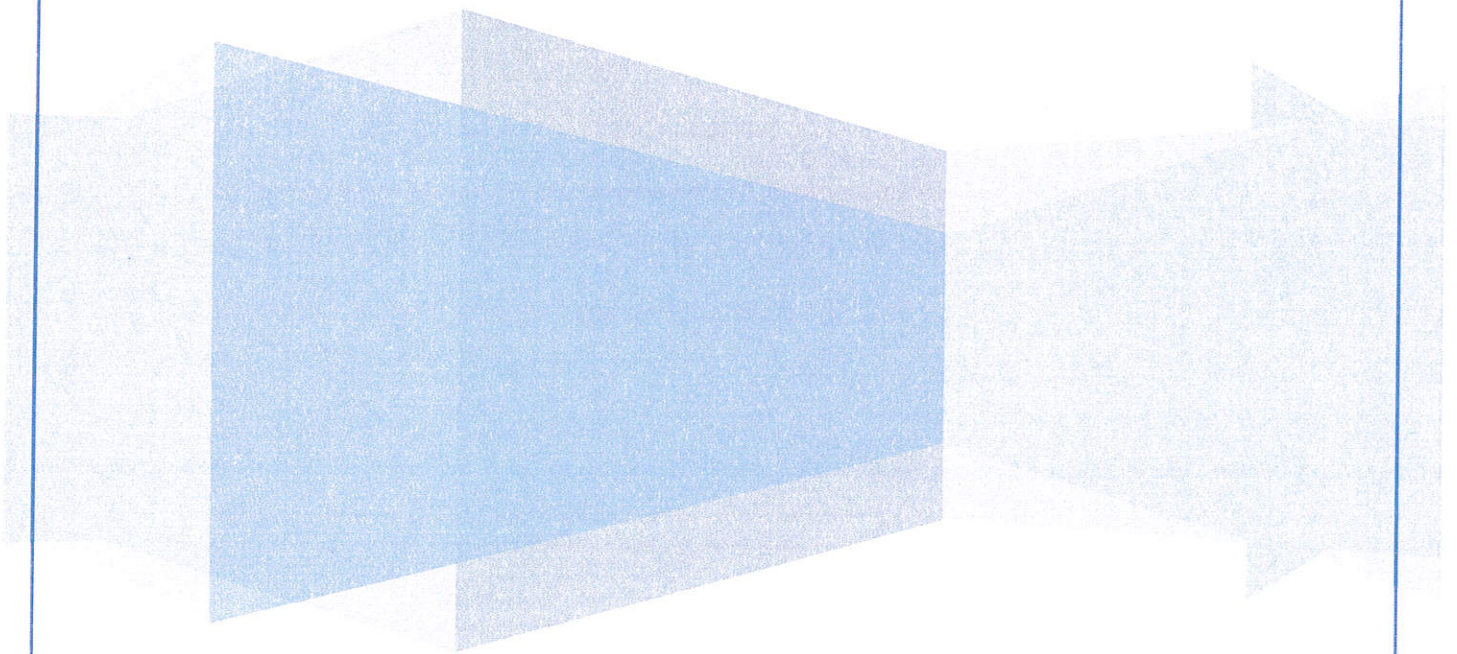


# **Nursing Informatics Department roles and responsibilities during CIS Downtime**



## Document Control

Version	Approval Date	Author
Version 1.0	6 December 2015	NI Strategy and Policy Committee
Version 2.0		NI Strategy and Policy Committee

## **Nursing Informatics Department roles and responsibilities during CIS Down time**

### Overview:

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

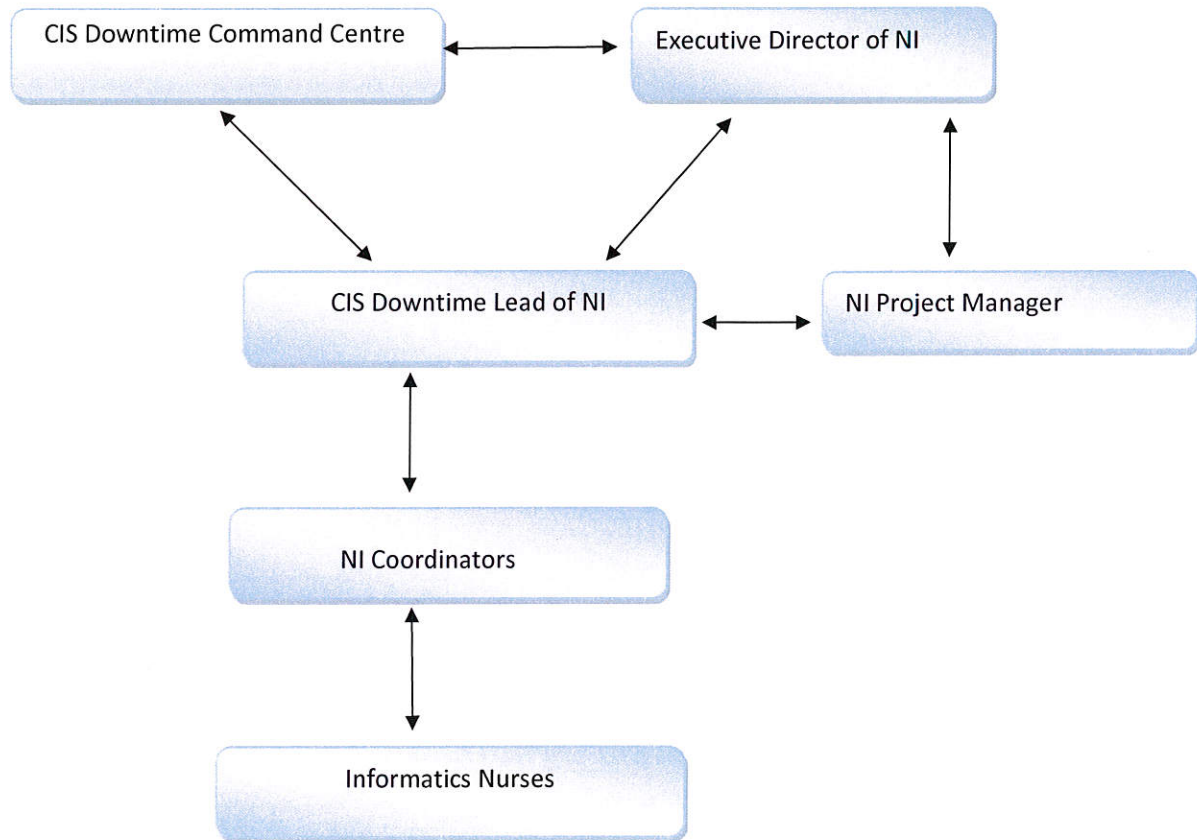
- Planned downtime is a scheduled disruption of CIS usually involves activities for ongoing requirement with the upgrades, special updates, patches and various other reasons needed from equipment and/or vendors.
- Unplanned downtime occurs due to interruptions in regular functionality of CIS and is not 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(NI) 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 Health Information and Communication Technology (HICT) Command Centre. The information is disseminated to NI staff through CIS NI lead/ Executive Director / 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 NI Lead**

- ✓ Communicates, updates and reports to the Executive Director and/or Project Manager of Nursing Informatics for decision making.
- ✓ Responsible to disseminate information about upcoming downtime events, log in information and expected duration of downtime to NI Department.
- ✓ Determine the duration and length of NI support with approval from NI Executive Director and/or NI Project Manager.
- ✓ Has a delegated authority from Executive Director as representative of NI Department to attend all CIS downtime meetings, and to be NI team leader during downtime.
- ✓ Provides directions and guidance to NI team assigned during downtime.
- ✓ Responsible to keep attendance and working hours of NI team.
- ✓ Works in coordination with NI Coordinators of facilities facing downtime.

**D. NI Coordinator**

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

**E. Informatics Nurses**

- ✓ Checks functionality and patient list on all downtime PCs of hospital prior to downtime event.
- ✓ Verifies that printed list of current patient census and MAR (or manual medication profile) is available in all units at least an hour before downtime.
- ✓ Execute the assignments delegated by the NIC/ Downtime Lead.
- ✓ Support and instruct nurses about preparations and actions during CIS downtime event.
- ✓ Assist nurses in initiation of re-entry of data once system is restored to normal.
- ✓ Inform NIC/ Downtime Lead about updates/status of the facility before, during, and after CIS downtime.

### Issue management

- Raising tickets- During downtime, all nursing related issues must be raised as HICT tickets and informed to NI Downtime lead, who is responsible to escalate them to the responsible team.
- Unavailability of NI Downtime lead- During unavailability of assigned NI downtime lead, another NI Coordinator from Nursing Informatics Strategy and Policy Committee will take the role of NI Downtime lead upon nomination from NI Executive Director.

### APPENDICES

Appendix A- NI Staff Contact Information

Appendix B- Downtime Report form

## Appendix A

### Staff Phone Number

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34.	Mohamed Ismail Aly	Informatics Nurse	032677	33914277	<a href="mailto:MAly1@hamad.qa">MAly1@hamad.qa</a>
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## Appendix B- Downtime Report Form

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Prepared By:

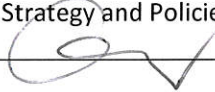
Elizabeth Varughese, NI Coordinator  
Co-Chair of NI Strategy and Policies Committee



Date: 22 August 2016

Submitted By:

Khadafy Yahya, NI Coordinator  
Chair of NI Strategy and Policies Committee



Date: 22-08-2016

Reviewed By:

Wahg Al-Mashaer El-Hag  
Project Manager, Nursing Informatics Department



Date: \_\_\_\_\_

Approved By:

Dr. Wasmiya Dalhem  
Executive Director, Nursing Informatics Department



Date: 25/ Aug, 2016