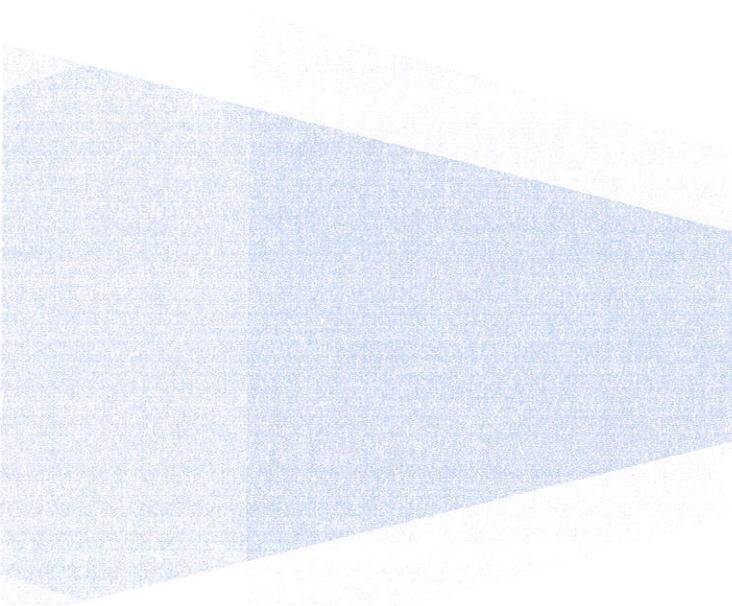


Proposal on Nursing Informatics Department Contingency Plan on CIS Downtime



Proposal of Nursing Informatics Department Contingency plan on CIS Down time

Overview:

CIS downtime can be defined as a period of time when Clinical Information System is not in operation due to either planned or unplanned reasons.

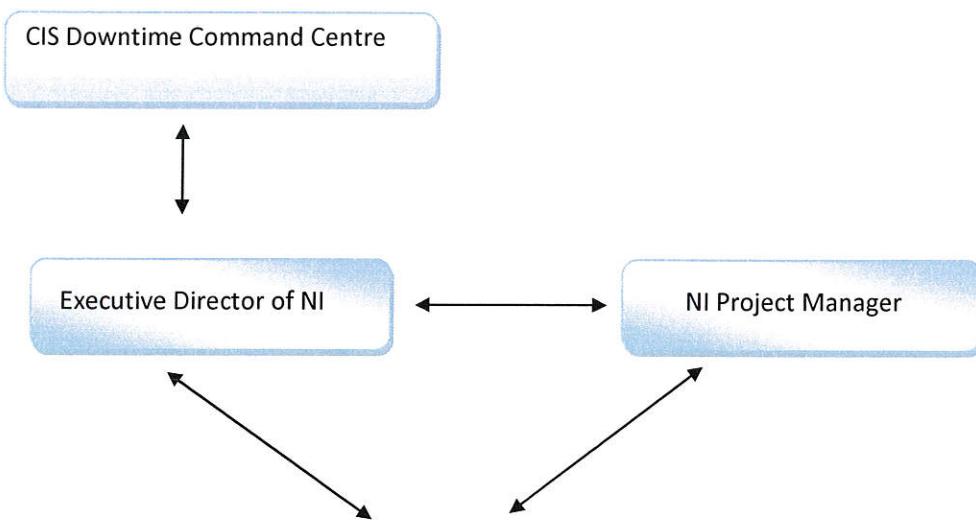
- Planned downtime is a scheduled disruption of CIS usually involves activities for ongoing requirement with the upgrades, special updates, patches and various other reasons needed from equipment and/or vendors.
- Unplanned downtime occurs due to interruptions in regular functionality of CIS and is not predictable, nor is the length of time that the system will be unavailable, known. These could be unexpected occurrences like power failure, hardware or network failure, etc.

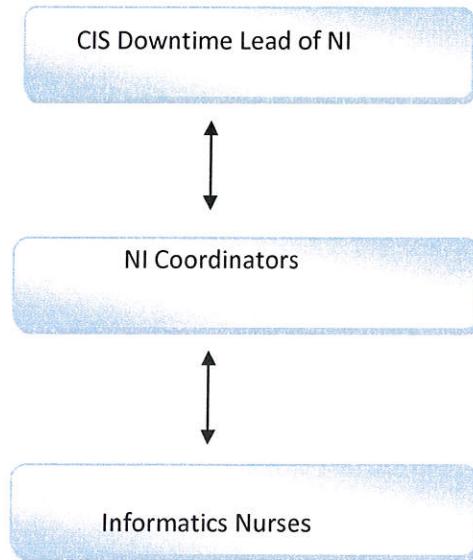
The purpose of the CIS downtime contingency plan of Nursing Informatics Department is to provide a guideline of NID response to planned as well as unplanned CIS downtime in all HMC facilities and to delineate the duties and responsibilities of the NI staff involved.

Objectives:

- To define guidelines for communication and activation of Nursing Informatics staff during CIS downtime.
- To provide guidelines in preparation for effective response to any planned or unplanned CIS downtime.
- To identify duties and responsibilities of NI staff and coordinated response through effective communication.
- To ensure continuous support for nurses and continuation of hospital operations.

CIS downtime Communication Cascade:





Roles and Responsibilities of NI Staff during downtime:

The downtime is activated by the HICT Command Centre. The information is given to the CIS NI lead through Executive Director and/ or Project Manager of NI.

A. Executive Director of Nursing Informatics

- ✓ The Executive Director is the Commander of all NI activities.
- ✓ Communicates all required information with CIS Command Centre.
- ✓ Directs and supports CIS NI lead in managing the team.

B. Project Manager of Nursing Informatics

- ✓ Liaises with NI Executive Director and down time lead for the smooth operation of downtime activities.
- ✓ Acts as the Commander in absence of NI Executive Director.

C. CIS Downtime Lead of Nursing Informatics

- ✓ Has a delegated authority from the Executive Director to be the NI team leader during downtime.
- ✓ Communicates and updates the Executive Director and/or Project Manager of Nursing Informatics for decision making.
- ✓ Provides directions and guidance to the NI team assigned during the downtime.
- ✓ Responsible to keep the attendance and working hours of NI team.
- ✓ Works in coordination with the NI Coordinators assigned to the facilities facing downtime.
- ✓ Visits or make rounds in the affected facilities, if required.

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- ✓ Responsible to submit a complete report to the NI Executive Director and providing updates to NICG.

D. NI CIS Downtime Co-lead

- ✓ Due to any reason, if CIS downtime lead of NI is not present/available, the Co-lead assumes the responsibility of the Downtime lead

E. NI Coordinator

- ✓ Initiates the department specific downtime plan. (Refer to unit specific downtime plan of each facility)
- ✓ Ensures the availability of assigned team in the facility
- ✓ Supports the nurses during the downtime event.
- ✓ Provides updates to Assistant Executive Director of the affected facility of the impact of downtime and actions by NI team.
- ✓ Communicates with NI CIS Downtime lead for updates and advice.

F. Informatics Nurses

- ✓ Report directly to the facility assigned by the NIC/CIS Lead
- ✓ Execute the assignments delegated by the NIC/CIS Lead
- ✓ Support and instruct the nurses about preparations and actions throughout a CIS downtime event
- ✓ Ensure that the nurses follow the CIS downtime guidelines
- ✓ Inform NIC/CIS Lead about updates/status of the facility before, during, & after CIS downtime
- ✓ Assist nurses in re-entry of data once system is restored back to normal
- ✓ Leave the facility only if instructed by the NIC/CIS Lead

Additional points for Planned Downtime:

- HICT must inform Nursing Informatics Department regarding the upcoming event through email/ memo with reason of downtime and the expected duration and time. This information should be communicated to the department at least two days prior to the down time.
- Upon receiving the information from NI CIS down time lead, the Nursing Informatics team assigned to the facility will check the functionality and patient list on all downtime 724 access PCs of the hospital.
- The log in information of down time PCs (724 computers) are re-circulated to all Head nurses, Charge nurses and units, via mail from NI Coordinator on the day of scheduled downtime.

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- The assigned NI team ensures the availability of all ordering requests forms, medication forms, patient charts and documents in the downtime cupboard on the day of downtime.
- NI coordinator must verify that a printed list of current patient census and MAR (or manual medication profile) is available in all units at least an hour before downtime.
- The NI Coordinator informs the Assistant Executive Director of Nursing of the facility about the cause, schedule, and action taken by NI team for preparation and updates NI CIS Downtime lead on the preparation taken.

Issue management

- Raising tickets- During downtime, all nursing related issues must be informed to the NI Downtime lead, who is responsible to escalate them to the responsible team.

APPENDICES

Appendix A- Informatics Nurses Job Action Card

Appendix B- NI on call team

Appendix C- NI Staff Contact Information

Appendix D- Downtime Report form

Appendix A

INFORMATICS NURSE JOB ACTION CARD

Mission: Provide continuous support and facilitate clinical workflow according to downtime policy.

Position Reports to: NI Coordinator/ CIS Downtime Lead of NI		Facility: _____
Position Contact Information: Phone: (____) - _____		
Hospital Command Center (HCC): Phone: (____) - _____ Fax: (____) - _____		
Position Assigned to:	Date: / /	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.

Tasks	Time	Initial
Receive appointment <ul style="list-style-type: none"> • Obtain briefing from the Nursing Informatics Coordinator/NI Downtime CIS Lead on: <ul style="list-style-type: none"> ○ Size and complexity of incident ○ Expectations of the CIS Lead ○ Incident objectives ○ Involvement of outside agencies, stakeholders, and organizations ○ The situation, incident activities, and any special concerns • Assume the role of Informatics Nurse • Review this Job Action Sheet • Put on position identification (e.g., ID, Support Uniform) • Notify Nursing Informatics Coordinator/ NI Downtime CIS Lead once arrived at the assignment. 		
Assess the operational situation <ul style="list-style-type: none"> • Determine the status of the facility affected by the downtime; assess current capabilities, and project immediate and prolonged capacity to provide support based on current data • Assess critical issues and needs in the assigned facility • Ensure establishment of primary and secondary communication capabilities in the different units. • Identify Super users, Charge Nurses or point of contact for status updates. 		

Determine the incident objectives, tactics, and assignments		
<ul style="list-style-type: none"> • Document issues and communications made on the approved downtime report form. 		
Activities		
<ul style="list-style-type: none"> • Assist with accessing 724 workstations in additional or new locations, as needed • Identify critical issues that may impede patient workflow and relay to Command Center through the Nursing Informatics Coordinator. • Assist with documentation according to downtime policy • Track and document all issues related to CIS, user access and device integration • Provide status updates to the NIC regularly to discuss the Downtime Plan, advising of accomplishments , issues encountered and strategy changes, if required • Determine staffing needs and place requests with the NIC • Consider development of a unit action plan; submit to the NIC if requested • Ensure logging of patient dispositions to other areas which has to be documented once status is back to normal. 		
Documentation		
<ul style="list-style-type: none"> • Document assignments and operational period objectives on Assignment List • Document all communications on a NI Approved Communication Form • Document all key activities, actions, and decisions in an Activity Log on a continual basis • Distribute Job Action Sheet to Super users; ensure time is recorded appropriately, and submit it to the NIC at the completion of a shift or end of each operational period. 		
Resources		
<ul style="list-style-type: none"> • Determine equipment and supply needs; request from the Command Center through CIS Lead • Assess issues and needs in unit areas; coordinate resource management 		

<p>Demobilization</p> <ul style="list-style-type: none"> • Transfer the Informatics Nurse role/ endorses to the next shift Informatics Nurse, if required <ul style="list-style-type: none"> ◦ Conduct a briefing with your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital ◦ Instruct your replacement to complete the appropriate documentation and ensure that appropriate staff are properly briefed on issues and objectives • Assist the nurses in documenting post downtime to ensure normal operations as per downtime policy • As objectives are met and needs decrease, normalize nursing documentation to their usual in coordination with the NIC • Notify the NIC when demobilization and restoration is complete • Upon deactivation of your position, brief the NIC on current problems, outstanding issues, and follow up requirements • Debrief Unit Nurses on issues, strengths, areas of improvement, lessons learned, and procedural or equipment changes as needed • Submit comments to the NIC for discussion and possible inclusion in an After Action Report, Corrective Action and Improvement Plan. <ul style="list-style-type: none"> ◦ Review of pertinent position descriptions and operational checklists ◦ Recommendations for procedure changes ◦ Accomplishments and issues ◦ Participate in after action debriefings 		
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Appendix- B

NI Downtime on call team

S.No	Month	NI On Call Team
1.	1 st event	Nursing Informatics Downtime Lead- Elizabeth Informatics Nurses- one IN from each facility (scheduled by the facility NIC)
2.	2 nd event	Nursing Informatics Downtime Lead- Eyad Informatics Nurses- one IN from each facility (scheduled by the facility NIC)
3.	3 rd event	Nursing Informatics Downtime Lead-Sherman Informatics Nurses- one IN from each facility (scheduled by the facility NIC)
4.	4 th event	Nursing Informatics Downtime Lead- Ali Informatics Nurses- one IN from each facility (scheduled by the facility NIC)
5.	5 th event	Nursing Informatics Downtime Lead- Mr. Fethi Informatics Nurses- one IN from each facility (scheduled by the facility NIC)
6.	6 th event	Nursing Informatics Downtime Lead- Khadafy Informatics Nurses- one IN from each facility (scheduled by the facility NIC)
7.	7 th event	Nursing Informatics Downtime Lead- Noha Informatics Nurses- one IN from each facility (scheduled by the facility NIC)
8.	8 th event	Nursing Informatics Downtime Lead- Aamna Informatics Nurses- one IN from each facility (scheduled by the facility NIC)

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9.	9 th event	Nursing Informatics Downtime Lead- Sonny Informatics Nurses- one IN from each facility (scheduled by the facility NIC)
10.	10 th event	Nursing Informatics Downtime Lead- Jose Informatics Nurses- one IN from each facility (scheduled by the facility NIC)
11.	11 th event	Nursing Informatics Downtime Lead- Islam Informatics Nurses- one IN from each facility (scheduled by the facility NIC)
12.	12 th event	Nursing Informatics Downtime Lead- Hani Informatics Nurses- one IN from each facility (scheduled by the facility NIC)

- In case of unavailability of the assigned NI downtime lead of a specific event, the assigned lead for the next event will be the downtime lead.
- The cycle of rotation will continue until instructed by NI Executive Director.

Appendix C

Staff Phone Number

S. No	Name	Title	Corp No	Phone No	Email id
1.	Doaa Abdelaal	Informatics Nurse	023070	77112290	DABDELAAL@hamad.qa
2.	Hossam Zaki	Informatics Nurse	032450	55446228	HElmeir@hamad.qa
3.	Jennifer Nepomuceno	Informatics Nurse	022600	33242160	JNEPOMUCENO1@hmc.org.qa
4.	Jimmy Bautista Angeles	Informatics Nurse	029043	77156080	JAngeles1@hamad.qa
5.	Jose B. Bardaje Jr	Informatics Nurse	017853	55733776	JBARDAJE@hmc.org.qa
6.	Mohamed Elmoghazi	Informatics Nurse	032676	33914238	Melmoghazi@hmc.org.qa
7..	Mohammed Mahmoud	Informatics Nurse	32463	33548114	MMohamed38@hmc.org.qa
8.	Nestor Memarion	Informatics Nurse	017972	55264028	NMEMARION@hmc.org.qa
9.	Rafael Nacario	Informatics Nurse	015368	55484039	RNACARIO @hamad.qa
10.	Rocky V San Pedro	Informatics Nurse	027825	77771756	Rp Pedro@hmc.org.qa
11.	Rodson Damian	Informatics Nurse	021486	74059900	RDAMIAN@hamad.qa
12.	Aamna Mohd	NI Coordinator	024411	55468920	AHAMID2@hmc.org.qa
13.	Ali Khaled Hassan Alhourieh	NI Coordinator	032961	55063421	AAlhourieh@hamad.qa
14.	Elizabeth Varughese	NI Coordinator	031090	66489521/ 40015531	Evarughese@hmc.org.qa
15.	Eyad Mohd Ahmad Tubishat	NI Coordinator	016909	55605409	ETUBISHAT@hamad.qa
16.	Fethi A.Wahed	NI Coordinator	5138	55562170	FWAHED@hmc.org.qa
17.	Hany Abdelsalam	NI Coordinator	032465	33548046	HAbdelsalam@hamad.qa

Nursing Informatics Department

18.	Islam Arid	NI Coordinator	032457	33542981	Iarid@hamad.qa
19.	Jose Parel Barbudo	NI Coordinator	029047	30208279	JBarbudo@hmc.org.qa
20.	Khadafy Yahiya	NI Coordinator	023847	77873109	KYAHIYA@hmc.org.qa
21.	Noha Saleh	NI Coordinator	023191	77061997/ 74001021	NAHMED10@hmc.org.qa
22.	Rawda Abdulla Ali	NI Coordinator	017128	55529274	RALI1@hamad.qa
23.	Sherman Dumaguin	NI Coordinator	015151	55318781	Sdumaguin@hamad.qa
24.	Sonny A. Dela Rosa	NI Coordinator	027691	77583755	SRosa@hmc.org.qa
25.	Ali Abdelgadir Mohamed	NI Specialist	40930	55260569	AMohamed76@hmc.org.qa
26.	Husam Mah'd Ahmad	NI Specialist		77162162	Hsabbah@hmc.org.qa
27.	Senthil Sabapathy	NI Specialist	016857	55653926	SSabapathy@hamad.qa

Appendix D- Downtime Report Form

CIS Downtime Report Form

Prepared by: Elizabeth Varughese
NI Coordinator, NISP Co-Chair

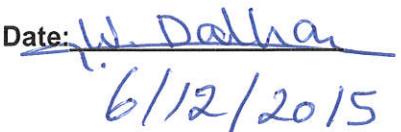
Varughese

Date: 21 Sept 2015

Reviewed by: Khadafy Y. Yahiya
Chair of NISP Committee


Date: 22/09/2015

Approved by: Dr. Wasmiya Dalhem
Executive Director of Nursing Informatics


Date: W. Dalhem
6/12/2015