Name of Policy: Computer Downtime
Policy Number: 3364-110-07-09
Department: Nursing Service
Approving Officer: AVP Patient Care Services/CNO
Responsible Agent: AVP Patient Care Services/CNO
Scope: The University of Toledo Medical Center (UTMC)

(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 a continuous flow of information and reduce the possibility of delay in the following on-line applications:

HED
Care Manager (Order Entry and Result Reporting System)
API Scheduler, Time and Attendance

*please note: there are times when the STAR program is down, but Care Manager is up. In those instances, some patients will not display (those admitted or transferred after STAR went down), and only those patients may need manual requisitions.

(C) Procedure
1. SCHEDULED DOWNTIME:
When downtime has been scheduled by Information Systems, a memo/e-mail will be received informing Nursing of the planned downtime and the intended duration of the downtime. This message shall, when possible, be provided with five days notice.

Each Nursing Director will post the message and inform the staff of the planned downtime and the necessary procedure as follows.

HED:

➢ If planned downtime is scheduled for 1 hour or less (Level 1), all documentation must be entered in HED when the scheduled downtime is complete.
➢ If the planned downtime is scheduled for more than one hour but less than 4 hours (Level 2) all documentation will remain on paper EXCEPT patients’ height and weight must be entered into HED when schedule downtime is complete.
➢ If the planned downtime is scheduled for 4 hours or more, all documentation will remain on paper, EXCEPT patient’s height and weight must be entered into HED when schedule downtime is complete. Please note: Paper is defined as the special report sheet and narrative charting.

Care Manager:

➢ If the planned downtime is scheduled for greater than 1 hour, or if something unexpected happens and the
planned downtime is extended past an hour, manual requisitions will be sent to the ancillary departments.

- Please note: no matter how long the downtime will be for, STATS need a manual requisition (even if less than one hour).
- Write “Downtime” on all paper orders processed during downtime.
- When the system is back on-line, Lab and Radiology will place the order on their respective systems and Care Manager will receive them.
- Nursing Stations are responsible for entering all Dietary orders placed during downtime into the Care Manager System.

API

- Staffing worksheets will be preprinted prior to any planned downtime.
- All staffing changes will be confirmed during rounds by the Administrative Coordinator/Staffing Coordinator and documented manually on the Staffing Worksheet. Changes will be entered manually on the Staffing Worksheet.
- Changes will be entered into the API system by the Administrative Coordinator/Staffing Coordinator after downtime is complete.

2. UNSCHEDULED DOWNTIME
When a computer system is down, Information Systems will respond to inquiries regarding the unscheduled downtime. If an estimate for the length of downtime is available upon initial inquiry and is greater than 1 hour, manual requisitions will be used.

HED

- Procedure for unscheduled downtime will be the same as scheduled downtime.

Care Manager:

- If downtime has been identified as less than 1 hour, only STAT orders will be communicated to the ancillary departments. All other requests will be completed once the system is back on-line.

API:

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

Approved by:

Moneeca Smith, MSN, RN
AVP Patient Care Services/CNO

6-3-2018

Date

Review/Revision Date:
2/2002
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Next Review Date: 6/2021

Policies Superseded by This Policy: 7-09

It is the responsibility of the reader to verify with the responsible agent that this is the most current version of the policy.