

# WRHA iPHIS

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## **TB: Downtime and Recovery Procedures**

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Manitoba eHealth

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## 2. Introduction

### 2.1. Purpose

The purpose of this guide is to document the procedures that will be used by all iPHIS TB users in the event that there is an interruption in the availability of iPHIS. There may be a number of situations that disrupt the availability of iPHIS including:

- System maintenance / upgrades.
- Power failures.
- Computer / network failures.

The procedures documented in this guide takes into account variations in how the procedures are carried out based on whether the interruption to the system is scheduled or unscheduled.

iPHIS Stakeholders must ensure that:

- All iPHIS users and Manitoba eHealth staff are aware of the procedures to be used during an outage
- All iPHIS users and Manitoba eHealth staff are aware of the communication plan for downtime and outages

### 2.2. Background

iPHIS is an integrated, electronic public health record developed to improve and support management and surveillance of communicable diseases (cases and contacts).

Authorized health-care professionals and administrative staff use iPHIS to collect, share and analyze a wide range of health information critical for managing communicable diseases and outbreaks. Authorized users will access the application securely via the Internet.

Public Health practitioners must be able to continue delivery of TB services in the event of a system interruption by using alternate means to compensate for the impacts of a system outage.

### 2.3. Scope

The scope of the procedures documented in this guide reflects the needs of public health practitioners working in the WRHA PPH Program in the event that there is an iPHIS system outage.

### 2.4. Definitions

#### **Downtime Procedure**

A downtime procedure supports a business process in lieu of the availability of automated functions normally provided by iPHIS. The downtime procedure is typically a series of additional manual steps, but may include the use of alternate support systems, assuming they are not impacted by the same system outage.

#### **Recovery Procedure**

A recovery procedure is used after iPHIS becomes available in order to make the information in the system consistent with the current state of a process that had been supported by a corresponding downtime procedure during an outage by updating the system with information documented or queued during the outage.

#### **Scheduled Downtime**

A planned system outage that occurs during a pre-defined period of time to allow for system maintenance, upgrades and other related operational support activities that impact the availability of iPHIS. Scheduled downtime includes coordinated communication so that impacted users can prepare in advance to invoke downtime procedures.

#### **Unscheduled Downtime**

A system outage that occurs without prior warning. Impacted users must invoke downtime procedures without advanced preparation.

### 3. iPHS Outage Impacts

#### 3.1. iPHIS Outage - WRHA Network is still available.

#### 3.2. Outage Timeframe – If iPHIS is down for >24 hours or on a case by case basis, downtime procedure will be implemented.

Process	Impact	Downtime Requirement	Recovery Requirement
Client Search	➤ moderate- can get demographics from panorama, echart. Client hx from TB registry, LTBI spreadsheet, LTBI binders.	➤ Use panorama, echart, client hx from TB registry, LTBI spreadsheet, LTBI binders.	➤ Delayed entry from paper records into iPHIS once system functional again
Episode Creation	➤ Would not be able to create an episode or search existing. Would also affect chart creation. Would not want to create duplicate chart.	➤ Revert to paper process.  ➤ As documentation tool use <a href="R:\TB - No Personal Health Info\Case Management\WRHA Case Investigation Summary2.doc">R:\TB - No Personal Health Info\Case Management\WRHA Case Investigation Summary2.doc</a> .  ➤ Use paper Progress notes  ➤ For contact investigation use <a href="R:\TB - No Personal Health Info&gt;Contact Investigation\FORMS for contact investigation\TB Contact Investigation Summary of Contacts template.xls">R:\TB - No Personal Health Info&gt;Contact Investigation\FORMS for contact investigation\TB Contact Investigation Summary of Contacts template.xls</a>	➤ Delayed entry from paper records into iPHIS once system functional again  ➤ Delayed entry from paper records into iPHIS once system functional again  ➤ Delayed entry from paper records into iPHIS once system functional again  ➤ Delayed entry from paper records into iPHIS once system functional again
Lab and Radiology	➤ None – LIS, echart	➤ compile lab and radiology reports in paper chart	➤ Delayed entry from paper records into iPHIS once system functional again
<b>Reports – Regional Public Health</b>			
Encounter / Episode Summary	➤ Would not be able to create encounters or run episode summary	➤ Chart encounters on progress note	➤
Activity and Surveillance Reports	➤	➤	➤
	➤	➤	➤
<b>Reports – MHSAL</b>			
	➤	➤	➤

### 3.3. iPHIS outage due to a WRHA Network outage, internet outage, electrical outage or any other technical issue causing an outage.

All of the impacts, downtime requirements and recovery requirements are the same as with the iPHIS only outage except:

- No access to echart, LIS, and Panorama.

## 4. Notification of Outage – Use of Downtime Procedures

Impacted users and regional Information Services departments must be notified of scheduled or unscheduled downtime so that downtime procedures can be invoked as necessary.

Action	When	Responsibility
<b>Notification of Scheduled Downtime</b>		
Communication of scheduled downtime to PPH Program IS Lead (includes users and regional IT support) via email notification. The communication should include the scheduled date and time, as well as an expected duration (if known).	Up to four (4) days in advance, or as soon as possible depending on the urgency of scheduling an outage.	Manitoba eHealth
<b>Notification of Extension to Downtime</b>		
Communication of extension of downtime to PPH Program IS Lead (includes users and regional IT support) via email notification. The communication should include the scheduled date and time, as well as an expected duration (if known).	Upon knowledge of the requirement for extension of the downtime.	Manitoba eHealth
<b>Notification of Unscheduled Downtime</b>		
Communication of unscheduled downtime to PPH Program IS Lead (includes users and regional IT support). The communication should include an expected duration (if known).	Upon detection of outage.	Manitoba eHealth

## 5. Preparing for Downtime

Prior to the start of a scheduled outage, or in preparation for an unscheduled outage:

Type of Event	Action	When	Responsibility
Cases	Print and have paper copies available in paper chart: 1) Case Summary Sheet 2) Progress notes	Have available at all times.	PH Clerk or PHN
Contacts	Print and have paper copies available in paper chart: 1) Contact List Form	Have available at all times.	PH Clerk or PHN
LTBI	Have paper chart and LTBI spreadsheet/binders up to date	Have available at all times.	PH Clerk or PHN

## 6. Action at Downtime (scheduled or unscheduled)

Type of Event	Action	When	Responsibility
Cases	<p>Refer to case summary sheet</p> <p>Refer to eChart or other clinical information system</p> <p>Document interventions on a progress note</p> <p>Refer to episode summary</p> <p>Refer to TB registry</p>	At downtime	PHN
Contacts	<p>Refer to contact list summary sheet</p> <p>Refer to last updated iPHIS contact list</p> <p>Refer to eChart or other clinical information systems</p> <p>Refer to TB registry</p>	At downtime	PHN
LTBI	<p>Refer to paper chart</p> <p>Refer to eChart or other clinical information system</p> <p>Refer to LTBI spreadsheet/binders</p> <p>Document interventions on a progress note</p>	At downtime	PHN

## 7. Notification of Recovery

Impacted users must be notified at end of outage so that recovery procedures can be invoked as necessary. Recovery should not be started until formal communication of outage end from Manitoba eHealth.

Action	When	Responsibility
<b>Notification of Downtime End</b>		
Communication to PPH Program IS Lead via email of end of scheduled /unscheduled downtime to (includes users and regional IT support).	Upon end of outage.	Manitoba eHealth

## 8. Recovery Procedures

Ensure that inventory has been updated. See the Inventory Downtime and Recovery Procedures document.

All information recorded on paper during downtime must be entered into iPHIS as soon as possible and within one week at the latest.

Entry of Data post DT	Action	When	Responsibility
Cases	Using case summary sheet and progress notes input data into iPHIS. Input labs, orders, Rx, appointment assessments, letters, referrals Create episodes/encounters as required	Upon end of outage	PHN / PH Clerk (depends on iPHIS manual)
Contacts	Using contact list input into iPHIS. Input labs, orders, Rx, appointment assessments, letters, referrals Update contact lists Create episodes/encounter as required	Upon end of outage	PH Clerk or PHN
LTBI	Input labs, orders, Rx, appointment assessments, letters, referrals if in iPhis	Upon end of outage	PH Clerk or PHN
<b>Reports – Regional Public Health</b>			
<b>Reports – MHLS</b>			
Cases	Episode summary reports to MB Health		
Contacts	iPhis generated contact list to MB Health		



## 9. Appendices

### 9.1. Appendix A -

Case Summary Report	<a href="#">R:\TB - No Personal Health Info\Case Management\WRHA Case Investigation Summary2.doc</a>		
Contact List Summary	<a href="#">R:\TB - No Personal Health Info&gt;Contact Investigation\FORMS for contact investigation\TB Contact Investigation Summary of Contacts template.xls</a>		