What is BCA?

Business Continuity Access, or BCA, is Epic's strategy and functionality to ensure operations during all types of downtimes, i.e. server downtime, network downtime or power outages.

TogetherCare Downtime Tools

- BCA PCs
- BCA Web and Data Entry
  - ED Registrars have the ability to enter in Admissions, Discharges and Transfers
  - ED Providers will have the ability to enter in Notes
- Shadow Read Only (SRO) Environment

Core BCA reports containing the most critical patient information are configured to the BCA PCs and Web.

ASAP Downtime Reports

ASAP provides three downtime reports: a MAR, a Census Report and Clinical Summary Report.

- The **BCA MAR** contains medication orders and administration information needed to support the continuation of care. The BCA MAR shows current scheduled, continuous, and PRN medications. The report shows medication administrations for the past three days and those scheduled out for 24 hours. This report is refreshed every 30 minutes.
- The **BCA ED Census** report provides information so ED staff can update a grease board with the current ED census during a downtime. This report contains information such as name, age, sex, MRN, CSN, bed, chief complaint, ED disposition, last set of vitals and treatment team. This report is refreshed every 15 minutes.
- The **BCA ED Clinical Summary** report contains the minimum pertinent data necessary for ED staff to continue providing patient care during a downtime. This approach prevents users from becoming overburdened with long, unwieldy reports that could compromise patient care and safety. This report is refreshed every 30 minutes.

Downtime Forms

- Ensure your paper forms are utilized during the event of a downtime and optimized to complement your workflow with the TogetherCare EMR. If utilizing forms with a Legacy batch scanning bar code, place patient label over bar code.
  - Triage: Medications, Allergies and Acuity
  - ADT Events: ED Arrival, ED Room, Discharge, Dismiss, Transfer, Patient Class Change
  - ED Events: Triage start, triage ended, time roomed, time provider in, and time discharged
  - Miscellaneous: Prescription Pads, AVS Template for Discharge, Order Forms and other forms as appropriate

Other Considerations

- Physical Grease Board for Downtime
  - Work from most current census to fill in during downtime

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Patients Arrived to ED during Downtime-Priority of Recovery

Pre-Recovery if BCA Web was utilized: Allow the system to back fill any ADT Transactions and Provider Notes entered during downtime (Communication will occur via your Downtime Leader when this has started and completed). If BCA Web was not able to be utilized, follow the next steps to ensure ADT events are tracked appropriately.

1. Patients Arrived and Discharged during downtime
   a. Ensure correct discharge date/time is reflected
2. Patients Arrived in ED and still in department
   a. Update patient statuses
   b. Enter critical elements as stated in the TogetherCare Downtime Policy and note that documentation originated during downtime
3. Patients who arrive in ED during downtime
   a. Waiting Room
      i. Update arrival via Downtime Patient Station activity as the system will prompt user for downtime CSN
         1. Manually enter the ED Arrival date and time on the Emergency Arrival form
            a. Note, the patient will then appear in the Waiting Care Area, otherwise, they will show as Expected
   b. ED Room
      i. Room the patient on the ED Manager in addition to Arriving via Patient Station
      ii. Update Admission/roomed date/time via the Event Management Activity in Downtime Patient Station
   c. Admitted to Inpatient Bed
      i. Complete above steps and then use Admit Button from ED Manager/Trackboard to enter in transfer date, time, unit, room and bed.

Guidelines for Using Tools

	Ancillary Systems or Interfaces down	Planned Epic PRD server down	Unplanned Epic, PRD or SRO server and/or WAN down	Unplanned Epic **and** Network **and/or** Power outage
Read Only Access (SRO)	Available	Yes – use this tool	N/A	N/A
BCA Web	Available	Available	Yes – use this tool	N/A
BCA PCs	Available	Available	Available	Yes – use this tool
Tools	Follow limited usage procedures	Use Epic SRO capabilities	Use BCA web or BCA PC reports	Use BCA reports only

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