NURSING SERVICE GUIDELINES
GENERAL

Guideline: **Computer downtime – nursing services**

Policy Number Superseded: 3364-110-07-09

Responsibility: Nursing Administration

Purpose of Guidelines: To alert hospital staff to computer downtime, whether scheduled or unscheduled, and to ensure a continuous flow of information reducing the possibility of a delay in the following applications: EPIC (electronic medical system), scheduling system.

Effective Date:
January 20, 2026

Initial Effective Date:
January 20, 2026

Procedure:

(A) **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.

(1) Notification of downtime by the IT department will alert staff to initiate downtime procedures.

(2) 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.

(3) Downtime reports will be printed with the most recent patient information available and distributed (or SRO environment accessed from PC).

(4) Staff should reconcile the reports with any new data that was gathered between the last time the report ran and the time of printing.

(5) Continue clinical documentation using the appropriate reports and forms

provided in the downtime toolkit.

(6) Downtime toolkit**.** Contains forms available for documentation during an outage. They include, but are not limited to:

(a) Lab requisitions.
(b) Radiology requisitions.
(c) Dietary requisitions.
(d) Admission, assessment, transfer and discharge forms.
(e) Charge forms.

(7) EPIC downtime duration.

(a) Short downtime (less than 4 hours) - All discrete information is entered into the chart in the post-recovery phase (medication administrations, vital signs, I&O's, and charges). Any notes created during downtime would be optional.

(b) Long downtime (greater than 4 hours) - Enter all medication administrations if less than 8 hours; after 8 hours of downtime, scan MAR paper documentation (back end, bulk charging will take place, assuming there is a charge on admin vitals – enter last set taken.

(c) 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.

(d) Some information should always be recovered regardless of the length of downtime or department. This information includes:
(i) Height, weight, and allergies.
(ii) Problem list/diagnoses.
(iii) Prior to admission (PTA) medications.
(iv) Lines/drains/airways.
(v) Charges.
(vi) Downtime notes (recommended).

(8) Scheduling system downtown duration.

(a) Staffing worksheets will be preprinted prior to any planned downtime.

(b) All staffing changes will be confirmed during rounds by the house supervisor and documented manually on the staffing worksheet. Changes will be entered manually on the staffing worksheet.

(c) Changes will be entered into the scheduling system by the house supervisor coordinator after downtime is complete.

(B) **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.

(1) EPIC downtime duration.

(a) Procedure for unscheduled downtime will be the same as scheduled downtime.
(b) 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.
(c) The admission department will reconcile any new admits, discharges and transfers done while the system was down.
(d) Any new patient arrivals, discharges or transfers can be admitted by creating a new patient in the BCA web data entry. Once production is up, any admit information is reconciled so that it is available.
(e) 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.

(2) Business Continuity Access (BCA).

(a) **SRO (Shadow Read Only):** During a non-network downtime when the Epic production environment is unavailable, users will be directed to the SRO, or Shadow Read Only, version of Epic. This is a recent snapshot of Epic production. There should be an SRO icon on every desktop or WOW (workstation on wheels). When the connection to the production environment is lost, simply launch the SRO icon in order to access the SRO environments. Reports needed for active charting (MAR, downtime Kardex, etc.) will be available from the patient summary activity for viewing on a patient-by-patient basis.

(b) **BCA 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 website. Like, the SRO environment, BCA web is a recent snapshot of production.

(c) **BCA PC:** If there is no network access, users will have access to Epic's 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 uninterrupted power source (UPS) and will always be available.

(d) Weekly monitoring of the BCA device is required for continuity.
   i. Follow instructions posted in the BCA binder in each area containing a BCA device.
   ii. Print unit census according to the instructions
   iii. Place printout in the BCA binder

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

(3) Scheduling system downtime duration.

(a) If scheduling system staffing worksheets are unavailable, staffing worksheets will be completed using the hard copies of schedules maintained in the nursing administration office.

(b) Confirmation of available staff will be done during house supervisor rounds. Changes will be documented manually on the staffing worksheet.

(c) All changes will be entered manually into the scheduling system by the house supervisor after downtime is completed.

Approved by:
Kurt Kless, MSN, MBA, RN, NE-BC
Chief Nursing Officer

Review/Revision Completed by:
Sasha Clark, MBA, BSN, RN, NE-BC
Nursing Director - 4AB 4CD and BOP Room

Initial effective date:
January 20, 2026

Review/Revision Date:
-

Next review date:
January 20, 2029