

## **Basic Cerner Downtime Checklist – Print Double Sided**

NOTE: Refer to Downtime and Recovery – CERNER Decision Support Tool for full procedure

Refer to *Downtime- 724Access Viewer Quick Reference Guide* for detailed steps on how to navigate/view Patient Charts prior to AND during a downtime.

- Place 1 checklist on each patient chart for Nursing to follow through Downtime

**Downtime Preparation:** Listen for official communication/notification of a system downtime for both Planned/Unplanned Downtimes.

### *Planned Downtime*

#### **30 min Prior to:**

- Ensure superusers prepare unit with downtime kit documents
- Place paper chart pack from downtime toolkit on each patient chartlet
- Place THIS downtime checklist on each patient chart
- Ensure enough patient labels (for documentation/requisitions) are printed for downtime period for each patient

#### **15-20 min Prior to:**

- Go to paper charting
- DO NOT ENTER ANY further electronic orders
- Make note on each existing electronic chart → Select 'FLAGGED EVENT' under current time bar- Document "CERNER DOWNTIME PROCEDURE, REFER TO PAPER CHART."
- Print Patient chart information from 724 Computer using the 724Access Viewer:

**Look for this sticker - PRINT from the hardwired computer**



- Patient Information (Demographics, Allergies, Problems, Diagnosis)
- Medication Administration (Current)
- Medication Profile
- Orders (Current)

When possible, obtain any *new patient orders well before downtime (min. 15-30min)* to ensure received by appropriate department (e.g. Pharmacy verification of orders).

#### **5 min Prior to:**

- PCC, U/C, or Superuser to print off **1 x 724Access Viewer FULL Patient List for unit**. This is the baseline census. Any patients added or removed from list during downtime to be confirmed against this list during the Recovery Procedure.

### Downtime Started:

- Log out and log back into computer to access Launchpad- refer to “Downtime- Logging in to 724AccessViewer” document for detailed instructions.

### During Downtime:

- Document care provided on paper tools and keep in the patient’s chartlet
- Process any new paper orders
- Ensure Patient Location (unit, room #) details are written on any paper requisitions.
- Call Lab, Transfusion Medicine, Medical Imaging etc. for any urgent/STAT tests or blood products. All other tests should be ordered in Cerner after the downtime.
  - In the event of a prolonged downtime, process orders as required on paper requisitions
- Add any NEW patients to Omnicell by adding a temporary patient. Refer to your Downtime Toolkit for detailed instructions

**Downtime Recovery:** After the overhead all-clear announcement is made

#### 1. Review and Add to Electronic Health Record

Documentation Type	Recovery Process	Role/Responsibility
<input type="checkbox"/> <b>Height and Weight</b>	<ul style="list-style-type: none"> <li>• Add if measured during downtime</li> <li>• Required for medication orders</li> </ul>	Nurse/Provider/Allied Health/Pharmacy
<input type="checkbox"/> <b>Allergy Intolerance Status</b>	<ul style="list-style-type: none"> <li>• Add new, or update any changes</li> </ul>	Nurse/Provider/Allied Health
<input type="checkbox"/> <b>New Process Alerts (Falls, Violence, Infection Control, DNAR etc.)</b>	<ul style="list-style-type: none"> <li>• Add new, or update any changes</li> </ul>	Nurse/Provider/Allied Health
<input type="checkbox"/> <b>Vital Signs (VS)</b>	<ul style="list-style-type: none"> <li>• Use clinical judgment to determine if more than one set of VS should be entered, at minimum most recent VS should be entered</li> </ul>	Nurse/Provider/Allied Health
<input type="checkbox"/> <b>Fluid Balance</b>	<ul style="list-style-type: none"> <li>• If fluid balance is being monitored, add total in and out measured during downtime</li> </ul>	Nurse/Provider/Allied Health
<input type="checkbox"/> <b>Lines, Tubes, Drains</b>	<ul style="list-style-type: none"> <li>• Add new, or update any changes</li> </ul>	Nurse/Provider/Allied Health

Documentation Type	Recovery Process	Role/Responsibility
<input type="checkbox"/> <b>Point of Care Test Results (POC)</b>	<ul style="list-style-type: none"> <li>• Add new POC test results. Example:               <ul style="list-style-type: none"> <li>○ Pregnancy Test</li> <li>○ Occult Blood</li> <li>○ Urine Dip</li> <li>○ Most recent and/or critical blood glucose results</li> </ul> </li> </ul>	Nurse/Provider/Allied Health
<input type="checkbox"/> <b>New Admission Best Possible Medication History (BPMH)</b>	<ul style="list-style-type: none"> <li>• Required for completion of admission or discharge medication reconciliation</li> </ul>	Pharmacy /Nurse/Provider
<input type="checkbox"/> <b>Update eMAR</b>	<ul style="list-style-type: none"> <li>• Medications administered <i>during</i> downtime:               <ul style="list-style-type: none"> <li>○ Click “given”, and in the comment field enter “Downtime from [start] hours to [end] hours, see paper MAR” and/or add the time administered (e.g., PRN medications)</li> </ul> </li> <li>• Active medications <i>NOT administered</i> during downtime:               <ul style="list-style-type: none"> <li>○ Click “not given” and in the comment field enter “Downtime from [start] hours to [end] hours, see paper MAR” and a reason why not administered</li> </ul> </li> <li>• Review back-entered ONGOING Medication Orders by Pharmacy. Ensure start date/time is changed to reflect next dosing time</li> <li>• One-time doses given do not need to be back entered</li> </ul>	Nurse/Provider/Allied Health
<input type="checkbox"/> <b>General Documentation</b>	<ul style="list-style-type: none"> <li>• Use a flagged annotation in iView to capture summary of events during downtime, including               <ul style="list-style-type: none"> <li>○ <i>Start and end time</i> (e.g.: 0100-0310)</li> </ul> </li> </ul>	Nurse/Allied Health

Documentation Type	Recovery Process	Role/Responsibility
	<ul style="list-style-type: none"> <li>○ Instructions to refer to paper chart for further downtime documentation</li> </ul>	
<b>Provider Documentation</b>		
<input type="checkbox"/> <b>General Documentation</b>	<ul style="list-style-type: none"> <li>● For any documentation NOT charted on paper during downtime, enter the following information on each patient chart:               <ul style="list-style-type: none"> <li>○ History &amp; Physical</li> <li>○ Assessment &amp; Plan</li> <li>○ Procedures</li> <li>○ Ongoing Orders</li> <li>○ Admission</li> <li>○ Referrals</li> <li>○ Discharge Disposition</li> </ul> </li> </ul>	Provider (e.g.: Physician/Nurse Practitioner)
<input type="checkbox"/> <b>Discharge Diagnosis</b>	<ul style="list-style-type: none"> <li>● If a patient is discharged during downtime               <ul style="list-style-type: none"> <li>○ Enter the Discharge Diagnosis on EACH of your patients</li> </ul> </li> </ul>	Provider (e.g.: Physician/Nurse Practitioner)
<b>Orders</b>		
<input type="checkbox"/> <b>Patient Care orders</b>	<ul style="list-style-type: none"> <li>● Any new Patient Care orders (current/ future) that are on-going after downtime must be entered into Cerner, except those that have been faxed/tubed to a receiving department (e.g.: Lab, Medical Imaging – see details below)</li> <li>● Do not back enter any orders that have been fully completed during downtime</li> </ul>	Nurse/Provider/Allied Health
<input type="checkbox"/> <b>Medication Orders (Outside Pharmacy Hours)</b>	<ul style="list-style-type: none"> <li>● For <b>Medication orders</b> received <i>during</i> Pharmacy Hours- Pharmacy will update patient medication profile in Cerner based on faxed</li> </ul>	Nurse/Provider/Allied Health

Documentation Type	Recovery Process	Role/Responsibility
	<p>orders received during downtime (except for one-time orders during downtime)</p> <ul style="list-style-type: none"> <li>• After Pharmacy hours, on-going Medication orders need to be entered into Cerner by Nurse/Provider/Allied Health</li> </ul>	
<input type="checkbox"/> <b>Lab and Transfusion Medicine orders</b>	<ul style="list-style-type: none"> <li>• Any Lab or Transfusion Medicine (TM) orders that have NOT been sent to the department via paper requisition must be entered into Cerner</li> <li>• Do not enter orders for lab tests or TM when paper requisitions have already been sent, they will be entered by lab services and/or TM</li> </ul>	<p>Nurse</p> <p>Lab/TM</p>
<input type="checkbox"/> <b>Medical Imaging orders</b>	<ul style="list-style-type: none"> <li>• Any Medical Imaging orders that have NOT been sent to the department via paper requisition must be entered into Cerner</li> <li>• Do not enter Medical Imaging orders when paper requisitions have already been sent, they will be entered by the Medical Imaging department</li> </ul>	<p>Nurse</p> <p>Medical Imaging</p>

**Refer to Downtime Toolkit for detailed Cerner downtime procedures and tools**