

YNHHS Managers' Webinar

Downtime Preparedness

March 17, 2025

VISION, MISSION AND VALUES



YaleNewHavenHealth

Presenters

- Office of Emergency Preparedness
 - Jordan Swenson (YNHHS)
 - Kevin Shuck (YNHH)
 - Michael Granoth (YNHH)
 - Kevin Albert (BH)
 - John Pelazza (GH)
 - Mike Spellman (LMH / WH)
 - Kage Harrington (LMH / WH)

- Digital Technology Services
 - Aimee Pellegrini
 - Carl Reichenbach
 - Leslie Hutchins
 - Emily Powers
 - Patrisha Triplett

- Nursing Informatics
 - Carol Salerno (YNHH)

Agenda

- ☐ Downtime Resilience
- ☐ Backup Audio Technology (BAT) Phones
- ☐ Epic Downtime Tools & Downtime Workstation Resources
- ☐ Accessing Reference Materials & Downtime Forms
- ☐ Q&A

Downtime Resilience

High Reliability Organization (HRO)

C

Communicate Clearly

- Repeat Backs / Read Backs
- Clarifying Questions
- Phonetic and Numeric Clarifications

H

Handoff Effectively

- Situation, Background, Assessment Recommendation (SBAR)

A

Attention to Detail

- Self Check using Stop, Think, Act, Review (STAR)

M

Mentor Each Other – 200% Accountability

- Cross-Check and Coach Teammates
- Speak up for Safety: ARCC It Up

P

Practice and Accept a Questioning Attitude

- Validate and Verify
- Stop the Line – “I Need Clarity”

**High Reliability is
underscored by
RESILIENCE**

**CHAMP behaviors
support both.**

Quick Win Actions



Quick win actions to do proactively for a smooth and less stressful transition should downtime occur.

- ❑ **Checklist of initial actions to take:**

Example: 1. Staff huddle to review issues and downtime procedures. 2. Organize forms and folders for easy access. 3. Print necessary downtime forms, etc.

- ❑ **List of important phone numbers:**

Example: Staff, leadership, AOC/OSCE/OSAM/ADN/Nursing Supervisor, 155 Downtime BAT phone numbers, key departments, protective services, vendors you interact with, etc.

- ❑ **Create a “Downtime Response” favorites folder on your computer and phone:**

Example: Favorite the Offline Directory URL, Medical reference websites for medication dosing information or nursing skills, ONE Call for the on-call list <https://www.qgenda.com/>, etc.

- ❑ **Consider & write down creative workarounds that can be taken:**

Example 1: Can't access an internet link while on the network? Use your cell phone as a temporary workaround. Example 2: Add important phone numbers as a contact on your cell phone. Example 3: Add the 155 Downtime BAT phone numbers as a contact on unit Shared Mobile Devices.



Emergent situations increase anxiety and reduce comprehension.
These quick win actions will support your ability to respond calmly.

Tips & Available Templates

Tips:

- ☐ Empower a staff member as your departments “Downtime Guru”.
- ☐ Review & update downtime resources quarterly at a minimum.
 - ✓ Making this a repeatable operational activity will ensure smooth downtime response.
- ☐ Simplify downtime workflow where possible, focus on continuing critical actions and remove the nice-to-haves.

Available Templates:

- Customizable Downtime Toolkit:
 - Geared toward clinical units, however highly adaptable for non-clinical areas
 - Actions to take to prepare and adapt the template
- Downtime Response Checklist Template
- Downtime Response Contact List Template

Backup Audio Technology (BAT) Phones

BAT Phones - Yellow

The Yellow & Red cased Shared Mobile Devices can be used as regular cell phones in the event of a voice or network outage for communications.

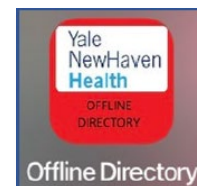


The Yellow Cased Phone:

- In a major voice or network outage, the yellow cased phone becomes the main unit / dept. phone number.
- This phone's number is associated with your department and available in the "Offline Directory" already published to mobile devices.
- The unit / dept. Business Associate / Unit Clerk / Dept. Admin or Secretary would be the most appropriate person to use this device during normal uptime and during a planned or unplanned outage.
- This phone must be charged at all times and kept on the unit.

Please Note:

The "Offline Directory" is currently enabled.
It will not open during normal uptime



BAT Phones - Yellow

The Yellow & Red cased Shared Mobile Devices can be used as regular cell phones in the event of a voice or network outage for communications.

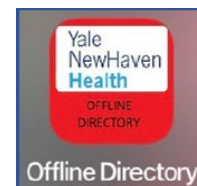


The Red Cased Phone:

- In a major voice or network outage, the Red cased phone becomes the emergency line and must not be used for non-emergent communications.
- This phone's number is associated with your department and available in the SharePoint Inventory to validate accuracy. It is NOT published in the Offline Directory purposely to avoid it being used for non-emergent communications.
- During a network or voice outage, this phone line should remain open and available.
- The Charge Nurse or department Manager would be the most appropriate person to use this device during normal during normal uptime and during a planned or unplanned outage.
- This phone must be charged at all times and kept on the unit.

Please Note:

The “Offline Directory” is currently enabled.
It will not open during normal uptime



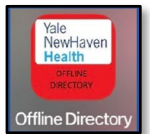
Offline Directory

To access the Offline Directory on your computer or mobile device browser:

Navigate to <https://phones-directory.ynhh.org>

To access the Offline Directory on your mobile device:

Navigate to the above link on your browser or click the red offline directory icon on your corporate device, it will launch on your mobile browser.



Have your YNHHS badge on hand, your email address and the number on your badge is how you will gain access. System Incident Management has provided a tip sheet on how to use this directory, check your email from 3/11.

YaleNewHavenHealth

Offline Phone Directory

Search Directory

Emergency BAT Phones

My Team

Exit

Directory Listing

Search Directory»

All records

prefix/key word

Find

Filter by Hospital

All

Filter by Phone

All Phones

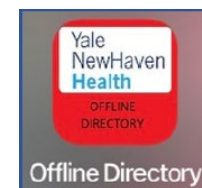
Bat Phones

Click on column to sort by - select page to view more info

Hospital	Department	Directory Name	Title	Phone #	Phone Type
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Please Note:

The “Offline Directory” is currently enabled.
It will not open during normal uptime



Yale
NewHaven
Health

BAT Phone Verification – Leads / Managers

1. Identifying your BAT phone device ID/phone number:

The device ID can be found on the back of the device on a label.

To determine the devices phone number:

- Go to “settings”
- Scroll down to “Phone”
- See “My Number”



2. Navigate to the SharePoint BAT Phone Inventory list.

<https://dept.ynhh.org/its/Pages/Emergency-BAT-Phones.aspx>

3. Search for your department / unit in the Search Field:

Cross reference the phone number and device ID listed.

Contact the DTS Service Desk via email with any issues:

HelpDesk@ynhh.org

YaleNewHavenHealth DTS / ABOUT ▾ / SERVICES ▾ / SECURE COMPUTING ▾ / FORMS & POLICIES ▾ / RESOURCES ▾ / HELP ▾

EMERGENCY BAT PHONES

Select Delivery Network

All ▾

Search 🔍

DN	Building ↑	Unit / Dept Name ↑	Floor ↑	Street Address ↑	City, State ↑	Yellow Device ID	Yellow Bat Phone Number	Red Device ID	Red Bat Phone Number
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155 BAT Phones

155 Downtime

These downtime emergency lines are for emergency use only and will only be monitored during active and announced downtime events.

Pre-program these numbers as contacts in your cell phones and on the Shared Mobile Devices for your unit.


See System Incident Management email sent 3/14.

Yale New Haven Hospital	
YNHH 155 Downtime Line #1	475-365-2051
YNHH 155 Downtime Line #2	475-365-2167
Bridgeport Hospital	
Bridgeport 155 Downtime Line #1	475-365-2516
Bridgeport 155 Downtime Line #2	475-365-2568
Bridgeport Hospital - Milford Campus	
Milford 155 Downtime Line #1	475-365-2528
Milford 155 Downtime Line #2	475-365-2672
Lawrence and Memorial Hospital	
LMH 155 Downtime Line #1	475-365-2224
LMH 155 Downtime Line #2	475-365-2343
Greenwich Hospital	
Greenwich 155 Downtime Line #1	475-365-2265
Greenwich 155 Downtime Line #2	475-365-2359
Westerly Hospital	
Westerly 155 Downtime Line #1	475-365-2285
Westerly 155 Downtime Line #2	475-365-2176

Epic Downtime Tools & Downtime Workstation Resources

Downtime Resources & DTS Maintenance Schedule

Hyperdrive PRD – PRD Environment (ecpS_PRDAPP1)




HYPERSPACE®
May 2024

Log In

[Forgot your password?](#)

WARNING
Access to Clinical Systems is RESTRICTED. Users may only access the patients with whom they have direct care responsibilities. Access to patient data is subject to audit. Unauthorized access or disclosure of sign-on codes will lead to disciplinary action up to and including termination of employment or your medical staff appointment.



SCAN ME

Are you a provider looking for a quick way to gain efficiency skills? Epic Moments are for you!
Epic moments are short and easy-to-digest training videos designed to increase provider Epic efficiency.

[Click here for Access to Provider Training Video](#)

April [ITS Scheduled Maintenance Window](#)

20
Time: 2:00 AM - 6:00 AM
Impact: User Outage

May [ITS Scheduled Maintenance Window](#)

18
Time: 2:00 AM - 6:00 AM
Impact: User Outage

Epic Downtime Tools

See below links to Epic Downtime Tools documentation, please review and print the information in the links provided:

[Downtime PC's](#)

[Epic Downtime Training Materials](#)

[Emergency BAT Phones](#)

[Equipment Location Policy](#)

[BAT Phones](#)

[PC Health Check](#)

[Purpose and Use](#)

[Forgot your Password - Click Here](#)

SCROLL DOWN

Epic Downtime Tools



**Downtime
Read Only**

- Read-Only Epic environment.
- Looks & Navigates like Epic.
- Data accurate up to the time Epic went down.
- Requires network access.
- *Available on all computers.*

- View & print patient reports.
- Admit and move patients.
- Print patient labels using Avery label paper.
- Local intranet access required.
- *Available on all computers.*

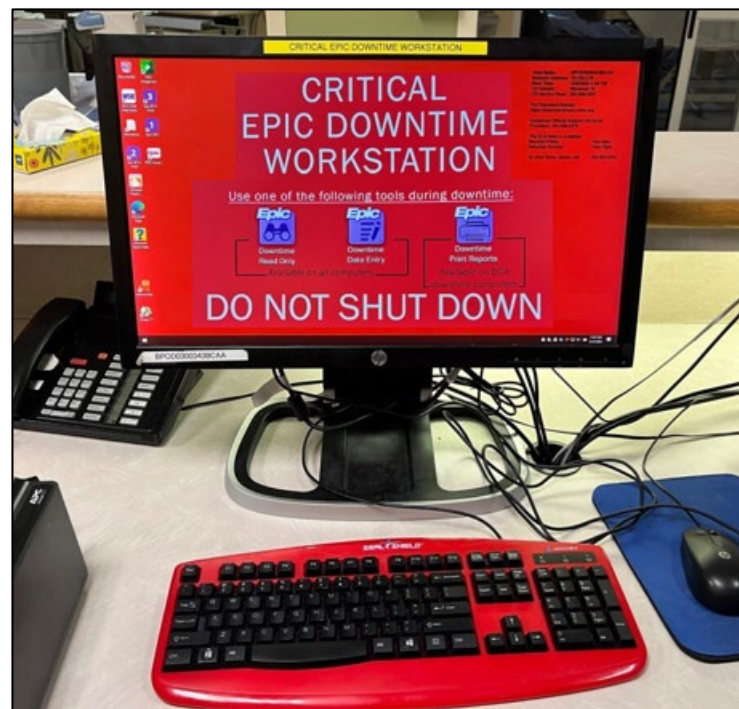


**Downtime
Data Entry**



**Downtime
Print Reports**

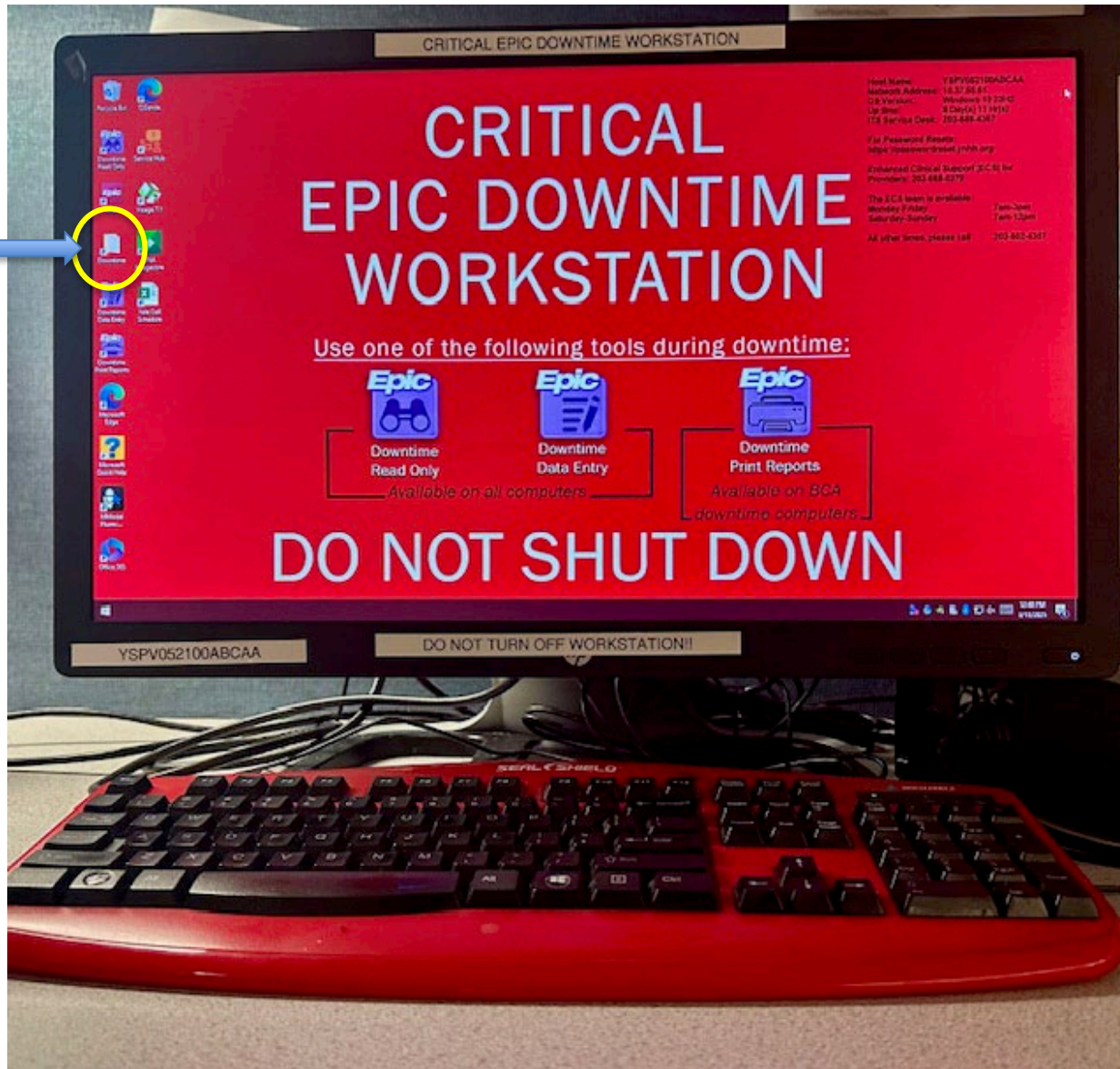
- View & print patient reports for the department.
- Print with locally connected printer (USB cable).
- Keep the BCA logged onto the network for use in a network outage.
- UPS & generator plug allow use in power outage.
- *Only available on the Downtime Computer.*



Accessing Reference Materials & Downtime Forms

Downtime Workstation Resources

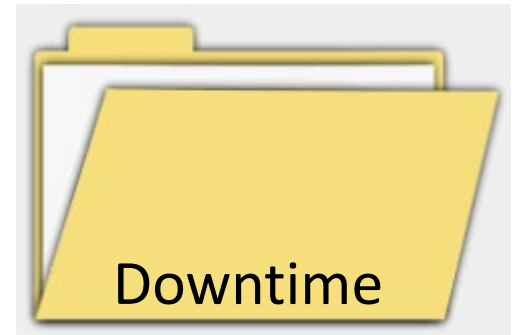
“Downtime”
folder



Downtime Workstation Resources

Downtime Folder Resources:

- Epic Downtime Tools Quick Start Guide
- Discharge Instructions
- Epic Downtime SOP
- On-Call list “One call”
- MCN Ellucid Policies
- Ordersets & Therapy Plans
- Smart Pump Library
- Nursing Professional Practice Repository (NPPR)
- Elsevier Clinical Skills (formerly known as Mosby)



Downtime Resources

The screenshot shows the Yale New Haven Health intranet. The browser address bar displays <https://intranet.ynhh.org/Resources>. The navigation bar includes links for Resources, Project Management, ServiceNow, Epic, Incident Response, Downtime Resilience, Downtime - Home, and Healthcare News. The Resources menu is expanded, showing options like Directory, Infor, Outlook, Policies, Report Safety Event, Resources, Human Resources / Careers, and Training. The main content area is titled "YaleNewHavenHealth" and features a search bar and a "Departments & Communities" dropdown. Below this, a message states "You are currently viewing Yale New Haven Health resource links". Two columns of links are displayed: "Applications" and "Documents". The "Nursing Professional Practice Repository" link in the Documents column is highlighted with a red box.

Resources

Project Management

ServiceNow

Epic

Incident Response

Downtime Resilience

Downtime - Home

Healthcare News

Yale New Haven Health

Directory

Infor

Outlook

Policies

Report Safety Event

Resources

Human Resources / Careers

Training

YaleNewHavenHealth

Search...

Departments & Communities

You are currently viewing Yale New Haven Health resource links

Applications

- ADA Form
- Analytics Portal
- AOC Morning Safety Report
- BD Product Search
- Benefits Enrollment
- BusinessObjects Reporting
- Care Signature clinical pathways library YNHHS – View only
- Catering
- CBISA Web Entry
- Central Staffing Streamlining (e-CSO webtool)
- Cisco Finesse
- Clinical Nurse Transition Coach Log
- Clinical Skills (Elsevier/Mosby)
- Conga CLM (Contract Lifecycle Management)
- CT PL Form

Documents

- Aesculap Dental Instruments Product Catalog
- Aesculap Surgical Instrument Product Catalog
- Browser Favorites Import to Microsoft Edge
- BusinessObjects Manual - Crystal Report Retrieval
- Chaperone Resources
- Compliance Addendum
- Continuous Regulatory Readiness
- Contract Renewal/Termination Form
- Contract Request
- Contract Request Instructions
- Electronic Fetal Monitoring
- Employee Payroll Deduction
- Nursing Professional Practice Repository
- Ophthalmic Eye Instrument Catalog
- Oxatec DTF Portable Oxygen

Downtime Resources

The screenshot shows a web browser window with two tabs: 'Yale New Haven Health' and 'Nursing Professional Practice Repository'. The address bar shows the URL <https://ynhhsdocuments.ynhh.org/nppr/Pages/home.aspx>. The page is a SharePoint site with a black header bar containing the 'SharePoint' logo and a 'Sign in' button. Below the header, the 'YaleNewHavenHealth' logo is displayed. The main content area features the title 'Nursing Professional Practice Repository' and a search bar. A grid of six colored buttons is arranged in two rows: YNHHS (light blue, highlighted with a red box), YNHH (dark blue), BH (teal) in the top row, and GH (green), L+M (orange), WH (blue) in the bottom row. Below this grid is a button labeled 'NPPR Management Resources'. The Yale New Haven Health logo is visible in the bottom right corner.

YaleNewHavenHealth

Nursing Professional Practice Repository

Search

YNHHS	YNHH	BH
GH	L+M	WH

NPPR Management Resources

Yale NewHaven Health

Downtime Resources








Yale New Haven Health System



- + CAUTI Prevention
- + CLABSI Prevention
- + Central Venous Access Device (CVAD) Protocols
- + Competency Based Orientation Tools for Nursing
- + Critical Care
- Downtime References- Electronic Health Record (Epic)
 - + Adult Inpatient Downtime Forms and Reference Documents
 - + Ambulatory Downtime Forms and Reference Documents
 - + Emergency Department Downtime Forms and Reference Documents
 - + General Downtime References
 - + Neonatal Intensive Care Unit Downtime Forms and Reference Documents
 - + Obstetrics and Well Newborn Downtime Forms and Reference Documents
 - + Pediatric Downtime Forms and Reference Documents
- + Emergency Department
- + Fall Prevention
- + Family Presence Procedures During Cardiopulmonary Emergency
- + Heart and Vascular
- + Infection Prevention



- Adult Inpatient Downtime Forms and Reference Documents

-  [Aspiration Risk Assessment and Water Challenge.pdf](#)
-  [Bristol Stool Chart.pdf](#)
-  [Broset Violence Checklist.pdf](#)
-  [Morse Fall Risk.pdf](#)
-  [Neurocheck guideline.pdf](#)
-  [PAIN SCALES.pdf](#)
-  [YNHHS Downtime Form Standardization SBAR Inpatient Adult Focus 2022.pdf](#)

Downtime Standard Operating Procedure

Yale New Haven Health

Department of Patient Services

Electronic Health Record (EHR) Downtime Standard Operating Procedure

Original: 09/2017

Last Reviewed: 09/2020

Approved by: ITS

Purpose:

To provide a comprehensive plan to utilize during a period of time when the electronic health record is non-operational.

Definitions:

Downtime: Period of time when the electronic health record system is non-operational.

Scheduled Downtime: The electronic medical health system is non-operational during a predetermined specified period of time with notification to end users.

Unscheduled Downtime: The electronic health record system is non-operational as a result of an unanticipated event without prior notification to end users.

Downtime procedures: Processes used in place of the unavailable technology for accessing patient information, writing and processing orders, and completing documentation. Including, but not limited to: paper forms and requisitions, telephone and fax notifications. These procedures vary based on the workflow of each clinical area.

Recovery: A period of time following downtime when the systems are operational. Patient electronic health records are updated during recovery according to established procedures.

Downtime Forms

- YNHHS Inpatient Downtime Forms and Reference Documents have been standardized for:
 - ✓ ED
 - ✓ Inpatient Adult *(example of the list of downtime forms provided on the next 2 slides)*
 - ✓ Inpatient Pediatrics
 - ✓ Inpatient OB/Newborn/NNICU
- Forms are available to order from Market Place

If you are unable to order through Marketplace, email the request to: YNHHASB@americanbus.com

Our vendor (American Business) has committed to prioritizing these requests.

Include the following information in:

 - Item ID
 - Quantity
 - Delivery location (including DN, campus, any floor or suite # and ATTN)
 - Cost center
 - Phone #

Downtime Forms - ED

**YHS000013: Downtime ED Orders Record
(Medication/Fluids/EKG)
100/package**

**YHS000037: Downtime History & Physical
25/package**

**YHS000010: Downtime Admission Order/Bed Request
100 sheets/Pad**

**YHS000011: Downtime Radiology Order Form
100/package**

**YHS000034: After Visit Summary (AVS)
25/package**

**YHS000014: ED Downtime RN Note/Documentation
100/package**

Downtime Forms - Adult Inpatient

Pads = 100 sheets
Stapled documents = 25/package

Downtime Form Unit Stock Recommendations

New Form Title	New Form #	Recommended Inventory #
Downtime Order Form	F3603	3 X Maximum Unit Census
Downtime History & Physical Form	YHS000037	Unit Census
Downtime Progress Note	F679	2 Pads
Downtime After Visit Summary (AVS)	YHS000034	Unit Census
Downtime Adult Vital Signs (Non-ICU)	YHS000050	3 X Unit Census
Downtime Adult Vital Signs ICU Documentation	YHS000051	3 X Unit Census
Downtime Adult Intake & Output	YHS000049	3 X Unit Census
Downtime Medication Administration Record- Sched	YHS000008	3 X Unit Census
Downtime Medication Administration Record- PRN	YHS000009	3 X Unit Census
Downtime Adult Patient Profile Flowsheet	YHS000052	Unit Census
Downtime Adult Patient Care Summary Flowsheet	YHS000060	2 X Unit Census
Downtime Restraint Flowsheet: Custodial	YHS000038	5
Downtime Restraint Flowsheet: Non-Violent	YHS000039	Unit Census
Downtime Restraint Flowsheet: Violent	YHS000040	½ Unit Census
Downtime Blank Flowsheet	YHS000064	Unit Census
Downtime Care Plan Form	YHS000069	Unit Census
Downtime Patient Education Form	YHS000070	Unit Census
Ticket to Ride	F5508	1 pad
Downtime Lab Requisition Form (SRC)	F7785	3 X Maximum Unit Census
Downtime Lab Requisition Form (YSC)	F4332	3 X Maximum Unit Census

Downtime Forms - Adult Inpatient

Pads = 100 sheets
Stapled documents = 25/package

Nursing Assessment Forms:		
Braden Assessment	YHS000073	Unit Census
Morse Fall Risk Assessment	YHS000130	Unit Census
Columbia Suicide Risk Scale (C-SSRS)	YHS000062	Unit Census
CIWA	YHS000068	3 X Unit Census
MINDS	YHS000086	3 X Unit Census
NIHSS	YHS000090	Unit Census
Reference Documents:		
Pain Assessment Scales		1
Glasgow Coma Scale		1
Muscle Strength Grading		1
Bristol Stool Chart		1
Yale Swallow Evaluation		1
Business Continuity Access (BCA) Tools:		
Downtime Policy		1
BCA Reference Guide		1

Downtime Forms - Ambulatory

Print the following reports from the BCA Downtime Workstation:

- The DAR = Daily Appointment Report
- The Clinical Summary Report (face sheet) for each patient. The Clinical Summary Report displays relevant patient information from the last visit in each specialty.

Pads = 100 sheets
Stapled documents = 25/package

Form Title	Form #		
Downtime Order Form Pads	F3603		
Downtime History & Physical pkg	YHS000037		
Downtime Progress Note Pads	F679		
Downtime Ambulatory AVS pkg (After Visit Summary)	YHS000290		
Department specific downtime forms developed and approved by the Medical Records Forms Committee			

Next Steps

Next Steps



- ✓ **Practice Accessing & Using the Epic Downtime Tools**

Log into **Downtime Print Reports** on the Downtime computer to validate Epic department accuracy and appropriate patient census / schedule / patient summary reports.

- ✓ **Review & Maintain Stock of the Downtime Forms**

- ✓ All forms are available to order from Market Place.

If you are unable to order through Marketplace, email the request to: YNHHASB@americanbus.com

Our vendor (American Business) has committed to prioritizing these requests.

Include the following information in:

- Item ID
- Quantity
- Delivery location (including DN, campus, any floor or suite # and ATTN)
- Cost center
- Phone #

- ✓ **Review and be familiar with the Electronic Health Record Downtime SOP.**

- ✓ **Ensure the yellow and red BAT phones are the correct phones, available and charged.**

- ✓ **Ensure staff contact lists are printed.**

Documentation

The screenshot displays the Yale New Haven Health website. At the top, a blue navigation bar contains the 'Yale New Haven Health' logo and a dropdown arrow, followed by links for Directory, Infor, Outlook, Policies, Report Safety Event, Resources, Career / Professional Development, and Training. Below this, the main header features the 'YaleNewHavenHealth' logo and a search bar. A secondary navigation bar includes a 'Departments & Communities' dropdown and an alphabetical index from A to Z. The 'E' index is highlighted, and a yellow arrow points to the 'Emergency Management, Fire Safety & Security' link in the expanded menu. Other links in the menu include Education Consortium, End of Life, Enhanced Recovery After Surgery, and Emergency Services. A light blue banner on the left promotes home health and hospice services with a 'Read More' button. On the right, the text 'NewHaven Health Health at Home' is visible. The footer includes a 'News' section and a 'Quick Links' dropdown.

Yale New Haven Health

Directory Infor Outlook Policies Report Safety Event Resources Career / Professional Development Training

YaleNewHavenHealth

Search...

Departments & Communities

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Education Consortium >

End of Life >

Emergency Management, Fire Safety & Security >

Emergency Services >

Enhanced Recovery After Surgery >

Enhancing the continuum of care through licensed home health and hospice plus private-duty home care

Read More >

< ○ ○ ● >

News

Quick Links

Documentation

Emergency Management, Fire Safety & Security

Departments & Communities ▶

Emergency Management

Emergency management is the managerial function charged with creating the framework within which the health system to reduce vulnerability to hazards and cope with disasters. Emergency management services are provided by each Delivery Network emergency manager as well as the Office of Emergency Preparedness (OEP) at the system. Click here to find your DN or department specific EM plans.

[Read more](#)



MITIGATION

Public Education
Hazard & Vulnerability Assessment
Improved Infrastructure

PREPAREDNESS

Emergency Response Plans
Training & Exercises
Sirens

RECOVERY

Economic Recovery
Debris Management
Housing
Health & Social Services

RESPONSE

Life Safety
Incident Stabilization
Property Preservation
Evacuation & Shelters
Mass Care



Emergency Management

Read more about our Emergency Management protocols.

Quick Links

[ProtectAdvisor](#)

Documentation

Emergency Management, Fire Safety & Security

Departments & Communities ▶

Emergency Management



