

# It's Not a Matter of *IF* It Will Happen, But *When* It Will Happen Surviving a Catastrophic Electronic Documentation Downtime Event

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## Purpose

The purpose/goal of the presentation is to increase participants' awareness on the importance of recognizing and owning clinical technology downtime processes. False securities related to believing organizational downtime processes are in place will be severely tested during an extended downtime event. The presentation supports the conference theme by identifying collaborative partnerships as they relate to catastrophic downtime events to ensure quality of care, continuity of care, and data capture.

## Definitions

- Electronic Record Downtime -
  - Planned – a scheduled time for upgrade or maintenance
  - Unplanned – unscheduled or an interruption in service
    - Length of downtime and impact may be minimal to catastrophic
- Yoyo Effect – system instability
  - System being brought up and taken back down
  - Documentation, Results, & Orders not crossing

**Improving Patient Safety by Transforming Healthcare Processes**


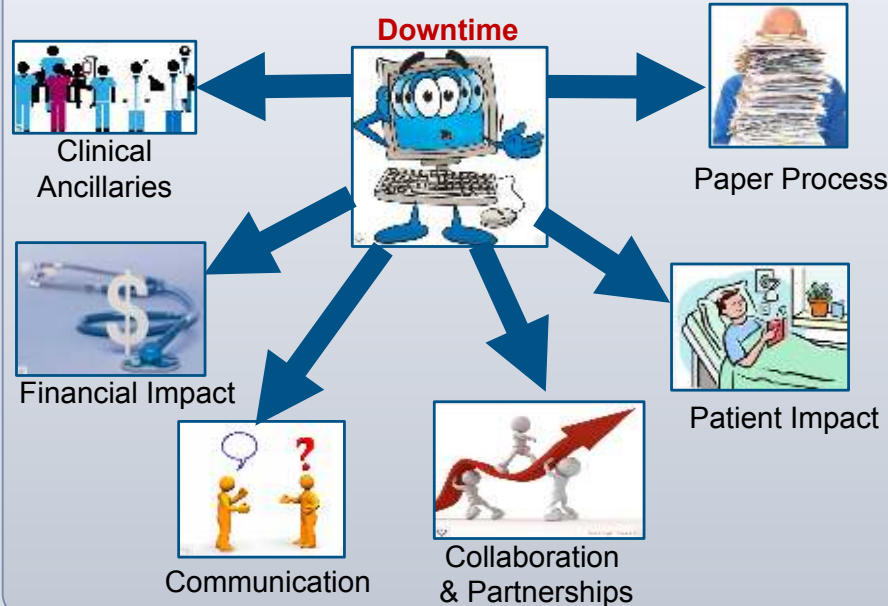


**Theory of Complexity**

The theory of classifying problems based on how difficult they are to solve

**Thursday January 21, 2016 Downtime Event**

- Post Routine Upgrade
- Planned 8 Hours Downtime
- Actual 10 Days Downtime

## Stakeholders

- |                          |                      |
|--------------------------|----------------------|
| ➤ Patients               | ➤ Ancillary          |
| ➤ Physician              | ➤ Pharmacy           |
| ➤ Clinicians             | ➤ Laboratory         |
| ➤ Finance                | ➤ Diagnostic Imaging |
| ➤ Vendors                | ➤ Respiratory        |
| ➤ Clinical Informatics   | ➤ Nutrition          |
| ➤ Information Technology | ➤ Rehab              |

## Recommendations

- ✓ Establish, Maximize, and Cultivate Partnerships to Transform Healthcare Through:
  - Stakeholders
  - Vendors
  - Academia
  - Community Resources
- ✓ Maximize Nursing Productivity
  - Missed Care



## Contact Information

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