

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 Access).

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.

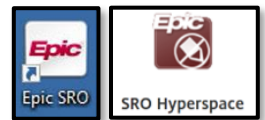


How it Works

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.

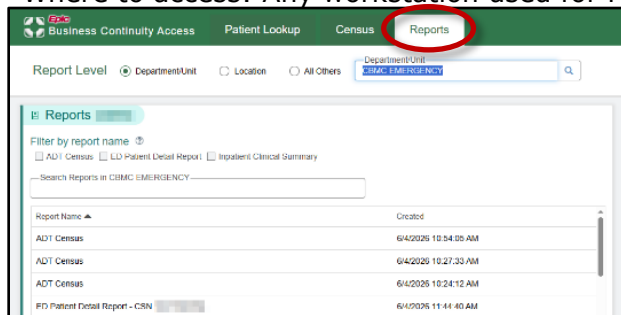
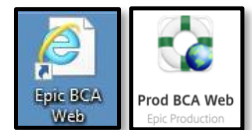
Epic Level 1 Downtime: Read-Only version of Epic (SRO)

- 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 for printing
- 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



ADT BCA UNIT CENSUS									
Current Assignments									
Unit	Current Location	MRN	Pt Name	Priv? Isolation	Age	Sex	Attending	Pt Class	Diagnosis
Emergency MKD088				No	28	y	F	Obs	Abdominal pain [R10.9]
Emergency MKD031				No	6	y	F	ED	
Emergency MKD044					55	y	M	ED	
Emergency MKD091				No	60	y	F	Obs	Abdominal pain [R10.9]
Emergency MKD028					78	y	F	ED	

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://www.rwjbh.org/for-health-care-professionals/epic-downtime-bca/>



Inpatient Unit Downtime Recovery Summary (After Epic Becomes Available)

The following is provided as a summary of required Inpatient Unit documentation actions required after a downtime event. Paper form documentation must remain with chart; do not destroy, even if it is backloaded into Epic during recovery. *Additional guidance is available in the Epic BCA Binder.*

Note: Ancillary departments such as Radiology and Laboratory have their own downtime recovery workflow not mentioned in this summary document.

Documentation	If downtime starts and ends during shift	If downtime extends past end of shift
Medication Ordering	All medications will be backloaded by Pharmacy with assistance from providers and nurses (CSH Only: Providers will backload orders)	All medications will be backloaded by Pharmacy with assistance from providers and nurses (CSH Only: Providers will backload orders)
Medication Administration	Nurses on unit will backload all medications administered during that shift	Nurses on unit will backload all medications administered during that shift with assistance from additional resources as provided
Patient Vital Signs	Unit staff backload all if device integration is functioning, otherwise backload last two sets	Unit staff backload only last two sets of vital signs
I&O, LDA (Lines/Drains/Skin)	Nurses on unit will backload all documented during that shift	Nurses on unit will backload all documented during that shift with assistance from additional resources as provided
Provider Notes	Providers continue to dictate or use downtime forms on unit	Providers continue to dictate or use downtime forms on unit
Discharge Instructions	No backload during recovery: paper discharge instructions remain with chart	No backload during recovery: paper discharge instructions remain with chart
Hx (Patient Social, Surgical, Family), Pregnancy Status, Allergies, Height/Weight	ALL MUST BE BACKLOADED by unit staff when system back up by nursing: these trigger many downstream workflows	ALL MUST BE BACKLOADED by unit staff when system back up by nursing: these trigger many downstream workflows
Nursing Assessment: Head-to-toe	Depending on how sick patient is; backload significant findings, keep paper documentation with chart	Initial assessment for all patients admitted during the downtime, and last assessment for all patients
Nursing Assessment: Fall risk, Braden Scale	Backload for patients admitted during downtime or changes from baseline assessment	Backload for patients admitted during downtime or changes from baseline assessment
Blood Administration	Nursing to backload all	Nursing to backload all

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