

Support team guidance for handling an unplanned EPMA system outage (or 'P1') event

Scope

This procedure relates specifically to what would be referred to as a priority 1, or 'P1' issue affecting the EPMA system. There are many potential types of P1 issue and many potential causes but in general it means there is a problem with the use of the EPMA system, or a vital function of it, that is affecting multiple users at once. Issues relating only to individual users, or individual patient records are not P1 issues and are outside the scope of this procedure.

Identifying the issue and what action to take

The first notification of a system downtime is usually a support call from a user reporting that something is wrong with the EPMA system resulting in them being unable to access it or use a vital function of it.

The first step is to establish what sort of issue the user is experiencing as this will determine how it should be escalated.

Ask the caller to describe the problem. Is it only affecting them or other colleagues too? Is it only affecting EPMA or are other digital systems also affected? Is only one patient record affected or multiple?

- If multiple users and patient records are affected then it is likely to be a system-wide P1 issue
- If only one user is affected then the issue is likely to be related to that one individual's account (e.g. password lockout)
- If only one patient record is affected then the issue is likely to be related to an isolated issue affecting that one patient record (e.g. incorrect discharge)

If the evidence points to a system-wide (P1) issue or if the type of issue is in any way unclear, try to log in to EPMA yourself and attempt to replicate the issue that has been reported. The most likely types of P1 issue, the probable underlying cause of each and how they should be reported and escalated are described in the table below.

Description of issue	Likely underlying cause	Immediate action to take
<p>Multiple users are unable to access any digital systems and the intranet</p>	<p>Failure of the Trust network.</p> <p>Note that this could be affecting the entire Trust, or could be limited to a particular site, or particular ward. If possible try to establish the scale of the issue. If multiple areas are affected then it is likely that a large number of support calls from users across the Trust will keep coming through to you.</p>	<p>If not done already, report this immediately to Hoople service desk, or the ICT on call out of hours via switchboard as a P1 issue. Give the Hoople engineer as much information about the issue as possible.</p> <p>Advise the caller that the issue should initially be escalated immediately to the Directorate Matron / General manager in-hours OR the CSM out of hours.</p> <p>Whilst the system is unavailable users can be directed to access the printable EPMA business continuity records if there is immediate need to do so.</p>
<p>Multiple users including yourself are unable to access or log in to EPRO at all.</p> <p>All other digital systems and the intranet are still available.</p>	<p>Software issue affecting EPRO.</p>	<p>Report this immediately to Hoople, or the ICT on call out of hours via switchboard as a P1 issue and give a description of what you have observed.</p> <p>If Hoople are unable to restore access to the EPMA system, escalate to the EPRO on call via 0117 345 9066. EPRO should then liaise with Hoople directly as needed.</p> <p>Advise the caller that the issue should initially be escalated immediately to the Directorate Matron / General manager in-hours OR the CSM out of hours.</p> <p>Whilst the system is unavailable users can be directed to access the printable EPMA business continuity records if there is immediate need to do so.</p>
<p>Users are able to log in to EPRO but multiple users are unable to access or use the EPMA tab across multiple patient records.</p>	<p>Software issue affecting OpenEP</p> <p>Note: This is the <u>most common</u> type of P1 issue experienced</p>	<p>Report this immediately to Hoople, or the ICT on call out of hours via switchboard as a P1 issue and ask them to follow the OpenEP system restart procedure.</p> <div data-bbox="890 1106 938 1173" data-label="Image"> </div> <p>Hoople OpenEP restart procedure.pdf</p> <p>If Hoople are unable to restore access to the EPMA system, escalate to the EPRO on call via 0117 345 9066. EPRO should then liaise with Hoople directly as needed.</p> <p>Advise the caller that the issue should initially be escalated immediately to the Directorate Matron / General manager in-hours OR the CSM out of hours.</p> <p>Whilst the system is unavailable users can be directed to access the printable EPMA business continuity records if there is immediate need to do so.</p>
<p>Users are able to log in to EPRO but a vital part of the system's functionality other than the EPMA tab is not functioning for multiple users across multiple patient records (for example discharge summaries, supply requests etc.)</p>	<p>Software issue in either EPRO or OpenEP or both</p> <p>Note: An issue can only be considered P1 if it is affecting a function of the system that is considered vital for safe patient care. If the issue is affecting a non-critical aspect of system function then it should be reported and escalated as a lower priority issue.</p>	<p>Report this immediately to Hoople, or the ICT on call out of hours via switchboard as a P1 issue and give a description of what you have observed.</p> <p>If Hoople are unable to restore access to the EPMA system, escalate to the EPRO on call via 0117 345 9066. EPRO should then liaise with Hoople directly as needed.</p> <p>Advise the caller that the issue should initially be escalated immediately to the Directorate Matron / General manager in-hours OR the CSM out of hours.</p> <p>Whilst the system is unavailable users can be directed to access the printable EPMA business continuity records if there is immediate need to do so.</p>

Accessing and using the EPMA business continuity records

Initially users should be encouraged to **selectively** access and print the EPMA business continuity records only for patients with an immediate need. All wards should have access to information to EPMA business continuity guidance both in printed paper form and in digital form on the intranet (if available). The guidance document is embedded below. It provides guidance on how to access the EPMA business continuity records and how to use them to carry out various aspects of patient care. It also provides instruction on the re-digitisation (recovery) process to follow when the EPMA system is restored.



A full reversion to printed paper business continuity records for all patients should only be done if initial attempts to restore the system have failed and / or the likely duration of the system outage is unknown. A decision to fully revert to paper business continuity printouts should be accompanied by escalation as to the Divisional Chief Operating Officers for the affected areas in hours, or the Level 3 out of hours who will then determine if further escalation as a major / critical incident is required.