

# SOLUTIONS FOR HOSPITAL INFORMATION SYSTEM DOWNTIME



Ensure that your clinicians have access to critical patient information when your hospital information system is down.

No matter how advanced or sophisticated the technology, all hospital information systems (HIS) undergo periods of downtime. Whether scheduled or not, HIS downtime understandably causes much angst among healthcare providers, as their usual order of business is disrupted.

As computer systems are shut down, critical patient information is no longer available electronically, making patient care a challenge. In anticipation of scheduled HIS downtimes, hospital nursing staff will often manually print patient records for the entire census. This approach is time-consuming and expensive, both in terms of hard costs (time and printing) and soft costs (patient flow and patient safety).

With system downtimes, not only do nurses have to revert to inefficient methods, but physicians who are used to accessing data electronically are forced to manually search through paper charts. Unscheduled downtimes (outages) present additional challenges and threats to patient safety, as the clinical staff does not have the benefit of pre-downtime preparation.

Further, each type of staff regression can be costly for hospitals. According to research published by Healthcare Informatics, every minute of HIS downtime costs more than \$264 for an average 500-bed hospital. According to that research, each incremental 1% of downtime per year could cost a 500-bed hospital more than \$1.4 million and a 1,400-bed, 3-hospital IDN more than \$10 million in additional operating costs.

Source: Anderson, M., The Toll of Downtime: A Study Calculates the Time and Money Lost when Automated Systems Go Down, Healthcare Informatics, April 2002.

## FEATURES

- Delivers mobile and desktop access to patient information.
- Integrates data from HIS to a staging database unaffected by scheduled and unscheduled downtimes.
- Provides a complete patient record used to populate various clinical applications.

## BENEFITS

- Decreases the costly clinical and financial effects of HIS downtimes.
- Provides access to the most up-to-date clinical data at the time the HIS goes offline.
- Ensures 24x7 continuity of care.
- Reduces or eliminates the need for a paper-record system when the HIS is unavailable.

## CLINICAL XPERT™ NAVIGATOR: THE NEW STANDARD

Although system upgrades, routine maintenance, and data backups cannot be eliminated, hospitals can decrease the costly effects of downtime.

**Clinical Xpert Navigator** reduces the expense and headaches associated with these downtimes.

With Clinical Xpert Navigator, hospital staff can access patient information—such as census lists, demographics, lab results, diagnostic reports, medication lists, and transcribed reports—directly from their own mobile device or desktop Web browser during system downtime. Clinicians have immediate electronic access to the most up-to-date clinical data from the time the HIS goes offline—ensuring continuity of care through instant access to the most current patient information.

By providing mobile and desktop access to patient information, HIS downtime does not necessitate a return to inefficient ways. Rather than attempting to produce an entire paper-record system, hospitals can give their clinicians continuous access to patient information with no additional cost or effort.

## \$1.4 MILLION

- Cost of just 1% of downtime during the course of a year for a 500-bed hospital

## \$264 PER MINUTE

- Cost associated with one minute of downtime at a 500-bed hospital



## EVENT-DRIVEN ARCHITECTURE

The Clinical Xpert Navigator event-driven architecture makes it the perfect downtime solution. By integrating data from hospitals' disparate information systems into its unique staging database, Clinical Xpert Navigator acts as an information repository that is unaffected by scheduled and unscheduled downtime.

The Clinical Xpert Navigator system works by taking real-time data feeds from the various disparate components of the HIS and populating a staging database. The staging database then provides a complete patient record—which in turn is used to populate a host of different clinical applications. So in addition to being a solution for HIS downtime, Clinical Xpert can be used to support the clinicians everyday activities. Applications include Navigator for mobile and desktop patient data access with extensions for charge capture, patient surveillance and profiling, hand-off management, and medication reconciliation. Clinical Xpert data can also be integrated into a host of additional third-party applications.

With real-time data feeds, Clinical Xpert Navigator always provides the most up-to-date clinical data possible—so unscheduled downtime does not result in an interruption to clinical data access. If the HIS goes down unexpectedly, clinicians with access to Clinical Xpert will have the most current patient data readily available—ensuring continuity of care while the system problems are resolved.

Physicians and nurses can continue to access patient information electronically on their mobile devices or from a Web-enabled PC without compromising their level of productivity.

## BEYOND SCHEDULED DOWNTIME: UNSCHEDULED IMPACT ON PATIENT CARE

Besides the quantitative measurement of downtime in terms of financial and productivity losses, there is also the more qualitative component of patient care. Unplanned downtime should only account for a small percentage of total HIS downtime. However, when it does occur, downtime can have a significant impact on operations and, if clinicians are left with no access to patient information, a potentially catastrophic impact on patient safety.

Timely and accurate access to patient information is crucial in providing quality patient care. Without access to the patient's clinical data clinicians are at a significant disadvantage in understanding the patient's condition, resulting in delayed or less than optimal treatment.

With Clinical Xpert Navigator, hospitals can be assured that their clinicians will have access to the right information so they can make the right decisions regarding their patients' care, even when the HIS is unavailable.

## ABOUT THOMSON REUTERS

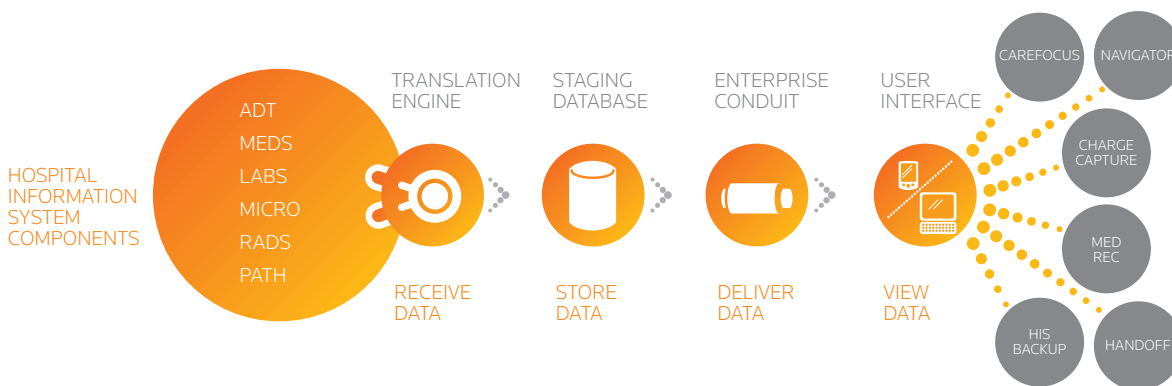
The Healthcare business of Thomson Reuters produces insights, information, benchmarks and analysis that enable organizations to manage costs, improve performance, and enhance the quality of healthcare. Thomson Reuters is the world's leading source of intelligent information for businesses and professionals. We combine industry expertise with innovative technology to deliver critical information to leading decision makers in the financial, legal, tax and accounting, scientific, healthcare and media markets, powered by the world's most trusted news organization. With headquarters in New York and major operations in London and Eagan, Minn., Thomson Reuters employs more than 50,000 people in 93 countries. Thomson Reuters shares are listed on the New York Stock Exchange (NYSE: TRI); Toronto Stock Exchange (TSX: TRI); London Stock Exchange (LSE: TRIL); and Nasdaq (NASDAQ: TRIN).

[thomsonreuters.com](http://thomsonreuters.com)

Thomson Reuters  
777 E. Eisenhower Parkway  
Ann Arbor, MI 48108 USA  
Phone +1 800 525 9083

©2008 Thomson Reuters.  
All rights reserved.  
HC-5011 10/08 BH

# CLINICAL XPERT CORE



THOMSON REUTERS™