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| **Decision Tree & Communication Grid-Inpatient** | | | | **HED/AdminRx** | **HEO/Wiz** | **Medipac** | **Network/Infrastructure** | **StarPanel** |
| Issue with core 1 computer application? | yes  Application “down” 2?  no | | Communicate system is DOWN, use Downtime procedures | “Use downtime procedures for HED Nursing Documentation system” | “HEo/Wiz is unavailable. Use downtime order entry procedures.” | “Medipac is unavailable. Pts. Admitted or Transferred since the start of downtime will not be in correct location in applications that get census info. From M’Pac. “ | “Network problems are preventing access to all computer applications, including e-mail. Use downtime procedures for all applications.” | “Due to network problems, StarPanel is not accessible. User Downtime procedures until issues resolved.” |
|  | yes  Application unstable 3?  no  Application functioning for pts. Checked-in prior to certain point? | | Further analysis – what is the problem? | “We are experiencing technical issues with HED. Support Teams investigating. Monitor StarPanel Banner for updates until resolved. “ |  |  |  |  |
|  | yes  no  Does some functionality work for all? | | Use downtime procedures for pts. Admitted past X point until the are available in app | “Patients checked in prior to 7:45pm are not available HED Nursing Documentation or AdminRx. Use downtime procedures for these patients only. Downtime MARs will NOT be printed so use manual DT MAR for these patients.” | “Patients admitted prior to 7:45pm are not available for HEO/Wiz order entry . Use downtime procedures for these patients only.” | N/A | N/A | “Patients admitted or checked-in prior to 7:45PM are not available in StarPanel. Use downtime procedures for those pts. All features are working for patients admitted or checked-in prior to 7:45. Call Lab # x-xxxx for results on recent results on new pts.” |
|  | yes  no | | Use functions that are working; initiate downtime for those not working | “Bedside monitor data cannot be downloaded via DAS into HED. Use HED for other documentation but manually transcribe monitor data until issue resolved.” | “The Admission Wizard is not working. Use downtime order entry process for these orders only. HEO/Wiz can be used for all other orders.” | “The Discharge function in Medipac is NOT working. Until resolved, move discharged patients from their beds by transferring to Admitting beds. Log actual discharge time for use during recovery. “ |  | “The Outpt. Whiteboard is down. Use outpatient visits or downtime procedures until issue resolved. All other StarPanel features are fully functional.” |
| Can staff signed into app use while new users unable to establish session? | yes  Do issues seem location-based?  no  yes | | Use in areas where working; initiate downtime procedures for others | “Bedside monitor data cannot be downloaded via DAS for all units in CCT. Until resolved, manually transcribe data from monitor to HED. Other areas are NOT affected and can continue to use DAS. “ | “HEO/Wiz is not available in the Emergency Depts. Use downtime order entry processes in the ED only. Other areas should continue to use HEO/Wiz. “ | N/A | “Network problems are making all applications unavailable to VBH. Use downtime procedures for all apps. In VBH. Users in other areas are not affected by this problem & may continue to use all systems.” | “Due to network issues, StarPanel is not available in VCH or DOT. Use downtime procedures for patients in these areas. StarPanel is working without issue elsewhere.” |
|  | no | | Have staff that can use stay signed in & continue; initiate downtime procedures for others | “Users signed into HED should continue to use & avoid logging off until issue resolved. Users who cannot access HED should use DT Procedures. DT MARs( will/will not) be printed.” | “Users signed into HEO/Wiz should continue to use and avoid logging off until issue resolved. Users who cannot access HEO/Wiz should use Downtime Order Entry Procedures.” | N/A | “Technical issues are pre-venting many users from initiating new computer sessions. If accessible, applications are working. Avoid logging out until issue resolved.” | Users signed into StarPanel should continue to use & avoid logging off until issue resolved. Users who cannot access StarPanael should use downtime procedures. |
| **Decision Tree & Communication Grid-Ancillaries**  yes | | |  | **EDIS** | **IMPAX** | **Pharmacy** | **LAB** | **MLT** |
| Issue with Ancillary computer applications? | | no  Application down? | Communicate system is DOWN, use Downtime procedures | “Use downtime procedures for ED Whiteboard” | “IMPAX is unavailable. Use downtime radiology procedures” | “Pharmacy computer system is unavailable. AcuDose is in override” |  |  |
|  | | Application unstable?  no  yes | Application functioning for pts. Checked in prior to certain point? |  |  |  |  |  |
| Application functioning for pt. Checked in prior to certain point? | | yes  no | Use downtime procedures for pts. Admitted past X point until they are available in app |  |  |  |  |  |
|  | | yes  Does some functionality work for all?  no | Use functions that are working; initiate downtime for those not working |  |  |  |  |  |
|  | | yes  no  Do issues seem location-based? | Use in areas where working; ;initiate downtime procedures for others |  |  |  |  |  |
| Can staff signed into app use while new users unable to establish session? | | no  yes | Have staff that can use stay signed in & continue; initiate downtime procedures for others |  |  |  |  |  |
| **Decision Tree & Communication Grid - OUTPATIENT** | | | | **Epic** | **OPWB** | **VOOM** | **RxStar** | **MLT** |
| Issue with core 1 computer application? | yes  Application “down” 2?  no | | Communicate system is DOWN, use Downtime procedures | “Use downtime procedures for Epic system.” | “Use downtime procedures for OPWB.” | “Use downtime procedures for VOOM.” | “Use downtime procedures for RxStar.” | “Use downtime procedures for MLT.” |
|  | yes  Application unstable 3?  Does some functionality work for all?  no | | Further analysis – what is the problem? | “We are experiencing technical issues with [system]. Support Teams are investigating. Monitor StarPanel Banner for updates until resolved.” |  |  |  |  |
|  | yes  no | | Use functions that are working; initiate downtime for those not working | Central Registration in EPIC isn’t working. Use downtime procedures. All other EPIC functions are working. | “Outpatient Whiteboard is not working, use Outpatient Visits.” | VOOM order entry is working. Use paper encounter form for charge capture/billing.  ICD favorites are not available in VOOM. Please use the ICD-10 lookup.  Cerner is down. VOOM label printers are not working. Use downtime procedures. All other functions of VOOM are working. | Surescripts is not working and prescriptions can’t be sent electronically. Users may continue to fax, print or phone in prescriptions. | “MLT is not working, use patient summary medication editor.” |
| Can staff signed into app use while new users unable to establish session? | yes  Do issues seem location-based?  no  yes | | Use in areas where working; initiate downtime procedures for others | “[System] is unavailable at Williamson ECL clinic locations. Other areas are not affected and can continue to use [system].” |  |  |  |  |
|  | no | | Have staff that can use stay signed in & continue; initiate downtime procedures for others | Users signed into [system] should continue to use & avoid logging off until issue resolved. Users who cannot access [system] should use downtime procedures. |  |  |  |  |

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| **Decision Tree & Communication Grid - OUTPATIENT** | | | **Clinic Visit Note** | **Dragon** | **SmartVu** | **ADVANCE** | **VOIS** |
| Issue with core 1 computer application? | yes  Application “down” 2?  no | Communicate system is DOWN, use Downtime procedures | “Use downtime procedures for CVN.” | “Use downtime procedures for Dragon.” | “Use downtime procedures for SmartVu.” | “Use downtime procedures for ADVANCE.” | “Use downtime procedures for VOIS.” |
|  | yes  Application unstable 3?  Does some functionality work for all?  no | Further analysis – what is the problem? | “We are experiencing technical issues with [system]. Support Teams are investigating. Monitor StarPanel Banner for updates until resolved.” |  |  |  |  |
|  | yes  no | Use functions that are working; initiate downtime for those not working | Clinic Visit Note is not importing information (i.e. problem list, VOOM). Please use other documentation (i.e. starnotes) until resolved. | Dragon is not working on the network. You may continue to work offline. | SmartVu is not working. Please use classic StarPanel until resolved. | ADVANCE is not working. Please access individual functions (i.e. vital signs) in the yellow header of StarPanel. | VOIS order entry is not working. Use downtime procedures. You may continue to view current orders in the system. |
| Can staff signed into app use while new users unable to establish session? | yes  Do issues seem location-based?  no  yes | Use in areas where working; initiate downtime procedures for others | N/A | Dragon is unavailable in Williamson County. Other areas are not affected and may continue to use Dragon. | SmartVU isn’t working at Vanderbilt Bone and Joint. Other areas are not affected and may continue to use SmartVU. | ADVANCE is not working in Williamson County. Other areas are not affected and may continue to use ADVANCE. | VOIS is not working at 100 Oaks. Other areas are not affected and may continue to use VOIS. |
|  | no | Have staff that can use stay signed in & continue; initiate downtime procedures for others | N/A | Users signed into [system] should continue to use & avoid logging off until issue resolved. Users who cannot access [system] should use downtime procedures. |  |  |  |