

INPATIENT NURSING 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:

Nursing will access patient information using one of three downtime modules, and paper forms will be used for clinical documentation. Critical patient information which was gathered during the downtime will be documented by nurses in Epic after conclusion of the downtime.

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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

An Epic BCA PC (downtime computer) will have this sign:



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Recommendation:

Nurses and providers will use paper forms for documentation during the downtime.

Medication Ordering: Pharmacy will be responsible for ordering the medications into Epic post go-live (with assistance from nurses as required)

After conclusion of the downtime, nurses will back-document the following critical items:

Medication Administration: Nursing will be responsible for the documentation of the medication administrations

Vitals: Upload all if integrated, or document last 2 sets in Epic

I&O, LDAs, Social/Surgical/Family/Pregnancy Hx, Fall risk, Braden scale: Enter all into Epic

Nursing Assessment: Initial and most recent must be entered into Epic

Lab/Radiology orders: Lab/Radiology will transcribe order into Epic if test/study is performed during downtime; Nurses will back-document order if scheduled for after conclusion of downtime

All orders which are required for ongoing patient treatment must be entered into Epic, including: **diet, code status, admission orders, activity orders, etc.**

Care plans: Stay on paper (not back-documented in Epic)

Discharge instructions: Paper (not back-documented in Epic)

Please see the Epic Downtime Binder for more detailed guidance