Use of An Audit Report to Improve Business Continuity Access Testing

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Purpose

The aim of this project was to use a validated tool to ensure that all Business Continuity Access (BCA) devices at Brigham and Women’s Faulkner Hospital were consistently being tested.

Methods

• Informatics defined workflow for device testing and outcome expected
• Report writer access to data warehouse information shaped report development
• After Enterprise prioritization, report requirements were developed
• Report based on facility, unit and user was developed.
• Validation occurred manually over several months before sent to production
• Report supported identification of non-compliant areas in need of education

Results

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Notations

• Enterprise downtime event in February led to spike in printing
• Drill down into data revealed some units’ staff were
  • testing everyday/twice a day
  • printing every report instead of just a single report
  • logging in and logging out only
• After remediation on expectations in February, March results closely matched expectations on report printing

Background

• With the introduction of fully integrated Electronic Health Record (EHR) systems, reliance on paper documentation has diminished
• The digital divide has closed, revealing a generation of staff that have never documented in a paper-based format
• The ability to know that the Business Continuity Access (BCA) device is being tested and performs as expected is essential
• In 2018, the clinical informatics group and an enterprise report writer set out to validate that these devices were being used correctly

Conclusion

In the era of complete EHR integration
• Need to be continually prepared for an unexpected downtime
• Ensuring access to clinical information in a system downtime is essential
• Using BCA is most effective way to attain clinical information
• Regular testing of BCA access and ability to print is necessary
• Accurate BCA reporting provides insight into system issues, educational needs, and opportunities for improvement

Next Steps

• Plan to refine the ability to extract and convert data into usable tables and graphs for operational leaders.
• Continue to use information in enterprise work to develop downtime drills.
• Continue ongoing monthly with operational oversight by department leaders
• Support Enterprise request in across-the-board viewing of report for state of downtime readiness.

References