ELECTRONIC HEALTH RECORD (EHR) CAHF'S READY, SET, GO!

GET READY! HAVE A FACILITY "ACTION PLAN" FOR ELECTRONIC HEALTH RECORD OUTAGE

Does your staff know how their roles and responsibilities may change when their Electronic Health Record (EHR) is interrupted? Loss of power or internet access could cause an EHR to be out for long periods of time. It is important to have contingency plans to minimize disruptions to residents care as much as possible. In order to prepare for this type of emergency:

- Who is the decision maker during an EHR outage? This person will be responsible for coordinating the contingency plan and getting the EHR back online.
- Are there certain types of residents that are at greater risk if there is an EHR downtime? Once the EHR is down, your staff will not be automatically notified of tasks in the way they are used to.
- Discuss with staff how lost EHR access might affect your facility and the care you provide.
- Ensure that you are knowledgeable about how your EHR is configured. Is it a locally hosted (see glossary) application or is it accessed on the web – this will determine your contingency plan.

Does your plan address?

- Recommended procedures provided by your EHR vendor; Include vendor's contact info.
- Procedures for planned/scheduled EHR outage and
- Procedures for unplanned/scheduled EHR outage:
  ⇒ If cloud based (see glossary), ensure a redundant/backup internet connection:
  ⇒ If cloud based, establish an offsite location to access the EHR system in the event no access can be gained at the facility. Such as a corporate office or another facility able to print reports and forms that can be taken back to the facility.
  ⇒ If locally hosted, ensure data is backed up off site daily.
  ⇒ Designate at least one emergency computer to be connected to the emergency power with network access (hub, wireless router, etc.) and printer to print necessary reports and forms for manual documentation if needed.
  ⇒ Designate a staff member responsible for accessing the emergency computer during an outage to retrieve reports & forms needed for continued resident care and care processes.

GET SET! ARE YOU AND YOUR STAFF REALLY READY?

- Talk to your internet company about being an "essential service" for high priority restoration of internet access during an outage.
- Conduct "EHR Outage" drills to practice using emergency computer and offsite location.
- Have a list of reports that need to be printed if forced to manually chart.
- Consider having a preprinted supply of critical forms available for emergency use.

GO! ACTIVATE YOUR EHR OUTAGE PLAN

- **REMAIN CALM**: Determine why the EHR/Computers have gone down: Internet access or power?
- Contact responsible company (electric, internet or EHR vendor) for support.
- Use radio to listen to local news, emergency instructions.
- Utilize emergency computer to generate required documents, if necessary.
- Contact offsite locations to warn of need for EHR support.

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ADDITIONAL RESOURCES FOR EHR OUTAGE

- For Additional information go to: www.stratishealth.org/expertise/healthit/caretransitions/#sustain.
- CAHF appreciates your thoughts and would like to ask for any disaster related suggestions or "Positive Practices" that you may have.

GLOSSARY

- **Locally Hosted:**
  Means the EHR and data is stored at the facility on a server, hard drive, disc and/or tape as opposed to the internet.

- **Cloud Based:**
  Means that EHR and data are housed at another location and is accessed via the internet rather than locally hosted at your facility on the hard drive of a server or a computer.

- **Wireless Router:**
  Means a device that directs networking between computers and other devices in an office without the use of wires.

Our goal is to use "Lessons Learned" and "Successful Applications" to help educate other facilities within our Long-Term Care Community.

Let's work as a T.E.A.M.: Together Everyone Achieves More.

What disaster or event would you like CAHF's Disaster Preparedness Program to use for a "Ready, Set, Go" Disaster Planning Topic?
Contact us at 916.441.6400