**Management of Administrative Bridge Call**

1. Identify Lead-done when call started or reconvened or when a handover is needed.
2. 2. Introductions-when call started; when significant number participants join; q hour (e.g. Gwen Holder, System Support Services); when Consultants or SME not typically on call are asked to join, Leader should assist in clarifying role of new participant when they join e.g. After John Smith introduces himself, Leader might say “John is joining to clarify how the computer issues are impacting Telemetry & help plan for recovery”
3. Health IT AOC Update-minimum of q 30 min. using SBAR format
4. Situation
5. Background
6. Assessment
7. Plan
8. Leader ensures:
9. Only one person talking at a time
10. Requests that participants mute phones if background noise is interfering with the ability to hear
11. Delegates responsibility to call others as needed for consultation/SME
12. Identifies when forward progress is not being made and decides to pause call and reconvene at specific time later (need contingency plan if issue is resolved before reconvene time e.g. “We will reconvene at midnight unless issue is resolved. Check your e-mail before calling back in to see if downtime is over.”
13. Ensures conversation is focused on organizational response to technical issues (Technical Bridge Call is the focus on actually fixing what is broken). This includes:
14. Ensuring communication to end users and to departments impacted by issue(s)
15. Agreeing on safe work-arounds
16. Continually assessing impact on organization and identifying if/when escalation of response is warranted (see escalation considerations tool)
17. Other participants are responsible for:
18. Representing their constituency/role while maintaining organizational focus (what’s best for the organization may cause extra work or inconvenience for one group; when in doubt, what’s best for patients should drive decisions).
19. Active listening while avoiding extraneous conversation (i.e. use text messaging, e-mail, etc. to communicate with others while you are on the call so as not to disrupt Bridge call)
20. Performing tasks assigned by Leader and reporting back when complete
21. All participants are expected to evaluate each call with goal of continuous improvement of processes and outcomes.

**Interactions between Administrative and Technical Bridge**

1. Health IT AOC will ensure updates from Technical Bridge to Admin Bridge as described above. They will also:
2. Communicate needs from Technical Call participants that Admin Bridge can provide
3. Communicate requests from Technical Bridge for reports from field, need for testing, etc. to Admin Bridge
4. Technical Bridge Leader will ensure that requests for information from Admin Bridge are provided in timely fashion. Since these requests will be communicated by Health IT AOC , it is that person’s responsibility to filter such requests to only those needed to drive development of safe responses to the problem being experienced.