

Oncology Management System (OMS) Expansion of Downtime Process



P
L
A
N

1. Reason for Action

During a short downtime in 5/2013, the newly formed OMS team discovered a specific gap in the computer downtime operations of OMS.

2. Current Condition

In May of 2013, OMS had 314 active regimens available for MD ordering. While an electronic backup (print out of orders) is performed nightly on patients who are scheduled to receive chemotherapy in the Hem-Onc Clinic the next day, a gap existed for any new patients/orders or those being rescheduled. No paper or electronic back up for paper existed for these particular scenarios.

Problem Statement:

If the OMS system were to go down, physicians would not have templated chemotherapy orders available when entering initial orders or when renewing a previous cycle.

3. Measure of Improvement

Design and implement a backup plan for OMS orders during downtime to allow for MD 's to order chemotherapy when initiating new therapy or renewing a prior cycle. Make 314 orders available in a templated form to be used by MD's during OMS downtime.

4. Analysis

The chance of a computer downtime of a significant time period (>2 hrs) is unlikely, but given the high risk of error and implications for incomplete documentation, the OMS team felt it important to have a plan. Considerations when designing the downtime process:

- Approval of paper forms by Forms Committee
- Ease of use by MD, RN's, and Pharmacy
- Ease of documentation of recovery
- Storage and upkeep

D
O

5. Target Condition

OMS created approved templated electronic copies of OMS order sets which conformed to Medical Records/Forms Committee standards. Final documents in PDF format for MD ordering. The templated orders would be used by the Hem-Onc MD in the event of an extended computer downtime. Forms would be loaded and stored on the OMS Shared drive. A copy of the files would be available on secured USB drives which would allow access in the event of network downtime. The OMS team is responsible for updating the documents. The USB drive would allow printing from an individual PC or printer with a USB option for printing. OMS team to guide MD's on the use and filling out of downtime order-sets.

6. Countermeasure Implementation Plan

1. Discuss need with multidisciplinary committee/ nurse manager (5/13)
2. Discuss gap and need with medical records (8/13)
3. Obtain template from Medical Records (8/13/13)
4. Develop a sampling of templated orders for approval by Forms Committee (7/13)
5. Discuss process / implementation for use with Multidisciplinary Team (8/13)
6. Implement updated process ((9/30/13)

S
T
U
D
Y

7. Monitor both Results & Processes

All 314 orders have been converted and are available with new Regimens being added as new orders undergo sign off procedures. Since the implementation of the new process only 2 short downtimes have occurred neither required the use of these backup orders.

A
D
J
U
S
T

8. Standardize and Spread Processes

Departments should periodically review downtime procedures to identify possible gaps and apply lessons learned from previous downtime experiences. For example, considering essential forms or documentation that are needed for downtime and creating a recovery process if needed to meet the departmental /legal standards.

