

Epic Downtime/BCA Strategy and Tools

A system downtime occurs when end users are unable to access the Epic production application or data. Downtime events can be either planned (system maintenance) and unplanned (unexpected failure). Unplanned downtime could be caused by multiple issues, including power failure and network connectivity problems. Because downtime events could result from failure at different levels of system infrastructure, we have developed a 3-level Epic downtime plan called Epic BCA (Business Continuity Applications). **The goal of Epic BCA is to provide tools for access to patient data during an Epic production downtime in the most convenient way possible based on level of infrastructure interruption.**

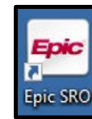
How it Works

All of these downtime applications are read only; documentation must be performed using paper downtime forms. SBAR communication will provide guidance regarding downtime level and expected downtime duration.



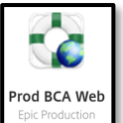
Epic Level 1 Downtime: Read-Only version of Epic (SRO)

- Access patient and schedule data by viewing a read-only version of Epic
- Appearance is very similar to Epic Hyperspace
- How to access: SRO (Support Read Only) Hyperspace icon
- Where to access: Any workstation used for Hyperspace



Epic Level 2 Downtime: Epic Downtime on the web (BCA Web)

- Access patient and schedule data through an online website
- Data is presented in a report format
- Also used for registration and patient movement during other downtime levels
- How to access: BCA Web icon
- Where to access: Any workstation used for Hyperspace



Epic Level 3 Downtime: Epic Downtime Designated Computer (BCA PC)

- Access patient and schedule data using a designated computer
- Data is presented in a report format
- Will work even if there is no power or absolutely no network connected
- How to access: BCA PC
- Where to access: Designated BCA PC in each department



A BCA Binder is placed with every BCA PC and contains a downtime overview, job aids, and some sample downtime forms and patient instructions (based on the department and location). *Requirements for every department and provider practice is slightly different, and operations should periodically review and maintain this binder as required.* The binder also includes guidance regarding downtime recovery and specifies documentation for documentation back-entry when the Epic production system becomes available after the downtime event.



For additional information, please see your department's BCA Binder and the Epic Together website: <https://epictogethernj.org/epic-downtime-bca>

Patient Registration and Admit/Discharge/Transfer during Epic Downtime:

- Patient access and Bed Management will use the BCA Web (Web Data Entry) website to enter and update new patient arrivals, admissions, transfers, discharges, and other bed and encounter changes, such as ED room activity
- These registration and ADT updates will be reconciled from the downtime system into Epic Production immediately after the downtime has concluded
- Changes entered using BCA Web Data Entry are not visible in the SRO environment or when using the BCA PC, but will be part of the encounter record after downtime recovery