

MANAGEMENT OF PATIENT CARE REPORTS DURING ELECTRONIC HEALTH RECORD SYSTEM DOWNTIMES

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DESCRIPTION

In the current digital environment, the protection of patient care data is vital to the delivery of safe patient care. Electronic Health Record (EHR) system downtimes and outages can limit access to patient care reports. At Humber River Health (HRH), the implementation of a downtime patient care report management system ensures seamless and uninterrupted access to patient care reports during potential cyber attacks. The system utilizes the latest available patient care data that guarantees clinicians receive accurate patient information. Behind an isolated firewall layer of protection, the downtime reports are stored to safeguard the patients' health information.

OBJECTIVE

Ensuring continued access to patient care reports during EHR system planned or unplanned downtimes.

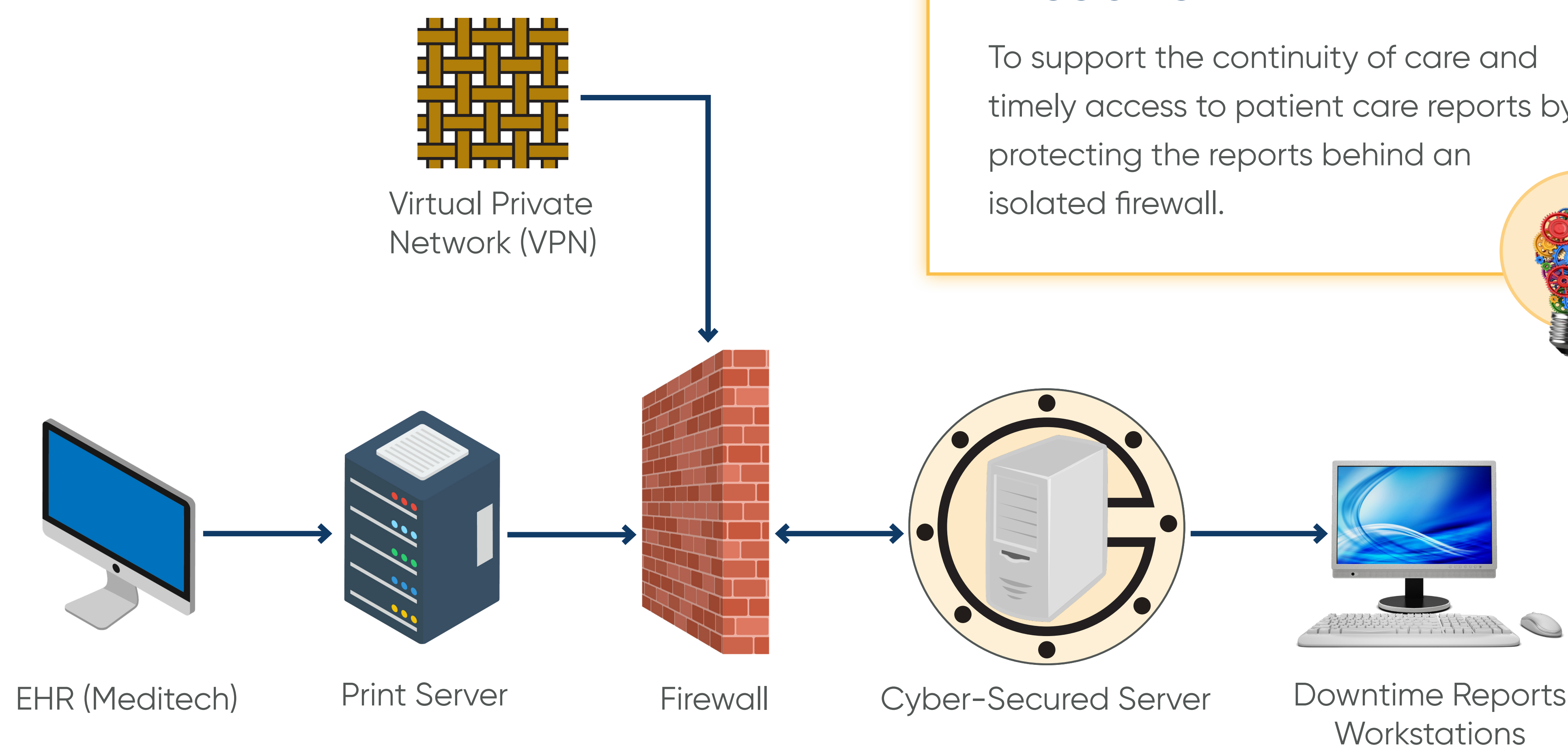
ACTIONS TAKEN

Important reports required to deliver safe patient care were identified and were securely stored in a cyber-secured space. Selected units were equipped with computer stations situated in physically secured locations. After conducting environmental and unit assessments, cyber-secured servers were established and processes were developed to distribute the identified reports. Process testing and user training were completed to support staff with the workflow. The most current laboratory, medications, and patient care reports are digitally collected 43 times in a 24-hour period. Ongoing audits are conducted to ensure availability and accessibility of the reports.

SUMMARY OF RESULTS

The cybersecurity solution exhibited excellent performance. The reports were available 100% of the time and safeguarded via the cyber-secured solution. Clinicians reported 80% satisfaction with the reports and their accuracy. Uninterrupted access to the reports provided clinicians with the right information to provide safe patient care. Moreover, the respondents recognized the crucial role that continuous access to cyber-secured reports play in the delivery of patient centered care and the reduction of patient safety risks.

Figure 1.
Downtime reports data model.



LESSONS LEARNED

To support the continuity of care and timely access to patient care reports by protecting the reports behind an isolated firewall.

Average Report Availability During EHR Downtimes

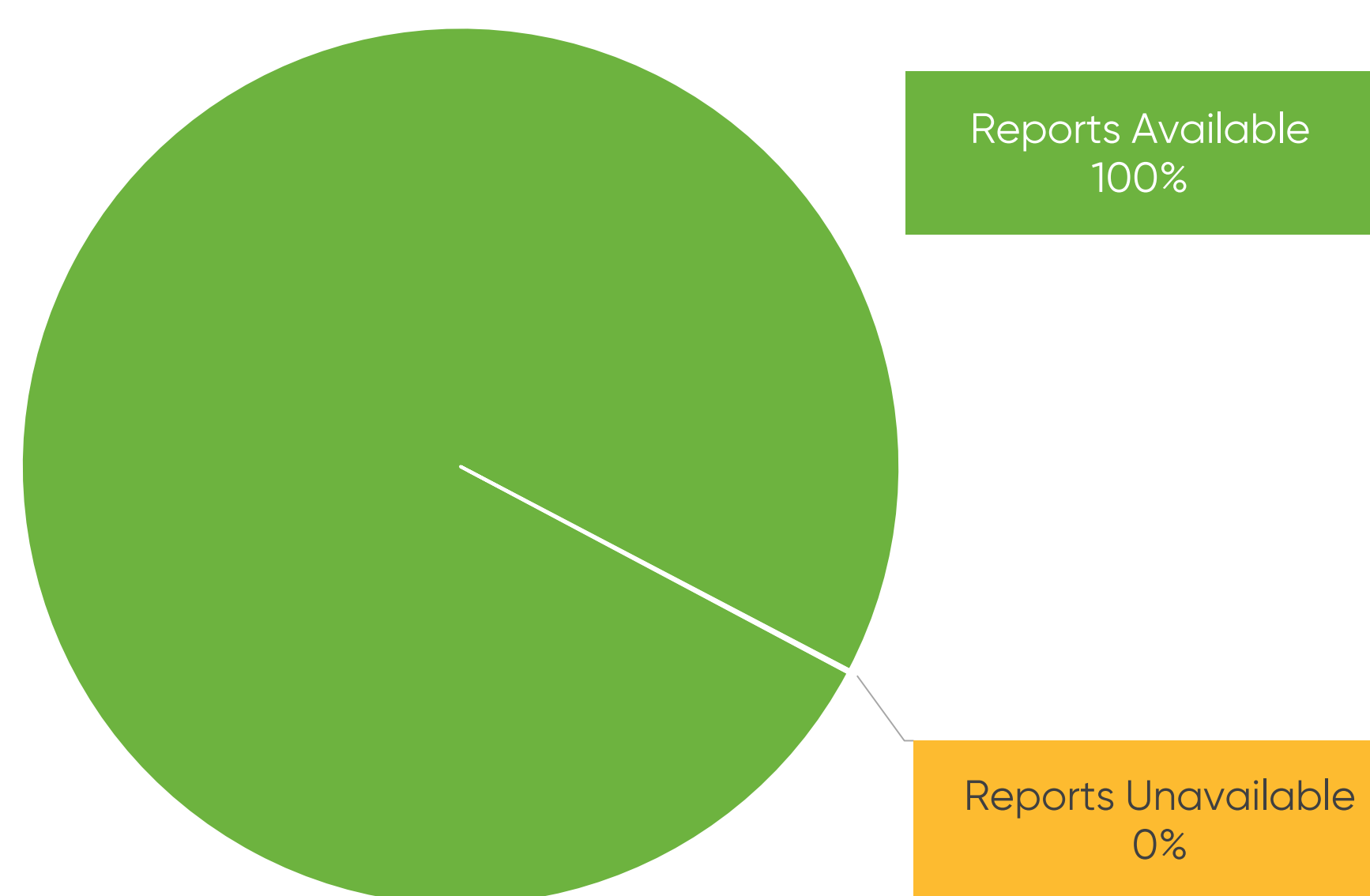


Figure 2.
Average report availability during EHR downtimes based on on-site accessibility.

Reported Employee Satisfaction and Accuracy of Reports

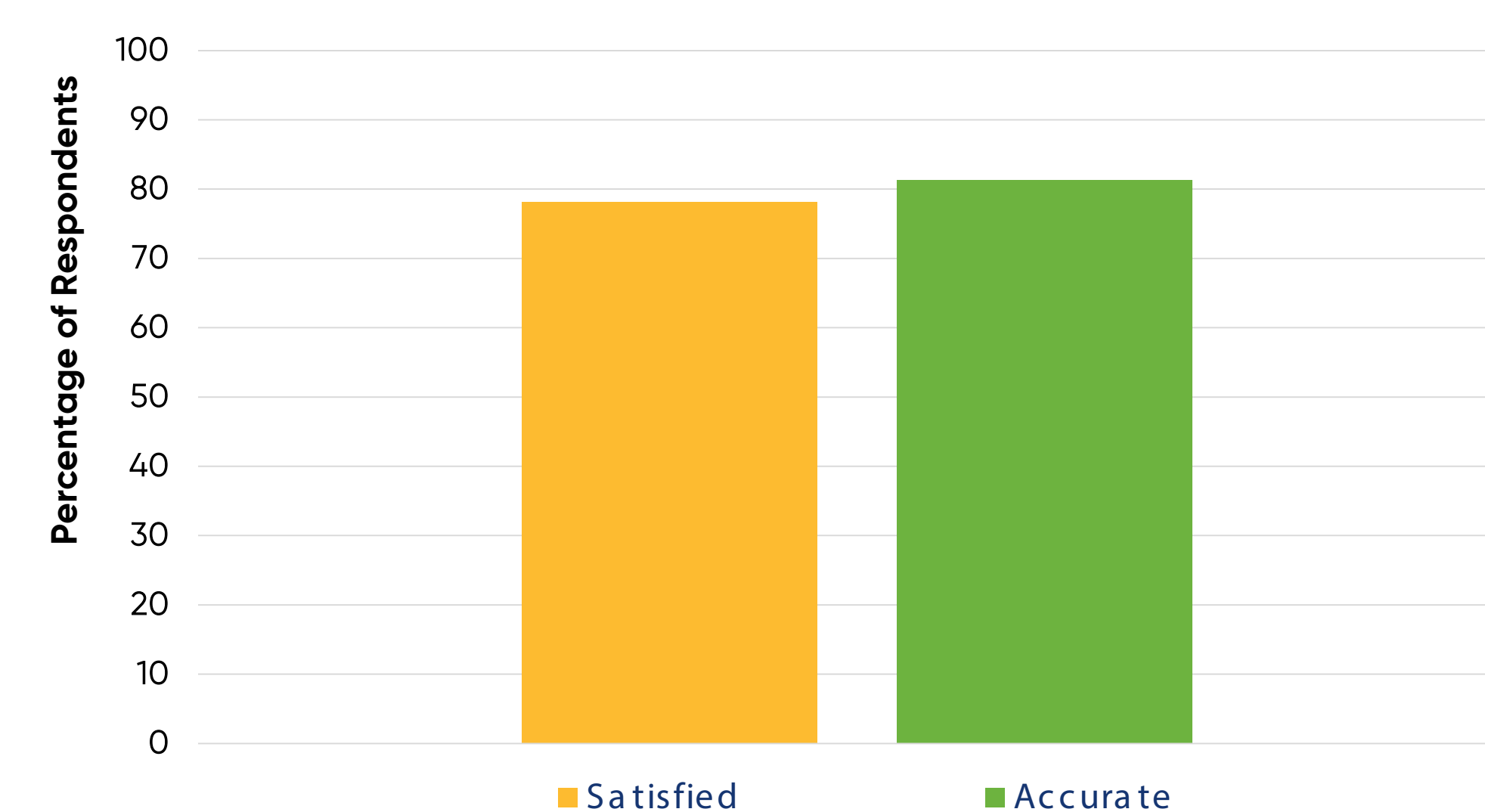


Figure 3.
Overall, respondents reported 80% satisfaction with downtime reports and perceived accuracy of reports.