

EBOOK

# COMMON DOWNTIME SCENARIOS AND HOW TO COMBAT THEM

This eBook will explore the various scenarios that can lead to EHR downtimes and provide insights into mitigating the negative impact of these incidents.



# The Cost of Downtime

In today's healthcare landscape, downtime of electronic health record (EHR) systems is an unfortunate and costly reality. According to the Institute for Safe Medical Practices, 96% of organizations reported in a survey at least one unplanned system downtime in a three-year time frame.

Large hospitals, on average, experience a 6.2-hour downtime, costing a staggering \$21,500 a minute. Midsize hospitals face similar downtime challenges, and the costs associated with the outage can be debilitating. These unexpected EHR downtimes can result in significant monetary and time investments for organizations, in addition to possible patient safety risks.

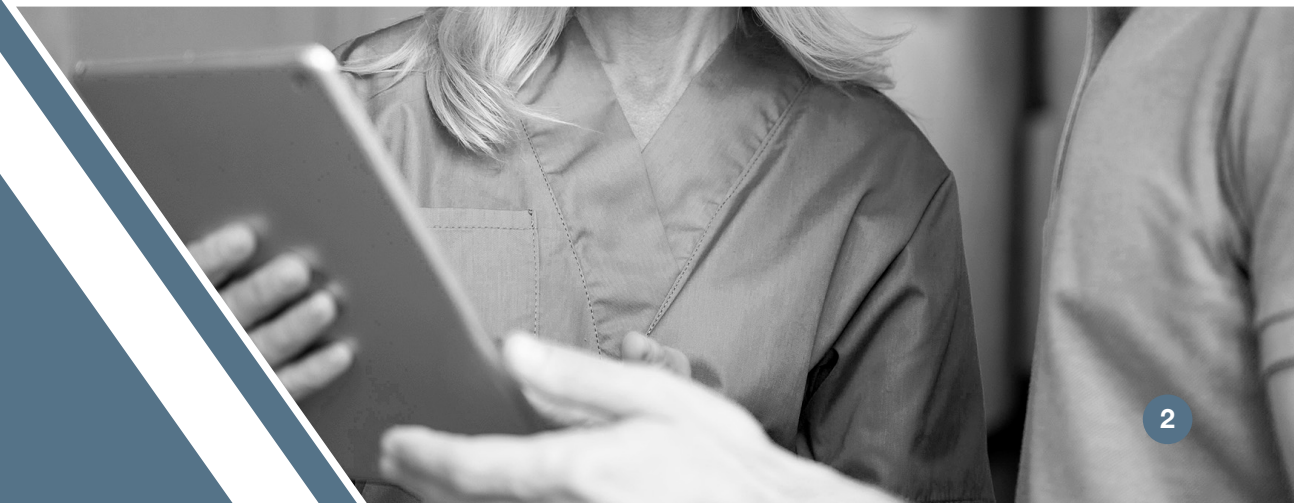


## Why Paper-based Systems Are Not Enough

During EHR downtime, hospitals may resort to paper-based systems as a means of ensuring continuity of care and protection of PHI. However, this approach is not foolproof and can result in errors, delays, and even compromised data security.

For one, paper-based documentation is often incomplete and prone to human error when transcribing information from paper to electronic records. Moreover, paper-based systems do not offer the same level of data protection as electronic safeguards, leaving PHI vulnerable to breaches and unauthorized access.

By adopting an electronic downtime solution, hospitals can eliminate the need for paper documentation and enhance accuracy while bolstering patient data security.



# The Operational Implications of Downtime

There are numerous areas of risk in the event of EHR downtime.

## PATIENT REGISTRATION

Patient registration is a crucial process that is significantly impacted during downtime. With no system in place, hospitals have to resort to using paper, causing inefficiencies, inaccuracies, and disorganization of data. This can lead to critical errors as soon as the patient is admitted. Hospitals must maintain consistent and reliable patient data collection and invest in robust and resilient IT infrastructure to avoid such disruptions.

## CARE CONTINUITY IS AFFECTED

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## PATIENT SAFETY RISKS & PHI

When a hospital experiences downtime due to paper-based systems, the risks to PHI and compliance cannot be overstated. Inaccurate data entry, lost information, and delayed transfers can compromise patient safety and lead to non-compliance with regulations. Implementing a downtime solution can greatly reduce the operational implications of downtime and safeguard patient confidentiality.



# Common Use Cases for Downtime Solutions

## **INFRASTRUCTURE DISRUPTION**

Downtime solutions play a crucial role during natural disasters, such as hurricanes or earthquakes, by providing hospitals with continuous access to patient records despite power outages or infrastructure disruptions.

## **CYBERSECURITY BREACH**

In the event of cybersecurity incidents or data breaches, downtime solutions enable hospitals to swiftly switch to secure backup systems, minimizing the impact and safeguarding patient data.

## **SYSTEM UPGRADES, PATCHES, & MIGRATIONS**

Planned downtime for system upgrades, patches, or migrations requires downtime solutions to ensure uninterrupted access to patient data, enabling hospitals to continue operations and care delivery.

## **INTEROPERABILITY ISSUES**

System integration or interoperability issues between healthcare applications can lead to downtime, but downtime solutions ensure workflow continuity and seamless access to critical patient data across disparate systems.

## **SYSTEM MAINTENANCE**

Hospitals utilize downtime solutions during EHR network outages or system maintenance to ensure uninterrupted access to critical patient information, enabling healthcare providers to continue delivering care without disruption.

## **UNPLANNED DISRUPTIONS**

Downtime solutions are valuable during unplanned disruptions, such as power outages or electricity fluctuations, helping hospitals maintain access to patient data and deliver seamless care.

## **SYSTEM OR EQUIPMENT MALFUNCTION**

Equipment failures, such as malfunctioning servers or storage systems, can cause system downtime, but downtime solutions help hospitals maintain access to patient information, reducing disruptions in care.

## **NETWORK OUTAGE**

Network outages caused by external factors like internet service provider failures or regional infrastructure issues can be managed using downtime solutions, enabling hospitals to maintain access to patient data and deliver seamless care.

# Why Choose dbtech?

Our team at dbtech deeply understands the operational implications and risks associated with EHR downtime. Our EHR downtime solution provides hospitals with a reliable system for maintaining business continuity during downtimes of any kind, enabling healthcare providers to:

- ✓ Access patient data at all times
- ✓ Ensure seamless care delivery without disruption
- ✓ Minimize the risk of patient harm
- ✓ Protect PHI and comply with regulatory requirements
- ✓ Reduce costs associated with downtime scenarios
- ✓ Improve operational efficiencies

By investing in a robust and reliable downtime solution, healthcare organizations can eliminate the need for manual paper documentation and ensure uninterrupted access to critical information during downtimes. This allows hospitals to provide seamless care and maximize patient safety during all operational scenarios.





*Contact us today to learn more about our downtime solutions and  
how they can benefit your organization.*



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