ieMR

Our Digital Future
IMAGINE WHAT'S POSSIBLE...

ieMR Advanced

Fact sheet
Downtime events

A downtime event occurs when the integrated electronic medical record (ieMR) cannot be accessed or used reliably for its intended purpose. This may mean that only partial functionality is available. Children's Health Queensland (CHQ) has established a number of procedures to ensure staff can continue to access patient information when the ieMR is unavailable due to planned or unplanned downtime.

What actions should you take when a downtime occurs?

It is the responsibility of all staff to notify the ieMR support team if you are unable to access the ieMR, use it reliably or if you notice any unusual delays in messaging or functionality. If this occurs:

- call 3068 1999 (during business hours) or 1800 198 175 (after hours)
- notify the patient flow and safety nurse manager who will escalate as appropriate.

Safety and support during a downtime event

Patient safety is our priority during a downtime event.

A digital downtime support team will provide at the elbow support and coordinate activities during planned and unplanned downtimes. This team includes ieMR, Health Information Services and IT staff who will work with eHealth and CHQ Executive to manage the downtime event safely.

The following items are available in wards and departments to provide further support during downtime events:

- 724 downtime viewers (DTV) are located throughout the hospital and provide read-only access to seven days of historical clinical data from the ieMR (scanned images are not available in the 724 DTV)

  Please ensure you know where the closest 724 DTV is located within your clinical area. This workstation is clearly labelled as the 724 DTV.
- A downtime kit is located in all clinical areas of the Lady Cilento Children's Hospital and near the 724 DTVs. The kit contains all items and instructions necessary to continue with safe patient care e.g. patient ID wristbands, specimen labels and paper forms. These are being updated as we transition to ieMR Advanced.

When is a downtime event over?

Following the downtime, there will be a notification and a recovery period back to the normal functioning of the ieMR. Instructions for this process will be included in the downtime kit and provided by the digital downtime support team.

Recovery strategies will include:

- transitioning patient documentation and medications safely back to the ieMR
- debriefing of personnel involved
- a review of processes to ensure they are continually improved
- restocking of the downtime kits.

A post-incident review will be conducted to ensure learnings are captured and processes are refined and improved.

Lady Cilento Children's Hospital (LCCH) currently has 18 DTVs installed in key areas throughout the hospital. An additional eight DTVs will be installed before ieMR Advanced go-live in April 2018.

Contact the ieMR team for more information.
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Queensland Government