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Nursing Informatics Department

# 724 Down Time Viewer

# 724 Down Time Viewer

- Displays read-only patient's clinical data.

- Limited to inpatient and emergency units which displays selected data elements of limited period in the past.

# Data Elements

- Demographics

- Lab Results , Microbiology Results

- Patient Care Results

- Medication Orders

- Orders

- Vital Signs

# Data Elements

- Intake and Output

- Radiology Documents

- Progress Note Documents

- Other Documents

- Scheduled Appointments

# Data Elements and Data Retention

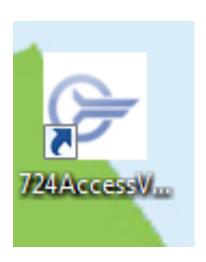| Data Element | Data Retention |
|---|---|
| Patient Demographics | Permanent |
| Allergies, Problems, Diagnosis | Permanent |
| Lab Results | Last 8-30 Days |
| Patient Care Results | Last 8-30 Days |
| Medications (MAR) | Current Meds + past 8-30 days schedule + next 12 hours schedule |
| Orders | Only Active |

# Data Elements and Data Retention

| Data Element | Data Retention |
|---|---|
| Vital Signs | Last 8-30 Days |
| Intake-Output | Last 8-30 Days |
| Microbiology Results | Last 8-30 Days |
| Document | Last 8-30 Days |

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# 724 Access Viewer Icon



**Click on the icon to launch DTV**

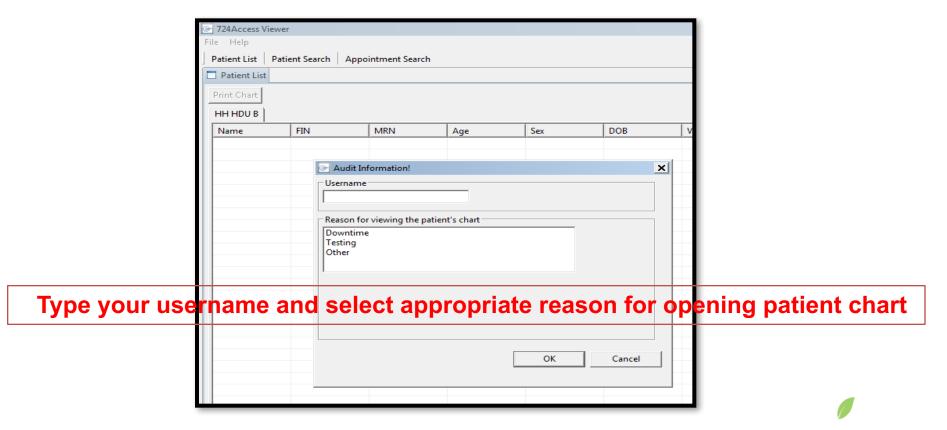**Downtime Viewer icon is available only on DTV Workstations**

# 724 DTV Log in



**DTV username and password are available with Head Nurses of each unit**

# Reason for opening DTV



**Type your username and select appropriate reason for opening patient chart**

# Patient List Window

# Patient Search Window



Enter patient details / MRN to view patients not in the patient list of the unit
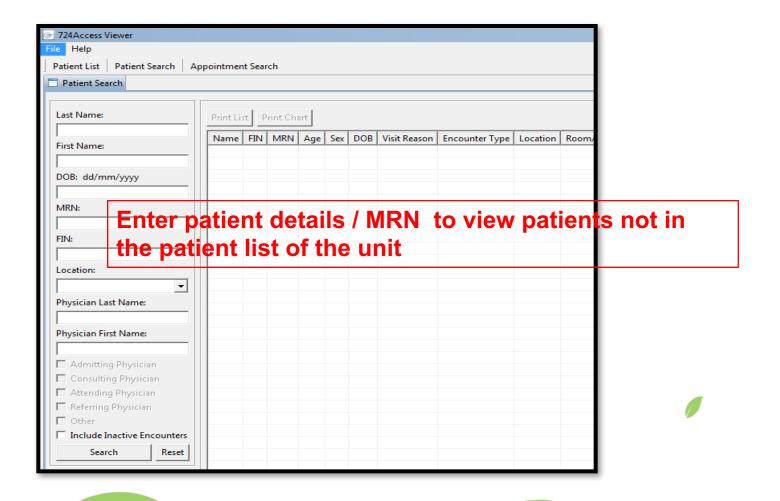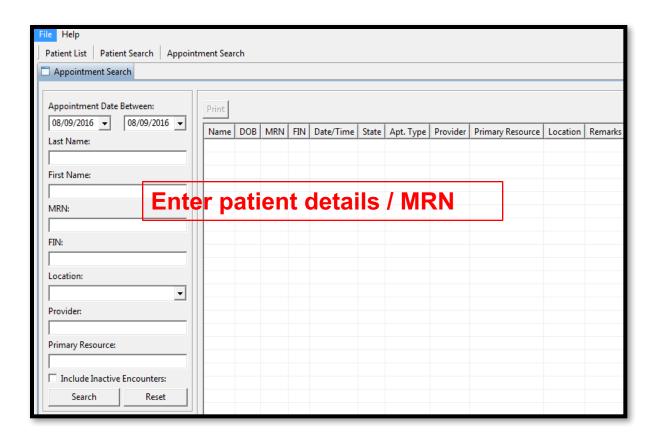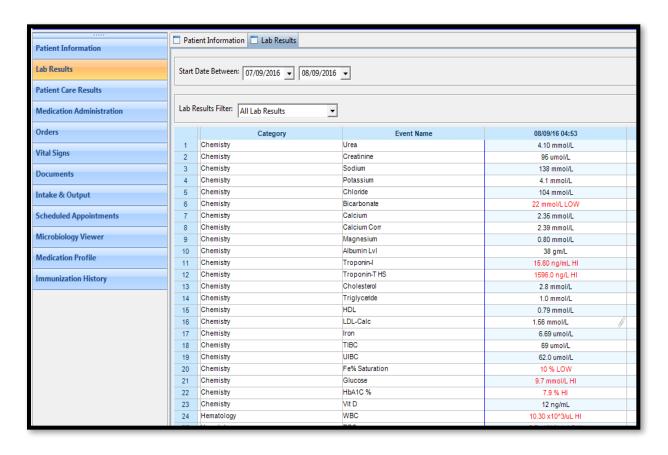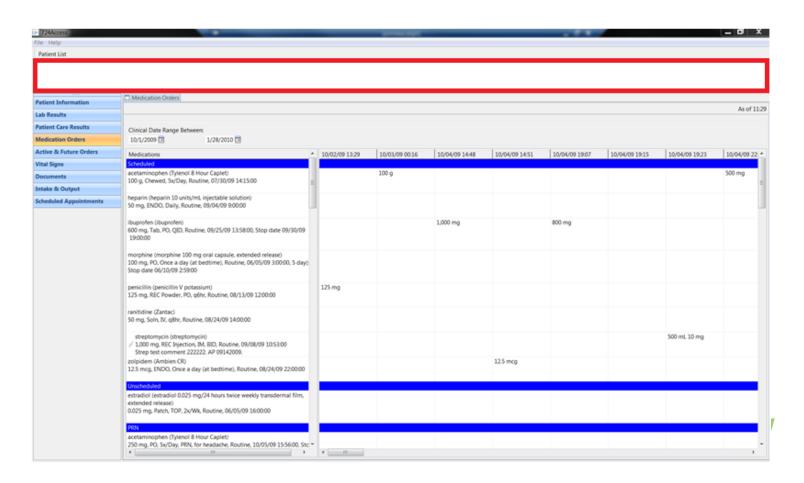
# Appointment Search Window

# Lab Results Window

# Medication Orders Window

# Downtime Folder/Cabinet checklist

CIS DR/BC/DT Department Preparedness Review

| CIS DR/BC/DT – Department Downtime Folders Preparedness Checklist | | | | |
|---|---|---|---|---|
| **Dept Name:** | **Location:** | | | |
| **Checklist items** | **Yes** | **No** | **N.A.*** | **Comments** |
| Downtime folders requirements sent to HIM? | ☐ | ☐ | ☐ | |
| Empty folders & downtime stamps received? | ☐ | ☐ | ☐ | |
| *Only for registration depts:* Registration forms / DT FIN numbers labels / Cerner DT MRN labels (HC numbers) received? (Admitting, ED, OP, Dialysis, Radiology) | ☐ | ☐ | ☐ | |
| Downtime folders prepared? | ☐ | ☐ | ☐ | |
| Downtime folder quantity sufficient for 24 hours outage? | ☐ | ☐ | ☐ | |
| Downtime folders have all required forms? | ☐ | ☐ | ☐ | |
| Downtime cabinet (folders storage) identified? | ☐ | ☐ | ☐ | |
| Is Downtime cabinet secured & label applied? (secured with lock, keys with authorized personnel only) | ☐ | ☐ | ☐ | |
| Dept. Downtime coordinator identified? If yes, mention the name and contact no. in comments | ☐ | ☐ | ☐ | |
| HIM contact identified to work with dept? If yes, mention the name and contact no. in comments | ☐ | ☐ | ☐ | |
| Downtime folders procedure / training awareness (instructions) known and communicated to all staff? | ☐ | ☐ | ☐ | |
| Downtime cabinet location known to all? | ☐ | ☐ | ☐ | |
| | ☐ | ☐ | ☐ | |
| | ☐ | ☐ | ☐ | |
| Observations / Follow up action items: | | | | |
| **Dept Contact sign:** Date: dd/mm/yyyy **HIM contact sign:** Date: dd/mm/yyyy | | | | |
| **Dept Contact Name:** **HIM contact Name:** | | | | |

*N.A. – Not Applicable

# Downtime Readiness checklist

**CIS DR/BC/Downtime Overall Preparedness (Audit) Checklist for Department**

| Department Name: | | | | |
|---|---|---|---|---|
| Points to check or verify | Yes | No | N.A. | Findings / Remarks |
| Downtime Documentation in place (following reference documentation list)? | ☐ | ☐ | ☐ | |
| Department plans ready & approved? | ☐ | ☐ | ☐ | |
| Is team aware about the Downtime procedures / plans? | ☐ | ☐ | ☐ | |
| If physicians are made aware of DT plans? | ☐ | ☐ | ☐ | |
| Downtime folders in place (following folders checklist)? | ☐ | ☐ | ☐ | |
| Downtime folder location known to all? | ☐ | ☐ | ☐ | |
| Is Downtime files sufficient for 24 hours outage? | ☐ | ☐ | ☐ | |
| Downtime coordinator identified? | ☐ | ☐ | ☐ | |
| Downtime Training completed? | ☐ | ☐ | ☐ | |
| Downtime Drill completed? | ☐ | ☐ | ☐ | |
| Communication plan / call tree in place? | ☐ | ☐ | ☐ | |
| Do you have plan for communications with external departments during downtime? | ☐ | ☐ | ☐ | |
| Do you have 724 DTV installations? | ☐ | ☐ | ☐ | |
| Does your team know how to use 724 DTV? | ☐ | ☐ | ☐ | |
| Do you have 724 DTV username/password? | ☐ | ☐ | ☐ | |
| Did you attend training for Cerner 724 additional downtime tools i.e. CIS Millennium Read Only solution and Disaster Recovery Solution? | ☐ | ☐ | ☐ | |
| Does your team know HICT helpdesk contact information? | ☐ | ☐ | ☐ | |
| Any other findings or remarks: _____ ---------------------------------------------------------------------------------------------------------------- | | | | |
| Audited by:        Date: dd/mm/yyyy    Approved By:        Date: dd/mm/yyyy | | | | |

# Significant points for DTV

- 724 Downtime Viewer Workstations requires to be up and running 24 by 7. Should never be switched off/ shut down

- Cerner Millennium username/password cannot be used to login into 724 downtime application.

# Escalation of Unplanned Downtime

- If any staff feels CIS is not working/ slow to load, should immediately notify the charge nurse.

- Charge Nurse should verify it and inform HICT Service Desk on 44391444 as well as inform assigned Nursing Informatics team of the facility.

# Unplanned Downtime

Assigned Downtime Coordinator (Dept. Head/ Head Nurse/ Charge Nurse / NHS) is the point of contact during Downtime who will:

a. Initiate the unit specific downtime plan

b. Support staff during Downtime event.

d. Support data restoration after completion of downtime

# Maintenance

- Downtime Cabinet should be periodically checked for availability of downtime folders and required forms.
- Downtime Viewers should be monthly checked and tallied with current existing patient list of the unit.
- If 724 DTV data are not correct report immediately to HICT help desk and Nursing Informatics team.

# ED Clinical Data Entry After Downtime

| ED Clinical Data Entry After Downtime | | | | |
|---|---|---|---|---|
| **Patient Type** | **Category** | **Type** | **Entered by** | **Time (within a maximum of)** |
| Patients discharged during downtime | Orders | Discharge orders | Physician | 2hr |
| | | All other orders | to be Scanned by HIM | 72hr |
| | Physician Documentations | Allergy | Physician | 24hrs |
| | | Diagnosis ad problems | Physician | 24hrs |
| | | All other Documentations | to be Scanned by HIM | 72hrs |
| | Nursing Documentation | Complete Discharge process | Nurse | 2hr |
| | | All Documentations | to be Scanned by HIM | 72hrs |
| | Allied Health Documentations | All Documentations | to be Scanned by HIM | 72hrs |
| | Results | Laboratory | will be automatically Downloaded into Cerner from analyzers, otherwise must be entered by lab technicians | |
| | | Radiology | will be automatically interfaced with Cerner from PACS | |
| Patients continue in ED after downtime or get admitted/transferred during downtime | Orders | All orders | Physician | 4hrs |
| | Physician Documentations | Allergy | Physician | 24hrs |
| | | Diagnosis ad Problems | Physician | 24hrs |
| | | All other Documentations | to be Scanned by HIM | 72hrs |
| | Nursing Documentation | MAR | Nurse | 24hrs |
| | | Abnormal Vitals | Nurse | 24hrs |
| | | Complete Admit/ Transfer Process | Nurse | 2hrs |
| | | All other Documentations | to be Scanned by HIM | 72hrs |
| | Allied Health Documentations | All Documentations | to be Scanned by HIM | 72hrs |
| | Results | Laboratory | will be automatically Downloaded into Cerner from analyzers, otherwise must be entered by lab technicians | |
| | | Radiology | will be automatically interfaced with Cerner from PACS | |

**Timelines**
o Clinical data entry to be completed within 24 hours post downtime
o All scanned documents to be available within 72 hours post downtime

**Data entry responsibility**
o Where possible, the original author will be responsible for data entry (if returning to shift duty within 24 hours post downtime)
o Otherwise, responsibility of data entry will be handed over to the next shift

# Inpatient Clinical Data Entry After Downtime

| Inpatient Clinical Data Entry After Downtime | | | |
|---|---|---|---|
| **Category** | **Type** | **Entered by** | **Time (within a maximum of)** |
| Orders | All orders (excluding Laboratory and Radiology) | Physician | 4hrs |
| Phsyician Doucmentations | Allergy | Physician | 24hrs |
| | Diagnosis ad Problems | Physician | 24hrs |
| | All other Documentations | to be Scanned by HIM | 72hrs |
| Nursing Documentation | MAR | Nurse | 24hrs |
| | Abnormal Vitals | Nurse | 24hrs |
| | Intake and output totals | Nurse | 24hrs |
| | Weight and height | Nurse | 24hrs |
| | Complete Admit/ Transfe Process, if any | Nurse | 2hrs |
| | All other Documentations | to be Scanned by HIM | 72hrs |
| Allied Health Documentations | All Documentations | to be Scanned by HIM | 72hrs |
| Results | Laboratory | will be automatically Downloaded into cerner from analyzers, otherwise must be entered by lab technicians | |
| | Radiology | will be automatically interfaced with cerner from PACS | |

**Timelines**
o Clinical data entry to be completed within 24 hours post downtime
o All scanned documents to be available within 72 hours post downtime

**Data entry responsibility**
o Where possible, the original author will be responsible for data entry (if returning to shift duty within 24 hours post downtime)
o Otherwise, responsibility of data entry will be handed over to the next shift

# Questions / Feedback

**Please contact Nursing Informatics Department**