Name of Policy: Computer Downtime **Policy Number**: 3364-110-07-09 **Approving Officer**: Chief Nursing Officer (CNO) **Responsible Agent**: Chief Nursing Officer **Scope**: The University of Toledo Medical Center (UTMC)	THE UNIVERSITY OF TOLEDO **MEDICAL CENTER** **Effective date:** 8/1/2022 **Original effective date**: 8/1999

Key words: Computer Downtime

☐	New policy proposal	☒	Minor/technical revision of existing policy
☐	Major revision of existing policy	☐	Reaffirmation of existing policy

(A)   Policy statement

The hospital shall have procedures designed to alert personnel to computer downtime regarding hospital applications whether scheduled or unscheduled.

(B)   Purpose of policy

To provide guidelines designed to assure continuous flow of information and reduce the possibility of delay in the following on-line applications:

- EPIC -Electronic Medical Record System
- API Healthcare – Time and Attendance Staffing and Scheduling

(C)   Access Defined

- SRO (Supports Read Only): During a non-network downtime when the EPIC production environment is unavailable, users will be directed to SRO, or Shadow Ready Only version of EPIC. This is a recent snapshot of EPIC production. There should be a SRO icon on every desktop or WOW (workstation on wheels).
  When connection to the production environment is lost. Simply launch the SRO icon in order to access the SRO environment. Reports needed for active charting (medication administration, downtime Kardex, etc.) will be available from the Patient Summary activity for viewing on a patient-by-patient basis.
- BCA (Business Continuity Access) Web: If both the EPIC production and Shadow servers are unavailable, or connection to the data center has been lost, but the internet is still available, users will be able to access downtime reports via EPIC's BCA Web. Like SRO environment, BCA Web is a recent snapshot of production.
- BCA PC (Business Continuity Access Personal Computer): If there is no network access, users will have access to EPICs BCA standalone application. This PC is designated primarily for downtime purposes and will be available even with a power outage. The BCA PC will be clearly

identified. These devices will be on an UPS (uninterrupted power source) and will always e available.

The following diagram illustrates which access should be used and when, depending on the extent of the outage:

	Ancillary Systems or Interfaces down	Planned Epic PRD server down	Unplanned Epic, PRD or SRO server and/or Wan down	Unplanned Epic and Network and/or Power outage
Normal Access	Yes	N/A	N/A	N/A
Read Only Access (SRO)	Available	Yes – use this tool	N/A	N/A
BCA Web	Available	Available	Yes – use this tool	N/A
BCA PC's	Available	Available	Available	Yes – use this tool
Tools	Follow limited usage procedures	Use Epic SRO capabilities	Use BCA web or BCA PC reports	Use BCA reports only

(D)   Procedure

Scheduled Downtime

Any scheduled loss of access needed for system updates or corrections. Prior communication will be made to the end users before the system goes down, with an estimated time of interruption. This usually occurs at night to cause minimal disruption to patient care.

EPIC
- Notification of a downtime by the IT (Information Technology) department will alert staff to initiate downtime procedures.
- A designated individual in each unit will locate the Downtime Toolkit outlined for their area and forms to be used there distributing the necessary forms based on patient need.
- Downtime reports will be printed with the most recent patient information available and distributed or SRO (Supports Read Only) environment accessed from the PC (personal computer).

- Staff should reconcile the reports with and new data that was gathered between the last time the report ran and the time of printing.
- Continue clinical documentation using appropriate reports and forms provided in the downtime toolkit.

> Downtime Toolkit:
> Contains forms available for documentation during outage. They include but are not limited to:
> - Lab requisitions
> - Radiology requisitions
> - Dietary requisitions
> - Admission, Assessment, Transfer and Discharge Forms
> - Charge Forms
>
> EPIC Downtime Duration:
>
> - Short Downtime (Less than four hours)
>   All discrete information is entered into the chart post-recovery phase (medication administration, vital signs, ins and outs, and charges). Any notes created during downtime would be optional.
> - Long Downtime (Greater than four hours)
>   Enter all medication administrations if less than 8 hours, after 8 hours of downtime, scan MAR (Medication Administration Record) paper documentation (backend, bulk charging will take place, assuming there is a charge on admin vitals – enter last set taken).
> - Extended Downtime (Multiple days or longer)
>   Documentation that is not back-entered still needs to be maintained and should be scanned back into EPIC, making it available through the chart review.

Some information should always be recovered regardless of the length of downtime or department. This information includes:

- Height, weight, and allergies
- Problem List/diagnosis
- Prior to Admission (PTA) medications
- Lines/Drains/Airways
- Charges
- Downtime notes (recommended)

API
- Staffing worksheets will be preprinted prior to any planned downtime.
- All staffing changes will be confirmed during rounds by the House Supervisor or designee and documented manually on the staffing worksheet. Changes will be entered manually on the staffing worksheet.
- Changes will be entered into API system by the House Supervisor or designee after downtime is complete.

Unscheduled Downtime

Any interruption to services resulting from factors such as system outages, network outages, power outages, disrupted interfaces, or server unavailability. These outages are rare and can happen any time of the day. Communication will be sent by the IT department once the extent of the outage is determined.

EPIC
- Procedure for unscheduled downtime will be the same as scheduled downtime.
- If downtime has been identified as less than one hour, only STAT orders will be communicated to the ancillary departments. All other requests will be completed once the system is back on-line.
- The admission department will reconcile any new admissions, discharges, and transfers done while the system was down.
- Any new patient arrivals, discharges or transfers can be admitted by creating a new patient in the BCA (Business Continuity Access) Web Data Entry. Once production is up, any admit information is reconciled so that it is available.
- Once the Admission department reviews their transaction reports, the end users will be notified that they can get back into the system by the IT department.

API
- If API Staffing Worksheets are unavailable, staffing worksheets will be completed using the hard copies of schedules maintained in the Nursing Administration Office.
- If API staffing worksheets are unavailable, confirmation of available staff will be done during House Supervisor or designee rounds. Changes will be documented manually on the staffing worksheet.
- All changes will be entered manually into API system by the House Supervisor or designee after downtime is completed.

Approved by:	Policies Superseded by This Policy:
	• *7-09*
/s/_____ Kurt Kless, MSN, MBA, RN, NE-BC Chief Nursing Officer	Initial effective date: 8/1999
	Review/Revision Date: 8/2022
10/4/22_____ Date	Next review date: 8/2025
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