# Information Technology Outage Evaluation Guide

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| **Work area:** | **Date/Time of Exercise:** |
| **Evaluator Name:** | **Evaluator Phone/email:** |

## Evaluation Points

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| Staff checked for outages on the Help Desk website.If not listed, called Help Desk to report. | **Yes / No / NA** **Yes / No / NA** |
| *Comments:*  |
| Staff informed the Supervisor and others in their work area. | **Yes / No** |
| *Comments:*  |
| Staff followed their work area response plan procedures and used the alternative manual processes for documenting critical information. | **Yes / No** |
| *Comments:*  |
| Staff know where to locate/ access manual back up forms.Staff completed appropriate back up forms. | **Yes / No / NA** **Yes / No / NA** |
| *Comments:*  |
| Staff maintained operations and ensured the safety of the staff, patients, and visitors including confidentiality of patient information. | **Yes / No** |
| *Comments:*  |
| All relevant information was entered back into the electronic environment as soon as possible after the system recovered. | **Yes / No** |
| *Comments:*  |
| Forms and/or equipment were restocked. | **Yes / No** |
| *Comments:*  |
| Other Points to evaluate *[work area specific actions such as* “Staff notified Manager.” or “Blue Book referenced.”] |  |
|  | **Yes / No** |
| *Comments:*  |
|  | **Yes / No** |
| *Comments:*  |

## Top 3 Successes

1.
2.
3.

## Areas for Improvement

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| **Information Sharing and Communication** |
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| **Resource Mobilization and Asset Allocation** |
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| **Security and Safety** |
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| **Staff Roles and Responsibilities** |
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| **Utility Systems** |
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| **Patient Clinical and Supportive Care Activity** |
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