

## Standard Operating Procedure for Clinical Service Continuity in the event of ARIA e-prescribing system unavailability.

Issue Date	Review Date	Version
May 2017	May 2022	V1

### Purpose

The Purpose is to provide details to all E-prescribing (ARIA) users on procedures to follow in the event of the system being unavailable.

### Who should read this document?

This SOP is applicable to all members of staff who use ARIA

### Key Messages

Ensuring the prescribing and administering of treatment for patients undergoing chemotherapy is not delayed is crucial for ensuring patient safety.

### Core accountabilities

<b>Owner</b>	Amy Whitnall
<b>Review</b>	Approved by Chemotherapy Operations Group (COG)
<b>Ratification</b>	Chair of Chemotherapy Operations Group currently Dr Patrick Medd
<b>Dissemination</b>	Brent Ward, Bracken Unit, Birch Day Case and Lyd
<b>Compliance</b>	

### Links to other policies and procedures

### Version History

1	May 2017	New Document
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*The Trust is committed to creating a fully inclusive and accessible service. Making equality and diversity an integral part of the business will enable us to enhance the services we deliver and better meet the needs of patients and staff. We will treat people with dignity and respect, promote equality and diversity and eliminate all forms of discrimination, regardless of (but not limited to) age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage/civil partnership and pregnancy/maternity.*

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Standard Operating Procedures are designed to promote consistency in delivery, to the required quality standards, across the Trust. They should be regarded as a key element of the training provision for staff to help them to deliver their roles and responsibilities.

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**Note for Document Authors**

*Red text* – Indicates assistance with content of the section.

*Black text* – Standard text that relates to all formal documents and can be left in situ.

## Standard Operating Procedure (SOP)

### Standard Operating Procedure for Clinical Service Continuity in the event of ARIA e-prescribing system unavailability.

#### 1 Introduction

The ARIA chemotherapy e-prescribing system was introduced to Plymouth Hospitals NHS Trust in 2013 and is used for the prescribing, dispensing and administration of chemotherapy and related treatments for patients under the care of oncologists and haematologists. The aim of this SOP is to describe the controls in place and the processes to be followed to ensure continuity of the clinical chemotherapy service in the unlikely event of an ARIA systems failure for Plymouth Hospitals NHS Trust.

#### 2 Definitions

System Manager is Amy Whitnall

MI Office – Medicines Information Office

Chemotherapy Operations Group - COG

#### 3 Regulatory Background

The Civil Contingencies Act (2004) identifies the Trust as a 'Category 1 Responder' and imposes a statutory requirement on the Trust to have robust business continuity plans in place to manage disruptions to the delivery of services.

#### 4 Key Duties

All Staff, including the Systems Manager, trained in the prescribing, dispensing and administration of chemotherapy have responsibilities within this policy.

#### 5 Procedure to Follow

##### Existing controls

The system has Administration Reports for Lyd and Birch (Daycase Units) and Brent and Bracken (Inpatient Wards) which will be run by the System Manager (or nominated person in their absence) and are stored on the Aria MO drive in the

Administration Reports folder and can be found in the sub folders Day Case Units or Inpatient Wards depending on where the patient was due to be treated. <G:\AriaMO\Administration Reports>. At the end of each weekday the prescriptions are saved as reports for the next day to act as back up if the system goes down. If the day is a Friday, the report will be stored for Saturday and Sunday. The reports are labelled with the date the treatment is due followed by the location.

These reports need to be accessed if there is a failure in the Aria system or key network connections failure. The users will revert to the Administration Report to enable the continuation of chemotherapy administration.

## **1. Procedure to Follow**

### **1.1 Response Monday to Friday, 08:00-16:00 (Please refer to Appendix A)**

All users to report full details of any Aria Medical Oncology issues and number of users affected, as soon as they experience them, to the System Manager (on bleep 0384 or via email). The System Manager will assess the issue and determine whether it is a user error or if the issue needs to be escalated to the appropriate level i.e. Varian or IM&T Department.

If there is a failure in the Aria Medical Oncology system or key network connections failure, for more than 60 minutes the users will revert to the Administration Report to enable the continuation of chemotherapy administration, as directed by the System Manager. Each clinical area will be responsible for printing a copy of the relevant report. Once treatment has been administered the paperwork must be returned to the System Manager so that the data can be input into ARIA once the system is up and running again.

The System Manager will attempt to inform the clinical areas by phone and ensure all users are informed via email when the contingency plan is initiated along with details on where to find the Administration reports and the process for prescribing chemotherapy – see point 1.2, 1.3 and 1.4

The System Manger will add the loss of service to the Trust's Incident Reporting System (DATIX)

### **1.2 Response out of hours (Please refer to Appendix B)**

If a fault occurs out of hours, in the first instance the user will need to check against other clinical areas to ascertain whether it is a user or system error. If it is a system error and chemotherapy needs to be administered at that time, then revert to the Aria MO drive and retrieve the relevant report from the administration report folder.

If chemotherapy needs to be prescribed at that time, the process will depend on whether it is for a new or on-going patient. At first available opportunity contact the System Manager and see above process.

The System Manager will add the loss of service to the Trust's Incident Reporting System (DATIX)

### **1.3 New Patients**

Templates for all regimens are kept electronically at <G:\AriaMO\Administration Reports\Aria Regimen Templates> and are also saved to a safe stick which is located in a folder in the MI Office in Pharmacy, Level 5. If the Aria Medical Oncology system is to fail and a clinician needs to prescribe for a new patient, the clinician will need to contact the System Manager (or Aria Super User) who can print off the appropriate pages of the regimen template. The clinician will then need to add the patient details and doses and deliver this to Pharmacy where a photocopy will be taken. Pharmacy will keep these photocopied prescriptions to allow the data to be transferred back to Aria once the system is operational again.

### **1.4 Ongoing Patients**

For patients having ongoing chemotherapy users can print out the Administration Report from the patient's previous cycle. The clinician can then amend by hand to produce a prescription for use by Tech Services and for the administration of treatment. Pharmacy will keep a copy of the amended report as a record and once treatment has been administered the paperwork must be returned to the System Manager so that the data can be input into ARIA once the system is up and running again.

### **1.5 Recording of Data**

Following a system outage the System Manager will then be responsible for transferring any paper copies of prescriptions or administrations back on to Aria when problem has resolved which may require assistance from prescribers, pharmacists and nurses to complete.

### **1.6 System update**

The System Manager will be responsible for notifying all users via email once the ARIA system is operational again

### **1.7 Total IT failure**

In the event of a total IT failure, example prescriptions for all regimens are kept in the MI office, Level 5 Pharmacy. The clinician will ask for the regimen they require. A photocopy will be taken from these files from which the clinician can generate a hand written prescription. The hand written prescriptions will be used for preparation and administration of chemotherapy. Once treatment has been administered the paperwork must be returned to the System Manager so that the data can be input into ARIA once the system is up and running again.

## **2. Interruption of Service**

### **2.1 Partial Interruption of Service**

Partial interruption to service is defined as only affecting one or a few users but not all users.

In this instance users can still get information from the system or enter information but may have to use another workstation or ask for assistance from a colleague.

### **2.2 Temporary Interruption of Service**

Temporary interruption of service is defined as when all users lose access to the system for up to 60 minutes. This can occur with server or network outage.

At the time the problem is identified, the System Manager will ensure all relevant clinical areas and departments are informed and take the appropriate action. Please see point 1.1 and Appendix A/B.

### **2.3 Prolonged Interruption of Service**

Prolonged interruption of service is defined as when all users lose access to the system for more than 60 minutes. This can occur with server or network outage.

In this instance the Haematology and Oncology Service Line will continue its business by following the processes documented in point 1.

### **2.4 Planned Maintenance**

Planned interruption to the service is usually due to system upgrades or patching. This is essential work which will be carried out by the IT department and System Supplier on an agreed date a period.

In this instance the Haematology and Oncology Service Line will continue its business by activating the Business Contingency Plan.

## **6 Document Ratification Process**

The design and process of review and revision of this procedural document will comply with The Development and Management of Formal Documents.

The review period for this document is set as default of five years from the date it was last ratified, or earlier if developments within or external to the Trust indicate the need for a significant revision to the procedures described.

This document will be reviewed by the Chemotherapy Operations Group (COG) and ratified by the Chair of COG.

Non-significant amendments to this document may be made, under delegated authority from the COG, by the nominated author. These must be ratified by the Chair of COG and should be reported, retrospectively to COG.

Significant reviews and revisions to this document will include a consultation with named groups, or grades across the Trust. For non-significant amendments, informal consultation will be restricted to named groups, or grades who are directly affected by the proposed changes.

## **7 Dissemination and Implementation**

Following approval and ratification, this procedural document will be published in the Trust's formal documents library and all staff will be notified through the Trust's normal notification process, currently the 'Vital Signs' electronic newsletter.

Document control arrangements will be in accordance with The Development and Management of Formal Documents.

The document author(s) will be responsible for agreeing the training requirements associated with the newly ratified document with the Chair of COG and for working with the Trust's training function, if required, to arrange for the required training to be delivered.

## **8 Monitoring and Assurance**

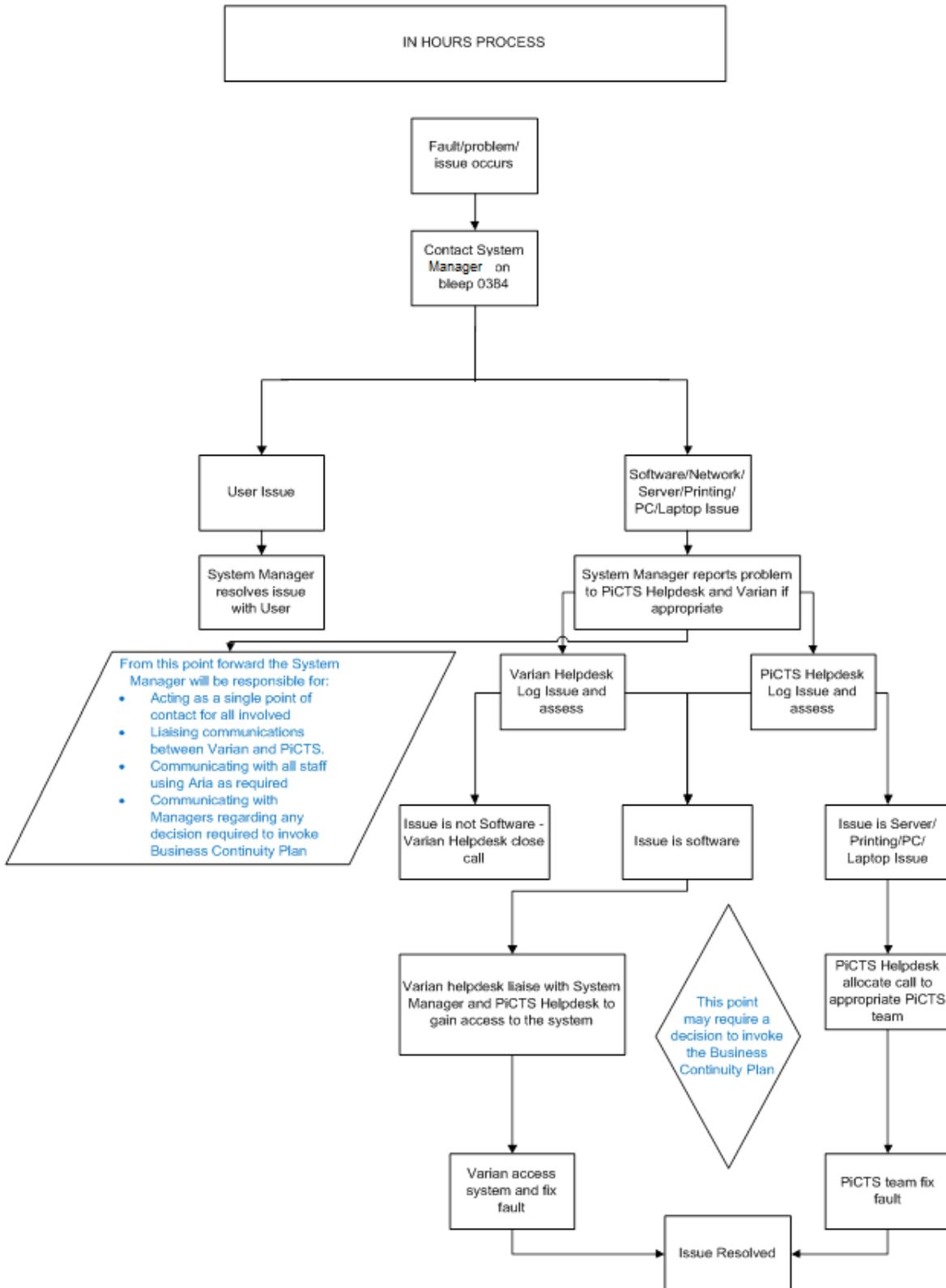
- Monthly COG meetings identify and discuss issues with ARIA on an ongoing basis.
- The Systems Manager will undertake all monitoring on an ongoing basis. All staff operating ARIA have a responsibility to report any issues or problems to the System Manager.
- The Systems Manager will liaise with Varian and Plymouth ICT depending on the problem.

- Any results of monitoring and issue resolution will be disseminated in COG meetings and escalated, where appropriate, to the Service Line Manager and Lead Clinician for Chemotherapy
- Action plans to be progressed and monitored on Q pulse and in COG meetings.
- Learning and training will be implemented through COG.

## **9** | **Reference Material**

The Civil Contingencies Act (2004)

Appendix A



Appendix B

