



# InsidePerspective

ACHIEVE THE POWER OF MEDITECH

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## Dealing with Downtime

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When it comes to information technology, downtime is a fact of life. Even if you achieve 99.9% uptime, your systems will be unavailable for more than eight hours per year, either for planned maintenance or unplanned operational events.

For most businesses, downtime can be handled by rescheduling tasks. But in healthcare, meeting patient needs on an around-the-clock schedule demands strategies and procedures for maintaining operational continuity. The healthcare market has unique requirements: patient safety, information security, and regulatory compliance are critical concerns, all of which have to be factored into the plan.

Dell Perot Systems offers a variety of Healthcare Operational Continuity (HOC) Solutions to create comprehensive tactical plans for dealing with downtime. They cover all aspects of technology, applications, and clinical workflows to ensure that hospitals are prepared to handle a downtime event—planned or unplanned.

### **There's more to downtime planning than infrastructure**

Of course, we have *a lot* of experience designing, delivering, implementing, and supporting high availability infrastructure solutions for MEDITECH hospitals with options for disaster recovery. But once the technical issues are addressed, how do you make sure caregivers have the information they need to do their jobs?

Our consultants are experienced in developing customized downtime procedures. We work with hospitals to evaluate needs and create strategies, processes, and procedures that ensure both regulatory compliance and operational continuance during downtime caused by a disaster or planned service event. By reviewing applications and workflow needs, our consultants design a strategy for implementation, define reporting requirements, and determine scheduling needs.

Once downtime procedures have been established, Dell Perot Systems consultants use Summit Healthcare's Downtime Reporting System (DRS) software to deploy on-demand reporting based on users' needs—to facilitate operational continuance, execute downtime procedures, achieve compliance, and ensure patient safety. The DRS software gives clinical and non-clinical users a snapshot of key information to be used during downtime. It provides essential information about their patients, including medications, treatments, lab results, allergies, and scheduled tests.

Basically, DRS builds a "bridge" to MEDITECH data during downtime, providing users with pre-defined reports containing the information they need to continue day-to-day operations. Dell Perot Systems consultants can help each department identify the reports they need, configure the software, and provide training to ensure that staff know how to retrieve information when it's needed.

Identifying and solving workflow issues during downtime is yet another way your organization can prepare for any situation. For more information about the Downtime Reporting System Implementation service, please contact your account manager or email us at [meditechsolutions@ps.net](mailto:meditechsolutions@ps.net).