to donor retention, from blood collection to blood dispensing and generation of reports for program management purpose.

This Order sets the procedures and guidelines in the implementation of the NBBNetS to achieve the objectives of the system.

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## II. OBJECTIVES

The general objective of this Order is to provide the standard procedures and guidelines in the initial implementation of the NBBNetS, to wit:

1. Provide procedures on reporting and monitoring the NBBNetS online and uploading systems.
2. Define duties and responsibilities of offices and entities involved in the implementation of the system.
3. Establish set of standard forms.

## III. SCOPE AND COVERAGE

This Order shall apply to all Hospitals under the Department of Health, Local Government Units (LGU's) Hospitals, Philippine Red Cross and all Blood Service Facilities involved in blood collection, processing, testing, dispensing and utilization.

## IV. DEFINITION OF TERMS

For purposes of this Order, the following terms are defined as follows:

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|---|--|
| 1. National Blood Bank Network System (NBBNetS) | An online system where blood service facilities can directly enter data or upload data on blood collection, processing, testing, dispensing and utilization.   |
| 2. Download                                     | Transfer a file, data or program from a central computer to another computer, or to a computer at a remote location.   |
| 3. Blood Service Facilities (BSF)               | Any unit, office or institution providing any of the blood transfusion services, which can be a Blood Center, Blood Bank, a Blood Collection Unit (BCU), Blood Station (BS) or a Blood Collection Unit/Blood Station (BCU/BS). |
| 4. Software                                     | Collection of computer programs that provides instructions on what the computer is supposed to do.   |
| 5. Uniform Resource Locator (URL)               | Specifies where an identified resource is available and the mechanism for retrieving it.   |
| 6. User's Account                               | Established relationship between a user and a computer, network or information service.  |

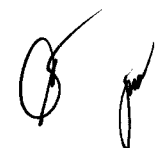
## V. STANDARD GUIDELINES AND PROCEDURES

### A. RESOURCE AND OPERATIONAL REQUIREMENTS

1. Blood Service Facilities shall provide the necessary hardware and technology infrastructure, i.e. computer, internet connection (DSL or Broadband) and browser such as Google Chrome or Mozilla Firefox in order to use the system.
2. Heads of the blood service facilities shall nominate a system administrator from the BSF staff. The NVBSP-IMU shall evaluate and approve the assignment of the system administrator who shall be extensively trained for appropriate maintenance of NBBNetS and shall be responsible in ensuring appropriate usage of the system, coordinates with and regularly submit reports to NVBSP-IMU.
3. Blood Service Facilities shall register indicating all their blood banking capabilities/ activities, equipment for cold chain, and list of personnel and level of access to the system which shall be in the following:
  - i. BSF head
  - ii. NBBNetS BSF administrator
  - iii. Donor Recruitment Officer
  - iv. BSF Medical Officer
  - v. Blood assistance officer or its equivalent
4. Blood Service Facilities shall be authorized to access the following list of system functionalities:
  - i. Updating BSF's Account Information
  - ii. Updating BSF's Blood Safety Indicator Report Inputs
  - iii. Configuring BSF's preferences
  - iv. Managing User Accounts of BSF Staff
  - v. Managing Level of Access of BSF Staff
  - vi. Downloading BSF's Transactions and References from the online System to the Stand Alone System
  - vii. Uploading BSF's Transactions and References from the Stand Alone System to the Online System
5. A staff is assigned to one access level or has overlapping access levels as long as these are defined in the registration process.

### B. ISSUANCE OF USERS' ACCOUNT

The National Voluntary Blood Services Program (NVBSP) shall identify the blood service facilities that are authorized to access and use the system, to wit:

1. Assign one (1) administrative name and password for each blood service facilities to closely monitor compliance to the system as far as data entry or uploading is concerned.
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2. Give or forward the list of assigned user names and passwords to Blood Service Facilities.

### **C. SUSPENSION, TERMINATION AND LIFTING OF USERS' ACCOUNT.**

Upon review and validation of the NVBSP, the users' accounts of the blood service facilities may be suspended, terminated or lifted accordingly.

1. Reporting health facilities used the assigned computer unit for other purposes aside from NBBNetS only.
2. The unauthorized use of the trained personnel's user account.
3. Unauthorized database access.

Lifting of User's Account from suspension shall be imposed if the concerned blood service facilities undertake necessary remedial or corrective measures within the prescribed time and upon verification and approval of NVBSP.

### **D. MODE OF REPORTING**

1. Blood Service Facilities with computerized systems or software shall use the online system of reporting data. This is a direct access to the NBBNetS where blood service facilities shall enter the data based on the standard input forms.
2. Blood Service Facilities without existing computerized systems or software may opt to use the online uploading system. They have to create an extraction program to retrieve the data from their existing database in the standard data sequence, coding and format. The online uploading system allows the reporting facilities to send the data to the DOH.
3. Blood Service Facilities with problems on computer unit, NBBNetS and internet connections shall report manually using NBBNetS standard format.
4. The technical staff of the reporting facilities shall coordinate with NVBSP assistance in case problems in reporting arise.

### **E. DATA REPORTING**

1. The website address or Uniform Resource Locator (URL) where the system can be accessed and used is <http://nbbnets.net>.
2. Online real-time data shall be submitted by the Blood Service Facilities to the NBBNetS. In case of problems with internet connection, the NVBSP-IMU shall temporarily install an offline version of the system to the reporting facility. The technical staff shall be responsible in encoding, updating and uploading of the data to temporary folder in the server on a regular basis. The NVBSP-IMU shall be responsible in appending the uploaded data to the production database.
3. Data entered or uploaded into the system by the blood service facilities shall be accurate, complete, current or updated.



4. Once the data is entered or uploaded into the system, blood service facilities can no longer edit or modify the data.
5. To request for data corrections or modifications, blood service facilities shall submit a Request for Rectification and Record (Annex I) to NVBSP-IMU.
6. The NVBSP-IMU shall evaluate and approve the request for data corrections or modifications.

#### **F. DATA VALIDATION, ANALYSIS, REPORTING AND DISSEMINATION**

1. First level validation shall be done by the blood service facilities. Clean or validated data must be entered or uploaded into the system.
2. The NVBSP-IMU shall make the final review and/or data validation, analyze the tables or reports, create factsheets, write reports, post and officially publish or disseminate the reports.
3. Data is available in excel, word, xml, and csv formats to enable the offices to use other statistical software or packages for in-depth analysis.

#### **G. REQUEST FOR RECTIFICATION OF REPORT**

1. The Request for Rectification of Records (Annex I) is the standard form for requesting data corrections or modifications. Data entered into the system cannot be edited or deleted by the blood service facilities.
2. Blood service facilities shall fill out the Request for Rectification of Records to request for corrections or editing of data to the NVBSP-IMU. The form has to be submitted for review and approval to the NBVSP-IMU.
3. The NVBSP-IMU shall review and evaluate the request for corrections or editing.

### **VI. DUTIES AND RESPONSIBILITIES**

#### **1. National Voluntary Blood Services Program-Information Management Unit (NVBSP-IMU)**

The NVBSP-IMU is the system owner and shall act as the Operation Center with the following duties and responsibilities:

- a. Provide overall direction and guidance in the continuing operations and enhancement of the system.
- b. Manage the overall implementation of the system.
- c. Manage the development of relevant policies, practices, guidelines, standards, protocols, and other issuances to ensure effective implementation of the system.
- d. Ensure that NBBNetS is up and working 24 hours a day and 7 days a week.



- e. Handle, address and/or resolve incidents, issues, concerns and/or problems.
- f. Ensure efficient and effective implementation or operations of the system:
  - i. House the production server of NBBNetS;
  - ii. Oversee the day-to-day operations to ensure that the system is up and running.
  - iii. Act as the primary support system for responding to questions or queries about the form, reports, and standard operating procedures or processes.
  - iv. Perform database and network management and administration.
- g. Conduct regular monitoring and assessment on the implementation of the system.
- h. Perform quality assurance reviews like data checking, validation, and/or confirmation to ascertain the accuracy and reliability of the data being submitted.
- i. Process the data to generate the required reports, information and/or factsheets.
- j. Publish and/or disseminate officially the information or reports.
- k. Maintain the software by correcting or debugging the programs if necessary, enhancing or upgrading to ensure that the system is updated.
- l. Monitor the implementation of the system.

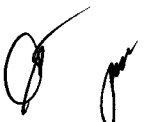
## **2. Information Management Service (IMS)**

Provide technical support in the following areas:

- a. Maintain the software and database.
- b. House the secondary or backup server of the NBBNetS.
- c. Provide inputs in the development of relevant policies, practices, guidelines, standards, protocols, and other issuances to ensure effective implementation of the system.
- d. Assist as needed in the continuing operations and enhancement of the system.
- e. Act as the secondary support system for responding to questions or queries about the form, reports, and standard operating procedures or processes.
- f. Assist in the monitoring or assessment of the system.

## **3. Center for Health Development (CHD)**

- a. Advocacy
- b. Monitoring
- c. Conduct of trainings
- d. Provide technical assistance as may be needed. The Lead Information System Administrator (LISA) and Assistant Information System Administrator (AISA) may provide assistance as per DPO No. 2011-2652 dated 01 June 2011, Re: Designation of Information Technology Administrators to manage and support the implementation of the Department of Health's computer-based information systems.



#### **4. Blood Service Facilities (BSF)**

- a. Designate full time and backup personnel who shall be responsible for entering or uploading data into the systems.
- b. Ensure timely entry or uploading of quality data into the system.
- c. Report erroneous data for correction or editing using the Request for Rectification of Report Form.
- d. Report problems encountered during operations.
- e. Participate in the evaluation of the system to further improve the functionalities or performance of the system.

#### **VII. REPEALING CLAUSE**

Provisions from previous issuances that are inconsistent or contrary to the provisions of this Order are hereby rescinded and modified accordingly.

#### **VIII. SECURITY**

The security, confidentiality and integrity of data shall at all times be secured and/or protected. Any personnel shall not disclose the contents of the NBBnetS or any individually-identifiable information which may have come to his knowledge in the course of performing any duty or function under this Order or carrying any act in relation to this Order. Any person who fails to comply with this shall be guilty of an offense and shall be legally liable.

#### **IX. SEPARABILITY**

If any provision of this Order is declared invalid, the other provisions not affected thereby shall remain valid and subsisting.

#### **X. EFFECTIVITY**

This order shall be effective immediately.

By Authority of the Secretary of Health:



**ROLAND L. CORTEZ, MD, MHA, CESO IV, CEO VI**  
Assistant Secretary  
Support to Service Delivery - Technical Cluster I

