

Service Activity codes applied to field activities in the Blood Gas area..



... a technology specific guideline to identify Application interactions in the field.

The purpose of this document is to provide our Affiliates with guidelines to facilitate proper interpretation of Blood Gas field activities, and allocate the correct Service Activity codes (SA codes).

However, the focus & emphasis of this document is limited to assisting the affiliate in separating the Application visits from the Service visits.

This document does not replace the Global Service Standards.

Please note:

The Global Service Standards & the Service Activity codes (version 1.1), as published by the DMT (Data Management Team), are the final & complete guidance for the affiliates in this respect.

The expanded definitions of the SA codes in the original document are well explained.

For the complete list please refer to the Global Systems Support Homepage:

<http://gss.mah.roche.com/data-management-team/gss/how-to-use.htm>

This document attempts to use the SA code definitions for Application activities, and apply them to commonly occurring BG field interactions.

Background:

The BG system, similar to some other technologies, is a combination of hardware, measuring sensors, calibration solutions, fluidics, consumables, and so on.

However, in providing service to the end-customers, our HosPOC affiliates do not segregate the system into Application and non-application issues.

In case the Affiliates do not have an Application Specialist as a function, it is usually the Service technician who handles application issues, as well as the technical Service interventions in the field.

As the reporting conventions have not been followed by the reporters, the result has been an exaggerated number of Repair visits reported from the field.

The following set of guidelines will help the Affiliate to decide if the intervention under process is an Application issue.

Application aspects of Blood Gas functionality:

- Electrode / Measurement-Sensor issues

All field activities resulting purely due to the electrode itself (with no other hardware failures..) should be viewed as Application interventions.

Examples

1) Parameter non-Calibrations on the Roche OMNI S, C & OMNI 1-9, resolved by replacing the electrode:

Symptoms: Sensor Drift alarms, Contaminated electrodes, Reproducibility issues (repro not OK), Expired electrode (mean not OK)..

Relevant electrodes: pH, pCO₂, pO₂, Na, K, Cl, Ca, Glu, Lac, Urea, Coox,...

2) Parameter non-Calibrations on the **Roche OMNI S, C & OMNI 1-9**, resolved by Cleaning the electrode or measuring chamber

Symptoms: Sensor Drift alarms, Contaminated electrodes, Reproducibility issues (repro not OK)..

Relevant electrodes: pH, pCO₂, pO₂, Na, K, Cl, Ca, Glu, Lac, Urea, Coox,...

3) Parameter non-Calibrations on the **Roche OMNI S, C & OMNI 1-9**, resolved by wetting the measuring chamber with protein.

Symptoms: Sensor Drift alarms, Reproducibility issues (repro not OK), linearity issues..

Relevant electrodes: pH, pCO₂, pO₂, Na, K, Cl, Ca, Glu, Lac, Urea, Coox,...

4) Parameter QC performance or Patient result issues on the **Roche OMNI S, C & OMNI 1-9**, resolved by Cleaning the electrode and / or the measuring chamber, or replacing the electrode.

Symptoms: Low or High QC recovery, External QC measurements falling out of Peer group, suspected incorrect patient results..

Relevant parameters: pH, pCO₂, pO₂, Na, K, Cl, Ca, Glu, Lac, Urea, Coox, Hct...

5) Field visits to resolve Reference electrode crystallizations, COOX cuvette cleaning and replacement issues, besides Chloride cleaning issues.

6) Site visits to set the automatic cleaning counter on the analyzer to address parameter drifts (PO₂ drift and other parameter issues)

Note: All mentioned examples are also valid for the old-Gen systems Compact 1-3, and stand alone I SE analyzers like 988X and 9180.

- Calibrating Solutions and Reagent issues:

All field activities resulting purely from the On-board reagents should be treated as Application visits.

Examples:

- 1) Parameter non-Calibrations on the **Roche OMNI S, C & OMNI 1-9** analyzers, resolved by replacing a Calibration Solution, reagent, or Waste bottle.
Relevant parameters: pH, pCO₂, pO₂, Na, K, Cl, Ca, Glu, Lac, Urea, Coox, Hct...
- 2) Parameter non-Calibrations on the **Roche OMNI S, C & OMNI 1-9** analyzers, resolved by cleaning / priming the Reagent fluidics.
e.g. Cleaning crystallized or contaminated tubing /docking mechanism for the Reagents, to solve the problem.
- 3) Parameter non-Calibrations on the **Roche OMNI S, C & OMNI 1-9** analyzer, resolved by cleaning the T&D Disk, replacing PP tubings, cleaning sample fill-port etc.
- 4) Parameter QC performance or patient result issues on the **Roche OMNI S, C & OMNI 1-9**, resolved purely by replacing the Calibration Solution, or by cleaning / priming the Reagent fluidics
Relevant parameters: pH, pCO₂, pO₂, Na, K, Cl, Ca, Glu, Lac, Urea, Coox, Hct...

- Downtime due to User handling failures:

All field activities resulting from User mis-handling or improper sampling should be treated as Application visits.

In case the User was trained to handle the System appropriately as a resolution , the Activity code A06 – Customer Training on Site, could also be used here.

Examples.

- 1) Pre-analytical failures and under-heparinized blood samples cause blocked analyzers, leading to field interventions by the Roche representative.
Resolving blood clots, blockages and similar User failures should be treated as Application visits.
- 2) Visits to correct failures caused due to improper User handling of analyzer..
 - Bent / damaged sampling needle on the Roche OMNI S, C, or the 988X
 - Waste bottle or other reagent improperly installed by the User
 - AQC mats / electrodes / PP tubings not properly installed by the User
 - (..are mostly activities that should be done by the User)

- [Consumable and Sampling Material issues:](#)

All field activities resulting purely from peripheral consumables, should be treated as Application issues

Examples:

1) Field visits to address Microsampler, Clot-Catcher, glass capillary, Syringe issues.

2) Field visits to address issues with External QAP material

The Application Activity codes available in the Global Service Standards are listed here for reference purposes.

(please refer to the Data Management Team homepage / How to use Global Service Standards)

This list was copy / pasted from the latest revision of the SA Codes list, along with the expanded definitions.

[Z30 ApplVisit Em'cy](#) On-site error correcting: = Support Visit Unplanned
Code Z30 ApplVisit Em'cy, to be used by the visiting application specialist to record an emergency application visit, specifically an unplanned application visit initiated by the customer or customer representative.

Note1: Application Visit emergency would typically be used to denote a serious application problem with a Roche supplied application product or instrument e.g. inability to perform the analysis, or where serious imprecision or inaccuracy of results are suspected.

Note2: Application visit emergency is used to calculate mean time between application visits and as such is a critical indicator of application quality, where more than one application specialist or Roche representative attends, only the primary application specialist records the call as application visit emergency, supporting personnel record the visit as application visit assist.

Note3: Continued or repeat application visits must not be recorded as application visit emergency, any such activities should be recorded under codes Z33 and Z34 respectively

[Z31 ApplVisit NonEm'cy](#) On-site application correcting planned
Code Z31, ApplVisit NonEm'cy, to be used by the visiting application specialist to record a Non-emergency application visit, specifically a planned application visit, usually initiated by the customer or customer representative but possibly initiated by the application specialist as a follow up or method development / investigation visit.

Note1: Application Visit Non-emergency would typically be used to denote a less-serious application problem with a Roche supplied application product or instrument, where the visit objective is to demonstrate / investigate or implement new methods or new TASU 2 parameters.

Note2: Application visit Non-emergency is used to calculate mean time between application visits and as such is a critical indicator of application quality, where more than one application specialist attends only the primary application specialist records the call as application visit Non-emergency, supporting personnel record the visit as application visit assist.

Note3: Repeat or continued Application visits must not be recorded as Application visit Non-emergency, any such activities should be recorded under codes Z33 and Z34 respectively

Note4: Please note that installation of applications on a newly installed instrument should not be reported as an ApplVisit NonEm'cy, these activities should be recorded under Z77, Z32 ApplVisit Assist On-site application correcting (time independent)

[Code Z32, ApplVisit Assist](#), to be used by a supporting engineer or application / software specialist to indicate assistance given to the primary visiting application specialist, typically this would be where assistance is required to adjust the instrument hardware, reprogram / reload software or where assistance may be required with a specific methodology problem.

Note1: Application visit assist will not be recorded as a visit for the MTBAV calculation, but all parts kits, and hours recorded by the assisting specialist will be included in the cost and statistical (Mean time for) calculations for the visit.

Note2: Application visit assist should not be used when the accompanying engineer or application specialist is under training, such activities should be recorded under code Z88 Support Training.

[Z33 ApplVisit Cont'd](#) Continuation of an application Visit on another day

Code Z33, ApplVisit Cont'd, to be used to indicate that the application visit was carried over a second / subsequent days, typically this would be where the visit extended past normal working hours, or where the customer requested a temporary delay in the application visit and a return of the instrument in order to complete the days work-load.

Note1: Application visit continued will not be recorded as a visit for the MTBAV calculation, but all parts, kits and hours recorded on the second or subsequent visits will be included in the cost and statistical (Mean time for) calculations of the original visit.

[Z34 ApplVisit Repeat](#) Consecutive application visit the same instrument within 5 working days

Code Z34 ApplVisit Repeat, used to record a second or subsequent application visit taking place within 5 working days of completion of the original application visit, where the customer reports identical or similar failure symptoms for the same application.

Note1: Application visit Repeat will not be recorded as a visit for the MTBAV calculation, but all parts, kits and hours recorded on the second or subsequent visits will be included in the cost calculations of the original visit.