

Decision Grid for making decisions about Downtime, Yellow Alert, Orange Alert

These are for guidance only. Every situation is different so only those responsible to each situation can make the right decision for that situation.

Downtime considerations

<p>HEO/Wiz, HED /AdminRx</p>	<p>IF data is saving to database , it is generally safer for patients to continue using these applications than to transition to paper-based processes and back again-even when there are issues such as: -ADT data for newly admitted or transferred patients is not updating these apps. Some users or geographic areas do not have access New medication orders are not available in AdminRx (but orders entered earlier are)</p>
<p>Medipac/Epic issues are causing other applications to have inaccurate census/location data</p>	<p>Time of day, day of week are significant Volumes of ADT transactions between 7am and 5pm significant so lengthy absence of accurate ADT data during these hours can get to the point of making applications unusable or unsafe Nights, weekends anteh volumes of ADT changes less impact on other applicaitons less of an issue Because they have > % of newly registered patients, EDs are much more vulnerable to ADT issues than other areas Clinic Outpt. Whiteboards and census also change much more rapidly than Inpt. census so lengthy Epic issues have greater impact for their workflow</p>
<p>Diagnostic Testing Dept. Systems (Lab, Rad, Card, etc.)</p>	<p>Front end impact: Efforts to minimize unnecessary orders can increase chances priority tests get done Back end impact: When there are issues on dept. system side or Star side getting diagnostic testing results, need to put processes in place to communicate at least some results (critical/crisis values, Stat results, etc.) to ordering provider/unit</p>

Yellow Alert considerations

<p>Postpone escalation to Yellow Alert if:</p>	<p>Off shifts (evenings, nights, weekends) when clinics and operative/procedural Areas closed or working at greatly reduced volumes If resources available are able to provide effective communication to staff If no anticipated need to hold staff at end of shift Cause of computer issue(s) understood and progress being made toward resolution</p>
<p>Escalate to Yellow Alert if:</p>	<p>Multi-system instability for unknown cause Repair will not be done before change of shift Weekday hours when more cusomers/patients potentially affected Available resource not able to provide effective communicaiton Addiotnal resources are needed Other issues (weather, mass casualty, diversion, etc.) also going on</p>

Orange Alert considerations

Postpone escalation to Orange Alert if:	Problem is being handled adequately without a Command Center Resources available are able to provide effective communication to staff There is an ETA to correct problem
Escalate to Orange Alert if:	Emergency Operations Center roles are needed to manage impact of computer failure Labor Pool resources needed Communication to users ineffective Data Center or other major systems "Disaster" in progress Computer issues happening in conjunction with other infrastructure issues (e.g. flood, fire, electrical outage, etc.)