Public Health Information Management System

Downtime and Recovery Procedures for Investigations

Project Short Name: PHIMS (Previously Panorama)

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1. Introduction

1.1. Purpose

The purpose of this guide is to document the procedures that are suggested to be used by all Public Health Information Management System users in the event that there is an interruption in the availability of the Investigations Module. There may be a number of situations that disrupt the availability of PHIMS including:

- System maintenance / upgrades.
- Power failures.
- Computer / network failures.

The procedures documented in this guide take into account variations in how the procedures are carried out based on whether the interruption to the system is scheduled or unscheduled.

PHIMS Stakeholders must ensure that:

- All PHIMS users and Manitoba eHealth staff are aware of the procedures to be used during an outage
- All PHIMS users and Manitoba eHealth staff are aware of the communication plan for downtime and outages

1.2. Background

PHIMS is an integrated, electronic public health record developed to improve and support management of communicable disease cases, outbreaks, immunizations, and inventory. The system also provides work management and notifications to support these key functions.

Authorized health-care professionals and administrative staff use PHIMS to collect, share and analyze a wide range of health information critical for managing communicable diseases, outbreaks, and immunizations. Authorized users access the application securely via the Internet.

The PHIMS project (formerly known as Panorma) was a partnership between Manitoba Health Healthy Living and Seniors (MHHLS), Assembly of Manitoba Chiefs, First Nations and Inuit Health Branch/Health Canada, Regional Health Authorities, and Manitoba eHealth. PHIMS has been implemented into regional health authority and First Nation public health locations.

Public Health practitioners must be able to continue delivery of Public Health Investigations in the event of a system interruption by using alternate means to compensate for the impacts of a system outage.

1.3. Scope

The scope of the procedures documented in this guide reflects the needs of public health practitioners working in MHSAL Surveillance Unit, Regional Health Authorities, First Nations Communities (FNIHB / FN Transferred Communities) in the event that there is a PHIMS system outage.

1.4. Definitions

Downtime Procedure

A downtime procedure supports a business **process in lieu of the availability of automated functions normally provided by PHIMS**. The downtime procedure is typically a series of additional manual steps, but may include the use of alternate support systems, assuming they are not impacted by the same system outage.

Recovery Procedure

A recovery procedure is used after PHIMS becomes available in order to make the information in the system consistent with the current state of a process that had been supported by a corresponding downtime procedure during an outage by updating the system with information documented or queued during the outage.

Scheduled Downtime

A planned system outage that occurs during a pre-defined period of time to allow for system maintenance, upgrades and other related operational support activities that

impact the availability of PHIMS. Scheduled downtime includes coordinated communication so that impacted users can prepare in advance to invoke downtime procedures.

Unscheduled Downtime

A system outage that occurs without prior warning. Impacted users must invoke downtime procedures without advanced preparation.

Downstream Systems

A common term used to describe systems that receive information from PHIMS typically via interface messages (eChart).

2. PHIMS Outage Impacts

2.1. PHIMS Outage

Process	Impact	Downtime Requirement	Recovery Requirement
Investigations: Lab Entry	➤Unable to find client in PHIMS to locate official address ➤Unable to enter lab ➤Increased work time to document on paper first and then electronically	➤Use client registery to access client address if client registry available / if not available use address on lab report ➤Revert to paper process to track incoming lab results (labs are currently still faxed to MHSAL)	➤Delayed lab entry
Determination of region to direct Lab to for investigation	➤Unable to look up use PHIMS Postal Code Report	➤As above use client registry to access client address; use Postal Code look up for determination of region; track this on paper	➤ Need to compare region where lab was sent to region associated with client's official registry address
Investigation from RHA / FNIH received at MHSAL	➤Unable to enter investigation	➤Compile paper / faxed investigations until PHIMS has recovered	➤Delay of Investigaion entries
MHSAL Reports:			
MB22000 Contact Tracing Report	➤Unable to run this report		
MB2102A Investigation Extract Report	➤ Unable to run this report		
MB4120 Lab Results Report	➤ Unable to run this report		
MB2709A Disease Count by Classification (Geography)	➤ Unable to run this report		
MB2709B	➤ Unable to run this report		

Process	Impact	Downtime Requirement	Recovery Requirement
Disease Count by Investigator Organization			

2.2. PHIMS outage due to a Manitoba Network outage, internet outage, electrical outage or any other technical issue causing an outage.

All of the impacts, downtime requirements and recovery requirements are the same as with the PHIMS only outage except:

- MHSAL would not have the Cleint Registry available for address information.
- If fax / phone service is available regions can be notified of referrals in this way.

3. Notification of Outage – Use of Downtime Procedures

Impacted users and regional Information Services departments must be notified of scheduled or unscheduled downtime so that downtime procedures can be invoked as necessary.

Action	When	Responsibility
Notification of Scheduled Downtime		
Communication of scheduled downtime to PHIMS Production Notification Group (includes users and regional IT support) via email notification. The communication should include the scheduled date and time, as well as an expected duration (if known).	Up to four (4) days in advance, or as soon as possible depending on the urgency of scheduling an outage.	Manitoba eHealth
Notification of Extension to Downtime		
Communication of extension of downtime to PHIMS Production Notification Group (includes users and regional IT support) via email notification. The communication should include the scheduled date and time, as well as an expected duration (if known).	Upon knowledge of the requirement for extension of the downtime.	Manitoba eHealth
Notification of Unscheduled Downtime		
Communication of unscheduled downtime to PHIMS Production Notification Group (includes users and regional IT support). The communication should include an expected duration (if known).	Upon detection of outage.	Manitoba eHealth

4. Preparing for Downtime

Prior to the start of a scheduled outage, or in preparation for an unscheduled outage:

Forms	When	Responsibility
Communicable Disease Investigation form	Have available at all times	Regional / Public Health Clerk or Nurse
Notification of Sexually –Transmitted Infections – Case Form	Have available at all times	Regional / Public Health Clerk or Nurse
Notification of Sexually –Transmitted and Blood Borne Infections – Contact Form	Have available at all times	Regional / Public Health Clerk or Nurse

Hepatitis B and C, HIV, and Syphilis Investigation Form	Have available at all times	Regional / Public Health Clerk or Nurse

5. Downtime Procedures (scheduled or unscheduled)

Action	When	Responsibility
Track on paper incoming lab result reports received in Surveillance Unit	On receiving lab result report from labs.	MHSAL clerk
For client listed on Lab Result Report determine address from Client registry; if client registry is unavailable use address on lab report	On receiving lab result reports from labs	MHSAL clerk
Use paper process to track incoming lab results and where they are being sent to (labs are currently still faxed to Regions)	PHIMS unavailable	MHSAL clerk
Refer lab result reports to RHA / FNIH for investigation	Standard procedure to fax results to regions	MHSAL clerk
Recieving Investigations from RHA / FNIH received at MHSAL	Compile investigations unitil entry to PHIMS is available	MHSAL clerk

6. Notification of Recovery

Impacted users must be notified at end of outage so that recovery procedures can be invoked as necessary. Recovery should not be started until formal communication of outage end from Manitoba eHealth.

Action	When	Responsibility
Notification of Downtime End		
Communication via email of end of scheduled /unscheduled downtime to PHIMS Production Notification Group (includes users and regional IT support).	Upon end of outage.	Manitoba eHealth

7. Recovery Procedures

All Labs, Investigation, and Immunization data recorded on paper during downtime must be entered into Panorama as soon as possible and within one week at the latest.

Entry of Data post Downtime	Action	When	Responsibility

Single Immunization	Using Panorama Immunization Input Form for Facilities and Clinics, the Consent form and client record as the information source, record the immunization in Panorama including any required AEFI, warnings, special considerations, and notes.	Upon end of outage	PHN / PH Clerk (depends on regional practices)
Labs and Investigations	Enter into PHIMs	Upon end of outage	Surveillance Unit Clerk, or Region/FNIH PH nurse if deployed to use