

Downtime (Planned and Unplanned)

The screenshot displays the eCare Downtime site interface. On the left is a dark navigation menu with the following items: System Maintenance, Meeting Notes, eCare Downtime (highlighted), Links, People and Groups, View All Site Content, Drills, IT AOC DT Steps, Masters, Patient Access, Start Up, Recent, and EDIT LINKS. The main content area features a grid of blue buttons for various departments: Facility Command Center Setup, Nursing Documents, ED Documents, Women's Health Documents, Cath Lab & Cardio Diagnostics Documents, Surgery Documents, Radiology Documents, Lab Documents, Patient Access, and Pharmacy. A 'Downtime Forms' button is highlighted in a white box at the bottom right. The top right of the page has a 'Home' link.

System Maintenance
Meeting Notes
eCare Downtime
Links
People and Groups
View All Site Content
Drills
IT AOC DT Steps
Masters
Patient Access
Start Up
Recent
EDIT LINKS

Home

Facility Command Center Setup

Nursing Documents

ED Documents

Women's Health Documents

Cath Lab & Cardio Diagnostics Documents

Surgery Documents

Radiology Documents

Lab Documents

Patient Access

Pharmacy

Downtime Forms

The purpose of the eCare downtime site is to assist Covenant Health clinicians to continue providing quality patient care, in the event of planned or unplanned downtime. The eCare site is comprised of various sections in which departments can retain their planned and unplanned documentation. This will aid in mitigating the impact of the downtime by providing the most recent planned and unplanned downtime processes and procedures for each department.

Downtime (Planned and Unplanned)

**Ambulatory
Documents**

Anesthesia Documents

Provider Documents

**Blood Bridge
Documents**

**Ancillary Therapies
Documents**

**Behavioral Health
Documents**

**Resource Management
Documents**

**Case Management
Documents**

Each Area Has Specific Instructions on Managing During a Planned and Unplanned Downtime

Blood Bridge Documents

Overview

- The Cerner Blood Bank system has been confirmed to generate downtime Blood Bank XML patient files every four hours
- These XML files are automatically downloaded from Cerner and placed on Blood Bank Downtime workstations located in the Acute Facility Blood Bank area
- At least once per day Acute Facility Blood Bank staff must import these XML files into the PC downtime database to ensure the department has the most current Blood Bank patient information during a downtime event.
- Import steps are outlined below

Step - Acute Lab Daily Process

- From the desktop click on the shortcut “Blood_Bank_XML_Import”



Annual Drill Requires Hands-on Use

Local Downtime Drill Instructions/Exercise

Acute Nursing

This document is information regarding your Downtime Drill for your Unit – **Acute Nursing**.

There are many scenarios that can occur during a downtime, depending on the complexity of the downtime and which downstream systems are affected. This drill is focused on providing the documentation needed to care for the patient during the event, this is **NOT** intended to test your ability to document or communicate during an outage.

For the purpose of a **Local/Unit-specific drill**, the basic **Steps for a Unit test** are listed below—with the intention of testing (and logging results) so the process can be validated.

Steps for a Unit test

- Identify your Unit's 724 Device (hint: look for the red keyboard)
- Successfully log into your 724 Device (hint: login using your eCare/email login and password)
- Validate all of your department's census/patients are represented in the 724 Downtime application
- Confirm you can access patient's charts (view) from the 724 Downtime application
- Navigate to the ability to view/print MARs from the 724 Device (print the MAR to validate the printing functions are working for the device)
- Annotate any issues with above in **Downtime Drill Survey***

If needed, for reference, the steps for a full/complete drill can be reviewed in the [Detailed Reference](#) link for your solution listed below:

[Detailed Reference](#) for full drill – **Acute Nursing**

*--You must complete the **Survey**. Drill compliance will be tracked via the survey completion and monitored by the Corporate Quality Office.