

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
- Shadow Read Only (SRO)

	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
Normal Access	Yes	N/A	N/A	N/A
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
<i>Tools</i>	Follow limited usage procedures	Use Epic SRO capabilities	Use BCA web or BCA PC reports	Use BCA reports only

EPIC – Ready Only

Users will have access to the read only environment. This will be current up until downtime begins.



Minimize patient movement – If census/staffing permits, do as little patient movement as possible during the downtime



Admissions/Transfers/Discharges

- BCA Web Data Entry does not support labor and delivery or hospital outpatient department workflows.
- L&D departments will utilize a paper process when there is an admission or discharge. This includes baby registration.
- After the system is up there will be manual recovery through Downtime Patient Station.

Stork Downtime Reports

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

- The **BCA MAR** contains medication orders and administration information needed to support the continuation of care. The BCA MAR shows currently 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 OB Delivery Information** 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 OB Clinical Summary** report contains the minimum pertinent data necessary for L&D staff to continue providing patient care during a downtime. This report shows clinical data for each patient, such as active orders, recent results, vitals, and notes. This report is refreshed every 30 minutes.
- The **BCA Dietary Report** provides dietary information for patients.
- The **BCA Respiratory Therapy Report** provides respiratory therapy information for patients.
- The **BCA Order Set Preview Report** provides a list of frequently used order sets
- The **BCA Extended Patient Information Report** includes patient information such as recent progress notes and the Care Plan. This report is intended for use during extended downtimes.

Downtime Forms

- Important to utilize paper forms during the event of a downtime to complement your workflow with Epic EMR.

Downtime Complete – Recovery

Enter New Patients and CSNs after a downtime-

When your department/RHM comes out of a downtime, downtime events need to be reconciled in Hyperspace.

A. Information entered in BCA Web during downtime automatically reconciles with information already in the system.

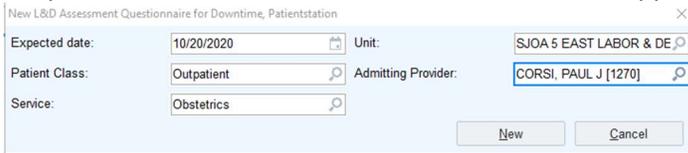
B. CSNs tracked on paper need to be manually entered (this is the case for L&D units):

1. On the main toolbar, click  Downtime Patient Station.
2. In the Patient Lookup window, enter the patient's information and click Find Patient.
3. If the patient has been to your organization before, select their name from the search results and click Accept. If the patient is new to your organization, click New.

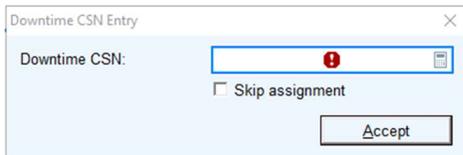
4. Select New L&D Assessment. Do not complete L&D Assessment for Newborn registrations.



5. Complete the L&D Assessment Questionnaire. Enter appropriate Patient Class, etc. and click New.

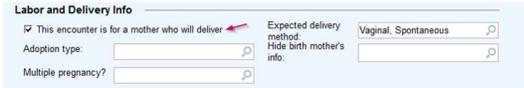


6. Enter the patient's downtime CSN.



7. Enter relevant patient information in any windows that appear, such as demographics, guarantor, and coverage details.

8. Ensure that the "This encounter is for a mother who will deliver" is checked, this creates the pregnancy.



9. Click Assess.

Reconcile Patients that were in system prior to downtime

Deliver and transfer the mother and baby to the appropriate unit for mothers already in the Labor and Delivery department when the system entered a downtime.

- Update the status to Admitted for patients in an Assessment status and place patients in the appropriate Labor and Delivery bed.
- Deliver patients in the system and transfer to appropriate beds if the patient also delivered during the downtime.
- Discharge patient when appropriate
- Print a census for each unit and perform a manual validation of patient locations once all mothers and infants have been admitted or discharged and all transfers are complete.

Documentation Considerations:

New Patient Arrivals During Downtime

- **Verify** a pregnancy episode was created from the Triage Navigator.

New Baby(s) Born During Downtime

- The L&D staff should **Not** create a **New Baby** if this was done with registration using Downtime Patient Station.



- Nurse will open **Delivery Summary** on the **Mother's chart** and **Link Baby** to the mom's chart.



- Search for the baby via the MRN or CSN.
- Begin back document on the **Delivery Summary**.

Mother Discharged During Downtime

- Patient will need to be discharged when the system is back up.

Back Documentation for OB Patients

- Refer to Trinity Health Downtime Policy for **Recovery Procedure**.
- Additional documentation on the **Triage Navigator** and **Recent Exam** on the flowsheets: EDD, OB History, Labor events (rupture of membranes, onset of labor), most recent vaginal exam and feeding.
- **DO NOT** throw out any paper documents. All paper documents must be scanned into the patient's Epic chart.

L&D Grease Board and L&D Manager updates

- Update each patient with the appropriate **Clinical L&D Status** to allow for the correct color coding of each patient on either the Grease Board or L&D Manager.
- **Select** the patient on the Grease Board, **Right click**, select the appropriate status.

