Objectives

- Demonstrate the importance of a downtime procedure and policy for the electronic health record (EHR)
- Identify barriers that can interfere with implementation of downtime procedure for the EHR
- Describe the process of creating a multi-disciplinary downtime committee and downtime plan under the leadership of nursing
The EHR is Down...
...What’s Next! (cont.)

https://www.youtube.com/watch?v=9C4K_dN0fgU

UCLA Health

- Ronald Reagan Hospital
- Santa Monica Hospital
- Resnick Neuropsychiatric Hospital
- 150 Clinics

U did it again!
Now No. 3 in the Nation & still Best in the West
Ronald Reagan UCLA Medical Center

State-of-the-Art Ronald Reagan UCLA Medical Center

478-bed hospital
- 78 medicine beds
- 156 surgical beds
- 72 surgical ICU beds
- 36 medicine ICU beds
- 33 observation beds
- 90 peds beds including
  - NICU, PICU, PCTU
- 25 OB and L&D beds
Santa Monica Hospital

• 120 medicine beds
• 52 surgical beds
• 22 ICU beds
• 35 OB including L&D beds
• 41 peds beds
Resnick Neuropsychiatric Hospital

74-bed hospital
- 24 adult beds
- 25 adolescent & peds beds
- 25 geriatric beds
Outpatient Clinics

Over **150** Outpatient Clinics in Southern California

UCLA Health — Downtime
What did we do to prepare?

- Downtime policy
- Downtime Carts
- ClinDR: Forms Portal
- BCA: Care Connect Reports
Multidisciplinary approach to write a Downtime Policy under the leadership of inpatient nursing and the Office of Emergency Preparedness

**Downtime Policy with 4 Appendixes**

- Downtime Inpatient Nursing
- Downtime Ancillaries
- Downtime Ambulatory Licensed Clinics
- Downtime Patient Business Service

**Downtime Carts**

Each inpatient unit received a downtime cart that was unit-specific with individual PAR level
Forms Portal
ClinDR Computer
different computer
and password needed

The FORMS system documents are organized by category. There is a tab for each category available in the downtime application.
What is BCA?
- Business Continuity Access
- Downtime system put in place by CareConnect for computer outages

What are the resources?
- The Customer Care Line x7-Care
- Specific BCA computers with dedicated printer and UPS

When would we use it?
- The BCA will be used in case of a network, power or CareConnect outage

How to access these resources
- Log-in instructions are available in the “Red Tube” on top of computer
Downtime Drill Preparation
Multidisciplinary group under the leadership of nursing:
- Information Services & Solutions (ISS)
- CareConnect
- Inpatient nursing
- Outpatient nursing
- Office of Emergency Preparedness
- Pharmacy

Downtime Drill Preparation (cont.)
- Sign-in information
- Red Tubes on BCA
- Blue Tubes on ClinDR
- Password
- CareConnect Downtime Reports
Red Tubes
All BCA downtime computers were checked for the presence of a Red Tube and BCA log-in instructions
Logging into a ClinNet BCA PC
Click on the yellow/black icon in the lower right hand task bar to launch the “Downtime Switch” login screen.
UCLA Health — Downtime (cont.)

Command Center

Password

- Where is password available?
  Helpdesk
- Who will receive password during a CareConnect downtime?
Logging into a ClinNet BCA PC
- Enter the downtime password and click on Authenticate
- Password obtained from ISS Customer Care/Nursing Office Supervisor

Downtime Reports
- How do the downtime reports look in CareConnect?
- How can the bedside RN print downtime report?
- Is the downtime report useful to the end-user?
- How often are the downtime reports updated?
First Downtime Drill was scheduled and a checklist was provided to help the end user.

During a scheduled downtime CareConnect is Read-Only and available on all PCs with the CareConnect Icon. The information is current as of the time the system went down.

**BEFORE THE DOWNTIME**

1. Review downtime procedures
2. Double check downtime form supply
3. Locate nursing downtime cart/binder
   - RRH - contact Petra Fritz x79651
   - SMH - contact Coleen Wilson x98280
   - RNPH - contact David Shook x61872
4. Print extra labels if needed
5. Obtain the Census Downtime form from the downtime cart
6. Print Lab requisitions and if possible draw the Nurse Collect AM labs so the collection is captured in CareConnect
7. Print Blood Bank forms from the Forms Portal or obtain them from the downtime cart for possible transfusions during the downtime
   - Blood Bank Order Inpatient 400006
   - Blood Release Request 30314
   - Non-standard Blood Release 30635

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**UCLA Health — Downtime (cont.)**

UCLA Health System Downtime Drill

- 9 am and 9 pm
- Overhead page
- Lead nurse page
- Short meeting with presentation
- Handout with questions and password
- Time to return 30 min
- Phone coverage to trouble shoot
UCLA Health — Downtime (cont.)

UCLA Health
BCA Downtime Drill

Reagan: Wednesday May 27th @ 10 a.m. & 9 p.m.
Santa Monica: Thursday May 28th @ 1 p.m. & 9 p.m.

Overhead Public Address System Script:

“The UCLA Hospital System is now facilitating an IT BCA Downtime Drill. Again, this is an IT Downtime Drill. This is a simulated event, not a real IT Downtime outage.”

"All available lead nurses and ancillary department managers are requested to report to:

- Reagan
  - Tampkin Auditorium for drill instructions.

- Santa Monica
  - The Boardroom G210 for drill instructions

“All clinical personnel engaged in active patient care activities should continue functions as normal. Again, this is an IT BCA Downtime Drill.”

UCLA Health — Downtime (cont.)
UCLA Health — Downtime (cont.)

RECOMMENDATIONS AND CORRECTIVE ACTIONS

1. Based on the issues identified, list the top 3 strengths.
2. Based on the issues identified, list the top 3 areas that need improvement.
3. Identify the corrective actions that should be taken to address the issues identified above. For each corrective action, indicate what, who, when, and where.
4. Identify any applicable training, policies, plans, and procedures that should be reviewed, created, or developed.

EXECUTION DESIGN AND CONTEXT ASSESSMENT

Please rate, on a scale of 1 to 5, your overall assessment of the exercise simulation in the statement provided below, with 1 indicating being dissatisfied with the statement and 5 indicating strong agreement.

<table>
<thead>
<tr>
<th>Assessment Category</th>
<th>Score</th>
<th>Describe</th>
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</thead>
<tbody>
<tr>
<td>a. The exercise was well-structured and organized</td>
<td>5</td>
<td></td>
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<td>b. The exercise documentation provided was suitable for preparing for and participating in the exercise was utilized</td>
<td>4</td>
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<tr>
<td>c. Participation in the exercise was appropriate for everyone in the audience</td>
<td>5</td>
<td></td>
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<tr>
<td>d. The exercise was challenging but realistic and improved student confidence</td>
<td>5</td>
<td></td>
</tr>
</tbody>
</table>

Please provide any recommendations on how the exercise could be improved.

Comment:

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Clinics Downtime Drill

- Group email was sent to all clinics during lunchtime
- Instruction for signing-in and password attached to group email
- Conducted the Downtime Drill
- Post-drill survey was sent to collect info

What did we learn from the first Downtime Drill?

- We need more Downtime Drills
- Different computers were confusing to the end-user
- Departments had never seen a downtime report
What did we learn from the first Downtime Drill? (cont.)

- Downtime report for inpatient nursing was too large
- Downtime reports were not user-friendly
- Downtime pharmacy reports not helpful
- Not all BCA computers had correct downtime reports
What did we improve?

- One computer system combined both BCA CareConnect downtime reports and forms portal
- One red tube on top of the downtime computer
Downtime Screen
Your desktop will be RED

Ongoing work by ISS engineers to streamline the icons on the computer desktop
Downtime Reports

Multidisciplinary team worked on functional CareConnect report

- Patient medication administration record that will show medication given, pending and discharged medication
- Space for RN to sign and make notes
- Patient report of orders, treatments and history
- Pending on the downtime event we can determent which report will be used
Conclusion

- Available password
- Functional reports
- Easy steps for staff
- Biannual downtime drills
- Unit-based downtime drills
- Red tube on downtime computer
Are we there yet?

- Some department reports need more polishing
- More training is needed
- Pharmacy reports need to be more user-friendly
Questions?

Thank you

Petra Fritz
pfritz@mednet.ucla.edu

Colleen Norton
cnorton@mednet.ucla.edu