

PHARMACY 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:

Pharmacy will access patient information using one of three downtime modules, and paper forms will be used for clinical documentation and medication orders. Critical patient information which was gathered during the downtime will be documented by nurses and pharmacy 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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Documentation of Medication Orders and Administration:

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

Medication Ordering:

Pharmacy will be responsible for entering all medication orders into Epic post go-live (with assistance from nurses as required)

After conclusion of the downtime, Nursing will be responsible for the documentation of the medication administrations.

Please see the Epic Downtime Binder for more detailed guidance