



BEST BLOOD MANITOBA

Handbook for Users

Contact and Support

Best Blood Manitoba (BBM)

The BBM Team provides support and assistance to the users of the site. Contact us with your questions or concerns.

The team is available Monday-Friday
0800-1600 hours to assist you.
Phone: (204)926-8006.



Document Owner(s)

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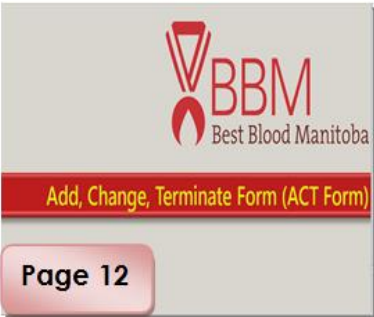
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Table of Contents



Section	Page
Contact and Support	2
Documents Owner(s)	3
Introduction	5
Privacy, Security & Etiquette	6
BBM User role Definitions	8
BBM User Account	9
Terms of Use for BBM Users	10
Add, Change, Terminate Form (ACT Form)	12



Introductions

Best Blood Manitoba

Best Blood Manitoba (BBM) provides patients and healthcare providers with improved access to Transfusion Practice information. The goals of BBM are improved safety, quality of care and resource utilization.

BBM is available on the internet <http://bestbloodmanitoba.ca>

BBM Site Components:

1. **Viewable, searchable** and **printable information** along with eLearning resources that support Best Blood Transfusion practice for patients and healthcare providers,
2. Member only, password protected data portal for blood inventory and quality indicators management,
3. Member only, password protected ESHARE area to facilitate the sharing of Transfusion Medicine resources.

BBM Benefits:

What are the benefits to patients?

- Improved access to information to support healthcare decision making.

What are the benefits to healthcare providers?

- Reduced time spent searching for information, allowing more time for patient care, Improved access to current transfusion practice information,
- Consolidated site for provincial inventory and quality management data supporting quality improvement initiatives,
- Improved information and resource sharing and collaboration between members of the healthcare community.

Privacy, Security & Etiquette

Privacy and Security Overview

BBM abides by all existing regulatory and legislation standards in Manitoba related to the protection of personal health information (PHI).

*If you have not signed a PHI or Privacy Agreement with you employer, contact the BBM Administrators directly prior to submitting a request for Access.

Privacy Reminder

- No personal health information is allowed on the BBM site.
- No personal details of employee(s) or group members are allowed on the BBM site.

BBM Etiquette

- BBM is a collaborative website that is the responsibility of all stakeholders within the Manitoba transfusion medicine community.
- All members are expected to:
 - o Respectfully communicate issues/concerns to the site administrators,
 - o Immediately communicate content updates/changes to the site administrators,
 - o Post resources responsibly in the 'ESHARE members' area.

Reporting a Breach

To report a breach, contact the BBM site administrators immediately.

Phone 204-926-8006

Authorized Users

Setting up new user accounts

To Add (create) a new user with a BBM account, the new user must complete the following steps:

1. Read and signed the [Terms of Use form](#),
2. Determine the BBM role required (See Selecting appropriate [BBM roles](#)),
3. Complete the [BBM Add/Change/Terminate \(ACT\)](#) form,
4. BOTH the completed BBM Add/Change/Terminate form and signed Terms of Use form are to be submitted to the BBM administrators by FAX 204-940-3255.

The BBM administrators will:

1. Confirm the status of the individual (i.e. has a legitimate reason to access private sections of the website),
2. Validate the individual's identity,
3. Create username and initial password and email to requesting user.

Changing a user's profile information

To request a change to a user's account (role or facility access or termination), the user must immediately complete the following steps:

1. Fill out the BBM Add/Change/Terminate form indicating the required changes,
2. Fax the completed form to (204) 940-3255.

BBM User Role Definitions

BBM User Role Definitions

1. Web content

a. Contributors

- Ability to add/change/delete calendar events

b. Editors

- Ability to add/change/delete web content and calendar events

2. Member Resource Share

- The Resource Share Area is a member-only information-sharing section.
- Members of the transfusion medicine community including Transfusion Practice Committee members, Provincial Transfusion Working Groups and Blood Quality & Inventory members and site administrators will be granted access.
- Folders within the area will be permission protected to the specific user group.

3. Blood Quality & Inventory Data

The BBM Blood Quality & Inventory Data Portal is a member-restricted section for private data input and viewing.

a. Data Input

- Data input members will be identified as legitimate personnel with access to the data to input data.
- Data input members will be restricted to their legitimate sites and facility approved products.
 - Data Single-site – user is limited to data input for one legitimate site
 - Data Multi-site – user is responsible for data input for multiple sites.

b. Data Viewers

- Data viewers will be identified as legitimate personnel who require the information to fulfill their Transfusion Medicine responsibilities.
- Data viewer members will be restricted to their legitimate sites (facility, RHA, provincial).

BBM USER ACCOUNTS

BBM User Accounts

Access Role Matrix

Below is a chart showing the roles available in BBM and the information available to be viewed by each role.

	CONTRIBUTOR	EDITOR	SHARE	DATA SINGLE SITE	DATA MULTI-SITE	DATA VIEWERE	ADMINISTRATOR
WEB CONTENT	X	✓	X	X	X	X	✓
WEB CALENDAR EVENTS	✓	✓	X	X	X	X	✓
E-SHARE AREA	X	X	✓	X	X	X	✓
BBM Inventory & Quality	X	X	X	✓	✓	✓	✓
All Areas	X	X	X	X	X	X	✓

* Additional roles may be added as the site applications are added.

Terms of Use for BBM Users

Terms of use for accessing BBM member areas

In order to access the BBM member areas, individuals must first agree to and sign the following Terms of Use.

1 Access to BBM

- 1.1 In order to access BBM, I will provide my identification and contact details. I agree that I will update this information with the site where I am employed or contracted ("my site(s)") to ensure BBM has accurate information about me at all times.
- 1.2 I understand that NO personal health information or private personal information will be entered or stored on the BBM site.

2 Provision of BBM

- 2.1 I understand that the content, form and nature of BBM may change from time to time without prior notice to me.
- 2.2 I am aware that BBM may temporarily or permanently cease making the site, or any of its features, unavailable to me or to users generally at the discretion of the site administrators and without prior notice.
- 2.3 I acknowledge and agree that if BBM administrators disable access to my account, I will be prevented from accessing BBM, and may be prevented from accessing any files or other content which is contained in my BBM user files.

3 My password and account security

- 3.1 I understand that I am responsible for maintaining the confidentiality of the password associated with my user account. The combination of a user ID with a password is my unique identifier that I will keep confidential; not share it with anyone or leave it where others might see it.
- 3.2 I understand that all actions taken on BBM under my user ID and password are captured, logged and attributed to me. I am aware that my access to BBM may be audited on a random basis and will be audited if a breach is reported or suspected. Accordingly, I acknowledge that I will be solely responsible for all activities that occur under my account.
- 3.3 When the computer is displaying private member content from BBM I will not leave it unattended and will ensure that no one is inappropriately viewing the screen.
- 3.4 If I suspect my password has been obtained by another individual, I will immediately change the password or contact the BBM administrators to have the password changed and/or report the occurrence.

4 Duty to report breaches

- 4.1 I understand that I must report any actual, suspected or potential privacy or security breaches involving BBM immediately in accordance with the site policy and procedure. This includes a breach caused by me or by any other person.

Terms of Use for BBM Users

5 Ending my relationship with BBM

- 5.1** The Terms of Use will continue to apply until terminated by me or by the BBM administrators.
- 5.2** If I want to terminate my account with BBM, I may do so by notifying the BBM administrators immediately.
- 5.3** BBM will terminate my account if:
 - 5.3.1** I am no longer providing or supporting Transfusion Medicine functions (data input, membership on Transfusion Practice Committees or Working Groups) or
 - 5.3.2** I breach any provision of these Terms of Use, or have acted in a manner which clearly shows that I do not intend to, or I am unable to, comply with the provisions of the Terms of Use.
- 5.4** I understand that if my account has been terminated under Section 5.3, notification will be sent to my Supervisor.

6 Changes to the Terms of Use

- 6.1** BBM may make changes to the Terms in the Terms of Use from time to time. When these changes are made, BBM will make a new copy of the Terms of Use available.
- 6.2** I understand that if I use BBM after the date on which the Terms of Use have changed, BBM will treat my subsequent use as acceptance of the updated Terms of Use.

- **Signature:** _____
- **Printed name:** _____
- **Date:** _____

Add, Change, Terminate Form (ACT Form)

To be completed by user:

User Contact Information	First Name:					Last Name:		
	Phone Number:					Email address:		
BBM USER INFORMATION	Facility/ RHA Access(es)							
	E-SHARE Member Group(s)							
	BBM User Role (month end)	CONTRIBUTOR <input type="checkbox"/>	EDITOR <input type="checkbox"/>	SHARE <input type="checkbox"/>	BBM USER <input type="checkbox"/>	BBM ADMIN <input type="checkbox"/>	BBM VIEWER <input type="checkbox"/>	
	Action	ADD <input type="checkbox"/>	CHANGE <input type="checkbox"/>		TERMINATE <input type="checkbox"/>			
	<p>Authorization: This confirms that the user listed above has signed a PHIA Pledge form in their RHA or Privacy Agreement with their Employer and the BBM Terms of Use form and are authorized to access the designated member areas of the BBM WEBSITE.</p> <p>Signature: _____ Date of Request: _____</p>							
Fax the completed ACT Form and signed TERMS OF USE to 204-940-3255								
Please contact BBM Administrators at 204-926-8006 if you have any questions about this form.								

*Users are responsible for notifying the administrator to terminate access if no longer needed.