



# How to Help the Nurse Stay Up When the EHR is Down

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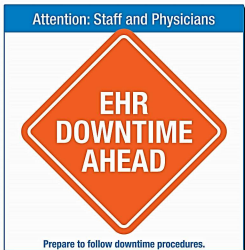


## Background

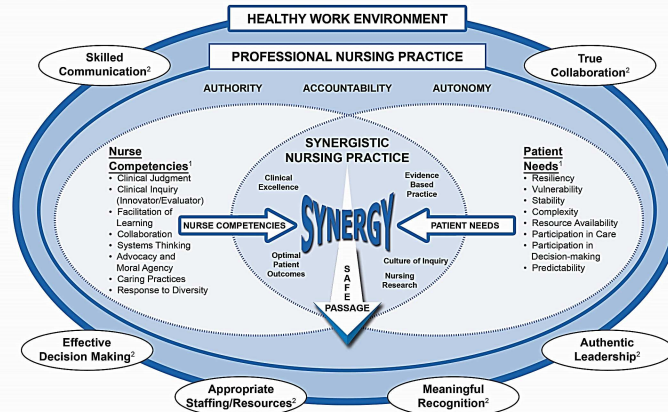
- Implemented Electronic Health Record (EHR) in 2011 at Baylor University Medical Center (BUMC)
  - 1000 bed inner city tertiary referral, academic medical center
- Formed multidisciplinary downtime committee lead by Clinical Informatics department for EHR downtimes
- Identified risk for untoward events for patients with technology

## Method

- Used synergy focused Baylor Scott & White Health (BSWH) Professional Nursing Practice Model as a foundation for the creation of reference tools
- Analyzed and mapped workflow to determine processes needed for safe passage of patients
- Developed a generic color coded reference toolkit/binder for all service lines and disciplines



## BaylorScott&White Health Professional Nursing Practice Model



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\*Nurse Competencies and Patient Needs from the ANCC Strategy Model for Patient Care, American Association of Critical-Care Nurses, 2006. Used with permission. \*\*Nurses Association of Critical-Care Nurses, ANCC Standards for Establishing and Sustaining Healthy Work Environments, 2006. Used with permission.

## Results

- Collaborated with the system policy and procedure committee to develop the downtime policy
  - Provided guidelines for understanding of roles and responsibilities during a downtime
- Distributed the toolkit to all departments
- Loaded all resources electronically on the intranet
- Toolkit included:
  - Color coded quick reference guide (six sections)
  - Detailed color tabbed sections that correspond with the reference guide
  - Checklist for secretaries and nurses
  - Signs to announce downtime
  - Policy

## Applications to Practice

- Delivered toolkits to all units utilizing the EHR
- Educated managers on use during daily huddles
- Observed evidence of appropriate use during rounding by the Informatics team
- Printed updates as needed for workflow changes
- Presented at the BSWH Informatics Council and its use has been adopted throughout the North Division

Downtime Quick Reference (See companion sign for visual layout and information)	
Documentation	
<b>Notes:</b>	<ul style="list-style-type: none"> <li>1. All entries will be subject to physician confirmation.</li> <li>2. Use of this sign is required.</li> </ul>
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<b>Additional Data:</b>	<ul style="list-style-type: none"> <li>1. For emergency response.</li> <li>2. For emergency response.</li> </ul>
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Secretary Planned Downtime Checklist		
Downtime start and stop times:		
Time	Action	Location
15:00	Post sign	Emergency Department
15:00	Post sign	ICU
15:00	Post sign	Medical/Surgical
15:00	Post sign	OB/GYN
15:00	Post sign	NICU
15:00	Post sign	Peds
15:00	Post sign	Transplant
15:00	Post sign	Urology
15:00	Post sign	Wound Care
15:00	Post sign	Wound Care

Nursing Downtime Checklist: Orders		
Downtime Start and Stop Times:		
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