

INPATIENT LAB EPIC DOWNTIME SUMMARY SBAR

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Situation:

Epic downtime is when the application is unavailable due to system maintenance or an unplanned outage.

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Background:

Based on Downtime level Lab will order if required, process, and result to ensure continuity of patient care.

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Assessment:

There are 3 levels of Epic downtime, all designed to maintain data access for users, even when the computer network or other resources are unavailable. Downtime levels are determined by limitations caused by loss of technical infrastructure. Communication will be provided during a downtime event to prompt users regarding the current downtime level:

Level 1 - SRO (Read-Only) is a snap-shot of the RWJBH Epic system before the downtime started

Level 2 - BCA Web is an internet application used to view downtime information

Level 3 - BCA PC uses an application on the designated downtime computer

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Recommendation:

For a Planned downtime Lab will:

- Pre-print labs using the Specimen Creation Activity.
- Print the Lab BCA Reports

For both Planned and Un-Planned downtimes **greater than 2 hours** Lab will:

- Process specimens with Beaker labels, results will be available once system is back up.
- All non-barcoded specimen will have an accompanied Downtime Lab Requisition
- Lab will complete a pre-printed downtime label, testing will be completed and results written on a BCA Downtime Result form if an analyzer printout is not available.
- Results will be distributed to the units at regular intervals
- STAT results will be delivered to the floors / Critical results will be called to the floors

For both Planned and Un-Planned downtimes **less than 2 hours** Lab will:

- Hold all Routine tests

After conclusion of the downtime, Lab will:

- Process labeled specimen
- Place orders from downtime requisitions using the link to downtime label functionality if appropriate, and process specimens

Please see the Epic Downtime Binder for more detailed guidance.