

# WRHA iPHIS

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## Downtime and Recovery Procedures

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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 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 services in the event of a system interruption by using alternate means to compensate for the impacts of a system outage. All usual standards and practices would remain in place (i.e. documentation standards to be completed within 24 hours, storage and handling of personal health information etc).

### 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. Urgent communication will be sent via usual PPHOT and MFSS.**

<b>Process</b>	<b>Impact</b>	<b>Downtime Requirement</b>	<b>Recovery Requirement</b>
Client Search	➤ Can get demographics and family information from Panorama, E-chart.	➤ Continue as usual. ➤ Update on lab report	➤ CD Admin to enter when iPHIS available
Case Creation	➤ Would not be able to create a case or search existing.	➤ Fax lab report or animal bite report to community area ➤ Email contact as per current procedures include link to MHSAL CD Investigation Form.	➤ CD Admin to enter when iPHIS available
Lab	➤ Unable to enter lab information	➤ Fax lab report to community area	➤ CD Admin to enter when iPHIS available
CD Investigation And Possible Rabies Exposure referrals	➤ Unable to document in iPHIS	➤ Complete MHSAL CD Investigation form ➤ Additional documentation on Nursing Progress Notes ➤ Complete the appropriate questionnaire when applicable ➤ Fax all completed documentation to the CD Unit	➤ PHN to enter when iPHIS available  ➤ CD Admin to fax completed investigation to MHSAL
HB Newborn Prophylaxis	➤ Unable to document in iPHIS	➤ Send physician info by email to CD Coordinator ➤ Documentation on Nursing Progress Notes	➤ PHN to enter when iPHIS available
<b>Reports – Regional Public Health</b>			
CD Log	➤ N/A	➤ CD Admin to maintain electronic tracking sheet with a pre-determined data set	➤ Delete upon iPHIS entry
Activity and Surveillance Reports	➤ Would not be able to create weekly Activity and Surveillance Reports	➤ Use previous week's reports and add data from CD Log to generate activity and surveillance reports.	
CD Reports	➤ Would not be able to create	➤ Use previous week's master Stata dataset	

Process	Impact	Downtime Requirement	Recovery Requirement
	ad hoc CD Reports	file to generate any ad hoc reports required (Stata file automatically generated when run weekly activity and surveillance reports).	
<b>Reports – MHSAL</b>			
Client Profile Reports	➤ Would not be able to create Client Profile Reports to report cases to MHHLS	➤ Fax completed CD Investigation forms to MHSAL	➤

### 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, Momentum, 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: 1) Progress notes 2) CD Investigation Form 3) CD Questionnaire if applicable	Have available at all times.	CA Admin or PHN

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

Action	When	Responsibility
<b>Notification of Downtime End</b>		
Communication to PPH Program via email of end of scheduled/unscheduled downtime.	Upon end of outage.	PPHOT and MFSS